**Royal Melbourne Institute of Technology**

COSC 2299 - Software Engineering Process & Tools

**Online Booking System**

**User Story Cards**

Version 1.0

**Members:**

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**TEMPLATE**

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| --- | --- | --- | --- |
| **ID #:** | <Story’s Name > | **Priority** |  |
| **Effort (SP)** |  |
| As a |  | | |
| I want |  | | |
| So that I can |  | | |
|  | | | |
| Acceptance  Criteria |  | | |

**Mitchell (Requirements 1&2)**

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| **ID #: 1** | View home page | **Priority** | High |
| **Effort (SP)** | 3 |
| As a | User | | |
| I want | To access the home page | | |
| So that I can | Have access to key functionality (login/sign-up, about and contact information) | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** that the user has the correct URL to the website * **When** the user enters the URL * **Then** they are granted access to the home page   + **And** the login module is shown   + **And** the sign up module is shown   + **And** the about us information is shown   + **And** the contact information is shown | | |

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| **ID #: 2** | View admin dashboard | **Priority** | High |
| **Effort (SP)** | 3 |
| As a | Admin | | |
| I want | To access the admin dashboard | | |
| So that I can | See features exclusive to the admin role | | |
|  |  | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** that the user is on the homepage   + **And** has valid admin credentials * **When** the user enters their credentials in the login panel   + **And** confirms their login * **Then** a confirmation message should be displayed   + **And** the admin dashboard should be shown   **Criterion 2**   * **Given** that the user is on the homepage   + **And** has invalid admin credentials * **When** the user enters their credentials in the login panel   + **And** confirms their login * **Then** an error message should be displayed | | |

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| **ID #: 3** | View Worker Dashboard | **Priority** | High |
| **Effort (SP)** | 3 |
| As a | Worker | | |
| I want | To access the worker dashboard | | |
| So that I can | See features exclusive to the worker role | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** that the user is on the homepage   + **And** has valid worker credentials * **When** the user enters their credentials in the login panel   + **And** confirms their login * **Then** a confirmation message should be displayed   + **And** the worker dashboard should be shown   **Criterion 2**   * **Given** that the user is on the homepage   + **And** has invalid worker credentials * **When** the user enters their credentials in the login panel   + **And** confirms their login * **Then** an error message should be displayed | | |

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| **ID #: 4** | View Customer Dashboard | **Priority** | High |
| **Effort (SP)** | 3 |
| As a | Customer | | |
| I want | To access the customer dashboard | | |
| So that I can | See features exclusive to the customer role | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** that the user is on the homepage   + **And** has valid customer credentials * **When** the user enters their credentials in the login panel   + **And** confirms their login * **Then** a confirmation message should be displayed   + **And** the customer dashboard should be shown   **Criterion 2**   * **Given** that the user is on the homepage   + **And** has invalid customer credentials * **When** the user enters their credentials in the login panel   + **And** confirms their login * **Then** an error message should be displayed | | |

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| **ID #: 6** | User log in | **Priority** | High |
| **Effort (SP)** | 5 |
| As a | User | | |
| I want | To sign into the website | | |
| So that I can | View my appropriate dashboard | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** the user is on the homepage   + **And** the user has valid user credentials * **When** the user enters their credentials into the login panel   + **And** confirms their login * **Then** a confirmation message is displayed   + **~~And~~** ~~the appropriate dashboard is shown~~   **Criterion 2**   * **Given** the user is on the homepage   + **And** the user has invalid user credentials * **When** the user enters their credentials into the login panel   + **And** confirms their login * **Then** an error message is displayed | | |

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| **ID #: 5** | Customer Register | **Priority** | High |
| **Effort (SP)** | 5 |
| As a | Customer | | |
| I want | To sign up to the website | | |
| So that I can | Book an appointment for my desired service | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** the customer is on the home page * **When** the user clicks “register”   + **And** inputs name   + **And** inputs address   + **And** inputs phone number   + **And** inputs username   + **And** inputs password   + **And** all inputs meet validity checks   + **And** confirms the sign up * **Then** a registration confirmation message is displayed   + **And** the user is automatically logged in   + **And** the customer dashboard is shown   **Criterion 2**   * **Given** the customer is on the home page * **When** the user clicks “register”   + **And** inputs name   + **And** inputs address   + **And** inputs phone number   + **And** inputs username   + **And** inputs password   + **And** some inputs do not meet validity checks   + **And** confirms the sign up * **Then** an error message is displayed | | |

