

2.4 USER STORIES

1. My Workflow:

User Story: As an employee, I want to have a clear checklist of onboarding activities and workflow tasks to complete within a specified timeframe, so that I can smoothly integrate into the company culture, understand my responsibilities, and start contributing to projects effectively.

Acceptance Criteria:

Induction Events:

- Attend POSH (Prevention of Sexual Harassment) training session within [specified timeframe].
- Join relevant WhatsApp group(s) for team communication and updates.
- Be assigned to a designated manager for guidance and supervision.
- Be assigned to a specific project team for project-related tasks and collaboration.

Learning Path:

- Start the designated learning path within [specified timeframe].
- Complete the learning path within [specified timeframe].

Meetings:

- Attend daily standup meetings to provide updates on tasks and progress.
- Attend project-specific standup meetings to discuss project status and tasks.

Social and Awareness Activities:

- Follow Zummit Social, the company's social platform, for updates, announcements, and community engagement.
- Increase awareness about sexual harassment policies and procedures through introduction to POSH guidelines and resources.

Time Tracking:

- Start using the Attendance tracker for time tracking and attendance management.

Display:

- The checklist of onboarding activities and workflow tasks should be prominently displayed on the Workflow screen of the employee portal.
- Each task should be clearly listed along with its description and deadline.

- The timeframe for completing each task should be specified, allowing the employee to prioritize and plan accordingly.

Task Completion Tracking:

- Employees should be able to mark each task as completed once finished.
- Completed tasks should be visually distinguished from pending tasks to track progress effectively.

Deadline Notifications:

- Employees should receive notifications or reminders for approaching task deadlines to ensure timely completion.
- Notifications should be delivered through email, in-app notifications, or other preferred communication channels.

Accessibility and Usability:

- The Workflow screen should be easily accessible from the employee portal or application dashboard.
- The interface should be user-friendly, allowing employees to navigate, view, and update their checklist with ease.

Documentation and Resources:

- Relevant documentation, resources, and links related to each task should be provided for reference and guidance.

2. Submit Separation Request:

User Story: As an intern on the HRMS system, I want the option to submit a separation request, So that I can formally request to leave the organization.

Acceptance Criteria:

1. On my employee homepage, I should see a button or link labelled "Submit Separation Request".
2. Clicking on the button should open a form where I can enter details such as my reason for leaving and my preferred last working day.
3. Once I submit the form, I should receive a confirmation message and my request should be forwarded to the HR admin for review.

3. Employee Home Screen:

User Story:

As an employee, I want to easily access the dashboard for important information, tasks, tools, and features like my daily tasks, learning progress, task tracking with stats, and upcoming quizzes, so I can manage my time better.

Acceptance Criteria:

Dashboard Overview:

- Upon successful login, I should be directed to the employee home screen, which serves as a dashboard providing an overview of key information such upcoming tasks, recent notifications and relevant updates.

Navigation:

- The home screen should include intuitive navigation elements that allow me to easily access different areas of the system such as:
- Menu Bar or Navigation Panel: With links to various modules - **My Profile** - Edit profile, Check for Duplicate Records, Add Identity Proof (Registration), **Reset Password, Logout**.
- Left Navigation Bar to access various sections and functionalities of the application quickly and easily - Home, Calendar, Talent Request, Project, Help/Support.
- Quick access buttons or shortcuts to commonly used features - *My Workflow, My learning path, and Attendance Tracker* should be displayed in the centre.
- The company's social media handles - Facebook, Twitter, YouTube should be displayed at the bottom of the home screen.

Countdown Display:

- The countdown of the remaining days to complete the internship, learning path, workflow tasks should be visible on the dashboard, so that I can track my progress and deadlines effectively.
- The count should be starting from the date of joining and counting backwards with respect to the specific time frame.

Task List:

- To add a task section in homepage that shows Tasks that needs to be completed today or by the week.
- Tasks may be segregated by week and today's.
- Keeps users easier for tracking and prioritising tasks.

Awards section:

- Awards section can be placed as dropdown section to reduce clutter in home page.
- As user may not need to see every achievement by default. Unless needed, he presses the dropdown.

