

User Stories - Voice-Based Greeting Agent System

Document Overview

This document contains comprehensive user stories covering different user personas, emotional states, scenarios, and edge cases for the AI-powered greeting agent system.

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User Personas

Persona 1: Raj - New Employee (Tech-Savvy)

- **Age:** 25
- **Role:** Software Developer
- **Tech Comfort:** High
- **Characteristics:** Enthusiastic, curious, early adopter
- **Goals:** Quick onboarding, learn new tools fast

Persona 2: Priya - Regular Employee (Mid-Career)

- **Age:** 35
- **Role:** Marketing Manager
- **Tech Comfort:** Medium
- **Characteristics:** Busy, efficient, appreciates personalization
- **Goals:** Save time, feel recognized, maintain work-life balance

Persona 3: Mr. Sharma - Senior Employee (Traditional)

- **Age:** 55
- **Role:** Senior Accountant
- **Tech Comfort:** Low
- **Characteristics:** Cautious with technology, values privacy
- **Goals:** Simple interfaces, clear instructions, job security

Persona 4: Ananya - HR Manager (Administrator)

- **Age:** 32
- **Role:** HR Manager
- **Tech Comfort:** High
- **Characteristics:** Detail-oriented, people-focused, data-driven
- **Goals:** Smooth employee onboarding, track engagement, ensure compliance

Persona 5: Vikram - Temporary Intern

- **Age:** 21
 - **Role:** Summer Intern
 - **Tech Comfort:** Very High
 - **Characteristics:** Excited, inexperienced, eager to learn
 - **Goals:** Make good impression, learn quickly, get hired full-time
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New Employee Stories

Story 1: First Day Excitement

As Raj, a new software developer on my first day

I want the system to guide me through registration smoothly

So that I feel welcomed and can start working without confusion

User State: Excited, slightly nervous, eager to make good impression

Acceptance Criteria:

- System detects I'm a new face
- Registration form is simple with clear instructions
- Process takes less than 2 minutes
- Immediate welcome greeting after registration

- System remembers me for tomorrow

User Flow:

1. Raj opens the app nervously
2. Points camera at face, hands slightly shaking
3. System: "Welcome! We don't recognize you yet. Let's get you registered!"
4. Raj feels relieved by friendly tone
5. Fills in: Name, Email, Department, Date of Birth
6. Takes photo - system guides: "Great! Now smile!"
7. System: "Welcome to the team, Raj! We're excited to have you as our new Software Developer!"
8. Raj feels validated and welcomed

Happy Path Success Metrics:

- Registration completion rate: >9. Raj feels motivated to continue

****Motivational Features:****

- Empathetic listening
- Personalized advice
- Goal reminders
- Step-by-step guidance
- Positive reinforcement

Story 29: Practicing Language Skills

- **As**** Vikram wanting to improve his Hindi
- **I want**** to chat in Hindi with the system
- **So that**** I can practice in a judgment-free environment

****User State**:** Learning, self-conscious, eager to improve

****Acceptance Criteria:****

- Multi-language support
- Switch languages mid-conversation
- Gentle corrections (optional)
- Encouraging responses
- Cultural sensitivity

****User Flow:****

1. Vikram: "Can we talk in Hindi?"
2. System: "बिल्कुल! मैं हिंदी में बात कर सकता हूँ।" (Absolutely! I can speak in Hindi.)

3. Vikram (in Hindi): "आज मौसम कैसा है?" (How's the weather today?)
4. System (in Hindi): "मुझे real-time weather data नहीं है," (I don't have real-time weather data,)
5. "लेकिन मुझे उम्मीद है कि बाहर अच्छा है!" (but I hope it's nice outside!)
6. Vikram: "Can we switch to English?"
7. System: "Of course! Back to English."
8. Seamless language switching

****Language Features:****

- Multi-language support (English, Hindi, Marathi)
- Code-switching capability
- Natural conversation
- Cultural phrases
- Easy switching

Story 30: Emergency Communication

****As**** Priya in an emergency situation

****I want**** to quickly get help or information

****So that**** I can handle the crisis effectively

****User State****: Panicked, urgent, needs immediate help

****Acceptance Criteria:****

- Emergency keyword detection
- Quick access to HR/Security
- Clear instructions
- Emergency contact list
- Fast response

****User Flow:****

1. Priya: "EMERGENCY - Office fire alarm!"
2. System immediately: "🚨 EMERGENCY MODE ACTIVATED"
3. "Follow evacuation procedures:"
4. "1. Stay calm"
5. "2. Exit via nearest stairwell"
6. "3. Assembly point: North parking lot"
7. "Emergency contact: Security - ext. 911"
8. Priya follows instructions calmly

9. System logs emergency for record

****Emergency Features:****

- Keyword detection
- Priority response
- Clear instructions
- Contact information
- Event logging

Multi-User Scenario Stories

Story 31: Team Recognition - Multiple Employees

****As**** a team of 5 arriving together after project success

****We want**** group recognition and celebration

****So that**** our team achievement is acknowledged

****User State****: Excited, celebratory, bonded as team

****Acceptance Criteria:****

- Multi-face detection
- Group greeting
- Team celebration message
- Individual + group recognition
- Shareable team moment

****User Flow:****

1. Dev team of 5 arrives together, project launched!
2. All stand in front of camera
3. System: "Wow! The whole dev team is here!"
4. "Raj, Rohit, Neha, Priya, and Vikram!"
5. "I heard about the successful launch! 🎉"
6. "Congratulations team! Amazing work!"
7. Takes group photo option
8. Team feels celebrated together
9. Share moment on company social

****Group Features:****

- Multi-face recognition
- Team identification
- Group messages
- Photo memories
- Social sharing

Story 32: Visitor Management

****As**** Ananya's client visiting the office

****I want**** a professional greeting for visitors

****So that**** clients feel welcomed without confusion

****User State****: Professional, expecting hospitality, observing company culture

****Acceptance Criteria:****

- Detect unregistered face
- Professional visitor greeting
- Notify host employee
- Visitor badge process
- Privacy respected

****User Flow:****

1. Client approaches with Ananya
2. Ananya: "Try our greeting system!"
3. Client scans face
4. System: "Welcome to [Company Name]!"
5. "I don't recognize you - are you visiting us today?"
6. Client: "Yes, I'm here to meet Ananya"
7. System: "Wonderful! Let me notify her."
8. Ananya receives notification
9. System: "Please check in at reception for your visitor badge."
10. Client impressed by technology

