

User Stories

Functional Requirements #1

User Story #1: Customer User logs in		Priority: HIGH	Effort: 3
As a/an...	customer		
I want...	to log in to the online application		
So that...	I can use the online services		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">● Given that I am a signed up customer user● When I access the login page and input my username and password<ul style="list-style-type: none">○ And my login details are correct● Then I will be taken to the application home page<ul style="list-style-type: none">○ And I will be able to access the various customer services <p>Criterion 2:</p> <ul style="list-style-type: none">● Given that I am a signed up customer user● When I access the login page and input my username and password<ul style="list-style-type: none">○ And my login details are incorrect● Then I will receive an error message that I could not be authenticated<ul style="list-style-type: none">○ And I will be prompted to enter my login details again		

User Story #2: Logging in as an admin		Priority: HIGH	Effort: 3
As a/an...	admin		
I want...	log into my admin account		
So that...	I can see my dashboard with any important updates		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">● Given that I am an admin of the service<ul style="list-style-type: none">○ And I oversee the transactions of the day● When I log in using my username and password<ul style="list-style-type: none">○ And my login details are correct● Then I am taken to my dashboard<ul style="list-style-type: none">○ And I prompted to view any important messages <p>Criterion 2:</p> <ul style="list-style-type: none">● Given that I am an admin of the service<ul style="list-style-type: none">○ And I oversee the transactions of the day● When I log in using my username and password<ul style="list-style-type: none">○ And my login details are incorrect● Then log in fails to authenticate<ul style="list-style-type: none">○ And I prompted to re-enter password		

User Story #3: Logging in as a worker		Priority: HIGH	Effort: 3
As a/an...	worker		
I want...	to log into my worker account		
So that...	I can view my dashboard and manage relevant bookings		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none"> Given I am a worker of the service <ul style="list-style-type: none"> And I have a standard staff account When I log in using my username and password <ul style="list-style-type: none"> And the login details are correct Then I am shown a dashboard with a list of bookings relevant to me <ul style="list-style-type: none"> And I can click on a booking to manage it <p>Criterion 2:</p> <ul style="list-style-type: none"> Given I am a worker of the service <ul style="list-style-type: none"> And I have a standard staff account When I log in using my username and password <ul style="list-style-type: none"> And the login details are incorrect Then I will be prompted to enter my details in again 		

User Story #4 : View About information		Priority: LOW	Effort: 1
As a/an...	Customer		
I want...	To view the details of the company on the "about" section of the home page.		
So that...	I can better understand the services provided by the organization.		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none"> Given that I'm on the home page <ul style="list-style-type: none"> And I am either logged in or not logged in When I click on the "about" tag (section) Then I'm prompted with a page containing details of the company 		

User Story #5 : View Contact		Priority: LOW	Effort:1
As a/an...	Customer		
I want...	To view the contact details of the company on the “contact” section of the home page.		
So that...	I can find out the contact details of the company (phone, email etc)		
Acceptance Criteria	Criterion 1: <ul style="list-style-type: none"> ● Given that I’m on the home page <ul style="list-style-type: none"> ○ And I am either logged in or not logged in ● When I click on the “contact” tag (section) ● Then I’m prompted with a page containing details of the company 		

Functional Requirements #2

User Story #6: Customer user signs up		Priority: MED	Effort: 3
As a/an...	New Customer		
I want...	To be able to sign up to the application		
So that...	I can make booking appointments for services		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">● Given that I am a new customer● When I navigate through to sign up<ul style="list-style-type: none">○ And the details are invalid and incorrect● Then I should be informed and get a notification that my details are incorrect, and the attempt of making the account is rejected<ul style="list-style-type: none">○ And I should be prompted to retry and input the details again <p>Criterion 2:</p> <ul style="list-style-type: none">● Given that I am a new customer● When I navigate through to sign up<ul style="list-style-type: none">○ And correctly enter my details● Then I should be given a new account<ul style="list-style-type: none">○ And should be logged in automatically		

Functional Requirements #3

User Story #7: Admin modifies available times		Priority: LOW	Effort: 5
As a/an...	Admin		
I want...	To be able modify the available times for a public holiday		
So that...	Customers can see what the available times are for that specific day		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">Given that the API is integrated on the business owners website<ul style="list-style-type: none">And the API key is validAnd the Admin is logged inWhen the owner modifies the available timesThen ensure that the information is updated on the client booking API		