**David (Requirements 3 & 4)**

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| **ID #: 7** | Add new employee | **Priority** | Medium |
| **Effort (SP)** | 8 |
| As a | business owner (admin) | | |
| I want | add a new employee account | | |
| So that I can | introduce a new hire into the system | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the staff page * **When** the user clicks on the add button   + **And** inputs username   + **And** inputs password   + **And** inputs name   + **And** all inputs meet validity checks * **Then** an addition confirmation message is displayed   + **And** new account is generated   + **And** user is returned to list of staff   **Criterion 2**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the staff page * **When** the user clicks on the add button   + **And** inputs username   + **And** inputs password   + **And** inputs name   + **And** some inputs do not meet validity checks * **Then** an error message is displayed | | |

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| **ID #: 8** | Edit new employee | **Priority** | Medium |
| **Effort (SP)** | 8 |
| As a | business owner (admin) | | |
| I want | edit an employee account | | |
| So that I can | update employee details | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the profile page * **When** the user clicks on “edit”   + **And** inputs invalid update data (username, password, name violating existing rules) * **Then** update should fail with appropriate error message   **Criterion 2**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the profile page * **When** the user clicks on “edit”   + **And** inputs valid update data (username, password, name meeting existing rules) * **Then** update should pass with confirmation message | | |

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| **ID #: 9** | Add working hours | **Priority** | Medium |
| **Effort (SP)** | 8 |
| As a | business owner (admin) | | |
| I want | add working times for an employee | | |
| So that I can | designate shifts to employees | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the staff page * **When** the user clicks on “allocate” next to an employee   + **And** inputs invalid shift data (start & end times don’t meet availability, no service). * **Then** allocation should fail with appropriate error message   **Criterion 2**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the staff page * **When** the user clicks on “allocate” next to an employee   + **And** inputs valid shift data (valid start and end times, valid service) * **Then** allocation should pass with confirmation message | | |

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| **ID #: 10** | Edit working hours | **Priority** | Medium |
| **Effort (SP)** | 8 |
| As a | business owner (admin) | | |
| I want | edit working times for an employee | | |
| So that I can | swap shifts given to employees | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the staff page * **When** the user clicks on “edit hours”   + **And** inputs invalid update data (start/end times that violate availability, no service) * **Then** update should fail with appropriate error message   **Criterion 2**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the staff page * **When** the user clicks on “edit hours”   + **And** inputs valid update data (valid start/end times, valid service) * **Then** update should pass with confirmation message | | |

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| **ID #: 11** | View past bookings | **Priority** | High |
| **Effort (SP)** | 5 |
| As a | business owner (admin) | | |
| I want | view a list of past bookings | | |
| So that I can | calculate payroll for employees | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the booking page   + **And** no past bookings exist * **When** the user clicks on “past bookings” * **Then** an error message is printed to the user due to no bookings   **Criterion 2**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the booking page   + **And** past bookings exist * **When** the user clicks on “past bookings” * **Then** past bookings and all related info are displayed in list form | | |

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| **ID #: 12** | View new bookings | **Priority** | High |
| **Effort (SP)** | 5 |
| As a | business owner (admin) | | |
| I want | view a list of new bookings | | |
| So that I can | determine upcoming shifts | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the booking page   + **And** no new bookings exist * **When** the user clicks on “past bookings” * **Then** an error message is printed to the user due to no bookings   **Criterion 2**   * **Given** the user is an admin   + **And** the user is logged in   + **And** the user is on the booking page   + **And** new bookings exist * **When** the user clicks on “past bookings” * **Then** new bookings and all related info are displayed in list form | | |