Announcements section:

- A section to display announcements or upcoming events from company (example: holiday).
- To keep employees informed about organisational updates without clutter.
- **Internship duration extension:** By adding a feature for extension of internship time in Zummit, allows the employee to track the time that he has worked beyond the internship time.

4. Learning Path Countdown:

User Story: As a new intern, I want a feature to track the remaining days to complete the learning path, starting from the date of joining and counting backwards to two weeks to help me stay informed about my progress and deadlines for completing the learning path. The countdown should be visible on the dashboard or profile page, providing a clear indication of the time remaining to finish the learning path.

Acceptance Criteria:

1. The feature displays a countdown of the remaining days to complete the learning path.
2. The countdown starts from the date of joining and counts backwards to two weeks.
3. The countdown is visible on the dashboard or profile page of the HRMS portal.
4. The countdown updates dynamically to reflect the passage of time.

5. Users can easily understand the purpose and significance of the countdown.

5. My Learning Path:

User Story: As a new employee, I want access to a learning path containing role-specific training and tutorials required for my daily tasks, so that I can efficiently acquire the necessary knowledge and skills to excel in my role.

Acceptance Criteria:

Learning Path Access:

- The learning path feature should be accessible from the employee dashboard or main navigation menu.
- Upon accessing the learning path, I should be presented with a clear overview of the available training modules and tutorials.
- The links for the tutorials should be provided along with the tutorial.

Progress Tracking:

- Progress indicators should clearly show which modules I have completed and which are still pending.

Assessment and Feedback:

- Features such as “Submit Assessment” and “Feedback” should be associated with the tasks.

Accessibility and Usability:

- The learning path interface should be user-friendly and accessible across different devices and screen sizes.
- Navigation should be intuitive, allowing me to easily move between modules and access resources.

Countdown Display:

- The countdown of the remaining days to complete the learning path should be visible on the dashboard or profile page as well as the learning path page, so that I can track my progress and deadlines effectively.

- The count should be starting from the date of joining and counting backwards to two weeks.
- The countdown updates dynamically to reflect the passage of time.

Additional resources:

- Users have access to a section for additional learning resources and TED talks within the learning path interface.
- The links for the TED talks are integrated seamlessly into the learning path interface for convenient access.

Percentage Progress in Tutorials & quizzes:

- Show the percentage of progress in each tutorial.
- Helps users see how much they have completed and how much is left, making it easier to track their progress.

Goal Setting for Learning:

- Allow employee to set goals for their learning period, including editing their learning timeline and schedule.
- Let employee plan their learning better and stay on track with their goals.

Section for quizzes:

- Adding a new quizzes section below video tutorials make it easy for the employee to complete quiz after watching video tutorial.
- Also adding a section for quizzes as subsection near video tutorials makes it easier for users to access quizzes for respective topics.

Unlock the final quiz:

The final quiz doesn't need to be open from the start of intern. it needs to be unlocked only before a few weeks of the internship.

6. Social media platforms:

User Story: As a user, I want the social media platforms of zummit displayed at the bottom left corner of the home screen so that I can easily access and connect with zummit on various social media channels.

7. My profile page:

User Story:

As an employee, I want to easily see and update my profile details, like personal information and account settings, so I can keep everything correct and up to date. I also want to see my learning progress, awards, completed projects, and be able to change my password and contact details when needed for better security and communication.

Acceptance Criteria:

- The user should be able to view and update personal information like name, address, email, etc. and also account details.
- The user should be able to upload a profile picture and set a banner image.
- The page should display the user's department, role, and joining date.
- The user should see progress , completed projects and achievements on their profile.

New Features:

Background or Banner Image:

- Let users upload a choose a background or banner image for their profile page.
- Personalizes the profile page and makes it visually appealing.

Awards & Project Highlights:

- Show the user's achievements, such as completed courses or high quiz scores.
- Motivates users by displaying their accomplishments clearly.
- Also mention there batches or medal received to make them more motivated.

Divide profile in sub sections :

By dividing the profile into these subsections, you can make it more structured and user-friendly, ensuring that employees can easily find and manage their information.

Designation or role edit feature: There must be only one time option for setting the designation of the employee.