User Story #8: Admin adding new dates for bookings		Priority: MED	Effort: 5
As a/an...	admin		
I want...	to add in new calender dates		
So that...	more dates are available for new bookings		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">Given I am an admin<ul style="list-style-type: none">And I am already logged into the systemWhen I click on the option to enter a new booking date/s<ul style="list-style-type: none">And I enter the date/sThen new dates are available for future bookings<ul style="list-style-type: none">And customers/users are able to book on those new dates		

User Story #9: Admin checking work roster		Priority: MED	Effort: 3
As a/an...	admin		
I want...	click on a roster option		
So that...	I can view the rostered workers for the next 7 days		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">Given that I am an admin<ul style="list-style-type: none">And I am logged into the systemWhen I click on the option to view the rostersThen I am taken to a rosters page<ul style="list-style-type: none">And I can see the staff that are working for the next 7 days		

User Story #10: Admin views the summary of past bookings		Priority: LOW	Effort: 2
As a/an...	admin		
I want...	to view the summary of past bookings		
So that...	I can answer any customer queries regarding their previous bookings		
Acceptance Criteria	Criterion 1: <ul style="list-style-type: none"> Given I am an admin <ul style="list-style-type: none"> And I am logged into the online service When I navigate to the summary of past bookings Then the system automatically shows me the summary of all previous bookings <ul style="list-style-type: none"> And the previous bookings are sorted by date 		

User Story #11: Admin makes adjustments to any existing bookings		Priority: LOW	Effort: 2
As a/an...	admin		
I want...	to manually adjust an existing booking		
So that...	I can make modifications to any customer queries that has escalated due to certain circumstances		
Acceptance Criteria	Criterion 1: <ul style="list-style-type: none"> Given I am an admin <ul style="list-style-type: none"> And I am logged into the online service When I navigate to the bookings page <ul style="list-style-type: none"> And I select a booking that has yet to commence Then I can manually adjust the details of the booking 		

User Story #12: Admin adds a new employee/worker		Priority: HIGH	Effort: 3
As a/an...	admin		
I want...	to add a new employee		
So that...	I can have them operate and make the booking service more efficient		
Acceptance Criteria	Criterion 1: <ul style="list-style-type: none"> Given I am an admin <ul style="list-style-type: none"> And I am logged into the online service When I navigate to the add-employee page <ul style="list-style-type: none"> And input the relevant details for a new employee Then I have a new employee entered into the employees database <ul style="list-style-type: none"> And I have the ability to task them things 		

User Story #13: Admin edits a current employee/worker		Priority: MED	Effort: 2
As a/an...	admin		
I want...	to edit a current employee's detail		
So that...	I can correct or update their information to maintain accuracy		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none"> Given I am an admin <ul style="list-style-type: none"> And I am logged into the online service When I navigate to the edit-employee page <ul style="list-style-type: none"> And I select the relevant employee Then I can edit their information <ul style="list-style-type: none"> And their employee details update after editing <p>Criterion 2:</p> <ul style="list-style-type: none"> Given I am an admin <ul style="list-style-type: none"> And I am logged into the online service When I navigate to the edit-employee page <ul style="list-style-type: none"> And select the relevant employee And edit their information to have invalid values Then I will receive an error message that I cannot save changes for invalid data <ul style="list-style-type: none"> And I will not be able to save the changes until I set the relevant fields to valid values 		

User Story #14: Admin view all workers' availabilities for the next 7 days		Priority: LOW	Effort: 5
As a/an...	admin		
I want...	view all employee availabilities for the next 7 days		
So that...	I can schedule my employees efficiently according to their availability		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none"> Given I am an admin <ul style="list-style-type: none"> And I am logged into the online service When I navigate to the availability page Then I can view the schedule/availability of all workers for the next 7 days <ul style="list-style-type: none"> And I can sort the list based on criteria (like most busy, most available etc) 		