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| **ID #: 13** | View weekly availability | **Priority** | Low |
| **Effort (SP)** | 13 |
| As a | business owner (admin) | | |
| I want | view employee availability in the next week | | |
| So that I can | delegate shifts to employees with open timetables | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** the user is an admin   + **And** is logged into the system   + **And** the user is on the staff page   + **And** any employee is available for the next seven days * **When** the admin clicks on “view staff availability” * **Then** available staff and availability is displayed   **Criterion 2**   * **Given** the user is an admin   + **And** is logged into the system   + **And** the user is on the staff page   + **And** no employee is available for the next seven days * **When** the admin clicks on “view staff availability” * **Then** an error message is displayed to the admin | | |

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| **ID #: 14** | View available service date/time | **Priority** | Low |
| **Effort (SP)** | 13 |
| As a | customer | | |
| I want | to check dates and times a service is available | | |
| So that I can | book my service at the correct date/time | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** the user is a customer   + **And** is logged into the system   + **And** services are available * **When** the customer clicks on “view availability” * **Then** the available services and related information should be displayed   **Criterion 2**   * **Given** the user is a customer   + **And** is logged into the system   + **And** noservices are available * **When** the customer clicks on “view availability” * **Then** a notice of no services should be displayed | | |

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| **ID #: 15** | Book service | **Priority** | High |
| **Effort (SP)** | 8 |
| As a | customer | | |
| I want | to book a service | | |
| So that I can | receive a specific service in the future | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** the user is a customer   + **And** the user is logged in   + **And** the user is on the booking page   + **And** there are no open times * **When** the user attempts to book * **Then** an error message will occur (no bookings possible)   **Criterion 2**   * **Given** the user is a customer   + **And** the user is logged in   + **And** the user is on the booking page   + **And** there are open times available   + **And** the potential service time is not open * **When** the user attempts to book * **Then** an error message will occur (no open times)   **Criterion 3**   * **Given** the user is a customer   + **And** the user is logged in   + **And** the user is on the booking page   + **And** there are open times available   + **And** the potential service time is open * **When** the user attempts to book * **Then** an confirmation message will occur | | |

**Lee (Requirements 5&6)**

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| **ID: 16** | Customer profile page | **Priority** | Medium |
| **Effort (SP)** | 5 |
| As a | Customer | | |
| I want | Access my profile page | | |
| So that I can | check my user information such as a name, username, address and contact number. | | |
|  | | | |
| Acceptance  Criteria | **Criteria 1**   * **Given** that the user is signed in to the system   + **And** the user is a customer * **When** the user clicks the profile icon * **Then** the system will direct the user to the profile page and display the related user information from the database | | |

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| **ID: 17** | Customer edit username | **Priority** | Low |
| **Effort (SP)** | 5 |
| As a | Customer | | |
| I want | Edit my username | | |
| So that I can | Use new username | | |
|  | | | |
| Acceptance  Criteria | **Criteria 1**   * **Given** that the user is signed in to the system   + **And** the user is on the profile page * **When** the edit button is clicked   + **And** the user is changed into an invalid username (one that is already taken) * **Then** an error message will be displayed   **Criteria 2**   * **Given** that the user is signed in to the system   + **And** the user is on the profile page * **When** the edit button is clicked   + **And** the user is changed into an valid username * **Then** a confirmation message will be displayed   + **And** the user will be returned to the profile page | | |

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| **ID: 18** | Customer edit password | **Priority** | Low |
| **Effort (SP)** | 5 |
| As a | Customer | | |
| I want | Edit my password | | |
| So that I can | Keep my account secure | | |
|  | | | |
| Acceptance  Criteria | **Criteria 1**   * **Given** that the user is signed in to the system   + **And** the user is on the profile page * **When** the edit button is clicked   + **And** the user is changed into an invalid password (doesn’t meet password rules) * **Then** an error message will be displayed   **Criteria 2**   * **Given** that the user is signed in to the system   + **And** the user is on the profile page * **When** the edit button is clicked   + **And** the user is changed into an valid password * **Then** a confirmation message will be displayed   + **And** the user will be returned to the profile page | | |

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| **ID: 19** | Customer edit details | **Priority** | Low |
| **Effort (SP)** | 5 |
| As a | Customer | | |
| I want | Edit my details | | |
| So that I can | modify wrong or outdated information | | |
|  | | | |
| Acceptance  Criteria | **Criteria 1**   * **Given** that the user is signed in to the system   + **And** the user is on the profile page * **When** the edit button is clicked   + **And** the user is changed into invalid details * **Then** an error message will be displayed   **Criteria 2**   * **Given** that the user is signed in to the system   + **And** the user is on the profile page * **When** the edit button is clicked   + **And** the user is changed into valid details * **Then** a confirmation message will be displayed   + **And** the user will be returned to the profile page | | |

