User Stories

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| Story #1: | User Home Page Login Feature |
|
| As a | Customer |
| I want | See a login section when I visit the website homepage |
| So that | I can login and make a booking |
| Acceptance criteria | Criterion 1:  Given the user is currently viewing the websites homepage,  When the customer clicks on the login button,  Then a login page with be displayed to the user    Criterion 2:  Given the user is currently viewing the websites homepage,  When the views the top of the page,  Then they should see a login button |

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| Story #2: | User Home Page Register Feature |
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| As a | Customer |
| I want | See a register section when I visit the website homepage |
| So that | I can register to be a customer and make bookings |
| Acceptance criteria | Criterion 1:  Given that the user is viewing the homepage  When the user views the top of the page  Then they will be able to see a register button    Criterion 2:  Given that the user is viewing the homepage  When the user clicks on the register button  Then they are brought to a registration page. |

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| Story #3: | User Home Page Business Contacts |
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| As a | Customer |
| I want | See a contacts page with business contacts |
| So that | I can contact the business if I have any inquiries |
| Acceptance criteria | Criterion 1:  Given that the customer is viewing the homepage  When the customer views top of the page  Then they can see a “Contact-Us” button    Criterion 2:  Given that the user is viewing the homepage  When the customer clicks on the “Contact-Us” button  Then they will be taken to a contacts page showing the business’ contact information |

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| Story #4: | Login Authentication |
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| As a | Business Owner |
| I want | The website to authenticate/authorize users based on their user type |
| So that | It can display different features for different user types |
| Acceptance criteria | Criterion 1:  Given that the user is a customer  When they login to the website  Then they will be taken to a customer specific page,  where they can make bookings    Criterion 2:  Given that the user is a worker  When the login to the website  Then they will be taken to a worker specific page,  where they can view their dashboard  Criterion 3:  Given that the user is an administrator  When the login to the website  Then they will be taken to a admin specific page |

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| Story #5: | Authentication and Authorisation |
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| As a | Business Owner |
| I want | The website to authenticate/authorize users through a login feature |
| So that | Only registered customers can make bookings with our services |
| Acceptance criteria | Criterion 1:  Given that the user is a customer  When they attempt to login to the page,  And are successful  Then they will be taken to a customer homepage    Criterion 2:  Given that the user is not a customer  When they try to login,  And are not accepted  Then they will be prompted that they are not a registered customer |

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| Story #6: | Dashboard |
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| As a | Worker/Employee |
| I want | See my dashboard with all my bookings upon login |
| So that | I can see which customer has booked an appointment with me |
| Acceptance criteria | Criterion 1:  Given that the worker is logging in  When they login in  Then they will be taken to their dashboard    Criterion 2:  Given that the worker is logged in  When they view their dashboard  Then they can see the customers who have booked them |

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| Story #7: | User Booking Feature |
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| As a | Customer |
| I want | To be able to book an appointment |
| So that | I can receive the services provided by the business at a specific date |
| Acceptance criteria | Criterion 1:  Given the customer is logged in  When the customer is viewing their page  Then they can see a book option to make a new booking    Criterion 2:  Given that the customer is logged in  When the customer is viewing their homepage  Then they will be able to see a list of bookings they made |

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| Story #8: | Worker Login |
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| As a | Worker |
| I want | To be able to login specifically as a worker |
| So that | I can view my dashboard |
| Acceptance criteria | Criterion 1:  Given the user is a worker  When the user logs into the website,  And selects the type as worker  Then they are logged in as a worker    Criterion 2:  Given that the user is a worker  When they log into the website,  And are recognised as a worker  Then they will be able to see their dashboard |

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| Story #9 | Customer checks available services |
| As a | Customer |
| I want | To view days and times for available services, as well as who is working |
| So that | I can decide when to book an appointment |
| Acceptance Criteria | Given that the customer is logged in with a valid account  And there are available appointments When the customer attempts to view appointments Then they are shown a list of available appointments and the worker providing the service  Given that the customer is logged in with a valid account  And there are no available appointments When the customer attempts to view appointments Then a message will be displayed that there are no available services for this day/time |

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| Story #10 | Customer views profile details |
| As a | Customer |
| I want | To view my details on the profile page |
| So that | I know what information the business has |
| Acceptance Criteria | Given that the customer is logged in with a valid account When the customer navigates to the profile page Then they can view their name, address and contact number |

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| Story #11 | Customer edits profile details |
| As a | Customer |
| I want | To edit my details on the profile page |
| So that | I can ensure my details are current and up to date |
| Acceptance Criteria | Given that the customer is logged in with a valid account When the customer navigates to the profile page Then they can edit their name, username, password, address and contact number |

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| Story #12 | Admin can check account type |
| As a | New admin |
| I want | To login to my account |
| So that | I can make sure that I have an admin account |
| Acceptance Criteria | Given that I am on the homepage,  When I click login and type in my email and password  Then the system will direct me to my account page, and I can see my account type. |