8. HRMS Chatbot: Quick Help Feature

User Story: As a HR administrator I want to integrate a chatbot into the HRMS system so that employees can receive immediate assistance and support for common HR-related queries and tasks.

Acceptance criteria:

1. A chatbot icon is available on the HRMS system's main interface.
2. Employees can click the icon to open the chatbot interface.
3. The chatbot provides instant answers to frequently asked questions (FAQs) such as leave policies, Company holidays and events.
4. The chatbot can assist employees with common tasks like submitting leave requests, updating personal information.
5. The chatbot provides employees with the option to contact HR directly if needed.
6. The chatbot interface is user-friendly, with clear instructions and responses.
7. The chatbot supports multi-language capabilities for diverse workforces.
8. The chatbot is continuously updated with new information and capabilities based on employee feedback and changing HR policies.

9. DocFinder: Custom Document Search

User Story : As an employee, I want to search for and query specific documents using keywords and filters, so that I can find the information I need quickly.

Acceptance Criteria:

- 1) Given: I am logged into the Zummit InfoLabs HRMS system as an employee,
When :I navigate to the DocFinder section,
Then: I should see a search bar where I can enter keywords related to document names, types, or content.
- 2) Given: I am on the DocFinder search page,
When: I enter a keyword or phrase in the search bar and press enter,
Then : the system should display a list of documents that match the search criteria, including document names, categories, upload dates, and brief excerpts from the content.
- 3) Given : search results are displayed,
When : I want to refine my search,
Then : I should be able to filter documents by categories (e.g., HR Policies, Project Documents), upload date ranges, and document types (e.g., PDF, Word).
- 4) Given : I have searched for a document,
When: I click on a document from the search results, Then: I should be able to view detailed information within the document, including specific sections related to my search query.
- 5) Given: I am viewing a document,
When : I want to query specific information within the document,
Then : the system should allow me to enter a natural language query to retrieve relevant sections of the document content
- 6) Given: I have queried a document,
When: I submit the query,
Then: the system should display the relevant sections of the document that match my query, providing detailed information as per my request.
- 7) Given: initial implementation,
When : I use the DocFinder feature,

Then: the list of documents available for search should include:

- 1) Internship Offer Letter
- 2) Internship Completion Certificate
- 3) Employee Handbook
- 4) Training Program Outline
- 5) Company Holiday Schedule
- 6) Remote Work Policy

10. Submit Feedback

User Story: As an employee of Zummit, I want to provide feedback through the HRMS system so that I can share my opinions and suggestions.

Acceptance Criteria:

Feedback Submission:

- **Given** an employee of Zummit is logged into the HRMS system,
- **When** the employee navigates to the feedback section,
- **Then** they should see a form to submit their feedback, including fields for the subject, description, and an optional attachment.

Feedback Confirmation:

- **Given** an employee of Zummit has filled out the feedback form,
- **When** the employee submits the feedback,
- **Then** they should receive a confirmation message indicating that their feedback has been successfully submitted.

Feedback Visibility:

- **Given** an employee of Zummit has submitted feedback,
- **When** the HR or relevant personnel logs into the HRMS system,
- **Then** they should be able to view all submitted feedback in an organized manner, including the subject, description, and date.

Feedback Response:

- **Given** HR or relevant personnel at Zummit has reviewed the feedback,
- **When** they decide to respond or take action on the feedback,
- **Then** they should be able to mark the feedback as addressed.

10. Emp Handbook

User Story: As a user, I want the name "Emp Handbook" on the application page to be changed as "Zummit Infolabs" so that it accurately reflects the company's information and procedures.

11. Login background

User Story: As a user, I want the login page background to display the company logo instead of a generic background image, so that I can easily recognize and identify the company's brand when logging in.

12. Employee Navigation Panel

User Story: As an employee, I want to easily navigate through the website's pages so that I can quickly find the information or features I need. Specifically, I want to access essential features like My Profile, Reset Password, and Logout conveniently from the menu bar.

Acceptance Criteria:

Visibility and Accessibility:

- The navigation menu should be prominently displayed at the top of each page for easy access.
- The menu bar should be consistently visible and accessible regardless of the user's location within the website.

