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| **Story #1 :** | Check available days/time for a service | **Priority** | HIGH |
| **Effort** | M |
| As a | Customer | | |
| I want | To check available days/time for a service | | |
| So that | I can know which time slots are available to book | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given**that there is a service that can be offered  And that there are available time slots in the next 7 days  **When**I try to check available days/time for the service  **Then**the list of available/non available time slots for the next 7 days is displayed.    **Criterion 2:**  **Given**that there is a service that can be offered  And that there is no available time slot for the service  **When**I try to check available days/time for the service  **Then**the list of unavailable time slots is displayed.    **Criterion 3:**  **Given**that there is a service that can be offered  And that there are available time slots for the service only more than 7 days ahead  **When**I try to check available days/time for the service  **Then**the list of unavailable time slots is displayed. | | |
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| **Story #2 :** | Check which workers can provide a service at a time slot | **Priority** | LOW |
| **Effort** | M |
| As a | Customer | | |
| I want | To check which workers can provide a service at a time slot | | |
| So that | I can consider booking a particular time slot | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given**that there is a service that can be offered  And that there are available time slots for the service for the next 7 days  And that the service can be provided at each available time slot by one or more workers  **When**I try to check which workers can provide the service at a time slot  **Then**the list of available workers is displayed.    **Criterion 2:**  **Given**that there is a service to be offered  And that there are time slots for the next 7 days at which the service cannot be provided by any worker  **When**I try to check which workers can provide the service at the time slot  **Then**the time slot is displayed as unavailable; the list of available workers cannot be shown.  **Criterion 3:**  **Given**that there is a service to be offered  And that there are available time slots for the service for the next 7 days  And that the service can be provided at a time slot by a large number of workers  **When**I try to check which workers can provide the service at the time slot  **Then**the top 10 available workers are displayed. | | |

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| **Story #3 :** | Book an appointment choosing a time slot | **Priority** | HIGH |
| **Effort** | M |
| As a | Customer | | |
| I want | To book an appointment choosing a time slot | | |
| So that | I can ensure the appointment is at a convenient time | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given**that there is a service that can be offered  And that there is an available time slot for the service  **When**I try to book an appointment choosing an available time slot  **Then**the appointment at the chosen time is created  and ensure the details of the appointment (i.e., service and time) is displayed.    **Criterion 2:**  **Given**that there is a service that can be offered  And that there is an unavailable time slot for the service  **When**I try to book an appointment choosing an unavailable time slot  **Then**choosing the time slot is disabled.  **Criterion 3:**  **Given**that there is a service that can be offered  And that there is an available time slot for the service  **When**I try to book an appointment without selecting any time slot  **Then**a message is displayed to notify that selecting a time slot is required  And no appointment is made. | | |
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| **Story #4:** | Book an appointment choosing a time slot and worker | **Priority** | MEDIUM |
| **Effort** | S |
| As a | Customer | | |
| I want | To book an appointment choosing a time slot and worker | | |
| So that | I can ensure the service to be provided at a convenient time in a desired way | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given**that there is a service that can be offered  And that there are available time slots for the next 7 days for the service  And that the service can be provided at each time slot by two or more workers  **When**I try to book an appointment choosing a time slot and worker  **Then**the appointment is created at the chosen time with the chosen worker  and ensure the details of the appointment (i.e., service, time, worker) is displayed.  **Criterion 2:**  **Given**that there is a service that can be offered  And that there are available time slots for the next 7 days for the service  And that the service can be provided at a time slot by only one worker  **When**I try to book an appointment choosing the time slot and worker  **Then**the appointment is created at the chosen time with the worker  and ensure the details of the appointment (i.e., service, time, worker) is displayed.  **Criterion 3:**  **Given**that there is a service that can be offered  And that there are time slots for the next 7 days at which the service cannot be provided by any worker (i.e., there are unavailable time slots)  **When**I try to book an appointment choosing a time slot and worker  **Then**the time slot is displayed as unavailable; no available worker is be displayed and can be selected  And no appointment is made.    **Criterion 4:**  **Given**that there is a service to be offered  And that there are available time slots for the service for the next 7 days  And that the service can be provided at a time slot by a large number of workers  **When**I try to book an appointment choosing a time slot and worker  **Then**the top 10 available workers are displayed  And only one worker is selectable.  And the appointment is created at the chosen time with the worker  A ensure the details of the appointment (i.e., service, time, worker) is displayed. | | |

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| **Story #5:** | Worker checks their working days/services | **Priority** | MEDIUM |
| **Effort** | M |
| As a | Worker | | |
| I want | To display my profile page | | |
| So that | I can check what days I am working | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given**that the worker exists  And clicks “Profile”  **When**the worker clicks “Profile”  **Then**ensure the schedule is displayed (Calender or some other UI)  And ensure their working day and time is displayed    **Criterion 2:**  **Given**that the worker is new  And clicks “Profile”  **When**the worker clicks “Profile”  **Then**ensure the schedule is displayed  And ensure their working day and time is displayed | | |

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| **Story #6:** | Worker logs into website | **Priority** | LOW |
| **Effort** | S |
| As a | Worker | | |
| I want | Login to the website | | |
| So that | I can access my personal dashboard | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given**that worker exists  And the login details are correct  **When**the worker enters tries to login  **Then**ensure their personal dashboard displays    **Criterion 2:**  **Given**that the worker exists  And the login details are incorrect  **When**the worker tries to login  **Then**ensure the rejection message is displayed  And ensure they can re-enter credentials    **Criterion 3:**  **Given**that worker does not exist  And tries to enter credentials  **When**the worker enters tries to login  **Then**ensure rejection message is displayed  And ensure they can re-enter credentials | | |

