

User Story on “Subscription”

Card:

As a: **Patient**

I want: **To subscribe to a specific plan like (General or Premium)**

So that: **I can access advanced features**

Conversation (Short):

1. User navigates to “**Subscription**” from the dashboard.
2. Views available plans (Free, Premium).
3. Selects a plan and proceeds to **payment via Bkash,Rocket**.
4. On success, access to **premium features** will be enabled.
5. Admin can manage **subscriptions** and view billing history.

Confirmation:

Success:

1. User selects a plan and **payment processes successfully**.
2. Account is **upgraded instantly** with new feature access.
3. Subscription status updated in **MongoDB**.
4. **Confirmation email & push notification** sent (via Firebase).
5. Admin sees subscription details in **Admin Dashboard**.

Failure:

1. **Invalid payment details** → shows: “Payment failed – check card info”.
2. **Network error** → displays: “Could not process subscription – retry”.
3. **No plan selected** → blocks checkout with: “Please choose a plan”.
4. **Unauthorized access** → non-admins can’t access clinic subscription settings.
5. **Session expired** → redirects to login before completing payment.
6. **Payment gateway down** → shows: “Service unavailable – try later”.
7. **Duplicate subscription** → system prevents multiple active premium plans.
8. **Firebase Auth failure** → blocks subscription flow.
9. **MongoDB update fails** → shows: “Subscription not saved – contact support”.