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**Section: A&B**

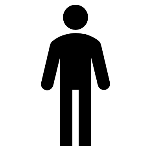
**Subject: Software requirement engineering**

**Topic: Daewoo Express Website**

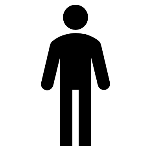
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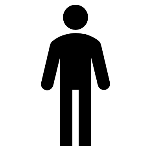
**1. Use Case:**

Daewoo express



User



 Admin

Help Centre

**2. User Stories:**

* **User Story #1: User Registration**

1. As a user
2. I want to register for an account on the Daewoo Express platform
3. So that I can access exclusive features and personalized services.

* **User Story #2: User Login**

1. As a registered user
2. I want to log in to my account with my credentials
3. So that I can access my profile and booking information.

* **User Story #3: Book Ticket**

1. As a logged-in user
2. I want to be able to book tickets for my desired routes and schedules
3. So that I can plan my travel in advance.

* **User Story #4: Search for Routes and Schedules**

1. As a user
2. I want to search for available routes and schedules
3. So that I can find the most convenient option for my travel needs.

* **User Story #5: View and Modify Bookings**

1. As a user
2. I want to view my booked tickets and be able to modify them if necessary
3. So that I can make changes to my travel plans as needed.

* **User Story #6: Payment**

1. As a user
2. I want to be able to make secure payments for my bookings using various payment methods
3. So that I can confirm my reservations hassle-free.

* **User Story #7: Notification**

1. As a user
2. I want to receive notifications regarding my bookings, including confirmation, updates, and reminders
3. So that I stay informed about my travel arrangements.

* **User Story #8: Promo Code Redemption**

1. As a user
2. I want to be able to redeem promo codes or discount vouchers during the booking process
3. So that I can avail discounts or special offers on my tickets.

* **User Story #9: Real-time Bus Tracking**

1. As a user
2. I want to track the real-time location and status of buses
3. So that I can plan my travel more effectively and stay updated on any delays or changes.

* **User Story #10: Help Center**

1. As a user
2. I want access to a help center
3. Where I can find assistance, answers to frequently asked questions, and support from customer service representatives.

* **User Story #11: Logout**

1. As a user
2. I want to log out of my account securely
3. After completing my tasks or when I'm done using the Daewoo Express platform.

These user stories provide a structured and organized approach to addressing the user requirements for the Daewoo Express platform.