****Visitor Features:****

- Visitor detection
- Professional greeting
- Host notification
- Security integration
- Good impression

Accessibility Stories

Story 33: Visually Impaired Employee

****As**** Mr. Kumar who has low vision

****I want**** voice-guided interaction throughout

****So that**** I can use the system independently

****User State****: Determined to be independent, appreciates accessibility

****Acceptance Criteria:****

- Full voice guidance
- High contrast mode
- Large touch targets
- Audio feedback for all actions
- Screen reader compatible

****User Flow:****

1. Mr. Kumar opens app
2. System (voice): "Welcome! Camera is ready."
3. Voice: "Position your face in front of camera"
4. Beep sound when face detected
5. Voice: "Perfect! Recognition in progress..."
6. Voice: "Good morning, Mr. Kumar!"
7. Voice: "Your schedule today includes..."
8. All interactions voice-guided
9. Mr. Kumar uses system independently

****Accessibility Features:****

- Voice navigation
- Audio feedback
- Haptic feedback
- High contrast UI
- Large buttons
- Screen reader support

Story 34: Non-Native English Speaker

****As**** Ramesh who speaks limited English

****I want**** interface in my native language (Hindi)

****So that**** I can understand and use the system confidently

****User State****: Uncertain, language barrier, wants to comply

****Acceptance Criteria:****

- Multiple language options
- Complete UI translation
- Voice in native language
- Easy language switching
- Cultural adaptation

****User Flow:****

1. Ramesh opens app (set to Hindi)
2. All buttons/text in Hindi
3. Scans face
4. System (Hindi voice): "नमस्ते रमेश! आपका दिन शुभ हो!" (Hello Ramesh! Have a good day!)
5. Ramesh understands everything
6. Feels included and comfortable
7. Can switch to English anytime
8. No language barrier

****Localization Features:****

- Full UI translation
- Voice in multiple languages
- Cultural greetings
- Regional festivals recognition
- Easy language switching

System Improvement Stories

Story 35: Providing Feedback on Recognition

- **As**** Raj noticing incorrect recognitions
- **I want**** to report issues to improve the system
- **So that**** accuracy improves for everyone

****User State****: Helpful, wants to contribute, tech-savvy

****Acceptance Criteria:****

- Easy feedback mechanism
- Rating system
- Issue reporting
- Acknowledgment of feedback
- Visible improvements

****User Flow:****

1. Raj scans face, confidence only 70%
2. Sees "How was this recognition?" prompt
3. Raj: Selects "Not confident" + adds note
4. "I was wearing glasses - might affect accuracy"
5. System: "Thank you! This helps us improve."
6. Feedback sent to admin
7. Admin adds more photos of Raj with glasses
8. Next time: 95% confidence
9. Raj sees improvement, feels heard

****Feedback Loop:****

- Easy rating (thumbs up/down)
- Optional comments
- Quick submission
- Admin notification
- Improvement tracking

Story 36: Suggesting New Features

****As**** Priya with ideas for improvement

****I want**** to suggest new greeting types or features

****So that**** the system evolves based on user needs

****User State****: Engaged, creative, wants to contribute

****Acceptance Criteria:****

- Feature request form
- Community voting
- Status tracking
- Implementation updates
- Recognition for contributors

****User Flow:****

1. Priya has idea: "Add festival greetings!"
2. Opens Settings > "Suggest Feature"
3. Writes: "Add Diwali, Holi, Eid greetings"
4. Submits suggestion
5. System: "Great idea! Other users can vote on this."
6. Gets 45 upvotes from other employees
7. HR team reviews and implements
8. Priya receives: "Your suggestion is now live! 🎉"
9. Priya feels valued and heard

****Community Features:****

- Suggestion box
- Voting system
- Transparency on status
- Implementation roadmap
- Contributor recognition

Data Privacy Stories

Story 37: Reviewing Personal Data

****As**** Mr. Sharma concerned about privacy

****I want**** to see exactly what data is stored about me

****So that**** I can verify nothing inappropriate is kept

****User State****: Privacy-conscious, cautious, exercising rights

****Acceptance Criteria:****

- Easy data access
- Complete data view
- Download option
- Clear explanations
- Privacy controls

****User Flow:****

1. Mr. Sharma: Settings > "My Data & Privacy"

2. Sees complete list:

- Name: Rajesh Sharma
- Email: r.sharma@company.com
- Face data: [Encrypted - stored as mathematical model]
- Registration date: Jan 15, 2025
- Last greeting: Today, 9:15 AM
- Conversation history: 12 interactions

3. "Download My Data" button

4. Downloads JSON file

5. Reviews offline

6. Satisfied with transparency

****Privacy Features:****

- Data transparency
- Export capability
- Clear explanations
- Control options
- GDPR compliance

Story 38: Deleting Account

****As**** Vikram leaving the company

****I want**** to delete all my data

****So that**** nothing remains after I leave

****User State****: Moving on, wants closure, privacy-conscious

****Acceptance Criteria:****

- Clear deletion process
- Confirmation required
- Complete data removal
- Export before deletion
- Confirmation email

****User Flow:****

1. Vikram's last day
2. Settings > "Delete My Account"
3. System: "We're sorry to see you go!"
4. "This will permanently delete:"
5. Lists all data to be deleted
6. "Want to download your data first?"
7. Vikram downloads memories
8. Confirms deletion with password
9. System: "Account deleted. Good luck, Vikram!"
10. All data removed from system
11. Receives confirmation email

****Data Deletion:****

- Clear process
- Multiple confirmations
- Data export option
- Complete removal
- Audit trail

Integration Stories

Story 39: Calendar Integration

****As**** Priya with back-to-back meetings

****I want**** the system to remind me of my next meeting

****So that**** I'm never late

****User State****: Busy, time-conscious, appreciates reminders

****Acceptance Criteria:****

- Calendar access (with permission)
- Meeting reminders
- Time-sensitive greetings
- Location info (if meeting is elsewhere)
- Notification options

