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| **Story #1:** | Download / Share Medical Records (Medical Records) | | **Priority** | | Low | |
| **Effort** | | 3 | |
| As a | As a user | | | | | |
| I want | to download and share my pet’s medical records | | | | | |
| So that | so that they have access to my pet’s treatment records during the consultation | | | | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the user is on the “Medical Records” page  **And** the user’s pet has existing medical records  **When** the user selects a specific treatment record  **Then** the user can see options to either download or share the record  **And** the user can click on the “Download” button to save the record as a pdf file.  **Criterion 1:**  **Given** a user is viewing a selected medical record  **When** the user selects the 'Share' option  **Then** ensure the user can enter the email address of another veterinary professional. | | | | | |
| **Story #2 :** | Receive reminders of appointments  (Appointments) | | **Priority** | | Low | |
| **Effort** | | 3 | |
| As a | As a user | | | | | |
| I want | to receive reminders of upcoming appointments | | | | | |
| So that I can | So i don’t miss any important vet visits | | | | | |
| Acceptance criteria | **Criterion 1:**  **Given** a pet owner has booked an appointment on the website  **When** the appointment date is approaching  **Then** the user receives a reminder of their appointment via their preferred method (e.g. email, text, etc.) | | | | | |
| **Story #3 :** | Pay for Appointment | | **Priority** | | Medium | |
| **Effort** | | 3 | |
| As a | A user | | | | | |
| I want | Securely pay for bookings online | | | | | |
| So that I can | so that I can conveniently manage my pet's expense without needing to visit the clinic in person | | | | | |
| Acceptance criteria | **Criterion i:**  **Given** a user has selected created a booking for their pet  **And** has been given the option to pay in advance  **When** the user clicks the option to pay advance  **And** provide their payment details to checkout  **Then** a confirmation message pops up displaying a successfully payment | | | | | |
| **Story #4:** | Create an account  (Account) | | **Priority** | | Highest | |
| **Effort** | | 1 | |
| As a | As a new user | | | | | |
| I want | to be able to sign up using my email | | | | | |
| So that | I can store/access my pet’s medical records and book appointments with veterinary experts | | | | | |
| Acceptance criteria | **Criterion i:**  **Given** that the user enters an email that is unique  And that the user completes the registration form  **When** the user submits the registration form  **Then** ensure that the account is created  And ensure that a success message is displayed  **Criterion ii:**  **Given** that the user enters an email that is already in use  And that the user completes the registration form  **When** the user submits the registration form  **Then** ensure that an error message is displayed stating that the email is already in use  And ensure that the user enters a different email that isn’t in use | | | | | |
| **Story #5:** | Explore Pet Care & Wellness Articles  (Educational Resources) | | **Priority** | | | Lowest | | |
| **Effort** | | | 5 | | |
| As a | Pet Owner | | | | | | | |
| I want | To explore a library of articles relating to pet care and wellness | | | | | | | |
| So that | I can be informed about how to give my pet the utmost care | | | | | | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the user has logged into the VetCare account  **When** the user navigates to the 'Educational Resources' page  **Then** ensure the user sees a list of educational articles  And the user can click on any article to read the full content  **Criterion 2:**  **Given** that the user is on the 'Educational Resources' page  **When** the user interacts with the filtering options  **Then** ensure the user can filter the articles by category (e.g., pet type, nutrition, latest, top, recommended)  And the user can use the search bar to find specific topics via keywords | | | | | | | |
| **Story #6:** | Watch Pet Care & Wellness Videos  (Educational Resources) | | **Priority** | | | Lowest | | |
| **Effort** | | | 5 | | |
| As a | Pet Owner | | | | | | | |
| I want | To watch educational videos relating to pet care and wellness | | | | | | | |
| So that | I can visually learn about pet care and wellness | | | | | | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the user is on the 'Educational Resources' page  **When** the user navigates to the 'Educational Resources' page  And selects the ‘Videos’ category  **Then** ensure the user sees a list of videos with descriptions  And the user can click on any video to watch within the website (non-external link)  **Criterion 2:**  **Given** that the user is watching the video  **When** the user interacts with the video player  **Then** ensure the user can control video playback (pause, play, rewind, etc.)  move | | | | | | | |
| **Story #7:** | Receive Notifications for Latest Trends & Best Practices  (Educational Resources) | **Priority** | | Lowest | | | |
| **Effort** | | 3 | | | |
| As a | User | | | | | | |
| I want | To receive notifications when new educational resources are added | | | | | | |
| So that | I can stay informed about the latest trends and best practices in veterinary medicine | | | | | | |
| Acceptance criteria | **Criterion 1:?**  **Given** that the user enabled notifications in their account settings  **When** new educational resources are added  **Then** ensure the user receives a notification that new content has been uploaded  And the notification should contain the title and brief description  And the user should be able to clink on the link in the notification to be redirected to full page of the new resource | | | | | | |
| **Story #8:** | Saving Favourite Educational Resources  (Educational Resources) | **Priority** | | Lowest | | | |
| **Effort** | | 2 | | | |
| As a | User | | | | | | |
| I want | To save an article, video or guide as favourites | | | | | | |
| So that | I can easily access them later | | | | | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the user has logged in  And is viewing the resource  **When** the user clicks the ‘save’ option displayed next to the resource  **Then** ensure the resource is added to the user’s list of favourite resources  And the user should receive a confirmation that the resource has been saved  **Criterion 2:**  **Given** that the user has saved the resource in their profile  And is on their profile page with the list of educational resources saved  **When** the user interacts with the list / clicks remove  **Then** ensure that the user receives a confirmation prompt to avoid deleting the resource accidentally  And that the resource is deleted from the user’s list of favourite resources | | | | | | |
| **Story #9:** | Booking an Appointment  (Appointments) | **Priority** | | High | | | |
| **Effort** | | 5 | | | |
| As a | User | | | | | | |
| I want | To book an appointment | | | | | | |
| So that | I can arrange a meeting with a veterinary professional to receive treatment for my pet | | | | | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the user is on the scheduling page  And the user selects the date and time  **When** the user clicks the ‘book’ option  **Then** ensure the appointment is created and is added to the user’s schedule | | | | | | |