Clear Labels and Organization:

- The menu should include clear and concise labels for each page or section, including "My Profile", "Holiday Calendar", "Reset Password", and "Logout".
- The labels should accurately represent the functionality or content available under each menu item.

- The menu items should be logically organized to reflect the website's structure and hierarchy, with related features grouped together.

Design:

- The menu should be responsive and adapt to different screen sizes, ensuring usability on both desktop and mobile devices.
- On smaller screens, the menu may collapse into a hamburger icon or dropdown menu for space efficiency, but the essential menu items should remain easily accessible.

Profile Management (My Profile):

- "My Profile" has additional options like "Edit Profile" , "Add Identity Proof", "Check for duplicate records" these options should be presented clearly within a submenu or dropdown. There should be clear indicators of the presence of the sub features.
- Clicking on "Edit Profile" should take the user to their profile page, where they can view and edit their personal information.
- Users should have the ability to check for duplicate records within their profile.
- Additionally, users should be able to add identity proof documents to their profile.

Calendar (Holiday Calendar):

- Upon accessing the "Holiday Calendar" users should be presented with a list of upcoming holidays within the specified time frame (e.g., current year)

Password Reset (Reset Password):

- The "Reset Password" section should provide an option for users to reset their password in case they forget it.
- The password reset process should involve verifying the user's identity through their registered email.
- Once identity verification is successful, users should be allowed to set a new password securely.

Logout Confirmation (Logout):

- Upon clicking the "Logout" option, a confirmation popup should appear, asking whether the user really wants to log out.
- The popup should provide two options: "Yes" and "No," allowing users to confirm or cancel the logout action respectively.

13. Employee Login Page

User Story: As the employee, I want to access my account securely through the employee login page so that I can view my personal information and perform necessary tasks.

Acceptance Criteria:

Navigation:

- Upon accessing the HRMS website, I should be able to easily locate the employee login page by clicking on the 'Employee Login' button on the homepage.

User Authentication:

- The login page should require me to input my email and password.
- Password input should be masked for security purposes.
- The system should verify the entered credentials against the database.
- If the credentials are correct, I should be granted access to my account.

Error Handling:

- If the entered credentials are incorrect, an error message should be displayed informing me that either the email or password is incorrect.
- The error message should be clear and provide guidance on how to proceed - Forgot Password Option.

Account Recovery:

- In case I forget my password, there should be an option to reset it.
- The password reset process should involve verifying my identity through registered email.
- Once identity verification is successful, I should be allowed to set a new password.
- The new password should be a mix of Upper case, Lower case, Special characters and numbers with a minimum of 8 and maximum of 12 characters.

Security Measures:

- The login page should be protected against common security threats like brute force attacks.
- The session should have a timeout mechanism for inactivity to prevent unauthorised access in case I forget to log out.

User Experience:

- The login page should have a user-friendly interface with clear instructions and labels.
- It should be optimised for various screen sizes and devices to ensure accessibility
- Feedback should be provided to indicate loading or processing, especially during login attempts.

14. Attendance tracker

User Story: As a user, I want to have access to an attendance tracker feature so that I can view the visible attendance record of employee.

15. Edit Education Details

User Story: As a user, I want to edit education so that I can add my education details in to it.

Acceptance Criteria:

- The user should have the drop-down to add their highest qualification.
- The user should be able to save my changes, and upon saving, the uploaded education details should be reflected on my profile.
- Any errors encounter during the saving process, such as server errors or validation failures, should be communicated clearly to the user with appropriate error messages.
- After saving the changes, I should be able to view the updated education details on my profile to ensure the changes were applied.

16. Edit profile Info

User Story: As a user, I want to edit my profile when I click on “Edit Profile” so that I can edit my profile.

Acceptance criteria:

- It shouldn't redirect to the home page
- when we click on my profile, there should be a clearly labeled option i.e “edit profile info”.
- This option should comes under the my profile section on the home page.
- The user can make the appropriate changes by using edit profile info.

17. Integration of Google Calendar with HRMS

User Story: As an HR manager, I want the HRMS software to be connected to Google Calendar so that I can sync events between the two platforms.

