User Roles

* Mover
* Admin
* Analytics Subscriber
* Website Visitor
* Account Admin
* Move Expert
* Rental Company Rep.
* Artificial Intelligence Help Manager

User Stories

As a mover I need to:

* Be able to search for tips about how to pack an item by the item name so that I can properly pack a box
* Be able to reset my own password because I have forgotten it
* Be able to unlock my own account via email when I have entered in too many wrong passwords
* See a catalog of all items that I have packed for a move because I need to know what’s in my boxes and what they look like
* Measure my items
* After entering my items, be able to see estimates on different truck sizes, whether the truck size can fit everything, and how many trips would be required
* I would like to using my origin and destination, have the app tell me how many miles my move will take
* be shown how to efficiently load my vehicle with boxes
* be able to choose a vehicle that fits my needs the most
* be able to start over at anytime in the loading phase
* be able to undo a placement or redo a placement

As a Move Expert:

* I would like to be able to see questions posted for help by the community
* I would like to be able to respond to questions posted
* I would like to be able to see the heat maps provided by the app usage tracking feature
* I would like to be able to write a response to a question or post a video with detailed instructions

As an admin I need to:

* Be able to do everything that any other role can do in the system

As an “Analytics subscriber” I need to:

* Be able to pull anonymous data regarding who is moving and where they are moving to

As a Rental Company Representative:

* i would like to receive customer feedback