Journeys

Each journey includes:

- **User Goal**
- **Touchpoints (screens/APIs)**
- **System Behavior**
- **Notes for AI Prompt Integration** (where applicable)

Journey 1: Register → Login → View/Edit Profile

User Goal: Sign up for the app and personalize profile
Sprint: 4 (Vertical)

Flow Steps:

1. **User opens app → taps "Register"**
   - Enters name, email, mobile, password
   - OTP is sent and verified
   - *API: `/auth/register` → `/auth/verify-otp`*
2. **User is redirected to Login screen**
   - Enters credentials → gets JWT token
   - *API: `/auth/login` → returns token*
3. **User lands on Profile screen**
   - Views personal details
   - Edits preferences (e.g., notification mode, default payment method)
   - *API: `/profile` (GET/PUT)*

AI Prompt Integration:

- *Zero-shot:* "Generate POST API for user registration with OTP check"
- *CoT:* "Explain JWT auth with refresh token"

Journey 2: Browse → Filter → Compare → View Plan Details

User Goal: Explore available plans and compare options
Sprint: 5 (Vertical)

Flow Steps:

1. **User opens "Browse Plans" page**
   - All available plans shown in card/grid format
   - *API: `/plans?type=data&sort=price`*
2. **User applies filters (price < ₹500, 30-day validity)**
   - *Query params handled by backend*
3. **User selects 2–3 plans → hits "Compare"**
   - Modal or screen compares features side-by-side

4. **Clicks on “View Details” on any plan**
    - Shows deep breakdown: base data, voice, addons, terms, etc.
    - *API:* `/plans/{id}`

AI Prompt Integration:

- “Compare 3 plans for 60-day validity and recommend cheapest”
- “Explain if roaming is included in this plan’s fine print”

Journey 3: Customize Plan → Preview Price → Add to Cart

User Goal: Create a tailored plan and prepare for checkout
Sprint: 5 (Vertical)

Flow Steps:

1. **User selects a base plan**
    - Hits “Customize” to open dynamic builder
2. **User adjusts sliders (data: 15GB, SMS: 100, Addons: Int’l Roaming)**
    - Total price updates in real-time
    - *API:* `POST /customize` *with user choices*
3. **Hits “Add to Cart”**
    - *API:* `POST /cart`
4. **Visual cue shows plan added successfully**

AI Prompt Integration:

- *Few-shot prompt:* “Given base ₹399 + 5GB add-on ₹100 + intl ₹149 → total?”
- “Suggest addon packs if user travels abroad frequently”

Journey 4: View Cart → Make Payment → Confirm Activation

User Goal: Complete plan purchase
Sprint: 6 (Vertical)

Flow Steps:

1. **User views Cart**
    - Sees plan name, price, duration, and addons
    - *API:* `GET /cart`
2. **Hits “Checkout” → redirected to payment**
    - Mock payment interface for PoC
    - *API:* `POST /orders`, `POST /payment/mock`
3. **Activation triggered automatically**
    - *API:* `POST /activate`
4. **User gets success screen + SMS/email + dashboard update**
    - *API:* `POST /notifications/send`

AI Prompt Integration:

- “Generate thank-you message for successful plan activation”
- “Explain what to do if activation is delayed”

Journey 5: Track Plan Status + Get Notified

User Goal: View current usage and expiry alerts
Sprint: 7 (Vertical)

Flow Steps:

1. **User opens Dashboard**
   - Views active plan, expiry countdown, remaining data/SMS
   - *API:* `GET /users/{id}/status`
2. **System checks expiry window (e.g., 5 days left)**
   - *Job triggers* `POST /notifications/expiry`
3. **User sees alert: “Plan expires in 3 days – Renew Now?”**
   - CTA leads to Plan screen

AI Prompt Integration:

- “What happens when my plan expires?”
- “Based on my usage, recommend a lighter plan”

Journey 6: View Order History

User Goal: See past purchases, plan switches
Sprint: 6 (Vertical)

Flow Steps:

1. **User visits “History” screen**
   - Filter by date, status (active/expired)
   - *API:* `GET /users/{id}/orders?status=expired&month=last3`
2. **Taps any entry to see details**
   - Includes addons, total paid, status logs, etc.

AI Prompt Integration:

- “Summarize my last 3 plan changes and cost difference”
- “Explain why my last plan had higher charges”

Journey 7: AI Assistant – Ask, Compare, Decide

User Goal: Get help deciding on a new plan using AI
Sprint: 7 (Vertical)

Flow Steps:

1. **User clicks “Ask AI” on dashboard**
   - Asks: *“What’s the best plan under ₹500 with 10GB data?”*
2. **System constructs prompt with filters and sends to backend**
   - *API:* `POST /ai/query → OpenAI → suggestions`

3. **User sees plan cards with CTA: “Choose this plan”**
   - Click → adds plan to cart

AI Prompt Engineering Strategy:

- **Prompt Template:**
  "Act as a telecom advisor. Based on user history [X], budget [₹Y], and need [Z], suggest 2–3 suitable mobile plans with reasons."
- **Chained Prompting:**
  Step 1 → Identify usage pattern → Step 2 → Match plan rules → Step 3 → Output summary