



User Story

Welcome to our User Story page. Here, we turn our detailed persona features into user stories that guide what we build. Each story is a task focused on meeting our users' specific needs, making sure our development is always user-centered.

This page is a tool for our team to ensure our work directly addresses what our users want, making our product more relevant.

Personas

Name	Property
Mary	Patient, old women, mild illness, limited mobility, get advice, visual impairment. Not proficient in using the Internet and computers, and only have basic abilities.
Alex	Patient, moderately ill, introvert, not communicating well, does not want to disclose personal information.
Louis	Patient, emergency illness, travel, non-native English speaker.
San	Researcher, disabled, teaching staff member.
Ella	Project manager.
Michael	Project developer.

User Stories

Epic	User Story ID	As	I Want To	So That	Size Estimation	MoSCoW Priority
Consultation and Response	CR-01	Mary	advice on managing OA without specific medications.	I can reduce the need to travel to the hospital, accommodating my limited mobility.	Medium	Must have
	CR-02	Alex	receive personalized advice.	I can manage my condition more effectively.	Medium	Must have
	CR-03	Alex	communicate to a virtual agent with a friendly, empathetic, and	I feel comfortable during the interaction.	Medium	Should have

			professional tone.			
	CR-04	Alex	avoid alarming language in interactions with the virtual agent.	I do not experience unnecessary concern or anxiety.	Small	Must have
	CR-05	Louis	receive advice in multiple languages	I can fully understand the advice given, regardless of my native language.	Medium	Could have
	CR-06	Louis	receive quick and accurate advice with minimal response latency from the virtual agent	I can address my urgent condition efficiently.	Medium	Should have
	CR-07	San	obtain relatively professional knowledge rather than generic internet information or advice from non-professionals	I can receive trustworthy guidance.	Medium	Could have
	CR-08	San	enable speech-to-text or text-to-speech functionalities in the virtual agent	my disabilities do not hinder my access to its advice.	Large	Will not have
Interaction and UI	IU-01	Mary	ensure the virtual agent is compatible with screen readers	I can use it effectively with my visual impairments.	Large	Will not have
	IU-02	Mary	have a simple and intuitive user interface for the virtual agent	I can easily navigate and interact with it, even with my limited computer and internet skills.	Medium	Should have
	IU-03	San	interact with an avatar version of the virtual agent	I can make educational sessions more	Small	Must have

				engaging when using it to teach.		
	IU-04	Ella	choose a memorable and appropriate name for the virtual agent	it resonates well with our target audience.	Small	Must have
	IU-05	Michael	have an easy-to-use interface for managing dataset entries	I can promptly adjust our datasets in response to user feedback and advancements in relevant fields.	Large	Should have
	IU-06	Louis	select role before starting to ask the virtual agent for questions	the virtual agent could response in proper tone according to the role.	Medium	Should have
Database system	DS-01	Ella	integrate user feedback into the development process of the virtual agent	we can continuously improve its performance and user satisfaction.	Large	Could have
	DS-02	Ella	review chat histories between users and the agent	I can identify and improve areas where the agent's responses are lacking.	Medium	Could have
	DS-03	Ella	classify and store chat histories based on user roles	the agent can more effectively tailor its responses to the specific needs of each user.	Medium	Could have
	DS-04	Michael	have a backend system for efficiently managing OA information sources	the process of updating and maintaining accurate and relevant information is effective.	Large	Could have
	DS-05	Michael	regularly review and update the database based on user	the virtual agent's training model remains optimized,	Medium	Could have

			feedback and data analysis	consistent, and accurate.		
	DS-06	Michael	be notified by email when the agent cannot answer a user's question	I can enhance the dataset accordingly.	Medium	Should have
Disclaimer and Privacy Policy	DP-01	Louis	be politely redirected to healthcare professionals for specific treatment prescriptions	I can seek the appropriate care for my condition.	Small	Must have
	DP-02	Alex	ensure my personal information is not stored unnecessarily and to receive clear communication about data handling	I can trust the virtual agent with my information.	Small	Must have
	DP-03	Alex	have the virtual agent display a medical disclaimer	I am reminded it does not replace professional medical advice, ensuring I seek necessary professional treatment.	Small	Must have
	DP-04	Ella	ensure the project adheres to data protection regulations	we can avoid legal complications.	Small	Must have