User Stories

Following is a list of User Stories, potential use cases for our application

1. As a customer with a telecom that uses Innovative Systems products, I want to change information on my account <change email, change password> from my <iOS device, Android device>.

2. As a customer with a telecom that uses Innovative Systems products, I want to see my <latest, past> invoice for my account from my <iOS device, Android device>.

3. As a customer with a telecom that uses Innovative Systems products, I want to see a summary of his service for his account from his <iOS device, Android device>.

4. As a customer with a telecom that uses Innovative Systems products, I want to see the current balance for my account from my <iOS device, Android device>.

5. As a customer with a telecom that uses Innovative Systems products, I want to make a payment on my balance for my account from my <iOS device, Android device>.

6. As a customer with a telecom that uses Innovative Systems products, I want to set up recurring payments for my account from my <iOS device, Android device>.

7. As a customer with a telecom that uses Innovative Systems products, I want to see a history of my payments for my account from my <iOS device, Android device>.

8. As a customer with a telecom that uses Innovative Systems products, I want to see a summary of my usage for this month on for my plan from my <iOS device, Android device>. I want to see the data, minutes, and text messages that I have used up from my monthly quota in an easy to understand format.

9. As a customer with a telecom that uses Innovative Systems products, I want to submit a trouble ticket because <Innovative Systems product> of mine is broken, and I want to do it from my <iOS device, Android device>.

10. As a customer with a telecom that uses Innovative Systems products, I want to get contact information for the support for my company from my <iOS device, Android device>.

11. As a telecom that uses Innovative Systems products, I want my customers to see a banner that displays my telecom’s name on the mobile apps that my customers use to check their account information.