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| **Story #10:** | Rescheduling an Existing Appointment  (Appointments) | **Priority** | Medium |
| **Effort** | 3 |
| As a | User | | |
| I want | To reschedule an appointment | | |
| So that | I can adjust my schedule | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the user is on the profile page  And the user selects the existing appointment  **When** the user clicks the ‘reschedule’ option  **Then** ensure the user is redirected to the scheduling page  **Criterion 2:**  **Given** that the user is on the scheduling page  And the user selects a new date and time for the appointment  **When** the user clicks the ‘confirm’  **Then** ensure the appointment is updated with the new date and time | | |

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| **Story #11:** | Request Prescriptions  (Prescriptions) | **Priority** | Medium |
| **Effort** | 3 |
| As a | Registered user | | |
| I want | To request for prescriptions that are required for my pet | | |
| So that | I can get the medicine I need; with the dosage amount, at any given time | | |
| Acceptance criteria | **Criterion 1:**  **Given** the user registered their pet(s) on their profile  **And** is viewing the ‘My Pets’ page on their profile  **When** the user clicks the request button for the desired medication  **Then** ensure the user is prompted to the page where they can enter their credit card details (and various other details like address, name etc.) so they can buy the relevant medication | | |

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| **Story #12:** | User-Friendly Interface | **Priority** | Low |
| **Effort** | 3 |
| As a | User | | |
| I want | To easily navigate through the website | | |
| So that | I have a seamless experience and using the features doesn’t create any hassle | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the user has created an account and has access to all features  **When** the user clicks any given options on the website  **Then** ensure the user is properly directed to that page and all features within it work accordingly | | |

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| **Story #13:** | Cancel appointments  (Appointments) | **Priority** | Medium |
| **Effort** | 1 |
| As a | User | | |
| I want | to be able to cancel an appointment | | |
| So that | so that I can free my schedule if I cannot make it | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the user is on their profile page (viewing their upcoming appointments)  **And** the user selects the desired appointment that they want to cancel  **When** the user clicks on ‘Cancel Appointment’ button  **Then** ensure that the appointment is cancelled  **And** ensure that a success message is displayed  **And** ensure that the date and timeslot is available again for other users to schedule their appointment | | |

