

Smart Car Service Booking System Using Agile Scrum Practices

IS 2108 – GROUP 12

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User Story	Priority	User Points	Small Description
1. User Registration & Car Profile Management.			
1.1: Email Registration	High	3	Allow users to register with email/password; send confirmation email for verification.
1.2: Social Media Login	Medium	2	Enable registration/login via Google/Facebook with auto-filled details.
1.3: Add Car Details	High	5	Input and validate car details (make, model, year, VIN) for personalized features.
1.4: Manage Multiple Cars	Medium	5	Add, switch between, and store details for multiple vehicles.
1.5: Edit/Delete Car Details	Medium	3	Modify or remove car profiles; changes saved immediately.
2. AI-Driven Service Recommendations			
2.1: Mileage-Based Recommendations	High	5	Suggest services (e.g., oil changes) based on mileage thresholds.
2.2: Driving Habits Integration	Medium	8	Adjust recommendations using driving patterns (city vs. highway).

2.3: Recommendation Explanations	Medium	3	Display clear rationale for each service suggestion (e.g., mileage triggers).
2.4: Service History Upload	High	8	Upload/enter service records (PDFs or manual) to refine recommendations.
2.5: Proactive Service Alerts	High	5	Notify users of upcoming services (e.g., brake checks) based on data.
3. Service Booking			
3.1: View Available Time Slots	High	5	Display service time slots in a calendar view.
3.2: Book Appointment	High	3	Select and confirm a service time slot; send booking confirmation.
3.3: Reschedule/Cancel Booking	High	5	Modify or cancel appointments; confirm changes.
3.4: Estimated Service Cost	Medium	3	Show pre-booking cost estimates based on service type and car details.
3.5: Choose Service Center	Medium	3	Select preferred service center from a list of nearby options.
4. Notifications & Updates			
4.1: Service Reminders	High	3	Send email/SMS reminders 24 hours before appointments.
4.2: Real-Time Service Updates	Medium	5	Provide live updates (e.g., "service started") during appointments.
4.3: Pickup Notification	High	2	Alert user when service is complete with pickup instructions.
4.4: Promotional Offers	Low	2	Send discounts/relevant offers based on service history.

4.5: Post-Service Feedback	Medium	3	Collect user ratings and reviews after service completion.
5. Admin Dashboard			
5.1: View Appointments	High	5	Display all upcoming appointments in calendar/list format.
5.2: Assign Service Providers	High	8	Assign appointments to technicians; notify providers.
5.3: Access Customer Profiles	Medium	3	Search and view user profiles, car details, and service history.
5.4: Generate Reports	Medium	8	Export CSV/PDF reports by date, service type, or revenue.
5.5: Manage Service Packages	High	5	Add/edit/delete service packages and pricing.