Acceptance Criteria:

1. Google Calendar API Integration:

- The HRMS software should be connected to the Google Calendar API.
- Ensure authentication and authorization mechanisms are in place to securely access Google Calendar data.

1. Event Syncing:

- Events created in the HRMS software should automatically sync with the connected Google Calendar.
- The event details should include the title, description, participants, date, time, and location.
- Sync should work both ways, reflecting changes made in Google Calendar back to the HRMS software.

18. Gamified Quizz:

UserStory: As a user, I want to take a gamified quiz after completing my learning path, so that I can test my knowledge in a fun and interactive way.

Acceptance Criteria:

- The quiz should consist of multiple-choice, & true/false.
- There should be immediate feedback on each question, indicating whether my answer was correct or incorrect.
- I should be able to see my total score at the end of the quiz.

19. Awarding A Badge:

UserStory: As a user, I want to receive a badge upon successfully completing the quiz, so that I feel a sense of accomplishment and recognition for my effort.

Acceptance Criteria:

- Upon successfully completing the quiz, I should be awarded a badge.
- The badge is visible on the employee's profile within the HRMS portal.
- The badge includes details of the learning path completed.

20. Fireworks Display:

User Story: As a user, I want to see a fireworks animation when I earn my badge, so that I feel a sense of celebration and reward.

Acceptance Criteria:

- After receiving my badge, a fireworks animation should play on the screen.
- The fireworks should be vibrant and last for a few seconds, creating a celebratory atmosphere.
- There should be an option to replay the animation or close it if I wish.

21. Intern Project Assignment Workflow:

As an intern, I want to be assigned to a project, So that I can start working on real projects and apply what I've learned.

Acceptance Criteria:

1. As an intern completing my learning path, I should see a button labeled "Assign me to Project Ready Pool" on my dashboard.
2. Clicking on the button should open a form where I can fill in details about my skills, learnings, and interests.
3. After submitting the form, I should be moved to the Project Ready Pool.
4. I should receive a confirmation message upon successful submission.
5. If my assignment request is rejected, I should receive a notification along with the reason for rejection.(for ex: This person is already being considered for project xyz).

22. Form - Project Ready Pool:

As an intern, **I want to fill out a form detailing my skills, learnings, and interests **So that I can be matched with a suitable project assignment.

Acceptance Criteria:

1. When I navigate to the intern project assignment section, I should see a button labeled "Fill Assignment Form."
2. Clicking on the "Fill Assignment Form" button should open a form with fields for my name, email, phone number, skills, recent learnings, interests, and additional information.
3. The form should have checkboxes for common skills, such as programming, graphic design, data analysis, marketing, writing, communication, teamwork, leadership, and an option to specify other skills.
4. There should be a text area for me to describe any courses, certifications, or workshops I have completed that are relevant to my field of interest.
5. There should be another text area where I can describe my interests and areas of passion within my field of study or career aspirations.
6. The form should include an additional text area for me to provide any other information that I believe is relevant for project assignment.
7. After filling out all the required fields, I should be able to submit the form.
8. Upon successful submission, I should receive a confirmation message indicating that my form has been submitted.
9. If any errors are encountered during submission (e.g., missing required fields), I should receive an error message prompting me to correct the errors and resubmit the form.
10. Once submitted, the information provided in the form should be accessible to Scrum Masters or project managers responsible for assigning interns to projects.

3.4 USER STORIES

1. Pet Social & Community Features

PawSpace and PetConnect: Platforms that allow pet owners to connect, share pet-related posts, and find pet-friendly places. Link : <https://pawspace.in/#>

Petzbe: A social media platform for pet owners to share photos, videos, and updates about their pets. Link : <https://petzbe.com/>

We should aim to build at Paw Print network a social community which is fully integrated and offers every feature on one website. All of us are aware how on Instagram we can share and express ourselves with various types of content and we have a section to even buy products but this is going to be a niche platform dedicated for pet owners, veterans, vendors and others to connect, transact, consult and interact. A user is free to share who he/she is and can accordingly involve in the network.

