User Stories

Based on target audience

Operators

- As an operator, I want to be able to see an overview of clients in distress, so that I can accurately guide the field teams
- As an operator, I want to be able to see the health status of a client in distress, so that I can inform the field teams on possible required equipment
- As an operator, I want to be able to communicate with the teams on the field, so that I can inform them of impending danger or exceptional details about an extraction
- As an operator, I want to be able to see the transport progress of a team in real-time, so that I can accurately manage the locations of other ambulances and cover as much of our presence area as possible

Field Teams

- As a field team member, I want to have a general idea of the severity of the injury a client has suffered, so that I can prepare the right equipment
- As a field team member, I want to recieve the fastest route to our client the moment a call comes in, so that I have the highest chance of saving him
- As a field team member, I want to know the general risk level of the areas we will pass during the extraction, so that I can prepare to protect myself and the client in case it is required
- As a field team member, I want to know the tier of a client, so that I know wether or not lethal force during extraction is allowed
- As a field team member, I want to know the tier of a client in case there are multiple casualties, so that I can prioritize the higher-tier clients
- As a field team member, I want to have the vehicles regularly maintained, so that I can be efficiënt and react quickly to a call

Marketing agents

- As a merkating agent, I want a way of communicating with the ground control center
- As a marketing agent, I want a way of getting updates of new plans and policies, so I can adapt my plan of attack accordingly

- As a marketing agent, I want information on key clients so I can provide them with premium support in case they have questions or comments

Clients

- As a client, I want to talk to an agent before I take a subscription to run over the advantages and / or disadvantages of certain tiers based on my lifestyle and work / home location on mars, so that I don't start of with a too high/low tier
- As a client, I want to have a way to terminate my subscription, so that I can get rid of it if I don't need it anymore
- As a client, I want to have a way to increase or decrease my subscription tier, so that I can adapt it in case my lifestyle changes
- As a client, I want to have a way to know if an extraction is inbound, so that I know that I will be saved
- As a client, I want to not have to worry about anything related to the ensurance once I received the implant and installed the app, so that I can live my life as normal
- As a client, I want to recieve priority care if I have a higher tier than another casualty, so that my higher tier has a value

Cooperating businesses

- As a cooperating business, I want to know when I'm needed for repairs or resuplying of required goods
- As a cooperating business, I want to know beforehand what the budget and the deals are for cooperative work
- As a cooperating business, I want to have access to required knowledge about internal workings to properly execute my job.

Non-Client Civilians

- As a civilian, I want the option to parttake in the policy program, even when I'm no longer located in the space station
- As a civilian, I want to have access to some minimal reports so that I know what areas to avoid even when I'm not parttaking in any policy
- As a civilian, I want to be able to read up on the details of the service so that I can consider parttaking

Non-Client Companies

- As a company, I want to be able to negotiate about bulk deals for clients and/or CEOs