

# User Stories

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This document contains a list of user stories we came up with during our first meeting as a group

## Contents

<b>1</b>	<b>Desktop</b>	<b>3</b>
1.1	Guard User Stories . . . . .	3
1.2	Cabin Crew User Stories . . . . .	3
1.3	Driver User Stories . . . . .	4
<b>2</b>	<b>Web Application</b>	<b>5</b>
2.1	Admin User Stories . . . . .	5
<b>3</b>	<b>Mobile Application (Android)</b>	<b>6</b>
3.1	Customer User Stories . . . . .	6

# 1 Desktop

## 1.1 Guard User Stories

- I want to know what train is coming next so I can manage my time
- I want to see the train timetable so that I can direct and inform customers
- I want to know my timetable for the day so I can perform my job correctly
- I want to log in so I can securely access the data
- I want to check the validation of the ticket so I know if the customer is meant to be travelling
- I want to be able to sell tickets so I can let customers get on a train
- I want to be able to search for a specific journey so I can inform the customers correctly
- I want to be able to search for a particular ticket so I can check if it is in the system (been bought)
- I want to be able to flag difficult customers, so I know in future what to expect from them or if they are allowed to travel
- I want to be notified about delays and changes to journeys so I can inform customers correctly

## 1.2 Cabin Crew User Stories

- I want to log in so I can securely access the data
- I want to know the train I am assigned to so that I can do my job correctly
- I want to know how many people have booked to be on the train so I can know how many people should be under my care
- I want to check the validation of the ticket so I know if the customer is meant to be travelling
- I want to be able to sell tickets so I can let customers continue traveling on the train
- I want to know what train is coming next so I can manage my time
- I want to see the train timetable so that I can direct and inform customers of train switches they may have to make
- I want to know my timetable for the day so I can perform my job correctly
- I want to be able to search for a specific journey so I can inform the customers correctly

- I want to be able to search for a particular ticket so I can check if it is in the system (been bought)
- I want to be able to flag difficult customers, so I know in future what to expect from them or if they are allowed to travel
- I want to be notified about delays and changes to journeys so I can inform customers correctly
- I want to be notified about delays and changes to my journey so I can act appropriately
- I want to be able to notify the admins of issues so they can act appropriately

### 1.3 Driver User Stories

- I want to log in so I can securely access the data
- I want to know the direction I am meant to be going in so I know where to drive.
- I want to know the train I am assigned to so that I can do my job correctly
- I want to know my timetable for the day so I can perform my job correctly
- I want to know how many people have booked to be on the train so I can know how many people should be under my care
- I want to know what train is coming next so I can manage my time
- I want to know the condition of the track So I can drive accordingly
- I want to be able to search for a specific journey so I can inform the customers correctly
- I want to be notified about delays and changes to journeys so I can inform staff correctly
- I want to be notified about delays and changes to my journey so I can act appropriately
- I want to be able to notify the admins of issues so they can act appropriately

## 2 Web Application

### 2.1 Admin User Stories

- I want to log in so I can securely access the data
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- I want to know the direction I am meant to be going in so I know where to drive.
- I want to know the train I am assigned to so that I can do my job correctly
- I want to know my timetable for the day so I can perform my job correctly
- I want to know how many people have booked to be on the train so I can know how many people should be under my care
- I want to know what train is coming next so I can manage my time
- I want to know the condition of the track So I can drive accordingly
- I want to be able to search for a specific journey so I can inform the customers correctly
- I want to be notified about delays and changes to journeys so I can inform staff correctly
- I want to be notified about delays and changes to my journey so I can act appropriately
- I want to be able to notify the admins of issues so they can act appropriately

## 3 Mobile Application (Android)

### 3.1 Customer User Stories

- I want to be able to create an account so I can use the system.
- I want to log in so I can securely access the data
- I want to be able to buy a ticket so I can board the train
- I want to be able to view my current ticket so I can show it when asked for it
- I want to see my past tickets so I can see where I have been
- I want to be able manage my ticket so I can cancel it
- I want to be able to request a seat so I know where I will be seating
- I want to be able to search for a journey so I know what is available
- I want to be able to favourite a journey so I can find it easily
- I want to be able to view my search history so I can quickly navigate the app
- I want to be able to avoid certain places so I can direct my own journey
- I want to be able to search from a list of stations so the journeys shown are accurate
- I want to be able to add/save payment details so I can quickly buy tickets
- I want to be able to check the current status of the journey so I can plan accordingly
- I want to be able to save potential tickets to a basket so I can buy them at a later date
- I want to be able to use my ticket without internet access so I can always be able to show them when asked.
- I want to be able to delete my account so I can be removed from the system.
- I want to know the direction I am meant to be going in so I know where to drive.