User Roles

* Website Visitor (Guest)
* Rental Company Admin
* Mover (Registered User)
* Move Expert
* Chat Artificial Intelligence Help Manager
* Admin (Super User)

User Stories

As a guest I need to:

* Look at the about information for Load.In
* Request to become a registered user

As Rental Company Admin I need to:

* Be able to pull anonymous data regarding who is moving and where they are moving to
  + Need to see distance traveled
  + How far in advance did people get this
  + What are the typical sizes of households
  + Ratios and percentages of items that are considered disposable versus non-disposable
  + What types of items are being moved
  + … (fill in later)
* Be able to do whatever the guest can do
* I would like to receive customer feedback

As a mover (registered user) I need to:

* Chat and give feedback
* Account and Profile
  + 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
* Move
  + be shown how to efficiently load my vehicle with boxes
  + use my phone to lookup a box contents quickly using a QR code
  + be able to undo a placement or redo a placement
* Pre-Move
  + Be able to search for tips or ask a chat bot for help about how to pack an item by the item name so that I can properly pack a box
  + Be able to have printable labels with QR codes for uniquely identifying a box
  + Be able to reserve and rent a truck from the app (also get a discount deal) from a list of different trucks that are available in our area
  + 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 and be able to get a rough estimate on fuel usage and cost
  + I do not want to measure every item I own
* Post Move
  + 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
  + Be able to rate my experience with the move and give a description as to how things went
* be able to choose a vehicle that fits my needs the most
* be able to start over at anytime in the loading phase

As a Move Expert:

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

As an admin I need to:

* Be able to do everything that any other role can do in the system
* Be able to view system logs
* Receive notifications regarding thresholds have been met or when feedback is bad
* Look at heatmap reports on how the users are using the app
* Be able to see any errors that the system is producing and where those errors are occurring