

Cura: The Mobile solution for all the caretaking needs.

Context:

Due to the social and economic circumstances of today, the majority of individuals are moving away from their parents, children, and seniors. When a loved one requires medical, elderly, or psychological care, people worry about how they will provide it. Many people find it difficult to get timely and trustworthy healthcare support, particularly in high-demand urban areas or resource-poor rural areas. "Cura" will serve as a one-stop shop for a variety of caregiving services. Using this application, the dependent or the care recipient themselves can simply reserve their caretaker needs.

Identified Problems:

1. **Lack of Transparency:** The care recipient or the dependant often lacks information about a provider's credentials, reviews, or costs upfront. This is causing so many uncomfortable situations for both parties.
2. **Fragmented System:** No unified platform for booking healthcare services, ordering medications, and receiving health advice.
3. **Limited service providers' availability:** Current functioning healthcare service providers have a limited number of qualified people & huge efficiency loss can be observed as these organizations operate manually.
4. **Availability Challenges:** Finding a trustworthy & reliable person is a huge question with the current market available services.

Proposed Solution:

1. **Caretaker Matchmaking:**
 - a. Using real-time availability, let patients locate and schedule the closest caretakers, specialists, or paramedics.
 - b. Provide thorough profiles that include specializations, certificates, and ratings.
2. **Services Available On-Demand:**

- a. Enable house calls or virtual consultations via telemedicine.
 - b. Option for caretakers or nurses to visit patients for in-home care.
- 3. Integrated Transportation Support:**
 - a. Provide ride-hailing services so that patients can schedule transportation to and from medical facilities.
 - b. Incorporate wheelchair-accessible cars/ambulances by collaborating with neighborhood mobility services.
- 4. Cost Transparency:**
 - a. upfront costs for prescription drugs, transportation, and consultations.
 - b. Integrating insurance to reduce out-of-pocket costs.
- 5. Unified Platform:**
 - a. Provide a single app for booking consultations, managing prescriptions, and receiving health reminders.
 - b. Integration with pharmacies for home delivery of medicines.

The application Business Model is based on a platform-based two-sided marketplace, connecting service providers (caretakers) with customers (care recipients). This model leverages technology to deliver services efficiently by creating value for both parties. The elements of Cura's business plan are broken down as follows:

Value Proposition:

For Care recipients:

1. **Convenience:** Easy-to-use app for booking caretaker services on demand.
2. **Personalized Care:** Match caregivers based on specific needs (e.g., elderly care, child care, disability support).
3. **Availability:** 24/7 service with real-time service tracking.
4. **Affordability:** Multiple pricing tiers (based on caretaker qualifications & experience etc.) to cater to different budgets.
5. **Transparency:** Upfront pricing and estimated arrival & service times.
6. **Safety:** Caretaker background checks, in-app safety features, and caretaker details sharing.

For Drivers:

1. **Earnings Opportunity:** Flexible work schedule with the ability to earn income based on demand.
2. **Ease of Use:** Simple app interface to connect with customers and manage their service sessions.

3. **Incentives:** Bonuses based on their feedback and surge pricing during high-demand times.
4. **Lower Entry Barriers:** No need for client acquisitions or handling payments independently.

Essential Elements

1. **Dual-Sided Market:**
 - a. Demand-side care recipients are people or families in need of caregiving services like child care, elder care, or help for people with disabilities.
 - b. Certified caregivers, nurses, or seasoned professionals providing expert services are examples of supply-side caretakers.
1. **Technology-Driven Platform:**
 - a. Web and app systems that pair customers with caregivers according to availability, skill set, and location.
 - b. Secure payment processing, scheduling, reviews, and real-time tracking are among the features.
2. **Sources of Income:**
 - a. Service Commission: A portion of the caregiver's compensation for each booking, such as 20–30%.
 - b. Subscription Plans: Monthly or annual plans with benefits including caregiver profiles, priority reservations, or reduced services.
 - c. Higher prices during periods of high demand, such as holidays or emergencies, are known as surge pricing.
3. **Corporate Partnerships:** Working together to provide additional services with hospitals or senior living homes.

Cost Structure

1. **Payments to Caregivers:** Caregivers receive the greatest percentage of the fees.
2. **Technology development:** Includes the development, upkeep, and updating of apps.
3. **Customer service:** Addressing concerns for customers and caregivers.
4. **Marketing:** Efforts to draw in clients and caregivers.
5. **Safety & Compliance:** Verification of caregivers' certifications and background checks.

Key Activities

1. **Customer Acquisition:**
 - a. Attracting clients through targeted marketing campaigns.
 - b. Referral bonuses for both caregivers and clients.

2. **Caregiver Onboarding:**
 - a. Recruitment, verification, and training programs.
 - b. Rating and feedback systems to maintain service quality.
3. **Platform Management:**
 - a. Matching algorithms to ensure efficient caregiver-client connections.
 - b. In-app support for booking, cancellations, and payments.
4. **Regulatory Compliance:**
 - a. Ensuring caregivers meet regional certification and licensing requirements.
 - b. Adhering to safety and legal standards.
 - c. Expanding Services:
 - d. Adding specialized care options like post-surgical care or therapy assistance.
 - e. Introducing packages for long-term care.

Challenges

1. **Building Trust:** Providing on-demand care while making sure clients feel safe and secure.
2. **Profitability:** striking a balance between premium service and competitive pricing.
3. **Competition:** Facing off against other tech platforms and conventional care agencies.
4. **Regulatory Compliance:** Overseeing safety inspections and caregiver certificates is part of regulatory compliance.
5. **Caregiver Retention:** Retaining qualified caregivers requires providing incentives and fair compensation.

Scalability

Network effects allow the app to flourish:

1. More clients are drawn to more caregivers, and vice versa.
2. Adapting to local laws and requirements is necessary when expanding into new areas.
3. Collaborations with organizations or health insurance can lower prices for customers while increasing demand.