2. Health and Nutrition Tracking

PetDesk: Offers health management for pets, including reminders for vet visits and medications but lacks calorie and tailored diet recommendations. Link : <https://petdesk.com/>

Fetch by The Dodo: Primarily focuses on pet health insurance but integrates features for managing medical histories. Link : <https://www.fetchpet.com/>

MyPet Reminders: Helps track pet vaccines, health records, and schedules but doesn't integrate AI-powered nutrition or lifestyle suggestions. Link : <https://www.duepet.com/features/reminders/>

It is clear that there is no platform or network yet that provides the option for all types of pets, their owners, veterans, vendors and others to connect at one place and be guided to sell or buy services as well as track health + nutrition for their respective pets effectively with an all integrated calendar, ai tailored suggestions, live expert consultation, reminders and overall advanced user interface.

3. E-Commerce for Pets

Chewy and Petco: E-commerce platforms that sell pet products, including food, toys, accessories, and medicine. They lack integration with personalized recommendations or community networking. Link : <https://www.chewy.com/>

We know that there are several websites that offer different pet products to buy online. But which one allows you to first get expert consultation for your pet through a strong systematic tracking system, an option to consult experts, get your questions answered through quora like integrated platform with 24x7 live support besides all-time available AI chatbot with a very strong niche Large Language Model and then proceed to buy recommended or custom products as per choice across multiple brands for all types of pets? We must aim to have Paw Print Network as an answer.

4. Veterinarian and Expert Interaction

Vetster: Allows users to book online consultations with veterinarians. Link: <https://vetster.com/>

PetDesk (again): Offers appointment booking with vets and service providers.

On our platform even the veterinarians can connect with potential clients, vendors can sell medicines, clothing, toys, toiletries, etc, pet owners can avail emergency services through on priority help by available veterans, post questions in detail to get even more detailed answers only regarding pets just like on Quora but quite niche, use a tracking system to plan nutrition and fashion for pets with an option to buy premium for more personalized suggestions, use strong LLM available in the form of chatbot to get quick help/suggestion and get in touch with human support team 24x7.

5. AI and Tailored Recommendations

Barkyn: Provides AI-based meal plans for dogs but doesn't extend beyond food. Link : <https://www.barkyn.es/>

Petzila: Focused on AI-powered devices for pets (e.g., monitoring and feeding) but lacked software integration for social networking or e-commerce and due to some supposedly non-fixable technical challenges, they shut down last year. As per some of its users in my circle, it was really a great platform. Link : <https://petzi.com/>

6. Pet Therapy and Tour Planning

Some specialized tour agencies like Happy Tails Travel focus on pet-friendly vacations and relocations, but these aren't part of an all-in-one solution like ours. Link :<https://www.happytailtravel.com/ship-a-pet/>

So overall what makes Paw Print Network Unique?

Our concept stands out by integrating all these features into a single platform, which doesn't currently exist:

- 1. Pet-centric chronometer (for health and lifestyle tracking).**
- 2. AI chatbot (powered tailored suggestions for health, fashion, and travel).**
- 3. Social platform (for pet owners, vendors, pet products manufacturer, veterans and experts).**
- 4. E-commerce (integrated with personalized recommendations).**
- 5. Expert veteran consultation booking + advice alongside Q&A similar to Quora for every topic related to pets.**
- 6. Emergency services and 24x7 live human on call or chat help**

I am providing user stories for each of these as per perspective of different users and my suggestion is we should first discuss and complete these designs and then proceed to discuss for development with the dev team upon finalization. I am adding user stories + flow for every story below it. For the entire duration of project implementation, we i.e BA team will act as an intermediary. Kindly co-operate and make best use of your respective skills to make this initiative a grand success. I am confident that if we all come together, we can make it happen.

1. User Stories for pet owners in Paw Print Network

User Story 1: Pet Social & Community Features

As a pet owner,

I want a social platform where I can share and interact with content about pets,

so that I can connect with other pet owners, veterinarians, vendors, and experts while participating in a pet-centric community.

Users can create detailed profiles for themselves and their pets.

Users can post photos, videos, and stories with advanced editing tools (e.g., filters, captions, tags).