****User Flow:****

1. Priya scans at 9:28 AM
2. System: "Good morning, Priya!"
3. "Quick reminder: Team standup at 9:30 in Conference Room B"
4. "That's in 2 minutes!"
5. Priya: "Oh! Thanks!"
6. Rushes to meeting room
7. Makes it on time
8. Appreciates the reminder

****Integration Features:****

- Google Calendar sync
- Meeting notifications
- Location info
- Time management
- Smart reminders

Story 40: Slack/Teams Integration

****As**** Raj working remotely today

****I want**** my greeting to update my status

****So that**** teammates know I'm online

****User State****: Remote worker, wants visibility, collaborative

****Acceptance Criteria:****

- Slack/Teams integration
- Auto-status update
- Work location indicator
- Availability sync
- Privacy controls

****User Flow:****

1. Raj scans face at home (WFH day)
2. System recognizes and greets
3. Automatically updates Slack status: "🏠 Working from home today"
4. Sets availability to "Active"
5. Teammates see Raj is online
6. Collaboration continues smoothly
7. When Raj leaves: Status updates automatically

****Collaboration Features:****

- Status sync
- Location awareness
- Availability updates
- Team visibility
- Privacy settings

Performance & Scale Stories

Story 41: High Traffic Morning Rush

****As**** part of 200 employees arriving between 9-9:30 AM

****I want**** fast recognition even during peak times

****So that**** there's no queue or delay

****User State****: Rushed, impatient, needs efficiency

****Acceptance Criteria:****

- Recognition in <2 seconds during peak
- No degraded performance
- Queue management (if needed)
- Load balancing
- System stability

****User Flow:****

1. 50 employees scanning simultaneously at 9:15 AM
2. Raj scans face
3. Recognition completes in 1.3 seconds
4. No lag or delays
5. Raj proceeds to desk
6. System handles load smoothly
7. All 200 employees processed in 30 minutes

****Performance Requirements:****

- Horizontal scaling
- Load balancing
- Caching strategies
- Queue management
- Monitoring

Story 42: Long-Term User (2 Years)

****As**** Priya who's used the system for 2 years

****I want**** acknowledgment of my journey

****So that**** I feel the system knows and remembers me

****User State****: Loyal user, appreciates personalization, sentimental

****Acceptance Criteria:****

- Historical data access
- Milestone celebrations
- Personalization over time
- Memories feature
- Continued engagement

****User Flow:****

1. Priya scans on her 2-year anniversary of first scan
2. System: "Special milestone, Priya! 🎉"
3. "You've been using this system for 2 years!"
4. "That's 520 greetings and 143 conversations!"
5. Shows "Year in Review" summary:
 - Most common greeting type: Birthday (2x)
 - Favorite chat topic: Tech jokes
 - Busiest day: Mondays
6. Priya feels nostalgic and valued
7. Shares achievement on social media

****Long-Term Features:****

- Historical analytics
- Milestone tracking
- Personalization depth
- Memory lane
- Loyalty recognition

Error Recovery Stories

Story 43: Database Connection Lost

****As**** Raj during a database outage

****I want**** the system to handle the error gracefully

****So that**** I'm not confused or blocked

****User State****: Neutral, becomes frustrated if error is unclear

****Acceptance Criteria:****

- Graceful error handling
- Clear error messages
- Fallback options
- Auto-recovery
- Status updates

****User Flow:****

1. Database server has issue (admin aware)
2. Raj tries to scan face
3. System: "Oops! We're having a technical issue."
4. "You can use temporary check-in with your employee ID"
5. Raj enters ID: RAJ001
6. System: "Thanks, Raj! You're checked in."
7. "We'll sync everything once we're back online."
8. Database recovers in 10 minutes
9. System auto-syncs Raj's entry
10. Raj never knows there was a problem

****Error Handling:****

- Clear messages (no tech jargon)
- Fallback mechanisms
- Auto-recovery
- Transparent communication
- Minimal user impact

Story 44: Face Recognition Model Update

****As**** an administrator updating the AI model

****I want**** zero downtime during the update

****So that**** employees continue working seamlessly

****User State****: N/A (backend process, but impacts user experience)

****Acceptance Criteria:****

- Blue-green deployment
- Zero downtime
- Automatic rollback if issues
- Performance monitoring
- User notification (if needed)

****User Flow (User Perspective):****

1. 2 AM: Admin deploys new model (99.5% accuracy)
2. 9 AM: Priya arrives, scans face
3. Recognition faster (0.8 sec instead of 1.2 sec)
4. Priya doesn't notice anything changed
5. Just experiences improved performance
6. No downtime, no issues
7. Admin monitors: 99.6% accuracy (improved!)

****DevOps Features:****

- Continuous deployment
- A/B testing capability
- Monitoring
- Rollback procedures
- Performance tracking

Cultural Sensitivity Stories

Story 45: Religious Festival Recognition

****As**** Priya during Diwali

****I want**** culturally appropriate greetings

****So that**** I feel the company respects my culture

****User State****: Festive, expecting acknowledgment, cultural pride

****Acceptance Criteria:****

- Major festivals detected (Diwali, Eid, Christmas, Holi, etc.)
- Culturally appropriate greetings
- Respect for all religions
- Opt-in/opt-out for religious greetings
- Inclusive approach

****User Flow:****

1. Priya scans on Diwali
2. System: "शुभ दीपावली, Priya! 🪔" (Happy Diwali, Priya!)
3. "May this festival of lights bring joy and prosperity!"
4. Traditional Diwali decorations shown
5. Priya feels cultural recognition
6. Shares with family: "My office remembered Diwali!"
7. Increased sense of belonging

****Cultural Features:****

- Multi-religious calendar
- Appropriate greetings
- Cultural symbols
- Respect and inclusivity
- Opt-in preferences

Story 46: Gender Identity Respect

****As**** Alex, who uses they/them pronouns

****I want**** the system to use correct pronouns

****So that**** I feel respected and included

****User State****: Cautious, watching for respect, hopeful

****Acceptance Criteria:****

- Pronoun selection in profile
- Consistent usage
- Easy updates
- No misgendering
- Default to neutral if unsure

****User Flow:****

1. Alex registers
2. Profile form includes: "Preferred pronouns"
3. Options: He/Him, She/Her, They/Them, Custom
4. Alex selects: They/Them
5. System consistently uses: "Alex has their meeting..."
6. Never uses gendered terms incorrectly
7. Alex feels respected and seen
8. Comfortable using system