User Stories

Care Seeker

Sign up

As a Care seeker, I want to be able to sign up for this application so that I can obtain the required services

Scope

- Build a signup Page
- Validate Email

Form

- First Name (Text input, 30, mandatory)
- Last Name (Text input, 30, mandatory)
- Contact Number
 - Dialling Code (LK code should be displayed by default, Dropdown)
 - (Text input -Numeric, 10, mandatory)
- Address (Text input, 50, mandatory)
- Email (text, 30, mandatory)
- Password (Text input - Alphanumeric & special characters, 30, mandatory)
- Confirm Password Alphanumeric & special characters, 30, mandatory)
- Already a member? Login (Label, OnClick direct to the login page)

Acceptance Criteria

- Given I have entered all the required fields when I am on the sign up page then I will be able to proceed to verify the email address
- Given I am on the Signup page when I enter invalid information then I will receive error validation for the incorrect fields
- Given I am on the signup page when I click on sign up without filling in the mandatory fields then I will receive an error message prompting me to fill in the fields
- Given I am on the registration page when I click login then I will be directed to the login page
- Given I am on the registration page when I enter a previously registered email address then an error message is displayed stating the email already exists

Email Verification

As a Care Seeker, I should be able to verify my email address so that I am authenticated by the Hospital & Admin

Scope

- Build an account verification page
- Send a verification link to the email used in the registration
- The verification link sent via email is valid only for 3 minutes
- Build a page for the success message

Fields

- Text input (4 characters, Auto-filled)
- Verify Email (button, directing to verification success page)

Pre-Condition

- Registration providing basic information is done

Acceptance criteria

- Receive code via mail
 - Given I have provided a valid email address when signing up, then I will receive a verification code to the email address provided
 - Given I click on the link when I view the verification email, then I will be directed to the verification page with the code being auto-filled
- Didn't receive the verification code
 - Given I am on the email verification page, when I don't receive the verification code then I can click the resend again link to get a new verification code 3 minutes after the initial attempt
- Verification Code expired
 - Given I have received a verification code via email when I click on the link 3 minutes after receiving it, then an error message is displayed indicating the verification link has expired

Login

As a user, I want to be able login with valid credentials so that I can access the application

Scope

- Build a login page
- Validate credentials
- Lock account when login attempts exceed 5 times

Form

- Email (text, 30)
- Password (text, 30)

- Login (Button, Onclick it must direct users to the landing page)
- Forgot password (Label, Onclick direct to the forgot password page)

Pre-Condition

The user should have signed up to the portal previously

Acceptance Criteria

- Given I am on the login page when I enter the valid credentials then I should be able to access the application
- Given I am on the login page when I enter invalid credentials then the login fails with error validations displayed
- Given I am on the login page when I submit the login credentials prior to the account activation then the 'Account activation in progress' page would be displayed
- Given I am on the login page when I click on the 'forgot password' link then I will be redirected to the forgot password page
- Given I am trying to log in to the application when I enter the incorrect login credentials for more than 5 times within 1 minute then the account gets locked for security reasons

Account lock for maximum incorrect login attempts

As a Care Seeker, when I repeatedly enter incorrect login credentials 5 times within a minute then my account should be locked for security reasons

Scope

- Lock the account if the user enters incorrect login credentials more than 5 times within one minute
- Popup message to be displayed stating the account is locked
- For the first 5 times incorrect attempts, the account will lock for 5 minutes and for

Acceptance criteria

- Given I am on the login page when I enter the wrong credentials more than 5 times within a minute then my account should get locked

Forgot Password

As a Care seeker, I want to be able to enter the email address on the forgot password page so that I can get the reset password link to my email

Scope

- Build a forgot password page
- Get the reset link via email

Form

- Email Address (text,30, mandatory)
- Continue (button, trigger reset password email)

- Back to login (Button, Onclick direct to login page)

Precondition

The entered email address should be already used to sign up to the application

Acceptance Criteria

- Given I am on the forgot password page, when I enter a registered email address and click on the continue button then the reset password link should be sent to the entered email address
- Given I am on the forgot password page, when I enter an unregistered email address and click on the continue button then I will get an error message indicating the email address does not exist

Reset password

As a user, I want to be able to reset my password so that even if I forget the password I can log in to the application

Scope

- Build a reset password page
- Send a password reset link to the email address entered
- The new password should be the same as the old password

Form

- New password (Alphanumeric, 8 characters, mandatory)
- Confirm password (Alphanumeric, 8 characters, mandatory)
- Submit (button, Onclick direct to the Login page)

Precondition

- The user should have entered an email address that is already registered on the portal

Acceptance Criteria

- Given I am on the reset password page, when I enter a new password and confirm with the same password, then my password should be updated
- Given I am on the reset password page when I enter the new password and confirm with a different password then an error message is displayed indicating both passwords don't match

Landing Page

As a Care seeker, I want to have a landing page so that once the sign-in and sign up are done I can land here.

Scope

- Build a landing page

Acceptance Criteria

- Given I am on the sign-in page when I sign in with the correct credentials then I should be directed to the landing page.

Notifications

As a care seeker, I want to receive notifications so that I am up to date

Scope

- Popup notifications for updates

Fields

- Booking is placed
- Booking confirmed
- Booking rejected
- Receiving a message from the care provider
- Update on tasks
- Service completed
- Rate the service
- Care provider reacts to feedback

Precondition

- The user should be able to stop getting notifications
- Users should be able to get notifications via mail

Form

- Toggle buttons
- +notification button

Acceptance criteria

- Given I am in the profile when I toggle right the email notification then I should receive notification via emails
- Given I am in the profile when I toggle right the Push notification then I should receive push notifications
- Given I am in the profile when I toggle right the email and push notification then I should receive notification via emails and push
- Given I am on the notification configuration page when I toggle left the notification then I shouldn't be receiving any notification

Side Menu

As a user, I want to have a Side menu on the dashboard so that I can easily navigate to the other tabs

Scope

- Build a side menu

Fields

- Dashboard
- Profile
- My Preference
- Guardian
- Support
- Settings
- Logout

Acceptance Criteria

- Given I am on the landing page when I click the menu icon the side menu should be displayed
- Given I am in the side menu when I click a tile then I should be directed to the clicked tile

