

User Stories

As a consultant

1. As a consultant, I want the application to offer user-friendly tutorials and documentation to help me make the most of its features and capabilities. - Daler
2. As a consultant, I want to be able to create a secure account with a unique username and password. - Ivan
3. As a consultant, I want to be able to logout in any time. - Aman
4. As a consultant, I want to contact customer support through app in case of any issues or questions regarding a service. - Taisiia
5. As a consultant, I want to browse and search for services based on categories and keywords to find the specific service I need. - Taisiia
6. As a consultant, I expect the platform to have clear and easily accessible terms of service, privacy policy. - Kevin
7. As a consultant, I want to get the best and most accurate result from searching in the application, so that I can provide the best help to the client. - Aman
8. As a consultant, I want to set up my account and the preferences based on the access given to me, so that I can work swiftly in the system, without risking any problems. - Daler
9. As a consultant, I want to be able to change my personal information if it is needed. - Aman

As an administrator

1. As an administrator, I want to be able to control who has access to the data, without having to reprogram the application, so that I can protect sensitive information. - Ivan
2. As an administrator, I want the application to support multiple user roles and permissions, allowing me to tailor access levels and control to the specific needs of my clients and team members. - Ivan
3. As an administrator, I want maintain data, for example view and edit records. - Daler
4. As an administrator, I want to be able to see and resolve help requests from the users. - Kevin
5. As an administrator, I want to have ability to search as a consultant to see all changes in real time. - Kevin
6. As an administrator, I want my changes to be reflected in real time throughout the company. – Taisiia