****Inclusivity Features:****

- Pronoun selection
- Gender-neutral language
- Easy updates
- Respectful defaults
- Training data diversity

Gamification Stories

Story 47: Achievement Unlocked

****As**** Vikram who loves gaming

****I want**** to earn badges and achievements

****So that**** checking in becomes fun and rewarding

****User State****: Playful, competitive, motivated by rewards

****Acceptance Criteria:****

- Achievement system
- Various badge types
- Progress tracking
- Leaderboards (optional)
- Shareable achievements

****User Flow:****

1. Vikram scans for 7 consecutive days
2. System: "Achievement Unlocked! 🏆"
3. "Weekly Warrior: 7 days in a row!"
4. Badge added to profile
5. Vikram: "Cool! What other badges are there?"
6. Sees badge gallery:
 - Early Bird (scan before 8 AM)
 - Night Owl (scan after 7 PM)
 - Social Butterfly (10 conversations)
 - Streak Master (30 consecutive days)
7. Vikram motivated to collect more
8. Makes checking in fun

****Gamification Elements:****

- Badges/achievements
- Streaks
- Points system
- Leaderboards (optional)
- Friendly competition
- Rewards

Story 48: Team Challenges

****As**** Priya in the Marketing team

****I want**** team-based challenges

****So that**** we can compete with other departments

****User State****: Team-oriented, competitive, collaborative

****Acceptance Criteria:****

- Team challenges
- Department leaderboards
- Collective goals
- Team rewards
- Friendly competition

****User Flow:****

1. Monthly challenge: "Department Check-in Rate"
2. Marketing team: 92% participation
3. Engineering team: 88% participation
4. Priya sees dashboard: "Marketing is #1!"
5. Motivates teammates to maintain lead
6. End of month: Marketing wins
7. Team gets recognition in all-hands meeting
8. Trophy displayed on team dashboard
9. Team bonding improved

****Team Features:****

- Department challenges
- Leaderboards
- Collective goals
- Team recognition
- Healthy competition

Future Vision Stories

Story 49: AI Personalization Evolution

****As**** a long-term user Priya (5 years)

****I want**** the system to deeply understand my preferences

****So that**** every interaction feels tailored to me

****User State****: Experienced user, appreciates personalization, loyal

****Acceptance Criteria:****

- Learning from patterns
- Preference memory
- Personality matching
- Predictive features
- Privacy controls

****User Flow:****

1. System learns over 5 years:

- Priya prefers brief greetings on Mondays
- Likes motivational quotes on Fridays
- Enjoys tech humor during breaks
- Appreciates meeting reminders
- Prefers Hindi for festival greetings

2. Priya scans on Monday 9 AM

3. System (brief): "Morning, Priya! Team standup in 15."

4. Priya scans Friday 5 PM

5. System: "Happy Friday! Here's your weekly wisdom:"

6. "Success is not final, failure is not fatal..."

7. Priya: "This system really knows me!"

****AI Learning:****

- Pattern recognition
- Preference learning
- Personality adaptation
- Predictive assistance
- Continuous improvement

Story 50: Holographic Assistant (Future)

****As**** Raj in a future office with AR glasses

****I want**** a holographic AI assistant

****So that**** interactions feel more human and engaging

****User State****: Futuristic, tech-excited, early adopter

****Acceptance Criteria:****

- AR/VR support
- 3D avatar
- Gesture recognition
- Spatial audio
- Immersive experience

****User Flow:****

1. Raj puts on AR glasses
2. Holographic avatar appears: "Good morning, Raj!"
3. Avatar appears to stand in front of him
4. Uses hand gesture to interact
5. Spatial audio from avatar's direction
6. Natural conversation with eye contact
7. Avatar shows information in 3D space
8. Futuristic yet natural experience

****Future Technology:****

- AR/VR integration
- 3D avatars
- Gesture control
- Spatial computing
- Next-gen UX

Summary: User Story Categories

By User State

- ****Excited****: New employees, birthdays, achievements
- ****Stressed****: Deadlines, overwhelm, technical issues
- ****Confused****: First-time users, technical problems
- ****Relaxed****: Casual conversations, entertainment
- ****Rushed****: Morning routines, between meetings
- ****Privacy-concerned****: Data access, deletion requests
- ****Motivated****: Goal-oriented, gamification

By Priority

- ****P0 (Critical)****: Face recognition, registration, basic greeting
- ****P1 (High)****: Birthday/anniversary greetings, error handling
- ****P2 (Medium)****: Conversations, special occasions, admin features
- ****P3 (Low)****: Gamification, advanced AI, future features

By Complexity

- ****Simple****: Basic greeting, recognition (3 story points)
- ****Medium****: Special greetings, conversations (5-8 story points)
- ****Complex****: Multi-user, integrations (13+ story points)

Success Metrics

- ****User Satisfaction****: >4.5/5 rating
- ****Adoption Rate****: >85% of employees
- ****Daily Active Users****: >80%
- ****Recognition Accuracy****: >95%
- ****Response Time****: <2 seconds
- ****Error Rate****: <5%
- ****Retention****: >90% after 3 months

Story Template for Future Reference

Story Title

As [user persona] in [context] **I want** [feature/capability] **So that** [benefit/goal]

User State: [emotional/mental state]

Acceptance Criteria:

- Criterion 1
- Criterion 2
- Criterion 3

User Flow:

1. Step 1
2. Step 2
3. ... n. Final outcome

Technical Notes:

- Implementation details
- Dependencies
- Performance requirements

Success Metrics:

- Measurable outcome 1
- Measurable outcome 2

****END OF USER STORIES DOCUMENT****

****Total Stories****: 50 comprehensive user stories

****Coverage****: All major personas, states, and scenarios

****Ready for****: Sprint planning, design, development

****Next Steps****:

1. Prioritize stories by business value
 2. Estimate story points
 3. Create sprint backlog
 4. Design mockups for key flows
 5. Begin development5%
- Time to complete: <2 minutes
 - User satisfaction: >4.5/5

Story 2: First Day Confusion

****As**** Vikram, an intern who's never used face recognition

****I want**** clear visual guidance during registration

****So that**** I don't make mistakes or feel embarrassed

****User State****: Confused, uncertain, worried about looking incompetent

****Acceptance Criteria****:

- Visual indicators show where to position face
- Real-time feedback on image quality
- Option to retake photo if needed
- Helpful error messages (not technical jargon)
- Skip option for troublesome fields