User Profile

As a care seeker, I want to have a profile built by using the signup information so that I can view it and edit it if required

Scope

- Create a profile using the information entered on the signup
- Profile information should be editable
- The user should be able to set a profile picture
- Email address can't be editable

Fields

- Profile picture
- Edit Profile Button
- First Name
- Last Name
- Contact number
- Address
- Email address

Acceptance Criteria

- Given I am in the profile when I click the edit button password
- Then I should be able to edit the profile

- Given I am in the profile
- When I click on the change password link
- Then I should be able to change my current password

My Preference

As a care seeker, I want to be able to add preferences so that i can get the result according to my preferences

Scope

- Build a page to add preferences
- Filter the results with the added preferences

Fields

- Gender
- Language

Acceptance Criteria

- Given I am in the side menu when I click the My Preferences tab then my added preferences will be displayed
- Given I am on my preference page when I click edit preferences then I should be able to add or remove preferences

Guardian

As a care seeker, I want to be able to add a guardian to my account so that I can make my guardian manage my account.

Scope

- Build a page to manage Guardians
- Status of the request
- Remove request
- Accept request

Acceptance Criteria

- Given I am on the select user page
- When I click the register as guardian
- Then I should be able to sign up or log in as the guardian

Settings

As a care seeker, i want to have a settings option so that I can adjust the application

Scope

- Build a setting page

Fields

- Notifications
- Change Password

Acceptance Criteria

- Given I am in the side menu when I click the settings tile then i should be taken to the settings page

Payment

As a user, I want to be able make payment by card so that I can do purchase any service at any time

Scope

- Build a payment system
- Add bank cards to the application

Acceptance Criteria

- Given i am in the booking confirmation when booking is confirmed then I should be able to make the payment by card.
- Given i am in the side menu when i click the payment tab then i should be able to view the card
- Given i am in the side menu when i click the payment tab then i should be able to add card

Support

As a care Seeker want to be able to raise queries so that I can get assistance from the team

Scope

- Build a support page

Fields

- FAQ
- Raise a question
- View replied questions

Acceptance Criteria

- Given I am in the Side menu when I click the support tab I should taken to the support page
- Given I am on the support page when I click FAQ then all the FAQs should be displayed
- Given I am on the support page when I click raise a question I should be able to ask a question from the Admin team

Find a carer based on location and preference

As a Care seeker, I want to be able to find a carer based on location and preference So that I can book a carer

Scope

- Filter carer based on location and input preference

Acceptance Criteria

- Given I am on the landing page when I click the find carer tile then I should be able to find a carer based on the location and preference

Select tasks for booking

As a care seeker, I want to be able to select the task before the booking so that the system will display the available care worker for the requirement

Scope

- Build a page for the list of tasks

Fields

- Prepare breakfast
- Give medicine
-

Acceptance Criteria

- Given I am on the landing page when I click the find care worker tile and then a list of tasks should be displayed for selecting the tasks

Advance Booking

As a Care seeker, I want to be able to book a carer in advance So that no one can book the carer on my booked date and time

Pre-condition

- Payment is required to confirm the advance booking

Acceptance Criteria

- Given I am on the carer's page when I click the book advance filter then all the carers should be displayed

Instant booking

As a Care seeker, I want to be able to book a carer instantly So that available carers will be displayed

Pre-condition

- Display the available carers who are available for the next 24 hours

Acceptance Criteria

- Given I am on the carers page when users filter Instant booking then all the instantly available carers should be displayed

Filter Search

As a Carer seeker, I want to be able to filter searches So that I can view only the filtered results.

Scope

- Build a search filter
- Filter according to the parameter

Form

- By available date
- By service
- By location
- Instant Booking (display the carers who are available for in for the day)
- Advance

Acceptance criteria

- Given I am on the search when I set the filter then the search result displays according to the filter parameter

Recurring booking

As a user, I want to be able to add recurring service so that I don't have to book every time

Scope

- Add a recurring toggle button

Acceptance criteria

- Given I am on the booking confirmation page when I toggle right the recurring toggle button then the service should be repeatedly booked.

Available care worker page

As a care seeker, I want to have a page where it displays all the available care providers so that I can select a carer depending on availability.

Scope

- Build a page that displays all the available care providers based on location and preference

Precondition

- If there are no available care seekers popup message no care providers available at the moment.

Acceptance criteria

- Given I am on the find care provider page when I click on the search then it should display all the available care providers.

View the carer profile prior to booking

As a Care seeker, I want to be able to view the carer's profile So that I can know the rating and experiences of the carer

Scope

- Build profiles for all the registered carers

Acceptance criteria

- Given I am on the carer page when I click the carer profile then the profile of the carer should be displayed

Booking confirmation page

As a care seeker, I won't have a booking confirmation page So that I can do the payment and track the carer's activities

Scope

- Build a booking confirmation page

Acceptance criteria

- Given I am on the carers page when I book the carer then I should be directed to the booking confirmation page

Chat and Call

As a care seeker, I should be able to call and chat with the carer So that I can communicate with me if there are any changes or delays

Scope

- In the carer's profile user should be able to call or chat

Pre-condition

- The user can call the carer only when the booking is confirmed

Acceptance Criteria

- Given I am in the profile of the care when I click the call icon then I should be able to call the carer
- Given I am in the profile of the care when I click the message icon then I should be able to message the care

Track care Worker location

As a care Seeker, I want to be able to track the carer's location when heading there So that I can know the exact location

Scope

- Build a location tracking page

Acceptance criteria

- Given I am on the booking confirmation page when the booking is accepted and the care worker starts the trip then I should be able to track the care worker's live location till the care worker heads to the location.

