User Stories

## I. MAT

***Problem:*** As a customer residing away from the desired restaurant I am unable to enjoy the taste of warm food.

***Desire:*** I want to benefit out of spending with a food which is ready to eat.

***Lösning:*** So that I suggest the restaurant app or web should be providing with an option of thermo ware (carrier) for delivering warm food by charging respective price.

## II. Traveling

***Problem:*** As a student traveler with a hectic schedule and mandatory targets, my plans regarding -travel may not work always I decided which in turn results in loosing of money.

***Desire:*** I want a provision to get my money back with the respective deductions.

***Solution:*** So that I suggest the modification of traveling App or Web that could send the alerts (SMS or Email) regarding the cancelation of the ticket with minimum deduction (saving maximum amount) as well as maximum deduction (saving minimum amount).

## III. Banking

***Problem:*** As a savings oriented bank customer I always face a problem of spending more money than that of desired amount.

***Desire:*** I am expecting a notification or alert when it reaches the specified amount.

***Solution:*** So I suggest the bank app proving with an option of setting (reach of specified limit alert) so that I can plan my expenditure consciously.

## IV. Medical Emergency

***Problem:*** As an international resident of Sweden, because of the language barrier, unable express my exact intension how I feel when I was critically ill. So there may be a chance of miscommunication and a rejection of granting a Doctor’s appointment that could lead to a severe vulnerable situation.

***Desire:*** I want to be treated in a right time without risking my life.

***Solution:*** So I suggest a premium option of Doctor’s emergency appointment provided in the website to have a control on such emergency situations.

## V. Online Shopping

***Problem:*** As an active online customer I am unable to buy the tempting limited offers due to the technical issues that have arisen with the bank payments.

***Desire:*** I don't want to lose my place from the ‘first come first serve’ list.

***Solution:*** So I suggest an option of blocking the products, in the website, for a limited possible time with an extra charge in that scenario.