Train ticket booking application

User story

1. As a user, I want to register in the program so that I can save my data.

Scenario: Registration

If the user does not have an account, he can click on the button to register.

Priority: High

Size: 2 Man-hour

1. As a user, I want to Login in the program so that I can access my data.

Scenario: Login

If the user has an account, he can click on the button to login.

Priority: High

Size: 1/2 Man-hour

1. As a user, I want to inquire about available trips, so that I can know if my trip is available for reservation.

Scenario: inquiring available trips

If the user clicks “inquiries” button, a form will appear to search for available trips.

The user should choose the pickup station and destination station.

Priority: High

Size: 2 1/2 Man-hour

1. As a user, I want to confirm my search on available trips, so that I can start reserving my train ticket.

Scenario: confirming available trips search

If the user clicks “search” button, all the available trips will appear.

If there is no available trips, a pop-up message will appear telling the user that this trip is not available.

Priority: High

Size: 2 Man-hour

1. As a user, I want to press the “ticket reservation” button so that I can book a ticket for the train.

Scenario: Reservation form

If the user presses “ticket reservation” button, the reservation form will pop up.

Priority: High

Size: 3 Man-hour

1. As a user, I want to fill in the details, so that I can complete ticket’s reservation.

Scenario: Reservation form

If the user wants to fill in his details (name, phone, age, destination, Seat), he will press any of the text boxes that are inside the form.

Priority: High

Size: 3 Man-hour

1. As a user, I want to confirm my reservation ticket, so that the trip will be confirmed.

Scenario: Confirming reservation

If the user wants to confirm, he will fill in the required details then he will click “Confirm reservation” button.

Priority: High

Size: 1/2 Man-hour

1. As a manager, I want to prevent the user from creating a new trip which is fully occupied, so that an error message will pop-up, indicating that all trips are fully-occupied.

Scenario: All trips fully-occupied.

If the user clicks “confirm reservation” button, and all the trips were fully ‘occupied, a pop-up message will appear indicating that all tickets were bought, and to try again.

Priority: High

Size: 2 Man-hour

1. As a user, I want to pay the price of the ticket, so that I can buy the ticket.

Scenario: Payment

If the user want to buy the ticket, he will choose the way of payment (Visa, Mastercard, E-wallet, Vodafone cash, Fawry).

If the payment is successful, a message will appear to user that the payment is successful, and the seat is reserved and no one else can reserve it, otherwise if the payment is failed, a message will appear that if the user wouldn’t pay within 1 hour the transaction will be cancelled.

Priority: High

Size: 3 Man-hour

1. As a manager, I want to confirm the reservation, a message will pop-up telling the user that his reservation is successful.

Scenario: A successful reservation

If the user finds that there are available seats, a message will appear saying that: “your seat is successfully reserved.”

When the seat is reserved, the seat is cancelled from the list and no one can reserve it.

Priority: High

Size: 1 1/2 Man-hour

1. As a user, I want to cancel my reserved seat, so that the seat will be available for the other users to reserve.

Scenario: Refunding a ticket

If the user clicks “Refund ticket” button, a form will pop-up to select which ticket he wants to refund.

If the user wants to cancel the ticket, he permits to cancel it only 24h at least before the train departure.

Priority: High

Size: 2 1/2Man-hour

1. As a manager, I want to add a new station to the data, so that I can add a new trips.

Scenario: Add new station

If the manager wants to add a new station name like Cairo, Alex, … . He can control the data to add a new station. The new trip will be shown to the user in the available trip list to reserve it.

Priority: High

Size: 1 Man-hour

1. As a manager, I want to edit data, so that the new data will be used instead of the old data.

Scenario: edit data

If the manager wants to edit exist data. He can control the data as he like. The new data will be used instead of the old data.

Priority: High

Size: 1 Man-hour

1. As a manager, I want to cancel the trip, so that the trip will be removed from the trips list.

Scenario: Trip cancellation

If the manager wants to cancel the trip, he permits to cancel it only 24h at least before the train departure.

Priority: High

Size: 2 Man-hour

1. As a manager, I want to refund user’s money, so that the user’s money will be refunded to his account.

Scenario: Money refund

If the trip cancellation is done successfully, the money will be refunded to user’s account.

The user can use the money to book another tickets or get his money back again

Priority: High

Size: 2 1/2 Man-hour

1. As a manager, I want to confirm the refund process, so that a message will appear that the refund is done successfully.

Scenario: A successful ticket refund.

If the user’s ticket was refunded, a message will pop-up indicating that the ticket was successfully refunded.

Priority: High

Size: 1 1/2 Man-hour

1. As a manager, I want to view user’s data, so that I can check every user’s data.

Scenario: View user’s data

If the manager presses “view user data” button, all the user’s data will be viewed like name, age, trips, phone, credit cards.

Priority: High

Size: 4 Man-hour

1. As a manager, I want to edit a user’s data, so that the new data can be confirmed.

Scenario: Edit user’s data

If the manager, wants to block, unblock or edit user information, he should press block, unblock or edit buttons besides every user name.

Priority: High

Size: 2 Man-hour.

1. As a user, I want to translate the app pages into another language, so that I can understand every word in the program.

Scenario: Pages translation

If the user clicks “language” the other languages that the app could be translated in will appear in a list.

Priority: Medium

Size: 3 1/2 Man-hour.

1. As a user, I want to contact the customer service, so that I can get helped.

Scenario: contact customer service

If the user clicks “contact us”, an empty text box will pop—up. The user can write a message to send it to customer service.

Priority: Low

Size: 1/2 Man-hour.

1. As a manager, I want to make a server, so that connect between the user and the customer service agent.

Scenario: contact customer service

If the user choose to contact the customer service, there should be a server to connect between the user and the customer service agent.

The manager should connect between the user and the CS agent via this server.

Priority: Low

Size: 1/2 Man-hour.

1. As a user, I want to end the chat with customer service agent, so that I can get back to the program.

Scenario: Ending a customer service chat

If the user clicks on “Leave chat”, he will end the chat with the customer service agent.

The user will be redirect automatically to the program again.

Priority: High

Size: 1/4 Man-hour.

1. As a user, I want to see “terms & conditions’ page, so that I read it to keep my privacy.

Scenario: See “terms & conditions” page

If the user wants to see “terms & conditions” page, click “terms & conditions” button.

Priority: Low

Size: 1 Man-hour.

1. As a user, I want go back to main page, so that I close the current page.

Scenario: Going back to main page in app.

If the user wants to go back to the main page, click on the arrow pointing to the left inside the page.

Priority: High

Size: 1/4 Man-hour.

1. As a user, I want to log out of my account, so that I can login or register to another account.

Scenario: Account logging out.

If the user clicks “log out” button he will log out of his account.

Priority: High

Size: 2 Man-hour.