Tracking of activities the carer has booked for

As a care seeker, I want to be able to track the progress of the services so that I know the current status

Scope

- Build a page to track the status of the carer's work

Field

- List of task

Acceptance criteria

Given I was on the booking confirmation page when the carer reached the destination then I should be able to track the progress of the work

Report Care Worker

As a Care Seeker, I want to be able to report the care worker in any situation so that I can ensure my safety

Scope

- Build a page with reasons for the report

Fields

- Misbehaving
- Not arriving on time

-

Acceptance Criteria

- Given I am on the track of activities page when I click on the report button then I should be able to select the reason for the report and submit a report
- Given I am on the feedback and rating page when I click on the report button then I should be able to select the reason for the report and submit a report

Feedback and review

As a care seeker, I want to be able to send feedback and review the carer's service So that other users can see my review

Scope

- Build a feedback system

Precondition

- Only after services are completed user be able to feedback on the services

Fields

- Star rating
- Add a comment

Acceptance Criteria

- Given I am on the feedback page when the services are I should be able to provide feedback then the other users can know about the carers

History of booking

As a Care seeker, I want to have a history of all the bookings so that I can view the history

Scope

- Build a booking history page
- Show past 30 days' booking history as default

Acceptance Criteria

- Given I am in the profile when I click the history then all the past 30 days history should be displayed

Calendar/Diary

As a Carer seeker, I want to be able to view the calendar so that I can view bookings scheduled for a day or week.

Scope

- Build a page for a calendar
- Automatically update all the bookings

Acceptance criteria

- Given I am on the confirm booking page when the booking is made then the booking should be marked in the calendar
- Given I am in the calendar When I click the day then I should be able to set a reminder for the clicked day

Invite members for group chat

As a care seeker, I want to be able to invite family members and friends to the group so that i can communicate with them

Scope

- Build a group to communicate
- Create a link to invite members
- Create Separate links for separate users

Pre-condition

- Only the members with the link should be able to join the group

Acceptance Criteria

- Given I am on the landing page when I click the group chat icon then the group should be open

Care Seeker Guardian

Sign up

As a Care seeker Guardian, I want to be able to sign up for this application so that I can obtain the required services

Scope

- Build a signup Page
- Validate Email

Form

- First Name (Text input, 30, mandatory)
- Last Name (Text input, 30, mandatory)
- Contact Number
- Dialling Code (UK code should be displayed by default, Dropdown)

- (Text input -Numeric, 10, mandatory)
- Address (Text input, 50, mandatory)
- Email (text, 30, mandatory)
- Password (Text input - Alphanumeric & special characters, 30, mandatory)
- Confirm Password Alphanumeric & special characters, 30, mandatory)
- Already a member?Login (Label, OnClick direct to the login page)

Acceptance Criteria

- Given I have entered all the required fields when I am on the sign up page then I will be able to proceed to verify the email address
- Given I am on the Signup page when I enter invalid information then I will receive error validation for the incorrect fields
- Given I am on the signup page when I click on sign up without filling in the mandatory fields then I will receive an error message prompting me to fill in the fields
- Given I am on the registration page when I click login then I will be directed to the login page
- Given I am on the registration page when I enter a previously registered email address then an error message is displayed stating the email already exists

Email Verification

As a Care Seeker Guardian, I should be able to verify my email address so that I am authenticated by the Hospital & Admin

Scope

- Build an account verification page
- Send a verification link to the email used in the registration
- The verification link sent via email is valid only for 3 minutes
- Build a page for the success message

Fields

- Text input (4 characters, Auto-filled)
- Verify Email (button, directing to verification success page)

Pre-Condition

- Registration providing basic information is done

Acceptance criteria

Receive code via mail

- Given I have provided a valid email address when signing up, then I will receive a verification code to the email address provided
- Given I click on the link when I view the verification email, then I will be directed to the verification page with the code being auto-filled

Didn't receive the verification code

- Given I am on the email verification page when I didn't receive the verification code then I can click the resend again link to get a new verification code 3 minutes after the initial attempt

Verification Code expired

- Given I have received a verification code via email, when I click on the link 3 minutes after receiving it, then an error message is displayed indicating the verification link has expired

Login

As a user, I want to be able log in with valid credentials so that I can access the application

Scope

- Build a login page
- Validate credentials
- Lock account when login attempts exceed 5 times

Form

- Email (text, 30)
- Password (text, 30)
- Login (Button, Onclick it must direct users to the landing page)
- Forgot password (Label, Onclick direct to the forgot password page)

Pre-Condition

- The user should have signed up to the portal previously

Acceptance Criteria

- Given I am on the login page when I enter the valid credentials then I should be able to access the application
- Given I am on the login page when I enter invalid credentials then the login fails with error validations displayed
- Given I am on the login page when I submit the login credentials prior to the account activation then the 'Account activation in progress' page would be displayed
- Given I am on the login page when I click on the 'forgot password' link then I will be redirected to the forgot password page
- Given I am trying to log in to the application when I enter the incorrect login credentials more than 5 times within 1 minute then the account would get locked for security reasons

Account lock for maximum incorrect login attempts

As a Care Seeker Guardian, when I repeatedly enter incorrect login credentials 5 times within a minute then my account should be locked for security reasons

Scope

- Lock the account if the user enters incorrect login credentials more than 5 times within one minute
- Popup message to be displayed stating the account is locked

Acceptance criteria

- Given I am on the login page when I enter the wrong credentials more than 5 times within a minute then my account should get locked

Forgot Password

As a Care seeker Guardian, I want to be able to enter the email address on the forgot password page so that I can get the reset password link to my email

Scope

- Build a forgot password page
- Get the reset link via email

Form

- Email Address (text,30, mandatory)
- Continue (button, trigger reset password email)
- Back to login (Button, Onclick direct to login page)

Pre-condition

- The entered email address should be already used to sign up to the application

Acceptance Criteria

- Given I am on the forgot password page, when I enter a registered email address and click on the continue button then the reset password link should be sent to the entered email address
- Given I am on the forgot password page, when I enter an unregistered email address and click on the continue button then I will get an error message indicating the email address does not exist

Reset password

As a user, I want to be able to reset my password so that even if I forget the password I can log in to the application

Scope

- Build a reset password page
- Send a password reset link to the email address entered
- The new password should be the same as the old password

Form

- New password (Alphanumeric, 8 characters, mandatory)
- Confirm password (Alphanumeric, 8 characters, mandatory)
- Submit (button, Onclick direct to the Login page)

Precondition

- The user should have entered an email address that is already registered on the portal

Acceptance Criteria

- Given I am on the reset password page, when I enter a new password and confirm with the same password, then my password should be updated
- Given I am on the reset password page when I enter the new password and confirm with a different password then an error message is displayed indicating both passwords don't match

Landing Page

As a Care seeker Guardian, I want to have a landing page so that once the sign in and sign-up is done I can land here.