User Story#15: Admin deleting user/worker account		Priority: LOW	Effort: 1
As a/an...	Admin		
I want...	To be able to delete a user/work account		
So that...	False and spam bookings can be deterred		
Acceptance Criteria	Acceptance Criteria: 1. <ul style="list-style-type: none"> ● Given that the API is integrated on the business owners website <ul style="list-style-type: none"> ○ And the API key is valid ○ And the business owner is logged in ● When the owner navigates to the user list <ul style="list-style-type: none"> ○ And clicks on the appropriate user ○ And deletes the account ● Then ensure that the Owner is informed that the account has been deleted <ul style="list-style-type: none"> ○ And remove the user from the database 		

Functional Requirements #4

User Story #16: Customer books a certain worker		Priority: MED	Effort: 5
As a/an...	customer		
I want...	select a worker		
So that...	my booking is maintained/serviced by the specific worker		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">• Given that I am a customer<ul style="list-style-type: none">◦ And I am logged into the service◦ And I am completing a booking• When I click to option to choose a worker• Then a list of available workers are shown<ul style="list-style-type: none">◦ And I can select a worker to complete my booking <p>Criterion 2:</p> <ul style="list-style-type: none">• Given that I am a customer<ul style="list-style-type: none">◦ And I am logged into the service◦ And I am completing a booking• When I do not click the option to choose a worker• Then no worker is selected for the booking<ul style="list-style-type: none">◦ And a random available worker will be assigned to the booking		

User Story #17: Customer checks available dates		Priority: MED	Effort: 4
As a/an...	customer		
I want...	check certain dates		
So that...	I can complete a booking		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">• Given that I am a customer<ul style="list-style-type: none">◦ And I am logged into the service• When I select the option to create a new booking• Then a list of available dates are populated<ul style="list-style-type: none">◦ And when I click on the date then a list of times are also shown		

User Story #18: Customer books a service for a date/time		Priority: HIGH	Effort: 5
As a/an...	Customer		
I want...	to book a specific service for a day/time and a worker		
So that...	I can receive said service to suit my needs		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">● Given I am a customer<ul style="list-style-type: none">○ And I am logged into the online service● When I navigate to the bookings page<ul style="list-style-type: none">○ And make a booking for a specific service, time and worker● Then I will have that booking update in my schedule <p>Criterion 2:</p> <ul style="list-style-type: none">● Given I am a customer<ul style="list-style-type: none">○ And I am logged into the online service● When I navigate to the bookings page<ul style="list-style-type: none">○ And make a booking for a specific service, time and worker○ And that service is unavailable on the day/time I want to have it● Then I will be notified that I cannot make that appointment<ul style="list-style-type: none">○ And I will be prompted to find a different day/time		

Functional Requirements #5

User Story #19: Customer updates contact details		Priority: LOW	Effort: 2
As a/an...	Customer		
I want...	To update my contact details		
So that...	If anything goes wrong I can be informed		
Acceptance Criteria	<ol style="list-style-type: none">1.<ul style="list-style-type: none">● Given that the Booking API is integrated on the business owners public website<ul style="list-style-type: none">○ And the API key is valid○ And the User has successfully logged in● When the user clicks on their profile page<ul style="list-style-type: none">○ And changes their phone number● Then ensure that the the user is informed that their number has been changed<ul style="list-style-type: none">○ And update the user details on the database		

User Story #20: Customer views personal account details		Priority: MED	Effort: 2
As a/an...	customer		
I want...	To be able to view my account details		
So that...	I can make sure that all of my data are correct		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">● Given that I am a logged in customer● When I navigate to my profile page● Then I can view all my details for the account		

User Story #21: Customer changing contact number		Priority: LOW	Effort: 1
As a/an...	customer		
I want...	edit my contact number		
So that...	my contact details are up to date		
Acceptance Criteria	Criterion 1: <ul style="list-style-type: none"> ● Given I am a customer <ul style="list-style-type: none"> ○ And I am logged into the service ● When I select the option to edit my details <ul style="list-style-type: none"> ○ And I select the option to update my contact number ● Then I am given a field to enter a new contact number <ul style="list-style-type: none"> ○ And after I have entered a new number I have to option to save or cancel the changes 		

User Story #22: Customer changing address		Priority: LOW	Effort: 1
As a/an...	customer		
I want...	edit my address		
So that...	My address details are up to date		
Acceptance Criteria	Criterion 1: <ul style="list-style-type: none"> ● Given I am a customer <ul style="list-style-type: none"> ○ And I am logged into the service ● When I select the option to edit my details <ul style="list-style-type: none"> ○ And I select the option to update my address ● Then I am given a/multiple field/s to enter a new address <ul style="list-style-type: none"> ○ And after I have entered a new address I have to option to save or cancel the changes 		

