

Customer – Stakeholder that knows the requirements and needs of the software product. Defines overall business requirements. They will also have cost and delivery concerns of a software product

As a customer, I want to be able to filter/sort between price, route, etc, so that I can reserve a ticket based on my budget and preference.

As a customer, I want to be notified of my upcoming flights/delays/complications via email/text/call, so that I don't miss any future flights and plan accordingly.

Figure 1a: Customer User Stories

As a traveler, I can book tickets quickly and navigate the website smoothly.

As a traveler, I can register with my name, email address and password.

As a traveler, I can access the web page on any platform or any mobile operating system.

End User - Stakeholder that have concerns about the functionality of the software product as they are end users of the product. They will actually use the product.

As a traveler, I can see a list of popular destinations and search for the best deals.

As a traveler, I can choose airlines, class, dates and destination.

As a traveler, I have an option to get a confirmation email of my receipt.

Figure 1b: End User Stories

As a facilitator, I want to analyze the cost to run and maintain the website

As a facilitator, I want to provide guidelines & structure of the interface

FACILITATOR – Typically a senior software engineer or architectural engineer.

As a facilitator, I want to debug and test the code

As a facilitator, I want to provide with some efficient solutions

As a facilitator, I want to oversee the progress of the project

Figure 1c: Facilitator User Stories

As a Software Developer, I want to build an attractive user interface.

Software Developer – A member of the software development team. These members will work with the software architect to build the software product.

As a Software Developer, I want to add functional buttons & search bars that takes information from the database.

As a Software Developer, I want to make sure that the user records will be stored in the database.

As a Software Developer, I want to make sure that the website validate forms.

Figure 1d: Software Dev. Stories