Scope

- Build a landing page

Acceptance Criteria

- Given I am on the sign-in page when I sign in with the correct credentials then I should be directed to the landing page.

Notifications

As a care seeker Guardian, I want to receive notifications so that I am up to date

Scope

- Popup notifications for updates

Fields

- Booking is placed
- Booking confirmed
- Booking rejected
- Receiving a message from the care provider
- Update on tasks
- Service completed
- Rate the service
- Care provider reacts to feedback

Precondition

- The user should be able to stop getting notifications
- Users should be able to get notifications via mail

Form

- Toggle buttons
- +notification button

Acceptance criteria

- Given I am in the profile when I toggle right the email notification then I should receive notification via emails
- Given I am in the profile when I toggle right the Push notification then I should receive push notifications
- Given I am in the profile when I toggle right the email and push notification then I should receive notifications via emails and push
- Given I am on the notification configuration page when I toggle left the notification then I shouldn't be receiving any notification

Side Menu

As a user, I want to have a Side menu on the dashboard so that I can easily navigate to the other tabs

Scope

- Build a side menu

Fields

- Dashboard
- Profile
- My Preference
- Guardian
- Support
- Settings
- Logout

Acceptance Criteria

- Given I am on the landing page when I click the menu icon the side menu should be displayed
- Given I am in the side menu when I click a tile then I should be directed to the clicked tile

User Profile

As a care seeker, I want to have a profile built by using the signup information so that I can view it and edit it if required

Scope

- Create a profile using the information entered on the signup
- Profile information should be editable
- The user should be able to set a profile picture
- Email address can't be editable

Fields

- Profile picture
- Edit Profile Button
- First Name
- Last Name
- Contact number
- Address
- Email address

Acceptance Criteria

- Given I am in the profile when I click the edit button
- Then I should be able to edit the profile
- Given I am in the profile
- When I click on the change password link
- Then I should be able to change my current password

Manage accounts

As a care seeker guardian, I want to have a managed user account so that I can manage care seekers' accounts

Scope

- Build a managed user page

Fields

- Accept Button
- Reject Button
- Delete
- Run
- Menu

Acceptance Criteria

- Given I am in the Side menu when I click the manage account tab then I should be taken to the manage account page
- Given I am on the manage account page when I click the delete button then the care seeker account should be deleted
- Given I am on the manage account page when I click the run button then I should be able to make the booking in the selected care seeker's account

- Given I am on the manage account page when I click the accept button the care seeker request should be accepted
- Given I am on the manage account page when I click the reject button then I care seeker request should be rejected

Add New care seeker

As a care seeker guardian, I want to be able to add care seekers so that I can do bookings on behalf of them

Scope

- Build a page to add new care seekers

Form

- Email
- Reference Number

Acceptance Criteria

- Given I am on the manage account page when I click the add account button then I should be taken to the add care seeker page
- Given I am on the add care seeker page when I enter the care seeker's email and reference number then a request will be sent to the care seeker

Payment

As a user, I want to be able to make payments by card so that I can make purchase any service at any time

Scope

- Build a payment system
- Add bank cards to the application

Acceptance Criteria

- Given I am in the booking confirmation when the booking is confirmed then I should be able to make the payment by card.
- Given I am in the side menu when I click the payment tab then I should be able to view the card
- Given I am in the side menu when I click the payment tab then I should be able to add a card

Support

As a care Seeker Guardian, I want to be able to raise queries so that I can get assistance from the team

Scope

- Build a support page

Fields

- FAQ
- Raise a question
- View replied questions

Acceptance Criteria

- Given I am in the Side menu when I click the support tab I should taken to the support page
- Given I am on the support page when I click FAQ then all the FAQs should be displayed
- Given I am on the support page when I click raise a question I should be able to ask a question from the Admin team

Settings

As a care seeker guardian, I want to have a settings option so that I can adjust the application

Scope

- Build a setting page

Fields

- Notifications
- Change Password

Acceptance Criteria

- Given I am in the side menu when I click the settings tile then i should be taken to the settings page

Find a carer based on location and preference

As a Care seeker, I want to be able to find a carer based on location and preference So that I can book a carer

Scope

- Filter carer based on location and input preference

Acceptance Criteria

- Given I am on the landing page when I click the find carer tile then I should be able to find a carer based on the location and preference

Select tasks for booking

As a care seeker Guardian, I want to be able to select the task before the booking so that the system will display the available care worker for the requirement

Scope

- Build a page for the list of tasks

Fields

- Prepare breakfast
- Give medicine
-

Acceptance Criteria

Given I am on the landing page when I click the find care worker tile then a list of tasks should be displayed for selecting the tasks

Advance Booking

As a Care seeker Guardian, I want to be able to book a carer in advance So that no one can book the carer on my booked date and time

Pre-condition

- Advance payment is required to confirm the booking

Acceptance Criteria

- Given I am on the carer's page when I click the book advance filter then all the carers should be displayed

Instant booking

As a Care seeker Guardian, I want to be able to book a carer instantly So that available carers who are ready to do service instantly should display

Pre-condition

- Display the available carers who are available for the next 24 hours

Acceptance Criteria

- Given I am on the carers page when the user filters Instant booking then all the instant available carers should be displayed

Filter Search

As a Carer Seeker Guardian, I want to be able to filter searches So that I can view only the filtered results.

