

Topic: FAQ design for a software (User Story)

Role: 1. Admin/Webmaster 2. Visitor/Public

Process: 1. Add/Create 2. Update/Edit 3. Delete

Epic: FAQ

ID	US-01	
Story description	As the owner of a company, I want a FAQ page for my website. The page will contain some common question and answers about the website so that visitor using my product can troubleshoot any problems they are having.	
Acceptance criteria	1.1 General criteria	1.1.1 I want only admin user to be able add the Q/A via a page. 1.1.2 I want visitors to see the FAQs when they go to a specific page. 1.1.3 I want admin user to be able to edit/delete a question if necessary.
	1.2 Validation criteria	1.2.1 Duplicate data should not be inserted.
	1.3 UI/UX	1.3.1 There should be two separate text input for question and answer. 1.3.2 One clickable submit button. 1.3.3 Use "FAQ" or "Frequently Asked Questions" as the page title. 1.3.4 Questions should look visually different from the answers in the show page.
ID	US-02	Adding Q/A
Story description	As an admin user I want to be able to add the Q/A so that visitors can see them afterwards.	
Acceptance criteria	2.1 General criteria	2.1.1 I want to go to create page. 2.1.2 I have to input question and answer. 2.1.3 I have to click a submit button to store the information.
	2.2 Validation criteria	2.2.1 Duplicate data should not be inserted.
	2.3 UI/UX	2.3.1 There should be one text field for question labeled 'Question'. 2.3.2 There should be another text field for answer labeled 'Answer'. 2.3.3 There should be a clickable submit button. 2.3.4 After submission, I should be redirected to the same insert page to add more. 2.3.5 A link to view all the Q/A should be on the page in a specific place.
ID	US-03	Editing Q/A
Story description	As an admin user I want to be able to edit the Q/As already in database so that any corrections can be done.	

Acceptance criteria	2.1 General criteria	2.1.1 I want to click edit on whichever Q/A is needed to be updated. 2.1.2 After that two text box should appear with the information already in it. I want to edit where necessary. 2.1.3 I have to click a submit button to save the information.
	2.2 Validation criteria	2.2.1 If a question is duplicated, it should not be inserted on update.
	2.3 UI/UX	2.3.1 A modal should pop up when edit button is clicked. 2.3.2 In the modal, there should be one text field for question labeled 'Question'. 2.3.3 There should be another text field for answer labeled 'Answer'. 2.3.4 There should be a clickable submit button. 2.3.5 After submission, I should be redirected to view all the questions

Entities

1. User
 - a. Owner
 - b. Admin user
 - c. Visitor

Tables:

User	users
ID	id -> pk, int, autoInc
Name	name -> string
Email	email -> string
Password	password -> string
Role	role -> int
	created at -> timestamp
	updated at -> timestamp

1. FAQ
 - a. Question
 - b. Answer
 - c. Priority
 - d. Status

FAQ	faqs
ID	id -> pk, int, autoInc
Question	question -> text
Answer	answer -> text
Priority	priority -> int
Status	status -> int
	created at -> timestamp
	updated at -> timestamp