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:

* [High] Look at how Load.In works
* [High] Look at why I should use Load.In
* [High] Look at Frequently Asked Questions (FAQ) about Load.In
* [High] Look at the about information for Load.In
* [High] Request to become a registered user
* [High] Be able to download Load.In application from a link
* [High] See who created Load.In
* [Low] Subscribe to newsletter or add myself to a mailing list

As a Rental Company Admin I need to be able to:

* [Low] Account/Profile
  + Have the same account management abilities as a standard mover
  + Access to a separate data management section
  + Provide materials that can be advertised such as truck deals
* [Med] Data
  + Be able to access anonymous data about customers
    - Start and end move locations
    - When app is used/truck is booked vs when the move occurs
    - How much is being moved, and how large a truck is being used
    - Percentages of types of items that are fragile
    - What types of items are being moved (furniture, television, etc)
* [Med] Feedback
  + Feedback
    - See feedback on Information on quality of move
    - See feedback on Potential improvements of rental company
    - See feedback on Potential improvements of the Load.in app
    - Respond to feedback

As a Mover I need to be able to:

* [Low] Account & 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 password attempts
* [High] Chat & Provide Feedback
  + If an issue arises with the system
    - Able to see FAQ of issues that have arisen for users
    - Be able to search FAQ list based on keywords
    - If nothing is useful can start a chat-bot help session
  + Can provide feedback on all tips and help services
  + Can rate
    - Rental company used
    - Tips provided
    - Any move-expert that may have helped
    - Overall app experience
* Help
  + [Low] Access a tutorial on how to use the app
* Move plan
  + [Low] Be able to share my move plan with other movers so that they can contribute to the packing and inventory of the move as well as see the load plan for the truck
  + [High] Create a move plan
  + [High] Delete a move plan
* [High] Pre-Move
  + Be able to search for
    - Tips for packing and/or loading an odd item
  + Be able to use a chat-bot if the tips are not useful for my issue
  + 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 from a list of different trucks that are available in my area
    - If I have a preference on vehicle, I can enter information and be given programs estimation on how it will work
  + Measure my items
    - I would like to have a database of commonly found household items because who wants to measure everything
  + After entering my items
    - Be able to see estimate on needed truck sizes
    - If the truck available will be able to fit everything
    - How many trips It will most likely need
  + I would like to
    - Enter origin and destination
    - Be given an estimation of
      * How many miles my trip will be
      * Fuel usage & cost
* [High] Move
  + Load a box & the truck
    - Be given a plan on how to properly load my boxes & truck to maximize use of
      * Space
      * Time
      * Money
      * Safely Transport Items
    - Be able to locate a box within the truck that contains a certain item
      * Using QR codes on boxes
    - Be able to ensure specific items are within easy reach in the truck
  + Loading tips
    - If an issue is encountered during move I can see tips for overcoming it
  + Be able to reset system if I feel advice being given is incorrect
* [High] Post-Move
  + See a catalogue of all my items that I have packed from the move
    - See their locations
  + Be able to provide feed-back
    - Rate my experience with any tips provided
    - Provide description to how my experience was

As a Move Expert I need to be able to:

* [Low] Account & 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 password attempts
  + Be able to share my account name with friends to sync move plan with everyone
* [High] Articles
  + create an article about packing an item that can be found by a user looking for tips
    - be able to add text and steps to that article
    - be able to add images
    - be able to add video instructions linked to from a private you-tube feed
  + see ratings on that article from users and comments made by users in relation to an article
  + respond to comments about articles
  + update an existing article
* [High] Posts for help (AKA FAQ)
  + see questions posted for help by the community
    - see which ones have been answered and which ones haven’t
  + respond to questions posted
    - be able to edit my response before submitting
    - be able to come back and change my response later
  + see whether my responses have been marked as answers
  + convert a response to a question into an article featuring the original question
* [Low] heat maps
  + see the heat maps provided by the app usage tracking feature so that I can figure out where best to spend my time creating good helpful articles
  + see which tips are being consulted the most, the least
* [High] feedback
  + search for feedback from actual moves and sort by rating
  + see feedback from actual moves
  + see analytics about what people are moving
  + respond to feedback
* [low] ask a person who I am assisting to see details about a move such as
  + load plans
  + items being transported
  + truck information
  + destination

As an admin I need to:

* Be able to do everything that any other role can do in the system
* [High] System Maintenance
  + Be able to view system logs so that I can audit and monitor the system.
  + Receive notifications regarding thresholds have been met or when feedback is bad
  + Look at heatmap reports on how the users are using the app so that I can determent problem areas.
  + Be able to see any errors that the system is producing and where those errors are occurring so that I can mitigate these problems in later iterations.
  + Be able to send push notifications to all users of the application so that I can announce new features to the application.
  + Be able to back up the entire database so that I can be in compliance with our disaster recovery procedures.
* [High] Account management
  + Be able to create individual user accounts of all privilege levels so that I can manage my team.
  + Be able to edit users details so that I can update the system to reflect changes.
  + Be able to disable accounts of all privilege levels so that I can manage my team.
  + Be able to access users accounts within the application to update roles, information, and view accounts.
  + Be able to reset a user’s password so that I can support a user’s access.
* [Low] Analytics
  + Be able to query the number of logged in users so that I can assess current and historical data.
  + Be able to query statistics to understand the user activity and potential needs for enhancements so that I can improve the application.
  + Search through data and build ad hoc reports based on criterial selected so that I can present reports to board members.

As a “ Chat Artificial Intelligence Help Manager” I want to:

* Be able to “read” questions submitted by a user into a text box when pressing a “Submit” button
* Be able to provide detailed responses back to my questions
* Be able to provide links to articles and or posts related to my question’s root focus
* Be able to provide answers related to loading questions
* Be able to provide answers related to packing questions
* Be able to provide answers related to driving questions
* Be able to provide answers related to unloading questions
* Be able to provide answers related to safety questions
* Be able to have the user directed to me if none of the FAQ posts are useful by pressing “Chatbot” button
* Be able to provide links to FAQ posts related to the user’s questions
* Be able to receive feedback on responses from the user
* Be able to maintain my state even when the user switches between FAQ and myself without losing state