Scope

- Build a search filter
- Filter according to the parameter

Form

- By available date
- By carer
- By service
- By location
- Instant Booking (display the carers who are available for in for the day)
- Advance

Acceptance criteria

- Given I am on the search when I set the filter then the search result display according to the filter parameter

Recurring booking

As a user, I want to be able to add recurring service so that I don't have to book every time

Scope

- Add a recurring toggle button

Acceptance criteria

- Given I am on the booking confirmation page when I toggle right the recurring toggle button then the service should be repeatedly booked.

Available care worker page

As a care seeker Guardian, I want to have a page where it displays all the available care providers so that I can select the best among available.

Scope

Build a page that displays all the available care providers based on location and preference

Precondition

If there are no available care seekers popup message no care providers available at the moment.

Acceptance criteria

Given I am on the find care provider page when I click on the search then it should display all the available care providers.

View the carer profile prior to booking

As a Care seeker Guardian, I want to be able to view the carer's profile So that I can know the rating and experiences of the carer

Scope

- Build profiles for all the registered carers

Acceptance criteria

- Given I am on the carer page when I click the carer profile then the profile of the carer should be displayed

Booking confirmation page

As a care seeker Guardian, I want to have a booking confirmation page So that I can make the payment and track the carer's activities

Scope

- Build a booking confirmation page

Acceptance criteria

- Given I am on the carers page when I book the carer then I should be directed to the booking confirmation page

Chat and Call

As a care seeker Guardian, I should be able to call and chat with the carer So that I can communicate with me if there are any changes or delays

Scope

- In the carer's profile user should be able to call or chat

Pre-condition

- The user can call the carer only when the booking is confirmed

Acceptance Criteria

- Given I am in the profile of the care when I click the call icon then I should be able to call the carer
- Given I am in the profile of the care when I click the message Icon then I should be able to message the care

Track care Worker location

As a care Seeker Guardian, I want to be able to track the carer worker's location when heading to the location So that I can know the location exact location

Scope

- Build a location tracking page

Acceptance criteria

- Given I am on the booking confirmation page when the booking is accepted and the care worker starts the trip then I should be able track the care worker lives location till the care worker heads to the location.

Tracking of activities the carer has booked for

As a care seeker Guardian, I want to be able to track the progress of the service so that I know the status of the service

Scope

- Build a page to track the status of the carers work
- Recurring booking

Field

- Service 1 completed
- Service 2 in progress

Acceptance criteria

- Given I was on the booking confirmation page when the carer reached the destination then I should be able to track the progress of the work

Report Care Worker

As a Care Seeker Guardian, I want to be able to report the care worker in any situation so that I can ensure my safety

Scope

- Build a page with reasons for the report

Fields

- Misbehaving
- Not arriving on time
-

Acceptance Criteria

- Given I am on the track of activities page when I click on the report button then I should be able to select the reason for the report and submit a report
- Given I am on the feedback and rating page when I click on the report button then I should be able to select the reason for the report and submit a report

Feedback and review

As a Care seeker Guardian, I want to be able to send feedback and review the carer's service
So that other users can know a bit more about the carer

Scope

- Build a feedback system

Precondition

- Only after services are completed user shall be able to feedback on the services

Fields

- Star rating
- Add a comment

Acceptance Criteria

- Given I am on the feedback page when the services are I should be able to provide feedback then the other users can know about the carers

History of booking

As a care Seeker Guardian, I want to have a history of all the bookings so that I can view the history

Scope

- Build a history of the booking page
- Show past 30 days' booking history as default

Acceptance Criteria

- Given I am in the profile when I click the history then all the past 30 days' history should be displayed

Calendar/Diary

As a Carer Seeker Guardian, I want to be able to set reminders in the calendar so that I won't miss anything.

Scope

- Build a page for a calendar
- Automatically update all the bookings and appointments

Acceptance criteria

- Given I am on the confirm booking page when the booking is made then the booking should be marked in the calendar

- Given I am in the calendar When I click the day then I should be able to set a reminder for the clicked day

Invite members for group chat

As a care seeker Guardian, I want to be able to invite family members and friends to the group so that I can communicate with them

Scope

- Build a group to communicate
- Create a link to invite members
- Create Separate links for separate users

Pre-condition

- Only the members with the link should be able to join the group

Acceptance Criteria

- Given I am in the landing page when I click the group chat icon then the group should be open

Care Provider

Sign up

As a care worker, I want to be able to sign up to this application so that I will be able to carry out services for the customers

Scope

- Build a signup Page
- Validate Email

Form

- First Name (Text, 30)
- Last Name (Text, 30)
- Contact Number: Text input
- Email (text, 30)
- Password (Text input30)
- Confirm Password (Text 30)
- Already a member?Login (Label, Anchor tag > User Login)

Acceptance Criteria

- Given I am on the Signup page when I enter a valid email and password(Alphanumeric) then I will be able to proceed to the login page

- Given I am on the Signup page when I enter an invalid email and password not according to requirement then I will receive a error validation for the field which is incorrect
- Given I am on the signup page when I click on sign up without filling the mandatory fields then I will receive an error message prompting me to fill the fields
- Given I am on the registration page when I click login then I will direct to the login page
- Given I am on the registration page when I enter a previously registered email address then an error message is displayed email already exists

Email Verification

As a Care Seeker, I should be able to verify my email address so that I am authenticated by Admin

Scope

- Build an account verification page
- Send a verification link to the email used in the registration
- The verification link sent via email is valid only for 3 minutes
- Build a page for the success message

Fields

- Text input (4 characters, Auto-filled)
- Verify Email (button, directing to verification success page)

Pre-Condition

- Registration providing basic information is done

Acceptance criteria

Receive code via mail

- Given I have provided a valid email address when signing up, then I will receive a verification code to the email address provided
- Given I click on the link when I view the verification email, then I will be directed to the verification page with the code being auto-filled

Didn't receive the verification code

- Given I am on the email verification page, when I don't receive the verification code then I can click the resend again link to get a new verification code 3 minutes after the initial attempt

Verification Code expired

- Given I have received a verification code via email when I click on the link 3 minutes after receiving it, then an error message is displayed indicating the verification link has expired

Activate Account

As a care provider, I want to receive activation email with email and password so that i can login to the application