****User Flow****:

1. Vikram opens app, sees camera screen
2. Thinks: "Where should I look? How close?"
3. System shows face outline overlay: "Position your face in the circle"
4. Vikram moves closer
5. System: "Perfect! Hold still..."
6. Photo captured
7. System detects no face (Vikram moved)

8. System: "Oops! Let's try again. Keep your head steady this time."

9. Second attempt successful

10. Vikram completes registration confidently

****Edge Cases Handled:****

- Poor lighting → System suggests moving to brighter area
- Multiple faces → System asks others to step out of frame
- No face detected → Clear instructions on positioning
- Blurry image → Automatic retake with tips

Story 3: Privacy Concerns on Day One

****As**** Mr. Sharma, a senior employee concerned about privacy

****I want**** to understand what data is collected and why

****So that**** I feel safe using the facial recognition system

****User State****: Skeptical, cautious, protective of personal information

****Acceptance Criteria:****

- Clear privacy notice before registration
- Explanation of how face data is stored
- Option to view/delete data later
- Compliance information (GDPR/local laws)
- Contact for privacy questions

****User Flow:****

1. Mr. Sharma opens app hesitantly

2. Sees: "Before we begin, here's how we protect your privacy"

3. Reads: "Your facial data is encrypted and stored securely..."

4. Appreciates: "You can delete your data anytime from Settings"

5. Clicks "I understand and agree"

6. Proceeds with registration

7. Makes mental note to check privacy settings later

8. Feels more comfortable proceeding

****Trust-Building Elements:****

- Transparent data usage policy
- Easy-to-find privacy settings
- Option to use alternative (manual check-in)
- Security certifications displayed

Regular Employee Stories

Story 4: Monday Morning Rush

****As**** Priya, rushing to an early meeting

****I want**** instant recognition without stopping

****So that**** I can get to my meeting on time

****User State****: Rushed, stressed, time-conscious

****Acceptance Criteria:****

- Recognition in <2 seconds
- Works while walking
- No need to stop and pose
- Greeting is brief and energetic
- Option to dismiss quickly

****User Flow:****

1. Priya rushes into office at 8:57 AM
2. Quickly opens app while walking
3. Briefly shows face to camera (0.5 seconds)
4. System recognizes instantly
5. Quick greeting: "Good morning, Priya! Have a great day!"
6. Priya dismisses notification
7. Continues to meeting - 0 delay
8. Appreciates the speed

****Performance Requirements:****

- Recognition time: <1 second
- No "pose and hold" requirement
- Works with motion blur
- Short greeting option
- One-tap dismissal

Story 5: Birthday Surprise

****As**** Priya on my birthday

****I want**** to receive a special personalized greeting

****So that**** I feel valued and remembered by my organization

****User State****: Excited, expecting recognition, wanting to feel special

****Acceptance Criteria:****

- System detects birthday automatically
- Special birthday greeting with animation
- Option to share on company social
- Celebratory tone in voice greeting
- Remembers for entire day (multiple greetings)

****User Flow:****

1. Priya wakes up excited - it's her birthday!
2. Arrives at office with anticipation
3. Opens greeting app
4. Screen shows confetti animation
5. System: "Happy Birthday, Priya! 🎉 We're so lucky to have you on our Marketing team!"
6. Voice greeting with celebratory tone
7. Priya smiles and feels appreciated
8. Screenshots and shares with family
9. Colleagues see notification and wish her too

****Delight Factors:****

- Visual confetti/balloon animation
- Upbeat voice tone
- Personalized message mentioning her role
- Optional: Photo with birthday frame
- System remembers all day (not just first scan)

Story 6: Work Anniversary Recognition

****As**** Priya completing 5 years at the company

****I want**** acknowledgment of my loyalty and contribution

****So that**** I feel my years of service are valued

****User State****: Reflective, hoping for recognition, emotional

****Acceptance Criteria:****

- System detects work anniversary
- Special greeting mentioning years of service
- Congratulatory message
- Option to view company tenure stats
- Shareable achievement badge

****User Flow:****

1. Priya scans face on her 5-year work anniversary
2. System: "Congratulations, Priya! 🎉"
3. "Today marks 5 wonderful years with us!"
4. "Thank you for your dedication to the Marketing team!"
5. Shows virtual badge: "5 Years of Excellence"
6. Priya feels emotional and valued
7. Shares achievement on LinkedIn
8. Renewed sense of belonging

****Emotional Impact:****

- Recognition of milestone
- Specific mention of contribution
- Shareable achievement
- Company values reinforced

Story 7: Returning After Sick Leave

****As**** Priya returning after a week of illness

****I want**** a warm, empathetic welcome back

****So that**** I feel cared for and ease back into work comfortably

****User State****: Recovering, slightly anxious about catching up, appreciative of care

****Acceptance Criteria:****

- System detects absence (>3 days)
- Warm "welcome back" greeting
- Empathetic tone (not overly cheerful)
- Optional: "Need help catching up?" prompt
- No pressure, just warmth

****User Flow:****

1. Priya returns after 7 days of flu
2. Feels tired but ready to work
3. Scans face
4. System: "Welcome back, Priya! We missed you."
5. "Hope you're feeling better. Take it easy today."
6. Priya feels cared for, not just another employee
7. Appreciates the empathy
8. Feels motivated to return

****Empathy Elements:****

- Absence detection (via last_seen timestamp)
- Softer tone for "welcome back"
- Health-conscious messaging
- No demanding energy

Story 8: Friday Afternoon Relief

****As**** Priya at 5 PM on Friday

****I want**** an upbeat weekend greeting

****So that**** I end my week on a positive note

****User State****: Tired but happy, looking forward to weekend, relaxed

****Acceptance Criteria:****

- System detects it's Friday evening
- Upbeat, energetic greeting
- Weekend well-wishes
- Casual, friendly tone
- Quick, not lengthy

****User Flow:****

1. Priya scanning out at 5:15 PM Friday
2. Exhausted but relieved week is done
3. Scans face
4. System: "Happy Friday, Priya! 🎉"
5. "You crushed it this week! Enjoy your weekend!"
6. Priya smiles, feels accomplished
7. Leaves office with positive energy