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| Story #13 | Admin can check all worker’s availability |
| As a | admin |
| I want | To get access to all workers’ availability |
| So that | I can schedule their working time based on their availability. |
| Acceptance Criteria | Given that I am on my account page and I am logged in,  When I click view all workers’ availability  Then the system will display all of the workers’s availability sorted by date. |

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| Story #14 | Admin can add new employee |
| As a | admin |
| I want | to add a new employee to our system |
| So that | I can make sure all our employees are in the system. |
| Acceptance Criteria | Given that I am logged in and I am on my account page,  When I click add employee  Then the system will show a form that I can fill with the employee’s information. |

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| Story #15 | Admin can add working time for next month |
| As a | admin |
| I want | to add a new working time for next month |
| So that | the workers can be notified earlier about their schedule |
| Acceptance Criteria | Given that I am logged in and I am on my account page,  When I click add working time  And select Next Month  And select an employee  Then the system will show a form that I can fill with the new working time. |

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| Story #16 | Admin can edit working time |
| As a | admin |
| I want | to edit an worker’s working time |
| So that | I can modify the time if they are no longer able to work at that time. |
| Acceptance Criteria | Given that I am logged in and I am on my account page,  When I click edit working time  And select an employee  Then the system will show a form that I can fill with the updated information. |

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| Story #17 | Workers can add their working time |
| As a | worker |
| I want | to add my working time |
| So that | I can be assigned a job that fits my schedule. |
| Acceptance Criteria | Given that I am logged in and I am on my account page,  When I click add working time  Then the system will let me select my working time. |

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| Story #18 | Customer can cancel booking until 48 hours before the appointment |
| As a | Customer |
| I want | To be able cancel a booking until 48 hours before the appointment |
| So that | I don’t need to attend an appointment that I no longer need. |
| Acceptance Criteria | Given that I am logged in and I am on my homepage page and the appointment is not in 48 hours,  When I click Bookings  And select the appointment  And click Cancel Booking  Then the system will show a confirmation message that said I have successfully canceled the appointment.  Given that I am logged in and I am on my homepage and the appointment is in less than 48 hours,  When I click Bookings  And select the appointment  And click Cancel Booking  Then the system will show a message saying unable to cancel event that is in less than 48 hours. |

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| Story #19 | Worker get notification when the customer cancel an appointment |
| As a | worker |
| I want | To receive a notification when a customer cancel an appointment |
| So that | I can remove it from my agenda |
| Acceptance Criteria | Given that I am on my homepage,  When I click notification  Then the system will show me the information of an appointment that is canceled |

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| Story #20 | Customer books service |
| As a | Customer |
| I want | To book for an appointment |
| So that | I can know when to visit the service |
| Acceptance Criteria | Criterion 1:  Given that the customer can successfully login in  And select the service to book  And select the date and time  And the worker is available at the time,  When the customer books the service  Then ensure the booking is confirmed  And confirmation message is displayed  And ensure other customers cannot book at this time.  Criterion 2:  Given that the customer can successfully login in  And select the service to book  And select the date and time  And the worker is unavailable at the time,  When the customer books the service  Then ensure the booking is not confirmed  And error message is displayed  And ensure the booking is cancelled. |

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| Story #21 | Customer displays history of bookings |
| As a | Customer |
| I want | To view my past bookings |
| So that | I can verify my bookings with the business |
| Acceptance Criteria | Criterion 1:  Given that the customer can successfully login in  And click to view their past bookings  And the customer has made a previous booking,  When the customer views their past bookings  Then ensure the history of the bookings is displayed.  Criterion 2:  Given that the customer can successfully login in  And click to view their past bookings  And the customer has not made a previous booking,  When the customer views their past bookings  Then ensure the history of the bookings is not displayed  And error message is shown. |

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| Story #22 | Admin views customer’s past bookings |
| As a | Admin |
| I want | To view customers’ past bookings |
| So that | I can know all of their visits with my business |
| Acceptance Criteria | Criterion 1:  Given that the admin can successfully login in  And select a customer who has made a previous booking,  When the admin views the customer’s past bookings  Then ensure the history of the customer’s bookings is displayed.  Criterion 2:  Given that the admin can successfully login in  And select a customer who has not made a previous booking,  When the admin views the customer’s past bookings  Then ensure the history of the customer’s bookings is not displayed  And error message is shown. |

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| Story #23 | Register as a new customer |
| As a | New Customer |
| I want | To be able to key in my name, address, phone, username and password |
| So that I can | create a customer account by myself |
| Acceptance criteria | Given that username does not exist  When the name, address, phone, username and password are not empty  Then a new customer account is created |

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| Story #24 | View worker profile |
| As a | Worker |
| I want | To view my profile page |
| So That I can | View the assigned working hours/days and service that I will provide. |
|  | Given that the assigned working hour/days and service that the worker will provide are not empty  When the worker clicked his own profile  Then a new profile page will display the assigned working hours/days and the service that the worker will provide. |