day 4 assignment

1.difference between scrum vs Kanban

Scrum	Kanban
1. It defines the role of each member of the Scrum team.	There is no role assigned to individuals.
2. It follows the iterative method.	It does not follow the iterative approach
3. To solve a problem, it breaks it into small tasks and then processes it further	It does not break a problem into sub-problems.
4. It is a highly prescriptive approach.	It is not much prescriptive as compared to Scrum.
5. There is no visualization process to perform tasks.	There is a visualization process to perform tasks.
6. There are sprints that keep track of the progress of any project.	They use task cards to keep track of the progress of any project.
7. It is processed in successive sprints to complete a task.	It is used to optimize the task to complete a project.

2. write 3 user stories with acceptance criteria

User Story 1: Viewing Account Balance

As a bank customer, I want to view my account balance on the mobile app, so that I can quickly check how much money I have.

Acceptance Criteria:

Given the user is logged into the mobile app, when they navigate to the account summary page, then their current account balance should be displayed prominently.

The balance should update in real-time if any transactions are made while the user is on the account summary page.

The balance should be accurate and match the latest data from the bank's database.

User Story 2: Adding a New Contact

As a user, I want to add a new contact to my address book, so that I can quickly contact them in the future.

Acceptance Criteria:

Given the user is on the contacts page, when they click the "Add Contact" button, then a form should appear allowing them to input the new contact's details (name, phone number, email).

When the user submits the form with valid data, then the new contact should be saved and appear in the contact list.

If the form is submitted with invalid data, then appropriate error messages should be displayed, and the contact should not be added.

User Story 3: Submitting a Support Ticket

As a customer, I want to submit a support ticket through the website, so that I can get help with any issues I encounter.

Acceptance Criteria:

Given the user is on the support page, when they click the "Submit a Ticket" button, then a form should appear allowing them to input the issue details (subject, description, contact information).

When the user submits the form with valid information, then a confirmation message should be displayed, and the ticket should be saved in the system.

The user should receive an email confirmation with the ticket details once the form is successfully submitted.