USER STORY

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Project: Video call system

Versions	Date	Description
0.1	12 Sep 23	Initial document
0.2	18 Sep 23	Add explanation about the user story. Add a bit more explanation about the estimation point system. Fix user story 1 priority. Fix user story 2 priority.
0.3	20 Sep 23	Correct spelling errors and merge user story 1 and 2.
1.0	21 Sep 23	Company mentor approves the first version.
2.1	26 Sep 23	Fix user story 1,2 and 5. Fix "**Acceptance Criteria**" for user story 1,2 and 4. Add more explanation to context. Add user story 6,7,8,9,10 and 11. Change the structure of the document a bit for a clear understanding.
2.2	29 Sep 23	Fix spelling errors and add context in the concepts.
2.3	3 Oct 23	Fix some spelling errors and change an "**Acceptance Criteria**" in user story 9.
2.4	6 Oct 23	Make single quotes to double quotes. Fix concept part in the context section.

Contents

Context

In general, a user story is a brief story of the target user. What the user is going to do on the system. Its purpose is to convey an idea to everyone about the target user on the system for this project and the specific functionality they require. Please note that these aren't the final versions of the user stories. New user stories may be added as new discoveries or situations arise. The final versions will be determined in the week leading up to the project's completion.

The user story will be categorized into 3 concept types:

- **First concept**

In this first concept, the user stories for this section will only be implemented in this concept. The first concept can be referred to "Concept 1" in the **Concept Document**.

- **Second concept**

The second concept; all the user stories in this section pertain only to this concept. The second concept can be referred to "Concept 2" in the **Concept Document**.

- **Both concepts**

This represents all the user stories for both of the concepts across the board. For example, User Story 1 will be implemented in both concepts; there are no differences in the concepts.

The users are the SVb employees and the retirees.

Est pts are the estimation points. It ranges from 1 to 10 and is used to estimate the amount of time required to complete the user story. 1 rating is equal to 1 to 3 days and 10 rating is equal to 10 to 30 days. The point system for the minimum days is 1 x point amount. The maximum estimation points is 3 x point amount.

Prior pts are the priority points. It starts from 1 and ends at 10. It is to rate which user story is important and must be done first. The higher the priority, the more important it is. 10 being the highest priority and 1 being the lowest priority.

Acceptance criteria is like the definition of done. Certain stuff needs to be done in the acceptance criteria for the user story to be done/ complete.

Both Concepts

User story 1

As an SVb employee, I want to start the video call in the appointment agenda form, so that I don't need to initiate the call in another window, or form.

Est pts: 1

Prior pts: 5

Acceptance Criteria

- The video call button should be there when I'm in the appointment form/ window.

User story 2

As an SVb employee, I want to make a video call using the PRAS desktop application, so that everything that needs to be done for the retirees is done on the desktop application.

Est pts: 7

Prior pts: 10

Acceptance Criteria

- I can see the video call in real time.
- I can hear sounds from the video call.
- I can see my camera on a small screen in the video call.

User story 3

As an SVb employee, I want to have the records of when the video call is started and ended, so that I don't need to write it down somewhere in the PRAS application.

Est pts: 5

Prior pts: 6

Acceptance Criteria

- I can see the records of the video call in time and date.
- I can see when the call has started and ended.

User story 4

As an SVb employee, I want to end the video call on the video call form, so that I don't need to end the video call on another form/ window.

Est pts: 2

Prior pts: 7

Acceptance Criteria

- I can end the video call on the end call icon.
- I can end the video call on the close form icon.
- The video call form will disappear.

User story 5

As an SVb employee, I want a confirmation box to appear when I end the video call, so that I don't accidentally hit the end video call.

Est pts: 1

Prior pts: 5

Acceptance Criteria

- I can see a confirmation box appear when the end video call is selected.
- I can see a confirmation box appear when I interact with the close form.
- I can see a question on the confirmation box.
- I can see a "Yes" and "No" button.
- If I click "Yes," the call will end if I click "No" the call will continue.

User story 6

As an SVb employee or a retiree, I can mute my microphone, so that the other person will not be bothered by the background noises.

Est pts: 3

Prior pts: 4

Acceptance Criteria

- I can see an indication that the microphone is muted.
- If the microphone is muted, the other person does not hear the sound(s) on my end.
- I can mute and unmute the microphone.

User story 7

As an SVb employee or a retiree, I can turn off my camera, so that I don't show any personal stuff.

Est pts: 3

Prior pts: 4

Acceptance Criteria

- I can see that my screen camera is turned off on the small screen.
- I can see that the camera icon has changed when the camera is turned off.
- I can turn my camera on and off.

First Concept

User story 8

As an SVb employee, I want to see the retiree's available mobile phone numbers on records, so that I can decide which number to video call.

Est pts: 1

Prior pts: 6

Acceptance Criteria

- I can see a form appear with the phone numbers.
- I can close the form.
- I can make a video call when I interact with the mobile phone numbers.

User story 9

As an SVb employee, I want to be notified that the retiree doesn't have a phone number, so that I can ask the retiree's phone number.

Est pts: 1

Prior pts: 5

Acceptance Criteria

- I can see a message box appear.
- I can see a message on the message box stating that "This retiree doesn't have a mobile phone number in the records."
- I can close the message box.
- I can't interact with stuff outside the message box until I close it.

Second Concept

User story 10

As an SVb employee, I want to get a confirmation box when I start a video call, so that I don't accidentally video call the retiree.

Est pts: 1

Prior pts: 5

Acceptance Criteria

- I can see the confirmation box when I click the video call button.
- I can see a question on the confirmation box.
- I can see a "Yes" and "No" button on the confirmation box.
- If I click "Yes" the call is made, if I click "No" the confirmation box is closed without further actions.
- I can close the confirmation box without using the "No" button.
- I can't interact with anything else until I close the confirmation box.

User story 11

As a retiree, I can join the video call through the link provided via email, so that I don't need to download any external apps on the mobile.

Est pts: 4

Prior pts: 10

Acceptance Criteria

- I can join the video call on the mobile browser.
- I can end the video call on the mobile browser.
- I can see the live video feed and hear the audio.