****Mood Boosters:****

- Time-of-day awareness
- Day-of-week awareness
- Celebratory tone
- Validation of hard work

Emotional State Stories

Story 9: Stressed and Overwhelmed

****As**** Priya during a high-pressure project week

****I want**** a calming, supportive interaction

****So that**** I feel encouraged rather than burdened by another task

****User State****: Stressed, overwhelmed, need emotional support, short on time

****Acceptance Criteria:****

- Brief, non-demanding greeting
- Supportive tone
- Optional: "Want to talk?" prompt for stress relief
- No forced cheerfulness
- Calm voice tone

****User Flow:****

1. Priya arrives stressed, project deadline looming
2. Robotically opens app
3. Scans face without enthusiasm
4. System (in calm tone): "Good morning, Priya."
5. "Remember to take deep breaths today. You've got this."
6. Optional button: "Need a quick pep talk?"
7. Priya appreciates the calm support
8. Takes a moment before rushing to desk

****Stress-Relief Features:****

- Emotion detection (optional future feature)
- Calm voice modulation
- Supportive messaging
- Optional extended conversation
- Breathing exercise suggestion

Story 10: Excited About Achievement

****As**** Raj after successfully deploying major project

****I want**** to share my excitement with someone

****So that**** my achievement feels celebrated

****User State****: Excited, proud, wanting validation, high energy

****Acceptance Criteria:****

- System allows casual conversation
- Responds enthusiastically to good news
- Can understand phrases like "I did it!" or "Great news!"
- Congratulatory responses
- Option to log achievement

****User Flow:****

1. Raj arrives after successful product launch
2. Excited to share
3. Scans face with big smile
4. System: "Good morning, Raj! You seem happy today!"
5. Raj: "I just launched my first project!"
6. System: "That's amazing! Congratulations on your first launch!"
7. "Your hard work is paying off! 🎉"
8. Raj feels validated and motivated

****Engagement Features:****

- Emotion recognition (smile detection)
- Natural language understanding
- Celebratory responses
- Achievement tracking option

Story 11: Feeling Unwell but Must Work

****As**** Mr. Sharma feeling under the weather

****I want**** a brief, non-demanding interaction

****So that**** I can get to my desk quickly without extra effort

****User State****: Unwell, low energy, irritable, wants minimal interaction

****Acceptance Criteria:****

- Quick recognition
- Gentle, brief greeting
- No extended conversation prompts
- Wishes for feeling better
- One-tap dismissal

****User Flow:****

1. Mr. Sharma arrives with headache
2. Just wants to sit down
3. Reluctantly opens app (required policy)
4. Scans face tiredly
5. System (gently): "Good morning, Mr. Sharma."
6. Recognizes low energy, keeps it brief
7. Mr. Sharma dismisses immediately
8. Gets to desk without annoyance

****Sensitivity Features:****

- Quick mode option
- Minimal interaction when needed
- Respectful of user state
- No forced engagement

Story 12: Bored and Looking for Entertainment

****As**** Vikram, an intern with downtime

****I want**** to have a fun conversation with the system

****So that**** I can pass time during a slow day

****User State****: Bored, seeking entertainment, playful, lots of time

****Acceptance Criteria:****

- System recognizes casual chat intent
- Can tell jokes, fun facts, trivia
- Engaging personality
- Multiple conversation topics
- Natural flow

****User Flow:****

1. Vikram has finished tasks early
2. Opens app out of boredom
3. Scans face
4. System: "Hey Vikram! How's your day?"
5. Vikram: "Pretty boring, honestly"
6. System: "Want to hear a tech joke?"
7. Vikram: "Sure!"
8. System: "Why do programmers prefer dark mode?"
9. System: "Because light attracts bugs! 🐛"
10. Vikram laughs and continues chatting

****Entertainment Features:****

- Joke database
- Fun facts
- Trivia questions
- Conversation memory
- Personality customization

Technical Issue Stories

Story 13: Poor Lighting Conditions

****As**** Mr. Sharma arriving early before office lights are on

****I want**** the system to guide me to better lighting

****So that**** I can complete recognition without frustration

****User State****: Functional, slightly annoyed by technical issue, wants quick resolution

****Acceptance Criteria:****

- System detects poor lighting
- Provides clear guidance
- Suggests moving to brighter area
- Visual indicators for light level
- Fallback option (manual entry)

****User Flow:****

1. Mr. Sharma arrives at 7 AM, office dim
2. Tries to scan face
3. System: "It's a bit dark. Let me help!"
4. Shows light meter: "Move closer to a window"
5. Mr. Sharma steps near window
6. System: "Perfect! Much better lighting."
7. Recognition succeeds
8. Mr. Sharma appreciates helpful guidance

****Error Handling:****

- Helpful, not accusatory messages
- Visual feedback on lighting level
- Step-by-step guidance
- Alternative options
- Quick recovery

Story 14: Wearing Accessories (Glasses, Mask)

****As**** Priya wearing sunglasses after eye appointment

****I want**** the system to either recognize me or politely ask to adjust

****So that**** I don't feel embarrassed or stuck

****User State****: Worried about not being recognized, slightly self-conscious

****Acceptance Criteria:****

- System attempts recognition with accessories
- If fails, politely explains why
- Asks to remove temporarily
- Reassures user
- Successful after adjustment

****User Flow:****

1. Priya arrives with prescription sunglasses
2. Forgot to remove them
3. Scans face
4. System: "Hmm, I'm having trouble. Are you wearing sunglasses?"
5. Priya: "Oh! Yes, sorry."
6. System: "No worries! Could you remove them briefly?"
7. Priya removes glasses
8. System: "Perfect! Hi Priya!"
9. Priya feels understood, not scolded

****Accessibility:****

- Smart detection of accessories
- Polite requests
- Understanding tone
- Quick retry
- Memory of user preferences

Story 15: Internet Connectivity Issues

****As**** Raj during a network outage

****I want**** the system to work offline or fail gracefully

****So that**** I'm not blocked from work

****User State****: Frustrated with technical issues, time-sensitive, needs to work

****Acceptance Criteria:****

- Offline mode available (Approach B)
- Or clear message about connectivity (Approach A)
- Fallback to manual entry
- Cached greeting works
- System remembers when back online