User Story #23: Customer edits their information		Priority: LOW	Effort: 2
As a/an...	Customer		
I want...	to edit my account details		
So that...	I can correct or update information about myself		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none"> Given I am a customer <ul style="list-style-type: none"> And I am logged into the online service When I navigate to the profile page <ul style="list-style-type: none"> And edit the relevant user details And save those changes Then I can see my information update after saving <p>Criterion 2:</p> <ul style="list-style-type: none"> Given I am a customer <ul style="list-style-type: none"> And I am logged into the online service When I navigate to the profile page <ul style="list-style-type: none"> And edit the relevant user details And decide to not save those changes Then I can see my information remains the same after cancelling <p>Criterion 3:</p> <ul style="list-style-type: none"> Given I am a customer <ul style="list-style-type: none"> And I am logged into the online service When I navigate to the profile page <ul style="list-style-type: none"> And edit the relevant user details with invalid values And save those changes Then I will receive an error message that I cannot set those fields with invalid information <ul style="list-style-type: none"> And I will remain on the profile page 		

Functional Requirements #6

User Story #24: Customer cancels booking		Priority: MED	Effort: 2
As a/an...	customer		
I want...	to cancel a booking		
So that...	I can rebook another time		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">● Given that I am a customer<ul style="list-style-type: none">○ And I am logged into the service○ And I am viewing a page with my current bookings● When I select a booking<ul style="list-style-type: none">○ And then select the option to cancel it● Then it cancels<ul style="list-style-type: none">○ And I notified the booking has been cancelled○ And I am given the option to rebook another time		

User Story #25: Customer fails to cancel booking		Priority: MED	Effort: 2
As a/an...	customer		
I want...	to not be able to cancel a booking		
But..	I am informed why it does not cancel		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">● Given that I am a customer<ul style="list-style-type: none">○ And I am logged into the service○ And I am viewing a page with my current bookings● When I select a booking<ul style="list-style-type: none">○ And then select the option to cancel it● Then the cancellation does not go through<ul style="list-style-type: none">○ And I am informed that it falls within 48 hours of the booking○ And the booking remains		

Functional Requirements #7

User Story #26: Customer checking latest booking		Priority: LOW	Effort: 2
As a/an...	Customer		
I want...	To see my latest booking		
So that...	I know what time my booking starts		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">Given that the Booking API is integrated on the business owners public website<ul style="list-style-type: none">And the API key is validAnd the User has successfully logged inWhen the user clicks on their latest booking from the dashboardThen ensure that the booking information is shown to the user		

User Story #27: Customer views history of their bookings		Priority: MED	Effort: 3
As a/an...	Customer		
I want...	to view all previous bookings that I have made		
So that...	I can refer to any previous bookings when I contact the staff		
Acceptance Criteria	<p>Criterion 1:</p> <ul style="list-style-type: none">Given I am a customer<ul style="list-style-type: none">And I am logged into the online serviceWhen I navigate to the bookings pageThen I can view all appointments that I have made on this account <p>Criterion 2:</p> <ul style="list-style-type: none">Given I am a customer<ul style="list-style-type: none">And I am logged into the online serviceWhen I navigate to the bookings page<ul style="list-style-type: none">And sort/filter my previous bookingsThen I can see a sorted/filtered list of all my previous bookings		

Functional Requirements #8

User Story #28: Worker viewing work orders		Priority: MED	Effort: 4
As a/an...	Worker		
I want...	To be able to view assigned duties and other details		

So that...	I can organize my time suitably
Acceptance Criteria	Criterion 1: <ul style="list-style-type: none"> Given that I am a worker <ul style="list-style-type: none"> And that I am logged in When I navigate to my personal profile Then I can view all my assigned duties and details

User Story #29: Worker views their profile		Priority: HIGH	Effort: 5
As a/an...	Employee		
I want...	to view my account details		
So that...	I can look at what data I have provided and shown		
Acceptance Criteria	Criterion 1: <ul style="list-style-type: none">Given I am an employee<ul style="list-style-type: none">And I am logged into the online serviceWhen I navigate to the profile pageThen I can view all information about my user in the online service		