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| **Story #7:** | Admin adds new employee | **Priority** | HIGH |
| **Effort** | S |
| As a | Admin | | |
| I want | Register a new worker | | |
| So that | I can add them to the database | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given**the worker account does not exist  **When**the Admin clicks “Add new employee”  **Then**ensure new Worker account is created  And display successfully created message  And return to dashboard    **Criterion 2:**  **Given**that the worker account already exists  **When**the Admin clicks “Add new employee”  **Then**ensure the rejection message is displayed | | |

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| **Story #8:** | Admin edits employee schedule | **Priority** | HIGH |
| **Effort** | M |
| As a | Admin | | |
| I want | Edit worker schedule | | |
| So that | Ensure the schedule is up to date | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given**the worker account exists  And they already have a scheduled appointment  **When**the Admin clicks “Edit employee”  **Then**ensure the change is displayed on Admin screen  And ensure the change takes effect on worker account  And exit edit mode  And normal schedule display | | |

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| **Story #9:** | Admin logs into website | **Priority** | LOW |
| **Effort** | S |
| As a | Admin | | |
| I want | Login to the website | | |
| So that | I can access my personal dashboard | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given**that Admin exists  And the login details are correct  **When**the Admin enters tries to login  **Then**ensure their personal dashboard displays    **Criterion 2:**  **Given**that the Admin exists  And the login details are incorrect  **When**the Admin tries to login  **Then**ensure the rejection message is displayed  And ensure they can re-enter credentials    **Criterion 3:**  **Given**that Admin does not exist  And tries to enter credentials  **When**the Admin enters tries to login  **Then**ensure rejection message is displayed  And ensure they can re-enter credentials | | |

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| **Story #10:** | Profile Page Checking | **Priority** | HIGH |
| **Effort** | S |
| As a | Worker | | |
| I want | To have a to have a profile page | | |
| So that | I can see my working hours and the job I am assigned with | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given**I am on the web page  And I am a valid worker,  **When**I login to the profile page  **Then**my working hours are provided  And my assigned job is written.    **Criterion 2:**  **Given**I am a worker  **When**I signed up as a worker  **Then**ensure my working hours are provided  And ensure I am assigned with a job | | |

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| **Story 11 :** | Display Booking History | **Priority** | LOW |
| **Effort** | M |
| As a | Customer | | |
| I want | To have a booking history | | |
| So that I can | Learn about the price difference and nice places I have once booked | | |
|  |  | | |
| Acceptance criteria | **Criterion i:**  Given that I have a customer’s account  and that i have booked several times  When I access my profile page  Then the booking history is provided    **Criterion i:**  Given that I have never booked  When I access my profile page  Then no booking history is provided | | |

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| **Story 12 :** | Cancel Booking 48 hours before | **Priority** | HIGH |
| **Effort** | S |
| As a | Customer | | |
| I want | To cancel my booking 48 hours before appointment | | |
| So that I can | So that I will get a refund, and the date is available for others | | |
|  |  | | |
| Acceptance criteria | **Criterion i:**  Given that I want to cancel my booking  and it is 48 hours before the appointment  When I click on cancel booking  Then my booking appointment will be canceled      **Criterion ii:**  Given that I want to cancel my booking  and it is less than 48 hours before appointment  When I click on cancel booking  Then the system will reject my booking cancelation | | |

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| **Story #13:** | Workers Checking Their Schedule | **Priority** | HIGH |
| **Effort** | M |
| As a | Worker | | |
| I want | To be able to display my personal profile | | |
| So that | I can see my assigned working hours/days and services I will provide | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the worker exists and clicks on Profile  **When** the worker enters the Profile page  **Then** the worker’s schedule is displayed including their working day and time    **Criterion 2:**  **Given** that a new worker exists and clicks on Profile  **When** the worker enters the Profile  **Then** the new worker’s schedule is displayed including their working day and time | | |

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| **Story #14:** | Customers Check for Availability For a Service | **Priority** | HIGH |
| **Effort** | M |
| As a | Customer | | |
| I want | To be able to check availability for a service | | |
| So that | I will be able to book a suitable time slot to undergo the service | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the service is available, and the time slot can be booked  **When** I check the available time/days for the service  **Then** I will be able to pick a time slot from the list of time slots displayed    **Criterion 2:**  **Given** that the service is available, and the time slot cannot be booked  **When** I check the available time/days for the service  **Then** alist of non-available time slots will be displayed | | |

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| **Story #15:** | Home Page for Users | **Priority** | HIGH |
| **Effort** | S |
| As a | User | | |
| I want | To have a to have a home page | | |
| So that | I can navigate through the app easily | | |
|  |  | | |
| Acceptance criteria | **Criterion 1:**  **Given**I am an admin  And I am a valid worker,  **When**I login to the profile page  **Then**admin homepage will be shown.      **Criterion 2:**  **Given**I am a worker  And I am a valid worker,  **When**I login to the profile page  **Then**worker homepage will be shown.    **Criterion 3:**  **Given**I am a customer  And I am a valid worker,  **When**I login to the profile page  **Then**customer homepage will be shown. | | |