User Stories

As a user

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.
2. As a consultant, I want to be able to create a secure account with a unique username and password.
3. As a consultant, I want to be able to logout in any time.
4. As a consultant, I want to contact customer support through app in case of any issues or questions regarding a service.
5. As a consultant, I want to browse and search for services based on categories and keywords to find the specific service I need.
6. As a consultant, I expect the platform to have clear and easily accessible terms of service, privacy policy.
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.
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.
9. As a consultant, I want to be able to change my personal information if it is needed.

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.

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.
3. As an administrator, I want maintain data, for example view and edit records.
4. As an administrator, I want to be able to see and resolve help requests from the users.
5. As an administrator, I want to have ability to search as a consultant to see all changes in real time.
6. As an administrator, I want my changes to be reflected in real time throughout the company.