Integrated pet-specific Q&A section similar to Quora to ask and answer questions.

Ability to like, comment, repost, and share content from other users.

Options to join topic-specific communities (e.g., dog lovers, exotic pet owners).

Integration with platforms like Instagram and Facebook to share posts externally.

AI-powered suggestions for groups, posts, or products based on user activity.

User Story 2: Health and Nutrition Tracking

As a pet owner,

I want to track my pet's health and nutrition with reminders, AI-tailored meal plans, and medical schedules,

so that I can manage my pet's well-being comprehensively and efficiently.

Centralized dashboard to track vaccination schedules, medical history, and vet appointments.

AI-generated tailored meal plans and calorie tracking for pets.

Notifications for upcoming appointments, medications, or vaccine due dates.

Integration with vet records to fetch and update health details automatically.

Live expert consultation for dietary or medical guidance.

Shared calendar system to coordinate with other pet caretakers or family members.

Option to upgrade to premium for detailed personalized health recommendations.

User Story 3: E-Commerce for Pets

As a pet owner,

I want a unified marketplace to consult experts, get personalized recommendations, and buy pet products,

so that I can shop for my pet's needs conveniently and confidently.

Personalized product suggestions based on health tracking data and AI analysis.

Integration with multiple vendors offering pet food, toys, grooming kits, etc.

Dedicated consultation feature to connect with experts before purchase decisions.

Search and filter options for products by pet type, brand, and price range.

One-click access to reorder frequently bought items.

Seamless integration with social and tracking features (e.g., purchase items featured in a social post).

Ability to provide feedback and rate products.

User Story 4: Veterinarian and Expert Interaction

As a pet owner,

I want to connect with veterinarians and other experts on a single platform,
so that I can seek consultations.

Veterinarians can create professional profiles highlighting expertise and services offered.

Appointment booking system for in-person and virtual consultations.

Emergency support system with priority notifications for urgent cases.

Dedicated space for veterinarians to contribute to Q&A discussions.

Option for users to rate and review veterinarians post-consultation.

Collaboration tools for veterinarians and vendors to coordinate services.

Data analytics to track consultation history and trends for better insights.

User Story 5: AI-Powered Recommendations and Emergency Support

As a pet owner,

I want access to an AI chatbot and 24x7 emergency support,
so that I can receive instant advice, tailored suggestions, and help during emergencies.

AI chatbot with natural language understanding tailored to pets' needs (e.g., quick symptom analysis, travel tips).

Instant recommendations for health, nutrition, fashion, and activities based on user input.

Live chat or call support available 24x7 for emergencies or complex queries.

Integration of emergency services (e.g., vet on demand, ambulance for pets).

AI personalization based on user preferences and past interactions.

In-app alerts for urgent conditions flagged by the AI or support team.

Seamless transition from chatbot to human support in case of advanced queries.

How Paw Print Stands Out

Each story integrates multiple components, creating a one-stop solution that combines community engagement, expert consultation, e-commerce, health tracking, and AI-driven assistance for all types of pets. The platform's ability to centralize these services ensures better organization and user convenience, that may make Paw Print Network a market leader in the pet industry.

2. User Stories for Vendors on Paw Print Network

User Story 1: Marketplace and Product Listings

As a vendor,

I want to list and sell my pet products on the Paw Print Network,
so that I can reach a niche audience of pet owners and grow my sales.

Ability to create a professional vendor profile with detailed business information.

Easy upload of product listings with images, descriptions, categories (e.g., food, toys, grooming kits), and pricing.

Support for managing inventory with stock alerts for low supplies.

Analytics dashboard to track product views, sales, and customer interactions.

Feature to tag products for specific pet types or needs (e.g., dogs, cats, exotic pets).

Highlight trending products and seasonal offers in a dedicated section.

Integration with AI to suggest optimal pricing or bundling options.

User Story 2: Personalized Product Recommendations

As a vendor,

I want to have my products recommended to users based on AI-generated insights, so that I can increase the visibility of my items and target the right customers.

AI-powered product recommendations based on user preferences, pet type, and health tracking data.

Visibility in a “Recommended for You” section on pet owners’ dashboards.