Scope

- Once the details are verified then email should be sent

Acceptance Criteria

- Given I am on the login page when the email is sent with the login credentials then I should be able to log into the application

Log in

As a care provider, I want to be able login with the valid credentials so that I can access the application

Scope

- Build a login page
- Validate credentials
- Lock account when login attempts exceed 5 times

Form

- Email (text, 30)
- Password (text, 30)
- Login (Button, Onclick it must direct users to the landing page)
- Forgot password (Label, Onclick direct to the forgot password page)

Pre-Condition

The user should have signed up to the portal previously

Acceptance Criteria

- Given I am on the login page when I enter the valid credentials then I should be able to access the application
- Given I am on the login page when I enter invalid credentials then the login fails with error validations displayed
- Given I am on the login page when I submit the login credentials prior to the account activation then the 'Account activation in progress' page would be displayed
- Given I am on the login page when I click on the 'forgot password' link then I will be redirected to the forgot password page
- Given I am trying to login to the application when I enter the incorrect login credentials for more than 5 times within 1 minute then the account would get locked for security reasons

Account lock for maximum incorrect login attempts

As a Care Seeker, when I repeatedly enter incorrect login credentials 5 times within a minute then my account should be locked for security reasons

Scope

- Lock the account if the user enters incorrect login credentials more than 5 times within one minute
- Popup message to be displayed stating the account is locked

Acceptance criteria

- Given I am on the login page when I enter the wrong credentials more than 5 times within a minute then my account should get locked

Forgot Password

As a Care seeker, I want to be able to enter the email address on the forgot password page so that can I get the reset password link to my email

Scope

- Build a forgot password page
- Get the reset link via email

Form

- Email Address (text,30, mandatory)
- Continue (button, trigger reset password email)
- Back to login (Button, Onclick direct to login page)

Pre-condition

- The entered email address should be already used to sign up to the application

Acceptance Criteria

- Given I am on the forgot password page, when I enter a registered email address and click on the continue button then the reset password link should be sent to the entered email address
- Given I am on the forgot password page, when I enter an unregistered email address and click on the continue button then I will get an error message indicating the email address does not exist

Reset password

As a user, I want to able to reset my password so that even if I forget the password I can log in to the application

Scope

- Build a reset password page
- Send a password reset link to the email address entered
- The new password should be the same as the old password

Form

- New password (Alphanumeric, 8 characters, mandatory)
- Confirm password (Alphanumeric, 8 characters, mandatory)
- Submit (button, Onclick direct to the Login page)

Precondition

- The user should have entered an email address which is already registered on the portal

Acceptance Criteria

- Given I am on the reset password page, when I enter a new password and confirm with the same password, then my password should be updated
- Given I am on the reset password page when I enter the new password and confirm with a different password then an error message would be displayed indicating both passwords don't match

Landing Page

As a Care seeker, I want to have a landing page so that once the sign in and sign up is done I can land here.

Scope

- Build a landing page

Fields

- Booking request
- Active Booking
- Calendar
- Booking History

Acceptance Criteria

- Given I am on the sign in page when I sign in with correct credentials then I should be directed to the landing page.

Notifications

As a care seeker, I want to receive notifications so that I am up to date

Scope

- Popup notifications for updates

Precondition

- The user should be able to stop getting notifications
- Users should be able to get notifications via mail

Form

- Toggle buttons
- +notification button

Acceptance criteria

- Given I am in the profile when I toggle right the email notification then I should receive notification via emails
- Given I am in the profile when I toggle right the Push notification then I should receive push notifications
- Given I am in the profile when I toggle right the email and push notification then I should receive notifications via emails and push
- Given I am on the notification configuration page when I toggle left the notification then I shouldn't be receiving any notification

Side Menu

As a user, I want to have a Side menu on the dashboard so that I can easily navigate to the other tabs

Scope

- Build a side menu

Fields

- Dashboard
- Profile
- My Information
- Support
- Settings
- Logout

Acceptance Criteria

- Given I am in the landing page when I click the menu icon then side menu should be displayed
- Given I am in the side menu when I click a tile then i should be directed to the clicked tile

User Profile

As a user, I want to have a profile built by using the signup information so that I can view it and edit it if required

Scope

- Create profile using the information entered on signup
- Profile information should be editable
- User should be able to set a profile picture
- Email address can't be editable

Fields

- Profile picture
- Edit profile Button
- First Name
- Last Name
- Contact number
- Address
- Email address

Acceptance Criteria

- Given I am in the profile, when I click edit button password
- Then I should be able to edit the profile
- Given I am in the profile
- When I click on the change password link
- Then I should be able to change my current password

My Information

As a care provider, I want to be able to add more information so that I can get booking with my relevant experience and preference

Scope

- Build a page to enter care provider details and his service preference

Fields

- Gender
- Language
- Experience
- Education
- Task

Support

As a care Seeker want to be able to raise queries so that i can get assistance from the team

Scope

- Build a support page

Fields

- FAQ
- Raise a question
- View replied questions

Acceptance Criteria

- Given I am in the Side menu when I click the support tab I should taken to the support page
- Given I am on the support page when I click FAQ then all the FAQs should be displayed
- Given I am on the support page when I click raise a question I should be able to ask a question from the Admin team

Settings

As a care seeker, I want to have a settings option so that I can adjust the application

Scope

- Build a setting page

Fields

- Notifications
- Change Password

Acceptance Criteria

- Given I am in the side menu when I click the settings tile then i should be taken to the settings page

Booking Request

As a care provide,r I want to have a booking request page so that I can view all the requested bookings

Scope

- Build a booking request page

Fields

- Instant Booking
- Scheduled booking

Acceptance Criteria

Given I am on the landing page when I click the booking request page then all the booking requests should be displayed

View Booking request

As a care provider, I want to be able to view the care seeker's request so that I can know the booking details

Scope

- Build a profile with booking information

Fields

- Accept booking
- Reject booking

Acceptance criteria

- Given I am on the booking request page when I click on booking then booking details should be displayed
- Given I am on the particular booking page when I click on the accept button then the booking should be accepted
- Given I am on a particular booking page when I click on the reject button then the booking should be rejected

