

# User Stories

## **Ratna Smith - user story(Resolved)**

- As a non-native speaker, I want to see if the app provides different language support so that I can spend less time understanding technical language. Given user access to the application when they download from the app store, then the application should provide different languages settings to suit user needs.
- As a mother who has busy morning scheduling, I want the app to integrate multiple different parking locations together so that I can manage parking information on one app to save time and reduce hassle. Given users use the application when they send children and go to work, then users should be able to manage different parking locations in one app.
- As a non-technique background person, I want to have straightforward and user friendly UI design so that I do not have to spend time on learning new technology. Given the user's access to the application when they download from the app store, then the user should be able to use the application with a very low learning curve.
- As a full time worker and single mother, I want the app to provide a navigation function to the nearest free spot in a car park so that my efficiency is improved. Given the user uses the app when they go to work, then the app should navigate the user to the nearest free car park slot around the destination.

## **User Story for Joe Marshall**

- As a parking app user, I want to have a simple instruction so that I can get started quickly. Given that I'm a parking app user, when the first time I open the parking app, then the simple instruction will jump for me to review.
- As an aged parking app user, I want to be able to change font size so that I can read information easily. Given that I'm an aged parking app user, when I click on the "A" icon, then the font size will enlarge.
- As an aged parking app user, I want to have a simple and clear interface so that I can operate the parking process easily. Given that I'm an aged parking app user, when I open the parking app, then a map will display on the screen to show my current location and parking locations.
- As an aged parking app user, I want to pay parking fees by cash so that I don't need to add a credit card to the app. Given that I'm an aged parking app user, when I search for parking locations without adding a credit card payment method, then only parking locations accept cash payments will be displayed on the map.

- As a parking app user, I want to check the closest pay station on the map so that I can save time finding where to pay. Given that I'm a parking app user, when I click the finish parking button, the closest pay stations will be marked on the map.
- As a parking app user, I want to know if I need to pay for my parking so that I can avoid fines. Given that I'm a parking app user when I select the target parking location, then a message will pop up to show whether I need to pay for parking.
- As a parking app user with special health conditions, I want to park in the nearest parking lot so that I can save my time. Given that I'm a parking app user with special health conditions, when I input a destination, then the suitable parking locations will be marked on the map.

#### **User Story for Dave Thompson(Resolved)**

- As a food deliverer, I want to be able to easily switch vehicles so that I can use multiple vehicles to do my delivery.
- As a driver, I want to see all of my payments clearly so that there are no hidden fees.
- As a driver, I want to be able to pay my parking using the app itself so I don't need to find parking payment machines.
- As a driver, I want to have a single app for all of my parking needs so I do not need to switch between multiple parking apps.
- As a driver, I want the setup process to be easy so that it is not a frustrating experience.
- As a user, I want the app to confirm all the details I have entered so that I can confirm no errors are made

### **User Story for Libby Balliol**

- As a monash university researcher, I want to be able to find a parking slot quickly to save my valuable time. (Resolved)
- As a monash university researcher, I want to be able to book a parking slot to save my valuable time. (Resolved)
- As a person who cares about privacy, I want my personal information doesn't get leaked during payment.
- As a person who likes to do the work methodically, I want the program to have a clear and easy to learn user flow during one transaction so I can understand what I am doing in each step.(Resolved)

### **User story for Elizabeth Crow**

- As a user I want the application to have a simple and self-explanatory interface so that I can navigate and use the app easily
- As a vision-impaired user I want the application to support people having colour-blindness / vision impairments issues so that I can use the app for my parking needs
- As a vision-impaired user I want the application to use big font-size or to provide a mode to change to big font-size so that I am able to read easily
- As a user of the application, I want the application to guarantee some form of assurance against genuine confusion when using the application so that I am not scared of misinterpreting something on the application when using it
- As a user of the application, I want to be able to book for a parking spot and pay in advance on my phone before driving there so that I do not have to use my phone while driving
- As a user of the application I want to be able to see multiple parking options near my destination and be able to book them so that I can find a car park easily when going to my destination

# Resolved User Stories:

## SETUP

- As a driver, I want the setup process to be easy so that it is not a frustrating experience.
- As a parking app user, I want to have a simple instruction so that I can get started quickly. Given that I'm a parking app user, when the first time I open the parking app, then the simple instruction will jump for me to review.
- As a user of the application, I want the application to guarantee some form of assurance against genuine confusion when using the application so that I am not scared of misinterpreting something on the application when using it

## INTEGRATION

- As a mother who has busy morning scheduling, I want the app to integrate multiple different parking locations together so that I can manage parking information on one app to save time and reduce hassle. Given users use the application when they send children and go to work, then users should be able to manage different parking locations in one app.

## USER INTERFACE

- As a non-technique background person, I want to have straightforward and user friendly UI design so that I do not have to spend time on learning new technology. Given the user's access to the application when they download from the app store, then the user should be able to use the application with a very low learning curve.
- As an aged parking app user, I want to have a simple and clear interface so that I can operate the parking process easily. Given that I'm an aged parking app user, when I open the parking app, then a map will display on the screen to show my current location and parking locations.

## HUMAN-CENTRIC

- As a non-native speaker, I want to see if the app provides different language support so that I can spend less time understanding technical language. Given user access to the application when they download from the app store, then the application should provide different languages settings to suit user needs.
- As a vision-impaired user I want the application to support people having colour-blindness / vision impairments issues so that I can use the app for my parking needs
- As an aged parking app user, I want to be able to change font size so that I can read information easily. Given that I'm an aged parking app user, when I click on the "A" icon, then the font size will enlarge.

## **USER EXPERIENCE**

- As a person who likes to do the work methodically, I want the program to have a clear and easy to learn user flow during one transaction so I can understand what I am doing in each step.(Learnability)
- As a food deliverer, I want to be able to easily switch vehicles so that I can use multiple vehicles to do my delivery.
- As a non-technique background person, I want to have straightforward and user friendly UI design so that I do not have to spend time on learning new technology. Given the user's access to the application when they download from the app store, then the user should be able to use the application with a very low learning curve.
- As a user of the application I want to be able to see multiple parking options near my destination and be able to book them so that I can find a car park easily when going to my destination
- As a monash university researcher, I want to be able to find a parking slot quickly to save my valuable time.
- As a full time worker and single mother, I want the app to provide a navigation function to the nearest free spot in a car park so that my efficiency is improved. Given the user uses the app when they go to work, then the app should navigate the user to the nearest free car park slot around the destination.

## **PAYMENT**

- As an aged parking app user, I want to pay parking fees by cash so that I don't need to add a credit card to the app. Given that I'm an aged parking app user, when I search for parking locations without adding a credit card payment method, then only parking locations accept cash payments will be displayed on the map.
- As a parking app user, I want to know if I need to pay for my parking so that I can avoid fines. Given that I'm a parking app user when I select the target parking location, then a message will pop up to show whether I need to pay for parking.
- As a driver, I want to see all of my payments clearly so that there are no hidden fees.
- As a driver, I want to be able to pay my parking using the app itself so I don't need to find parking payment machines.

## **SECURITY**

- As a person who cares about privacy, I want my personal information doesn't get leaked during payment.