Ability to participate in bundle deals with other vendors for complementary products.

Real-time updates on how recommendations impact sales (e.g., click-through rates, purchase conversions).

Feature to create targeted promotions for specific customer segments (e.g., new pet owners, exotic pet enthusiasts).

User Story 3: Community and Social Engagement

As a vendor,

I want to interact with the Paw Print community by sharing posts, answering queries, and promoting my products, so that I can build trust and enhance my brand visibility.

Option to create posts showcasing products, tutorials, or success stories on the community platform.

Ability to answer pet-related questions in the Q&A section to establish expertise.

Feature to sponsor posts or promotions in niche groups or forums.

Analytics to measure engagement (e.g., likes, comments, shares) on social content.

Tools to interact directly with users through comments or private messages about specific products.

Integration of social posts with e-commerce listings for seamless product discovery.

User Story 4: Vendor-Veterinarian Collaboration

As a vendor,

I want to collaborate with veterinarians to promote relevant products and provide bundled solutions,

so that I can enhance product credibility and drive sales through expert endorsements.

Feature to showcase products recommended by veterinarians with a “Vet Approved” tag.

Option to create exclusive bundles with veterinary services (e.g., medicine kits, grooming products).

Visibility in vet consultations where products are relevant to the pet’s needs.

Tools to offer special discounts or referral bonuses for vets promoting vendor products.

Dashboard to track collaboration performance, such as sales from vet referrals.

User Story 5: Support and Emergency Services Integration

As a vendor,

I want to provide on-demand support and emergency services through the platform,

so that I can cater to urgent customer needs and build a reliable reputation.

Real-time chat support for product-related queries integrated with Paw Print’s AI chatbot.

Option to highlight products needed for emergencies (e.g., first-aid kits, urgent medications).

Dedicated section to display 24x7 available products for priority shipping.

Collaboration with the emergency services team to promote quick-access solutions (e.g., vet-recommended emergency products).

Customer feedback and rating system to improve service offerings.

How Paw Print Stands Out for Vendors

These user stories highlight how Paw Print Network allows vendors to:

Showcase and sell products in a highly organized marketplace tailored for pet owners.

Leverage AI-powered personalization to boost product visibility.

Engage with the community and experts to build trust and establish authority.

Participate in innovative collaborations with vets and other stakeholders to drive sales.

Offer seamless support and emergency services, ensuring customer satisfaction.

3. User Stories for Veterinarians on Paw Print Network

User Story 1: Virtual Consultation and Appointment Scheduling

As a veterinarian,

I want to offer online consultations and in-person appointment scheduling,
so that I can connect with pet owners conveniently and provide timely care for their pets.

Easy setup of professional profiles with expertise, certifications, and specialties.

Integration with a real-time appointment calendar that syncs with personal schedules.

Option to provide virtual consultations through video calls, chats, or email.

Payment integration for consultation fees with the option to offer free initial consultations.

Notifications for upcoming appointments and missed follow-ups for pet owners.

Option for emergency service scheduling with higher priority.

User Story 2: Health and Nutrition Advice

As a veterinarian,

I want to provide tailored health and nutrition advice to pet owners,
so that I can help pets live healthier and happier lives.

Access to a pet's health records and lifestyle tracking data for better insights.

AI-powered tools to assist in creating customized diet plans or health regimens for different pets.

Ability to recommend specific products, treatments, or services directly from the platform.

Feature to highlight common health issues and provide preventative care tips via blogs or posts.

Option to charge for premium consultations with detailed reports and follow-ups.

User Story 3: Collaboration with Vendors and Pet Owners

As a veterinarian,

I want to collaborate with vendors to recommend high-quality products and with pet owners to provide comprehensive care,
so that I can enhance the overall pet care experience.

Tools to endorse or tag vendor products as "Vet Recommended" in e-commerce listings.

Ability to collaborate with vendors to offer product-and-service bundles (e.g., grooming kits with health checkups).

Dedicated Q&A section where pet owners can ask questions and receive expert advice.

Real-time collaboration features to discuss complex cases with other veterinarians.

Analytics to track how recommendations impact product sales or owner satisfaction.