User Stories

Kashana Green

There is an administrator that logs into the site to do weekly maintenance, when he receives an urgent help desk ticket to resolve an issue with the Shop Owner’s interface. He contacts the owner and discovers features including the ‘Choose your Length’ and “Choose your HairStyle” tool are not functioning properly for users. 6 Consumers have voiced this issue to the shop owner. Dana Is unable to set an appointment for a Retwist and Two strand Twists, Edward is unable to schedule Two strand Twists, Kaitlyn cannot set an appointment for Knotless Braids, Jakira cannot schedule an appointment for Plaits, Nina cannot set an appointment for Stitch braids, and Robin cannot set an appointment for a Retwist and Ponytail.  
The Administrator logs into the Shop owner’s site to view the error themselves and notices that site gives and error when you attempt to use the check box. The next confirmation page will not load. The admin decides to remedy the problem by looking at the style selection page code directly, as the error is most likely here.  
Consumer-  
6 Consumers have attempted to Log onto HairByBri to Schedule an appointment to have their hair done.  
User Personas

1. Dana (Driver) (Retwist + Two Strands)
2. Edward(Student) (Two Strands)
3. Kaitlyn (Teacher) (Knotless)
4. Jakira (warehouse worker) (Plats)
5. Nina (Store Owner)(Stitch Braids)
6. Robin (Doctor)(Retwist + Ponytail)

When they Attempt to select their desired styles, they receive an error message. When they attempt to use the check box to select the style, they receive an error message. The next confirmation page will not load for any users. The next course of action for users in this situation is for them to notify the Shop Owner, Bri about the error message. He manually schedules their appointments to assure they can receive the styles they inquired about.