Active Booking

As a Care provider, I want to be able to view all the accepted bookings so that I can know my current booking and upcoming bookings

Scope

- Build an active booking page

Fields

- Name
- Booking Type
- Date
- Time

Acceptance Criteria

- Given I am in the landing page when I click on the active booking tile then all the accepted bookings will display
- Given I am in the active booking page when I click on the arrow then booking details will be displayed
- Given I am in the active booking view page when i click on the Go to Location button then the location of the care seeker will be displayed

Add the status for the services

As a care provider, I want to be able to add the progress of the service so that care seeker knows what are completed and in progress services

Scope

- Build a services status page

Field

- Service 1 completed
- Service 2 in progress

Acceptance criteria

- Given I am on the arriving page when I reach the destination then I should be able to update the status of the services

Calendar/Diary

As a Carer provider, I want to be able to set reminders in the calendar so that I won't miss advance bookings or anything.

Scope

- Build a page for a calendar
- Automatically update all the bookings and appointments

Acceptance criteria

- Given I am on the confirm booking page when the booking is accepted then the booking should be marked in the calendar
- Given I am in the calendar when I click the day then I should be able to set a reminder for the clicked day

History of booking

As a Care provider, I want to have a history of all the bookings so that I can view the past history

Scope

- Build a history of the booking page
- Show past 30 days' booking history as default

Pre-condition

- Only the accepted bookings should be displayed

Acceptance Criteria

- Given I am in the profile when I click the history then all the past 30 days history should be displayed

Admin

Activate User Account

As a registered user I want my account to be activated so that I can login to the application

Scope

- Activate account

Acceptance Criteria

- Given I am sign up page when I click sign up then with the details I entered my account should be activated.

Unlock account

As a user, I want to be able to unlock account by proving I am the account owner so that I can log in with correct credentials or reset my password if forgot it

Scope

- Unlock my account by proving I am the account owner

Pre-condition

- Account should be unlocked only after proving user is the real account holder

Acceptance Criteria

- Given I am in the Login page when I clicked the link in the popped up locked account message then it should verify me and unlock the account

Dashboard

As an Admin I want to have a dashboard so that I can view all the application analysis.

Scope

- Build a dashboard

Acceptance Criteria

- Given I am in the login page when I enter the correct credentials then i should be able to view the dashboard in the landing page

User Management

As an Admin I want to be able to manage user account so that i can make actions

Scope

- Build a user management page

Form

- First Name (Text, 30)
- Last Name (Text, 30)
- Contact Number: Text input
- Email (text, 30)

Pre-conditions

- Care seeker's user management admin should be able to edit, delete the account & disable the account
- Care worker's user management, the admin should be able to edit, delete the account & disable the account

Acceptance Criteria

- Given I am in the dashboard when I click the total number of user tile then it should display the user management page
- Given I am in the dashboard when I click the number of care worker tile then it should be display the user management page of care providers
- Given I am in the dashboard when I click the number of care Seeker tile then it should be display the user management page of care seekers

Total Active User

As an Admin I want to be able to view all the active user so that I can know who are active

Scope

- Build a page with all the active users

Forms

- Name (Text, 30)
- Contact Number: Text input
- Email (text, 30)
- Address

Acceptance Criteria

- Given I am in the Admin dashboard when I click the total active user tile then I should be able to view all the active users

Total inactive User

As an Admin I want to be able to view all the inactive user so that I can know who are inactive

Scope

- Build a page with all the inactive users

Forms

- Name (Text, 30)
- Contact Number: Text input
- Email (text, 30)
- Address

Acceptance Criteria

- Given I am Admin dashboard when I click the total active user tile then i should be able to view all the active users

Total new users

As a user, I want to be able to view the list of new users so that I can know who are the new users signed up

Scope

- Build a page to display all the new users

Form

- Name (Text, 30)
- Contact Number: Text input
- Email (text, 30)
- Address

Acceptance Criteria

- Given I am in the admin dashboard when I click the new user tile then I should be able to view all the new users

User Roles

As a admin I Want to be able to add user roles so that they can have access and manage the admin panel

Scope

- Admin should be able to add new roles
- Build a user role page

Fields

- Name
- Actions

Acceptance criteria

- Given I am in the admin dashboard when I click the user role tile then I should be able to view the other admins

- Given I am on the user admin role page when I click the edit icon I should be able to edit admin information
- Given I am on the user admin role page when I click the trash icon I should be able to delete the admin role

Locked Account

As an admin, I want to be able to lock the account of the user so that users can not access the application

Scope

- Build a page to display all the locked account

Field

- Locked Date
- Name
- Email Address
- Action Button

Acceptance Criteria

- Given I am in the admin dashboard when I click the locked account tile then I should be directed to the locked account page
- Given I am on the locked account page when I toggle left the action button the account should be unlocked

Delete Account

As an admin, I want to be able to delete user accounts so that I can delete unnecessary accounts.

Scope

- Build a page and display all the deleted account
- Admin should be able to delete user accounts

Form

- Name
- Email
- Tel Number
- Address

Acceptance Criteria

- Given I am in the admin dashboard when i click the delete account button then all the deleted accounts should be displayed

Queries Raised

As an admin, I want to have all the queries listed so that I can view and close all the queries raised by the users

Scope

- Build a page to display all the queries raised

Form

- Open queries
- In Progress queries
- Closed Queries

Acceptance Criteria

- Given I am in the admin dashboard when I click the queries tile then I should display all the queries
- Given I am on the queries raised page when I click a particular query then it should be displayed
- Given I am in the particular query page then I should be able to move it to in progress and to the closed.

Assigned and unassigned care workers

As an admin, I want to have a page to view assigned and unassigned care workers so that I know who is assigned and unassigned

Scope

- Build a page to list assigned and unassigned care worker

Fields

- Name
- Email
- Assigned/Unassigned

Acceptance Criteria

- Given I am in the application when I click the assigned/unassigned care worker tile then list of assigned and unassigned care workers should be displayed