

# User Stories

## Stakeholder: Traveler

1. As a traveler, I want to login into the system to access various functionality of the system.

### Acceptance Criteria:

- The system must allow users to log in using valid credentials (username and password).
  - The system must display an error message for invalid login attempts.
  - Upon successful login, users should be redirected to the main dashboard.
  - The system must provide a "Forgot Password" link that allows users to recover their password.
  - The system must ensure that agency owners remain logged in until they explicitly log out or the session times out.
2. As a traveler, I want to input my travel destination so that the app can create a custom itinerary for me.

### Acceptance Criteria:

- The app must provide an input field for the user to enter their travel destination.
  - The destination must be validated to ensure it's a recognized location.
  - The system must confirm the destination has been saved for itinerary creation.
3. As a traveler, I want to input activities that I would like to do, so that the app can create a custom itinerary for me.

### Acceptance Criteria:

- The app must provide an input field for the user to specify the activities.
  - The system must confirm that the newly created trip must contain activities that I have mentioned in the input field.
4. As a traveler, I want to input an approximate budget so that the app can create a custom itinerary for me.

### Acceptance Criteria:

- The app must provide an input field for the user to enter their approximate budget.
  - The budget must be validated to ensure it is a positive number.
  - The system must confirm the budget has been saved for itinerary creation.
5. As a traveler, I want to receive trip suggestions based on popular destinations so that I can explore new travel options.

**Acceptance Criteria:**

- The app displays a list of popular or trending destinations.
  - Each trip suggestion includes basic information such as the best time to visit, key attractions, and estimated costs.
  - The user can view details of each suggested trip.
  - The user can customize suggested trips according to their preferences.
6. As a traveler, I want to save and share my custom itinerary so that I can easily access it and share it with others.

**Acceptance Criteria:**

- The user can save the custom itinerary to their profile for future access.
  - The user can share the itinerary via email and social media.
  - The shared itinerary retains all details and can be viewed by others without requiring them to download the app.
7. As a traveler, I want to see a budget estimate for my trip so that I can plan my expenses accordingly.

**Acceptance Criteria:**

- The user can input details such as destination, travel dates, accommodation type, and activities.
- The app calculates an estimated budget based on the selected options.
- The budget estimate is broken down into categories (e.g., accommodation, transportation, activities).
- The user can adjust preferences, and the budget estimate updates accordingly.

8. As a traveler, I want to share my experiences and reviews with other travelers so that other users can enjoy their trip and are guided by experiences.

**Acceptance Criteria:**

- The user can write reviews and share experiences for destinations, activities, accommodations, and restaurants.
- The app allows users to upload photos and videos along with their reviews.
- Shared experiences are accessible to other users when they search for similar destinations or activities.
- The user can rate and comment on experiences shared by others.
- The app moderates content to ensure it is appropriate and helpful.

## **Stakeholder: Admin**

1. As an admin, I want to log into the system using my credentials so that I can access the management features of the application.

### **Acceptance Criteria:**

- The system must allow admins to log in using valid credentials (username and password).
  - The system must display an error message if the login attempt is unsuccessful (e.g., invalid username or password).
  - Upon successful login, the admin should be redirected to the admin dashboard, which provides access to system management features.
  - The system must provide a "Forgot Password" link that allows admins to recover their password.
  - The system must ensure that admins remain logged in until they explicitly log out or the session times out.
2. As an admin, I want to manage user accounts (create, edit, deactivate) so that I can ensure only authorized users access the system.

### **Acceptance Criteria:**

- The admin can create new user accounts by entering required information (e.g., username, email, role).
  - The admin can edit user account details, including resetting passwords and updating roles.
  - The admin can deactivate or reactivate user accounts, with appropriate notifications sent to the user.
  - The system logs all account management actions for auditing purposes.
3. As an admin, I want to add destination information and travel content so that the platform stays up-to-date with the latest information

### **Acceptance Criteria:**

- The system must provide a form for the admin to enter new destination information and travel content.
- The system must validate the input fields to ensure all required information is provided.
- Upon successful submission, the new destination and travel content must be saved to the database and confirmed with a success message.
- The new destination and travel content should be immediately visible on the platform.

