

# User Stories

Viewing and Navigation			
ID	As a:	I want to be able to:	So that I can:
1	Shopper	View what services are available to me	Select a service that applies to me
2	Shopper	View specific details on each service - including a price and when it is available to me	Understand what service I need and why, identify price and decide when I can arrange the service to be completed
3	Shopper	Have the facility to add my current bike to my profile - including specific details about the bike that are important information for any engineer fixing it.	Gives me a more bespoke service and provides important information to the bike engineer.
4	Shopper	View my purchases and basket whenever I choose to	Check I have picked the right service and that I am happy with the total cost

Registration and User Accounts			
ID	As a:	I want to be able to:	So that I can:
5	Shopper	Easily register as a member	Choose a service, manage my purchases and see my user profile
6	Shopper	Easily navigate to the login and logout options	Quickly get on with the purpose of my visit and be able to record and access my personal profile, previous purchases and payment information
7	Shopper	Easily recover my password and create a new password	Keep my original user profile - including all of the current and previous information - safe and not have to worry if I forget my password
8	Shopper	Have a user profile available to me	See a clear breakdown of my user profile, including my payment information, contact details and previous purchases

Sorting and Searching			
ID	As a:	I want to be able to:	So that I can:
9	Shopper	Easily search for the services available to me	Decide what service may apply to my circumstances quickly
10	Shopper	See any ratings or reviews left by other members who have previously used the service	See what other shoppers thought about the service - whether it was value for money
11	Shopper	See a specific breakdown of the service I plan to choose	Check it includes everything I need and to see how much it is going to cost me

Sorting and Searching			
ID	As a:	I want to be able to:	So that I can:
12	Shopper	Have access to a calendar to check the availability of the engineer who is going to come and deliver the service I have chosen	Organise my time appropriately - I want this service to be convenient for me, to know when I should be available for
13	Shopper	To pick and choose what I want	Have more control over the service and price I end up paying

Purchasing and Checkout			
ID	As a:	I want to be able to:	So that I can:
14	Shopper	Easily select the service I want	Book in a time slot and purchase the service I require
15	Shopper	Be shown exactly what I have chosen	Ensure I have picked the correct service
16	Shopper	See a summary of what I've picked	Sort out what I want before purchasing anything
17	Shopper	Change my mind over what service I choose, to be able to update my order or delete it entirely	Have full control over what I purchase - to be able to make changes when I want to, before completing my purchase
18	Shopper	Securely enter my payment details once	Shop easily, without having to re-enter my bank details every time I enter the site
19	Shopper	See an order confirmation and summary following my purchase	Be confident the service I wanted was the one purchased

Business Owner			
ID	As a:	I want to be able to:	So that I can:
20	Business Owner	Easily add a new service when I need to	Update the services available to my customers as quickly as possible
21	Business Owner	Edit and Update the services available to my customers	Let customers know as quickly as possible that services have been updated. Making sure my business' reputation, as well as my own, is held in high regard among my customers
22	Business Owner	Delete services	Remove services that are no longer available to customers