User story



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Date: 12 September 2023

Project: Video call system

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# Context

Est pts is the estimation point. It starts from 1 and ends at 10. It is to give an estimation on how long it will take to make the user story. 1 being from 1 or 3 days and 10 being way longer than that, around maybe 30 days.

Prior pts is the priority point. 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.

# User story 1

As an SVb employee, I want to make a video call to the retiree with a click of a button so that I don’t need to find and input the number.

Est pts: 1

Prior pts: 1

**Acceptance Criteria**

* The video call window should pop-up when the button is click.
* The button should be visible/ noticeable.

# User story 2

As an SVb employee, I want to make the video call in the appointment agenda form so that I don’t need to make the call in another tab, windows, or form.

Est pts: 1

Prior pts: 1

**Acceptance Criteria**

* The video call button should be appeared when I’m in the appointment form/ windows.

# User story 3

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 sound from the video call.
* They can hear me through the video call.

# User story 4

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 hour and date.
* I can see when the call has started and ended.

# User story 5

As an SVb employee, I can end the video call on the video so that I don’t need to end the video call on another form/ windows.

Est pts: 2

Prior pts: 7

**Acceptance Criteria**

* I can’t see the video call anymore.