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| **ID: 20** | Customer cancel a booking | **Priority** | Medium |
| **Effort (SP)** | 3 |
| As a | Customer | | |
| I want | Cancel a booking | | |
| So that I can | Notify worker that i do not need service anymore | | |
|  | | | |
| Acceptance  Criteria | **Criterion 1**   * **Given** that the user is signed in to the system   + **And** the user is on the bookings page   + **And** has at least one upcoming booking * **When** the cancel button is clicked next to a booking * **Then** a confirmation message will be displayed   + **And** the booking will be deleted from the database   + **And** the user will be returned to the dashboard | | |

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| --- | --- | --- | --- |
| **ID: 23** | Worker get notification for cancelled booking | **Priority** | Low |
| **Effort (SP)** | 5 |
| As a | Worker | | |
| I want | Get notification when the bookings are cancelled | | |
| So that I can | Provide service to other people | | |
|  | | | |
| Acceptance  Criteria | **Criteria 1**  **Given** that there is more than 48 hours before the appointment.  **When** a customer cancelled a booking.  **Then** I will receive notification with the details of the cancelled event. | | |

**Anh is writing below (Req 7&8)**

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| --- | --- | --- | --- |
| **ID #: 21** | Get Booking History | **Priority** | Medium |
| **Effort (SP)** | 5 |
| As a | customer | | |
| I want | see the history of my bookings | | |
| So that I can | know when, where and with whom I had appointments with | | |
|  | | | |
| Acceptance  Criteria | **AC1:**   * **Given** that the user is logged in * **And** he/she has previous bookings * **And** he/she is on the dashboard * **When** he/she clicks on the “View History” * **Then** the system displays the user’s booking history   **AC2:**   * **Given** that the user is logged in * **And** he/she has no previous bookings * **And** he/she is on the dashboard * **When** he/she clicks on the “View History” * **Then** the system displays “No History Available” | | |

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| **ID #: 22** | View Profile page | **Priority** | Medium |
| **Effort (SP)** | 5 |
| As a | worker | | |
| I want | to able to view my own profile | | |
| So that I can | see if the information is correct | | |
|  | | | |
| Acceptance  Criteria | **AC1:**   * **Given** that the user is working for a business on the site * **When** he/she clicks on “View Profile” * **Then** the system redirects the user to the “View Profile” page * **And** the system displays the “View Profile” page. | | |

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| --- | --- | --- | --- |
| **ID #: 24** | Edit Worker Profile | **Priority** | Low |
| **Effort (SP)** | 3 |
| As a | worker | | |
| I want | to be able to edit my profile | | |
| So that I can | replace wrong or outdated information | | |
|  | | | |
| Acceptance  Criteria | **AC1:**   * **Given** that the user is working for a business on the site * **When** he/she clicks on “Edit Profile” * **Then** the system displays the user to the “Create Profile” page * **Given** that the user enter the information correctly * **Then** the system saves the information   **AC2:**   * **Given** that the user is working for a business on the site * **When** he/she clicks on “Edit Profile” * **Then** the system displays the user to the “Create Profile” page * **Given** that the user enter the information incorrectly * **Then** the system displays the error(s) | | |

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| --- | --- | --- | --- |
| **ID #: 25** | View A Worker Calendar | **Priority** | Medium |
| **Effort (SP)** | 3 |
| As a | worker | | |
| I want | to be able to view my work calendar | | |
| So that I can | see my appointments and which service(s) the client needs | | |
|  | | | |
| Acceptance  Criteria | **AC1:**   * **Given** the user is a worker of a business * **And** he/she is on the dashboard * **And** he/she has appointments * **When** he/she clicks on “View Calendar” * **Then** the system will display a calendar filled with the users’ appointments   **AC2:**   * **Given** the user is a worker of a business * **And** he/she is on the dashboard * **And** he/she has no appointment * **When** he/she clicks on “View Calendar” * **Then** the system will display an empty calendar | | |