****User Flow (Approach A):****

1. Raj tries to scan face
2. No internet connection
3. System: "Oops! No internet connection."
4. "You can use manual check-in as backup"
5. Raj enters employee ID
6. Gets to work without delay
7. System syncs when internet returns

****User Flow (Approach B):****

1. Raj scans face during outage
2. System works offline seamlessly
3. Raj doesn't even notice issue
4. Full functionality maintained

5. Perfect experience

****Resilience Features:****

- Offline capability (Approach B)
- Graceful degradation (Approach A)
- Clear error messages
- Fallback options
- Auto-recovery

Story 16: App Crash During Registration

****As**** Vikram whose app crashes mid-registration

****I want**** my progress saved and recovery to be smooth

****So that**** I don't have to start over and get frustrated

****User State****: Frustrated, annoyed, considering giving up

****Acceptance Criteria:****

- Progress auto-saved
- Resume from last step
- Data persistence
- Clear recovery message
- Apology for inconvenience

****User Flow:****

1. Vikram filling registration form (60% done)
2. App suddenly crashes
3. Vikram frustrated: "Ugh, really?"
4. Reopens app hesitantly
5. System: "Welcome back! Let's continue where you left off."
6. Form pre-filled with previous data
7. Vikram relieved: "Oh, thank goodness!"
8. Completes remaining fields
9. Successful registration

****Recovery Features:****

- Auto-save progress
- Session persistence
- Resume capability
- Data validation before crash
- User reassurance

Admin/Manager Stories

Story 17: HR Onboarding New Batch

****As**** Ananya, HR Manager onboarding 20 new employees

****I want**** to pre-register employees in bulk

****So that**** their first day is smooth and efficient

****User State****: Organized, time-constrained, detail-oriented, responsible

****Acceptance Criteria:****

- Bulk import from CSV/Excel
- Template provided
- Data validation
- Pre-registration option
- Status tracking dashboard

****User Flow:****

1. Ananya receives list of 20 new hires
2. Opens admin dashboard
3. Clicks "Bulk Import Employees"
4. Downloads CSV template
5. Fills in: Name, Email, Department, Start Date
6. Uploads CSV
7. System validates data
8. Shows: "18 successful, 2 errors (duplicate emails)"
9. Fixes errors, re-uploads
10. All 20 employees pre-registered
11. Sends welcome email with app download link
12. Tracks who has completed registration

****Admin Features:****

- Bulk operations
- Data validation
- Error reporting
- Progress tracking
- Email notifications

Story 18: Monitoring System Usage

****As**** Ananya responsible for employee engagement

****I want**** to see usage analytics and metrics

****So that**** I can measure adoption and identify issues

****User State****: Analytical, data-driven, problem-solving, strategic

****Acceptance Criteria:****

- Dashboard with key metrics
- Daily/weekly/monthly views
- Employee-level details
- Export to Excel
- Engagement trends

****User Flow:****

1. Ananya logs into admin dashboard
2. Views today's metrics:
 - 85/100 employees checked in
 - Average recognition time: 1.2 sec
 - 5 new registrations
 - 3 recognition failures
3. Drills into recognition failures
4. Sees Mr. Sharma had 3 failed attempts
5. Notes to follow up about photo quality
6. Exports weekly report for management
7. Tracks improvement over time

****Analytics Provided:****

- Daily active users
- Recognition accuracy
- Average response time
- Failed attempts (with reasons)
- Engagement trends
- Cost tracking (Approach A)

Story 19: Handling Privacy Request

****As**** Ananya receiving a data deletion request

****I want**** a clear process to comply with GDPR

****So that**** I can protect employee privacy and follow regulations

****User State****: Serious, compliant, protective of employee rights

****Acceptance Criteria:****

- Easy data export
- One-click data deletion
- Confirmation process
- Audit log
- Compliance documentation

****User Flow:****

1. Employee requests data deletion via email
2. Ananya logs into admin panel
3. Searches for employee
4. Clicks "Export Employee Data"
5. Sends exported data to employee
6. Employee confirms deletion
7. Ananya clicks "Delete Employee Data"
8. System confirms: "This will permanently delete:"
 - Face data
 - Profile image
 - Conversation history
9. Ananya confirms with password
10. Data deleted, audit log created

11. Employee receives confirmation email

****Compliance Features:****

- Data export (GDPR right to access)
- Data deletion (GDPR right to be forgotten)
- Audit trails
- Confirmation workflows
- Legal documentation

Story 20: Switching Recognition Methods

****As**** Ananya monitoring costs that exceed budget

****I want**** to switch from Approach A to Approach B

****So that**** I can reduce costs without losing functionality

****User State****: Budget-conscious, decision-making, technical coordination needed

****Acceptance Criteria:****

- Migration tool available
- Cost comparison shown
- Impact analysis
- Rollback option
- Zero downtime

****User Flow:****

1. Ananya reviews monthly costs: \$75 (over \$50 budget)
2. Opens admin settings
3. Clicks "Cost Optimization"
4. System shows: "Switch to self-hosted and save \$65/month"
5. Shows migration checklist:
 - Download models: ✓
 - Generate embeddings: Pending
 - Test accuracy: Pending
6. Clicks "Start Migration"
7. System processes 100 employees in background
8. Shows progress: "45/100 complete"
9. Migration completes
10. Tests with sample employees: 98% accuracy

11. Switches to Approach B

12. Next month: \$10 costs! 🎉

****Migration Tools:****

- Cost calculator
- Migration wizard
- Progress tracking
- Accuracy validation
- Rollback capability

Edge Case Stories

Story 21: Identical Twins

****As**** Rohan, who has an identical twin brother also working in the company

****I want**** the system to distinguish between us accurately

****So that**** we each get our own personalized experience

****User State****: Curious, slightly amused, wondering if system will work

****Acceptance Criteria:****

- System distinguishes twins with >90% accuracy
- Multiple photos help
- Manual verification option
- Both twins registered separately
- No mixing of data

****User Flow:****

1. Rohan scans face
2. System: "Hi Rohan! (87% confidence)"
3. "Quick question: Are you Rohan or Rahul?"
4. Rohan: "I'm Rohan"
5. System: "Thanks! This helps me learn better."
6. Next time: "Hi Rohan! (95% confidence)"
7. Verification no longer needed

