**User Roles**

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

**User Stories**

**Guest**

**Needs**

* As a guest, I need to be able to look at how Load.In works
* As a guest, I need to be able to look at why I should use Load.In
* As a guest, I need to be able to look at Frequently Asked Questions (FAQ) about Load.In
* As a guest, I need to be able to look at the about information for Load.In
* As a guest, I need to be able to request to become a registered user
* As a guest, I need to be able to download Load.In application from a link

**Wishes**

* As a guest, I wish to be able to see who created Load.In
* As a guest, I wish to be able to subscribe to newsletter or add myself to a mailing list

**Rental Company Administrator**

**Needs**

* As a rental company administrator, I need to be able to have the same account management abilities as a standard mover
* As a rental company administrator, I need to be able to access to a separate data management section
* As a rental company administrator, I need to be able to provide materials that can be advertised such as truck deals
* As a rental company administrator, I need to be able to access anonymous data about customers such as:
  + - 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)

**Wishes**

* As a rental company administrator, I wish to be able to see feedback on Information on quality of move
* As a rental company administrator, I wish to be able to see feedback on Potential improvements of rental company
* As a rental company administrator, I wish to be able to see feedback on Potential improvements of the Load.in app
* As a rental company administrator, I wish to be able to respond to feedback

**Mover**

**Needs**

* As a mover, I need to be able to reset my own password because I have forgotten It
* As a mover, I need to be able to unlock my own account via email when I have entered in too many wrong password attempts
* As a mover, I need to be able to create a move plan
* As a mover, I need to be able to delete a move plan
* As a mover, I need to be able to see a FAQ of issues that have arisen for users
* As a mover, I need to be able to search FAQ list based on keywords
* As a mover, I need to be able to provide feedback on all tips and help services
* As a mover, I need to be able to rate rental company used
* As a mover, I need to be able to rate tips provided
* As a mover, I need to be able to rate any move-expert that may have helped me
* As a mover, I need to be able to rate overall application experience
* As a mover, I need to be able to search for tips for packing or loading an odd item
* As a mover, I need to be able to have printable QR labels for uniquely identifying a box
* As a mover, I need to be able to reserve and rent a truck from the application from a list of different trucks available in my area
* As a mover, I need to be able to have a database of commonly found household items because who wants to measure everything
* As a mover, I need to be able to see an estimate of needed truck size based upon entered items
* As a mover, I need to be able to see if trucks available can fit everything I have entered
* As a mover, I need to be able to given a load plan that shows how to properly load my boxes and truck to maximize use of space, time, and money
* As a mover, I need to be able to locate a box within the truck that contains a certain item using the QR code
* As a mover, I need to be able to reset the system if I feel the plan is incorrect
* As a mover, I need to be able to see tips for any issue I encounter during the move

**Wishes**

* As a mover, I wish to be able to access a tutorial on how to use the application
* As a mover, I wish to 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
* As a mover, I wish to be able to enter preferences on a vehicle and be provided with estimations on how the vehicle will perform
* As a mover, I wish to be able to see an estimation of how many trips my move will take
* As a mover, I wish to be able to enter my origin and destination locations
* As a mover, I wish to be able to be given an estimation of how many miles my trip will take and the fuel usage and cost
* As a mover, I wish to be able to provide feed-back and rate my experience with the move process and any tips I was provided.

**Move Expert**

**Needs**

* As a move expert, I need to be able to reset my own password because I have forgotten It
* As a move expert, I need to be able to unlock my own account via email when I have entered in too many wrong password attempts
* As a move expert, I need to be able to share my account name with friends to sync move plan with everyone
* As a move expert, I need to be able to create an article about packing an item that can be found by a user looking for tips
  + As a move expert, I need to be able to add text and steps to that article
  + As a move expert, I need to be able to add images
  + As a move expert, I need to be able to add video instructions linked to from a private you-tube feed
  + As a move expert, I need to be able to see ratings on that article from users and comments made by users in relation to an article
  + As a move expert, I need to be able to respond to comments about articles
  + As a move expert, I need to be able to update an existing article
* As a move expert, I need to be able to see questions posted for help by the community
  + As a move expert, I need to be able to see which ones have been answered and which ones haven’t
* As a move expert, I need to be able to respond to questions posted
  + As a move expert, I need to be able to edit my response before submitting
  + As a move expert, I need to be able to come back and change my response later
  + As a move expert, I need to be able to see whether my responses have been marked as answers
  + As a move expert, I need to be able to convert a response to a question into an article featuring the original question
* As a move expert, I need to be able to search for feedback from actual moves and sort by rating
* As a move expert, I need to be able to see feedback from actual moves
* As a move expert, I need to be able to see analytics about what people are moving
* As a move expert, I need to be able to respond to feedback
* As a move expert, I need to be able to ask a person who I am assisting to see details about a move such as
  + load plans
  + items being transported
  + truck information
  + destination

**Wishes**

* As a move expert, I wish to be able to 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
* As a move expert, I wish to be able to see which tips are being consulted the most and least

**Administrator**

**Needs**

* As an administrator, I need to be able to do everything that any other role can do in the system
* As an administrator, I need to be able to view system logs so that I can audit and monitor the system.
* As an administrator, I need to be able to create individual user accounts of all privilege levels so that I can manage my team.
* As an administrator, I need to be able to edit users details so that I can update the system to reflect changes.
* As an administrator, I need to be able to disable accounts of all privilege levels so that I can manage my team.
* As an administrator, I need to be able to access users accounts within the application to update roles, information, and view accounts.
* As an administrator, I need to be able to reset a user’s password so that I can support a user’s access.
* As an administrator, I need to 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.
* As an administrator, I need to be able to back up the entire database so that I can be in compliance with our disaster recovery procedures

**Wishes**

* As an administrator, I wish to be able to receive notifications regarding thresholds have been met or when feedback is bad
* As an administrator, I wish to be able to look at heatmap reports on how the users are using the app so that I can determent problem areas.
* As an administrator, I wish to be able to send push notifications to all users of the application so that I can announce new features to the application.
* As an administrator, I wish to be able to query the number of logged in users so that I can assess current and historical data.
* As an administrator, I wish to be able to query statistics to understand the user activity and potential needs for enhancements so that I can improve the application.
* As an administrator, I wish to be able to search through data and build ad hoc reports based on criteria selected so that I can present reports to board members.