PRODUCT BACKLOG

S/N	USER STORY	PRIORITY	ACCEPTANCE CRITERIA
1	As a user, I want to be able to access the home page so that I can begin my search for available bus trips.	HIGH	1. The home page should be easily accessible from every page on the website 2. The home page should include relevant and up-to-date information such as featured routes, popular destinations, or promotions. 3. The home page should makes it easy for users to navigate to other pages of the web application.
2	As a user, I want to be able to filter the search results by departure/arrival locations and dates, so that I can easily find and book the bus trip that suits my travel plans.	HIGH	1. The search function should include the ability to filter search results by departure and arrival locations. 2. The search function should include the ability to filter search results by date. 3. The filter criteria should be easy to access and modify.
3	As a user, I want to be able to view the departure and arrival times, trip duration, and ticket price for each available trip so that I can easily compare and select the best option for my travel plans.	MEDIUM	1. The search results should display the departure and arrival times for each available trip. 2. The search results should display the trip duration for each available trip. 3. The search results should display the ticket price for each available trip. 4. The departure and arrival times should be presented in a clear and easy-to-read format that is easily understandable by the user.
4	As a user, I want to be able to view a graphical representation of the bus seating arrangement so that I can know where various seat types are located	MEDIUM	1. The graphical representation of the bus seating arrangement should be displayed in a clear and easy-to-understand format. 2. The graphical representation should accurately reflect the actual seating arrangement of the bus. 3. The graphical representation should be accompanied by clear and concise instructions on how to select a seat.

5	As a user, I want to be able to select a specific seat for my bus trip so that I can have control over my seating arrangements.	MEDIUM	1. The user should be able to select their preferred seat(s) from the available seats. 2. The user should be able to change their selected seat(s) as long as the seat has not been booked by another user. 3. The user should be able to view the selected seat(s) in their booking details and confirm that the seat(s) have been reserved.
6	As a user, I want to be able to make payment for my bus trip through the bus ticketing web application using my card, so that I can complete my booking process without any hassle.	HIGH	1. The system should provide a payment gateway. 2. The user should be able to access the payment gateway from the booking page, after selecting their preferred seat(s) and reviewing the associated fare. 3. The user should be able to enter their credit card information, including the card number, expiration date, CVV number, and cardholder name.
7	As a user, I want visual proof/confirmation of my booking after completing the payment process through the bus ticketing web application, so that I can be assured that my booking has been successfully processed.	HIGH	1. After the user has successfully completed the payment process, the system should display a booking confirmation page, which includes the details of the trip such as departure and arrival times, duration, and seat number(s). 2. The booking confirmation page should also display the user's personal information, such as their name and contact details, as well as the total fare.
8	As a user, I want to be able to create a user profile on the bus ticketing web application, so that I can have a personalized experience and easily manage my bookings and preferences.	HIGH	1. The system should provide a "Create Account" option on the homepage or in the top navigation bar. 2. The user should be able to access the account creation form by clicking on the "Create Account" option. 3. The account creation form should ask for the user's personal information, such as name, email, phone number, and password. 4. The user should be able to submit the completed form and create their account. 5. After the account has been created, the user should be redirected to the homepage.

9	As a user, I want to sign in to my account and view my profile so that I can manage and track my account activities.	HIGH	1. The system should provide a sign-in page where users can enter their login credentials. 2. Upon successful sign-in, the system should direct the user to their profile page. 3. The profile page should display the user's personal information, such as their name, email, and phone number. 4. The user should be able to log out of their account after viewing their profile.
10	As a user, I want to access my booking history so that I can keep track of my past bookings	MEDIUM	1. The system should provide a "Booking History" section on the user's profile page. 2. The "Booking History" section should display all previous bookings made by the user, including trip details and booking status.
11	As a user, I want to view the details of my active bookings so that I can keep track of my travel plans.	LOW	1. The system should provide a "Active Bookings" section on the user's profile page. 2. The "Active Bookings" section should display all bookings that are currently active, along with their trip details and booking status.. 3. The system should display the departure and arrival times, trip duration, and ticket price for each active booking.
12	As a user, I want to be able to cancel my bookings and receive a refund if applicable, so that I can have control over my travel plans and avoid unnecessary expenses.	LOW	1. The system should provide a "Cancel Booking" button on the user's profile page for each active booking. 2. The user should be able to click the "Cancel Booking" button and receive a confirmation prompt. 3. The confirmation prompt should display the cancellation policy, including any applicable fees or refund amounts. 4. The user should be able to confirm the cancellation and receive a refund if applicable.

13	As a user, I want to have access to a customer support channel, so that I can get help with any issues or questions related to my bookings.	HIGH	1. The system should provide a customer support email address or form for users to contact. 2. The customer support channel should be clearly visible and easily accessible on the web application.
14	As a user, I want to be able to save my payment information for future bookings, so that I can make faster and easier transactions.	LOW	1. The system should provide a "Save Payment Information" option during the payment process. 2. Users should be able to choose whether or not to save their payment information. 3. Users should be able to view and manage their saved payment information through their profile.
15	As a user, I want to access information about the bus company so that I can learn more about the company and its mission.	MEDIUM	1. The "About Us" page can be accessed from the website's main menu or footer. 2. The page should include a clear and concise mission statement for the company. 3. The page should provide information about the company's history and background.
16	As a user, I want to access an FAQ page so that I can find answers to common questions about the bus ticketing service.	MEDIUM	1. The FAQ page should be easily accessible from the website's main navigation menu. 2. The FAQ page should provide clear and concise answers to common questions related to the bus ticketing service, such as ticket prices, bus schedules, booking process, and refund policy.