Project Title:

Telecommunication Self-Service Portal User Story Documentation

---

1. Introduction

Overview: This project simulates the creation of user stories for a Airtel africa telecommunication company's self-service portal. The goal is to showcase the process of requirement gathering, story writing, and stakeholder collaboration. The focus is on improving user experience for common telecom services like bill payments, airtime recharge, data bundle subscriptions, plan upgrades, and troubleshooting.

Scenario: The company aims to reduce the dependence on call centres by empowering customers with a seamless self-service portal for managing their accounts, resolving issues, and accessing support.

Stakeholder Analysis

Stakeholder	Role	Goals
Customers	End-users	Manage accounts easily and efficiently
Product Manager	Business stakeholder	Reduce call center costs and improve CX
Development Team	Technical implementation	Build scalable and secure portal features
UX Designer	Interface optimization	Design intuitive workflows
Customer Support Team	Support agents	Focus on complex issues rather than basic queries

Epics and User Stories

Epic 1: Enable Self-Service Account Management

User Story 1.1:

- **As a** customer,
- **I want to** view my billing history,
- **so that** I can track my expenses and payments.

Acceptance Criteria:

1. Users can access billing history for up to 12 months.
2. Billing details include invoice date, amount, and payment status.

User Story 1.2:

- **As a** customer,
- **I want to** update my contact information,
- **so that** I can ensure my account details are accurate.

Acceptance Criteria:

1. Users can edit phone numbers, email addresses, and mailing addresses.
2. Changes are saved and confirmed via email or SMS.

Epic 2: Simplify Troubleshooting and Support

User Story 2.1:

- **As a** customer,
- **I want to** check my network status,
- **so that** I can understand if there are outages or issues in my area.

Acceptance Criteria:

1. Users can input their address or account number to check network status.
2. Results show real-time updates on outages or scheduled maintenance.

User Story 2.2:

- **As a** customer,
- **I want to** use a chatbot for common issues,
- **so that** I can get quick resolutions without calling support.

Acceptance Criteria:

1. Chatbot can handle inquiries like bill payments, plan upgrades, and basic troubleshooting.
2. Complex issues escalate to a human agent.

4. Process Flows and Wireframes

Process Flow:

Step 1: Customer logs into the portal. **Step 2:** Customer navigates to the desired feature (e.g., billing, troubleshooting). **Step 3:** Customer completes actions like viewing bills, updating details, or resolving issues. **Step 4:** Confirmation messages are displayed, and actions are logged for future reference.

Wireframes:

1. **Dashboard Page:**
   - Quick links to billing, troubleshooting, and plan management.
   - Personalised greetings and account summary.
2. **Support Page:**
   - Interactive chatbot interface.
   - Links to network status and service tickets.

5. Tools and Methods Used

- **Tools:** Jira for user story management, Figma for wireframes, Lucidchart for process flows.
- **Methods:** Agile methodology, Scrum framework, stakeholder interviews, and competitor analysis.

6. Reflection

This project highlights my ability to:

1. Gather and analyse requirements from diverse stakeholders.
2. Translate business needs into actionable user stories.
3. Create visual aids such as process flows and wireframes.
4. Collaborate with cross-functional teams to deliver value.

Challenges included balancing business priorities with technical constraints, which were addressed by iterative refinement and stakeholder feedback.

Project Hosting and Access

This project is available online for review at: bit.ly/TelecomUserStory.