****Edge Case Handling:****

- Confidence threshold awareness
- Verification prompt
- Learning from corrections
- Multiple photo requirement
- Manual override option

Story 22: Dramatic Physical Change

****As**** Priya who just got a major haircut and hair color change

****I want**** the system to still recognize me or help update my profile

****So that**** I don't get locked out

****User State****: Excited about new look, worried about not being recognized

****Acceptance Criteria:****

- System attempts recognition
- If uncertain, asks for verification
- Easy profile photo update
- Multiple photos stored
- Recognition improves over time

****User Flow:****

1. Priya arrives with new short pink hair (was long black)
2. Excitedly scans face
3. System: "Hmm, you look different today!"
4. "Are you Priya?"
5. Priya: "Yes! New haircut!"
6. System: "Love it! Let me update your photos."
7. Takes new photo
8. "Looking fabulous, Priya! Have a great day!"
9. Priya happy system was smart about it

****Adaptive Features:****

- Fuzzy matching
- Verification questions
- Photo update prompts
- Multiple photo storage
- Continuous learning

Story 23: Using App from Unusual Location

****As**** Mr. Sharma using app from home during work-from-home day

****I want**** the system to verify it's really me

****So that**** security is maintained

****User State****: Following policy, appreciates security, wants smooth experience

****Acceptance Criteria:****

- Location detection (optional)
- Additional verification if needed
- Still functional remotely
- Security without friction
- Clear explanations

****User Flow:****

1. Mr. Sharma works from home (first time)
2. Opens app as usual
3. Scans face
4. System: "Hi Mr. Sharma!"
5. "I notice you're at a new location. Security check:"
6. "What's your department?"
7. Mr. Sharma: "Accounting"
8. System: "Perfect! Enjoy working from home!"
9. Next time from home: No extra verification

****Security Features:****

- Optional location awareness
- Adaptive authentication
- User education
- Trust building over time
- Privacy respect

Story 24: Child Playing with Parent's Phone

****As**** a child who picks up Priya's phone and opens the app
****I want**** the system to detect I'm not the registered user
****So that**** security is maintained and no data is compromised

****User State****: Playful, curious, not malicious, just exploring

****Acceptance Criteria:****

- System detects face mismatch
- Age estimation (optional)
- Friendly but firm message
- No data access
- Parent notification

****User Flow:****

1. Priya's 8-year-old son opens app
2. Points camera at own face
3. System: "Hello! I don't recognize you."
4. "This app is for [Company Name] employees only."
5. "Are you playing with someone's phone?"
6. Child: "Yes, my mom's"
7. System: "Please return it to your mom 😊"
8. Logs event (for security)
9. No access granted

****Security Measures:****

- Age detection
- Access denial
- Friendly messaging
- Event logging
- Parent awareness

Story 25: System Misrecognizes Employee

****As**** Raj being misidentified as another employee

****I want**** to easily correct the error

****So that**** I get my own greeting and data isn't mixed up

****User State****: Confused, slightly annoyed, needs quick correction

****Acceptance Criteria:****

- Clear "Not me" button
- Quick correction process
- System learns from mistake
- Apology for error
- Improved accuracy

****User Flow:****

1. Raj scans face
2. System: "Good morning, Rohit!"
3. Raj confused: "That's not me"
4. Clicks "Not Me" button
5. System: "Oops! Sorry about that."
6. "Who are you?"
7. Raj enters employee ID or name
8. System: "Got it! Hi Raj!"
9. "I'll remember this for next time."
10. Next scan: Correctly identifies as Raj

****Error Recovery:****

- Easy correction
- Learning mechanism
- User feedback loop
- Graceful apology
- Quick resolution

Conversation-Based Stories

Story 26: Small Talk About Weather

****As**** Priya wanting casual conversation during coffee break

****I want**** to chat about everyday topics

****So that**** I can take a mental break in a friendly way

****User State****: Relaxed, casual, seeking light interaction

****Acceptance Criteria:****

- Natural conversation flow
- Context-aware responses
- Multiple conversational topics
- Memory of previous chats
- Personality

****User Flow:****

1. Priya on break, opens chat
2. Priya: "How's the weather today?"
3. System: "I don't have real-time weather data, but I hope it's nice outside!"
4. "Are you planning to go out for lunch?"
5. Priya: "Maybe! Thinking about it."
6. System: "A walk would be nice! Fresh air helps with afternoon energy."
7. Priya: "True! Thanks for the reminder."
8. System: "Anytime! Enjoy your break, Priya."

****Conversation Features:****

- Natural language understanding
- Context maintenance
- Helpful suggestions
- Friendly personality
- Graceful topic changes

Story 27: Asking for Jokes

****As**** Vikram during a stressful day

****I want**** to hear something funny

****So that**** I can lighten my mood

****User State****: Stressed, seeking relief, needs distraction

****Acceptance Criteria:****

- Joke database
- Appropriate humor (work-safe)
- Multiple jokes available
- Timing awareness
- Mood improvement

****User Flow:****

1. Vikram stressed from debugging
2. Vikram: "Tell me a joke"
3. System: "Sure! Here's one:"
4. "Why do programmers prefer dark mode?"
5. Vikram: "Why?"
6. System: "Because light attracts bugs! 🐛"
7. Vikram chuckles
8. Vikram: "Another one!"
9. System shares another joke
10. Vikram feels better, returns to work

****Humor Database:****

- Tech jokes
- General jokes
- Work-appropriate
- Categorized
- Fresh content

Story 28: Seeking Motivation

****As**** Raj feeling demotivated mid-project

****I want**** an encouraging pep talk

****So that**** I can regain focus and motivation

****User State**:** Low energy, demotivated, needs boost

****Acceptance Criteria:****

- Motivational quotes
- Personalized encouragement
- Empathetic responses
- Action-oriented advice
- Mood tracking

****User Flow:****

1. Raj: "I'm feeling stuck on this project"
2. System: "I hear you. Tough projects can be draining."
3. "Remember why you started this?"
4. Raj: "To learn new technologies"
5. System: "And you're doing that! Every challenge is growth."
6. "Want to break it down into smaller steps?"
7. Raj: "Yeah, that might help"
8. System: "You've got this, Raj. One step at a time!" 9