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| **Story #14:** | Access Medical Records  (Medical Records) | **Priority** | High |
| **Effort** | 1 |
| As a | User | | |
| I want | be able to access my pet's medical records | | |
| So that | so that I can inform veterinary professionals on my pet’s past medical history to curate a personalized treatment plan for my pet | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the user is logged in  **When** the user checks the medical record page,  **And** selects a pet from the list of pets,  **Then** ensure all the medical history is displayed for the user. | | |

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| **Story #15:** | Edit Profile Information | **Priority** | Highest |
| **Effort** | 1 |
| As a | User | | |
| I want | To be able to edit my profile information | | |
| So that | I can manage and keep my information up to date, including managing my pet profile/s | | |
| Acceptance criteria | **Criterion i:**  **Given** that the user is on their profile page  And the user clicks on ‘Change Password’  **When** the user enters a new password that satisfies all the requirements  **Then** ensure that the password is updated  And ensure that a success message is displayed  **Criterion ii:**  **Given** that the user is on their profile page  And the user clicks on ‘Change Password’  **When** the user enters a new password but does not satisfy all the requirements  **Then** ensure that the password is not updated  And ensure that an error message is displayed that it is an invalid password  **Criterion iii:**  **Given** that the user is on their profile page  And the user clicks on 'My Pets’  **When** the user hovers over the desired pet’s profile card and clicks ‘Delete’  **Then** ensure that the pet profile is deleted  And ensure that a success message is displayed  **Criterion iv:**  **Given** that the user is on their profile page  And the user clicks on ‘Manage Pets’  **When** the user edits the pet’s profile information and clicks ‘Update’  **Then** ensure that the pet information is updated  And ensure that a success message is displayed | | |

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| **Story #16:** | Register a pet to an account  (Account) | **Priority** | Medium |
| **Effort** | 2 |
| As a | User | | |
| I want | to be register a pet | | |
| So that | so that I can manage my pet's health records, appointments, and prescriptions | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the user is on their profile page  **And** the user clicks on ‘My Pets’  **When** the user clicks on ‘Register Pet’ button  **And** fills out the personal information for the pet  **Then** ensure the pet is registered to the user's account  **And** ensure that a success message is displayed | | |

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| **Story #17:** | View Prescription Information | **Priority** | Medium |
| **Effort** | 2 |
| As a | User | | |
| I want | to view the prescribed medication needed for my pet | | |
| So that | so that I can discern appropriate measures to giving my pet their  prescribed medication | | |
| Acceptance criteria | **Criterion 1:**  **Given** the user clicks on ‘My Pet’s on their profile page  **And** selects the desired pet  **When** the user selects medication  **Then** ensure the user can see information of the pet’s prescribed medication, mama including its dosage instructions | | |

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| **Story #18:** | Track Prescription Order | **Priority** | Lowest |
| **Effort** | 3 |
| As a | As a user | | |
| I want | To be able to track my prescription order | | |
| So that | I can pick it up or stay at home when it arrives | | |
| Acceptance criteria | **Criterion 1:**  **Given** that the user has successfully ordered and paid for the medicine for their pet  **Then** provide the user with an order tracking number (pop up) **And** then show the user that they can see updates on their order in the profile page | | |

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| **Story #19:** | User Reviews | **Priority** | Lowest |
| **Effort** | 3 |
| As a | As a user | | |
| I want | To be able to leave and view a review from the website | | |
| So that | I can share my experience and make informed decisions based on previous customers experiences | | |
| Acceptance criteria | **Criterion 1:**  **GIVEN** that the user has completed an appointment/service with the vet  **THEN** ask the user to leave a review for the service received  **AND** provide a text form to submit a star rating and a comment  **Criterion 2:**  **GIVEN** that the user has completed a review  **THEN** show a confirmation message indicating their review has been sent/submitted  **AND** notify the vet of the new review | | |