4. As an admin, I want to edit destination information and travel content so that the platform shows latest information

**Acceptance Criteria:**

- The system must provide a list of existing destinations and travel content for the admin to select for editing.
  - The admin must be able to modify the destination information and travel content in a user-friendly interface.
  - The system must validate the edited fields to ensure all required information is provided.
  - Upon successful submission of the edits, the changes must be saved to the database and confirmed with a success message.
  - The updated destination and travel content should be immediately visible on the platform.
5. As an admin, I want to delete destination information and travel content so that the platform has up-to date content on system

**Acceptance Criteria:**

- The system must provide a list of existing destinations and travel content for the admin to select for deletion.
  - The admin must be prompted to confirm the deletion before the action is executed.
  - Upon confirmation, the selected destination and travel content must be removed from the database.
  - The system must display a success message confirming the deletion.
  - The deleted destination and travel content should no longer be visible on the platform.
6. As an admin, I want to manage the categorization and tagging of content so that users can easily find relevant information through search and filters.

**Acceptance Criteria:**

- The admin can create, edit, and delete categories and tags for destinations, activities, and content.
- The admin can assign or reassign content to specific categories and tags.
- The system automatically updates the search and filter functionalities based on changes in categorization and tagging.

- The admin can view a hierarchy of categories and tags to ensure proper organization.
7. As an admin, I want to manage partnerships with travel service providers (e.g., airlines, hotels) so that I can offer users a wide range of booking options.

**Acceptance Criteria:**

- The admin can add, edit, and remove partnerships with travel service providers.
  - The admin can configure the details of each partnership, including commission rates, service descriptions, and available booking options.
  - The platform reflects these partnerships in the booking options available to users.
  - The admin can monitor the performance of each partnership through metrics such as booking volume and revenue generated.
8. As an admin, I want to view and manage all bookings and transactions so that I can track revenue and resolve any discrepancies.

**Acceptance Criteria:**

- The admin can view a list of all bookings and transactions, with the ability to filter by date, user, provider, and status.
  - The admin can access detailed information for each booking or transaction, including payment details and provider information.
  - The admin can update the status of bookings and transactions (e.g., confirmed, canceled, refunded).
  - The system provides tools for reconciling discrepancies, such as unmatched transactions or failed payments.
9. As an admin, I want to generate reports consisting of user activity, bookings, and revenue so that I can analyze performance and make informed decisions.

**Acceptance Criteria:**

- The admin can generate reports on user activity, including metrics like active users, sign-ups, and engagement levels.
- The admin can generate reports on bookings, including metrics like booking volume, cancellations, and revenue.
- The admin can generate revenue reports, with breakdowns by provider, destination, and time period.

- Reports can be exported in multiple formats (e.g., CSV, PDF) and scheduled for regular delivery via email.

10. As an admin, I want to monitor user feedback and support requests so that I can identify areas for improvement.

**Acceptance Criteria:**

- The admin can view and filter user feedback and support requests, categorized by type and urgency.
- The admin can assign support requests to team members for resolution and track their status.
- The system provides analytics on feedback trends, including common issues and areas of dissatisfaction.
- The admin can initiate follow-up actions, such as contacting the user or escalating the issue to higher management.

11. As an admin, I want to communicate directly with users so that I can provide support or share important information.

**Acceptance Criteria:**

- The admin can send messages to individual users, groups of users, or all users, via in-app notifications, email, or SMS.
- The admin can create and manage templates for common communication scenarios (e.g., account issues, promotional offers).
- The admin can track the delivery and response status of messages, including read receipts and user replies.
- The system logs all communications for reference and compliance purposes.

12. As an admin, I want to manage and configure integrations with third-party services (e.g., payment gateways, map services) so that users have access to additional features.

**Acceptance Criteria:**

- The admin can add, configure, and remove integrations with third-party services from a central dashboard.
- The admin can monitor the status and performance of each integration, including uptime and transaction success rates.
- The system notifies the admin of any integration issues, with options for troubleshooting and contacting support.

- Integration changes are reflected immediately in the user-facing platform, ensuring seamless service delivery.