Industry Project Part – 2

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Product Roadmap

Problem Definition

Goibibo has discovered through user research and feedback that many customers do not want to book hotel for a whole day if they are staying only for a few hours. Hence, they have come up with a new product offering called Microstay which allows guests to book room/s for a few hours based on their required stay duration. Currently, this facility is available only in a handful of places – primarily pilgrimage sites. Now Goibibo wants to scale the offering to more geographies and travel junction.

Task is to refine the product and launch at scale.

Introduction & Feature Identification

By enabling the hourly booking of hotels not only in religious places but also in multiple cities and close to travel junctions, it would be flexible for the users to book hotel rooms as required and pay only for few hours rather than paying for the entire day.

The feature is divided into 7 epics on the basis of stages envisioned in the short stay/hourly hotel booking journey. Epics are detailed as follows and numbered 1 through 7:

- **EPIC-1:** _Discovery_ – The feature needs to be easily discoverable on the app hotel booking page
- **EPIC-2:** _Search_ – User should be able to search for their stay
- **EPIC-3:** _Hotel Listings_ – A list of stay option should appear for the user to select from

- **EPIC-4:** _Hotel Details_ – All details of a selected stay/room should be displayed clearly for the users to review
- **EPIC-5:** _Hotel Booking_ – Once user selects a room/s, she should be able to review stay details and enter basic information before making payment
- **EPIC-6:** _Payment_ – User should be able to make payment for the booking and receive payment receipt
- **EPIC-7:** _Booking Confirmation & After Sales_ – User should receive booking confirmation and should be able to access booking voucher on-demand

Each epic is broken down into user stories and a code is assigned for identification. Code numbers e.g., U101, U102, etc. are assigned based on the priority of a story within an epic. Priority within an epic is based on their overall priority in the product backlog.

Users Stories for MVP has been identified based on business criticality. MVP stories are spread throughout epics. These stories have the highest priority in the roadmap.

Risks and Assumptions

Assumptions	Risk	Reasoning
People are willing to pay relatively higher amount to avail the flexibility of booking for few hours only	YES	Ex: Price of a room - **For entire day - Rs.3000** **For 6 hours - Rs.1250** Rs.1250 for just 6 hours is relatively higher. For the entire day, if it is Rs.3000, then for 6 hours, it ought to be around Rs.750. But, the flexibility comes at a cost and users are not forced to pay for the entire day. If people are not willing to avail such flexibility, the core product idea cannot be taken forward. So, this is of highest risk
People are ready to avail less number of hotel services for gaining the advantage to pay per hour	YES	The no. of hotel services offered are less due to lesser stay and people are okay with this. Otherwise, this idea cannot be taken because providing all the hotel services at a lower cost would be a loss for the hotel. So, this feature has high risk.
Users trust the app for saving their name and contact details that they are not misused at any hotel	YES	If people would not trust the app, they cannot enter the data and allow that to be saved. Without guest details, the hotels would not be able to confirm bookings. So, this is a medium level risk.
Users are satisfied by the flexibility of check-in and check-out time to be chosen.	YES	If users are not satisfied at the flexibility given, and they are forced to choose specific slots, then this whole idea would not get much user-base. So, this holds medium level of risk
Users can choose options to make	YES	If users do not trust that the payment made on

payment and trust that the payment is securely done		app/website is secure, then there would be many drop-offs after checking hotel details. People would not opt to book on app/website and the product idea would hold risk
Users are ready to choose the hotel room type as required and are satisfied with the room types provided	**NO**	In case a specific room type is not available with flexible hours, then also the product idea can be made live and core feature is not affected. This is not a risky one.
Users get regular reminders about discounts or booking confirmations, etc.	**NO**	Even if there are no reminders sent, the core product idea can be released. This is not a risky one.

Product Backlog and Prioritization

- **Product Backlog** – Product Backlog consists of all user stories in order of their priority
- **Priority criteria** – Priority is assigned based on urgency, complexity and effort required for a story exactly in that order
- **Urgency** – Features deemed critical to the MVP are treated as most urgent as an initial version of the feature needs to be shipped. Stories with priority 1 to 23 are part of the MVP and go into development first
- **Complexity** – Complexity is based on number of stakeholders involved, capital expenditure requirements, etc.
- **Effort** – Effort is estimated in terms of number of story points required for development of a feature
- **Story Point** – 1 story point = 8 hours of work spent by a developer

Product Backlog

User Story	Urgency	Complexity	Effort	Priority
U101	High	Low	Low	**1**
U102		Low	Low	**2**
U201		Low	Low	**3**
U202		Low	Low	**4**
U203		Medium	Low	**5**
U301		Medium	Low	**6**
U401		Medium	Low	**7**
U402		Low	Medium	**8**
U403		Medium	Low	**9**
U501		Medium	Low	**10**
U502		High	High	**11**
U503		High	High	**12**
U504		Medium	Low	**13**

U505		Low	Low	14
U506		Low	Low	15
U601		Low	Low	16
U602		Low	Low	17
U603		Low	Low	18
U604		Medium	Low	19
U605		Medium	Low	20
U701		Medium	Low	21
U702		Low	Medium	22
U704		Medium	Low	23
U606	Medium	Medium	Low	24
U204	Medium	High	High	25
U205	Medium	High	High	26
U302	Low	Medium	Low	27
U303	Low	Low	Low	28
U304	Low	Medium	Medium	29
U703	Low	High	Medium	30
U705	Medium	High	Medium	31
U307	Medium	Medium	Low	32
U404	Medium	High	Medium	33
U507	Medium	High	Medium	34
U508	Medium	High	Medium	35
U305	Medium	High	Medium	36
U306	Medium	High	Medium	37
U607	Medium	High	High	38
U608	Medium	High	High	39
U609	Medium	High	High	40
U610	Medium	High	High	41

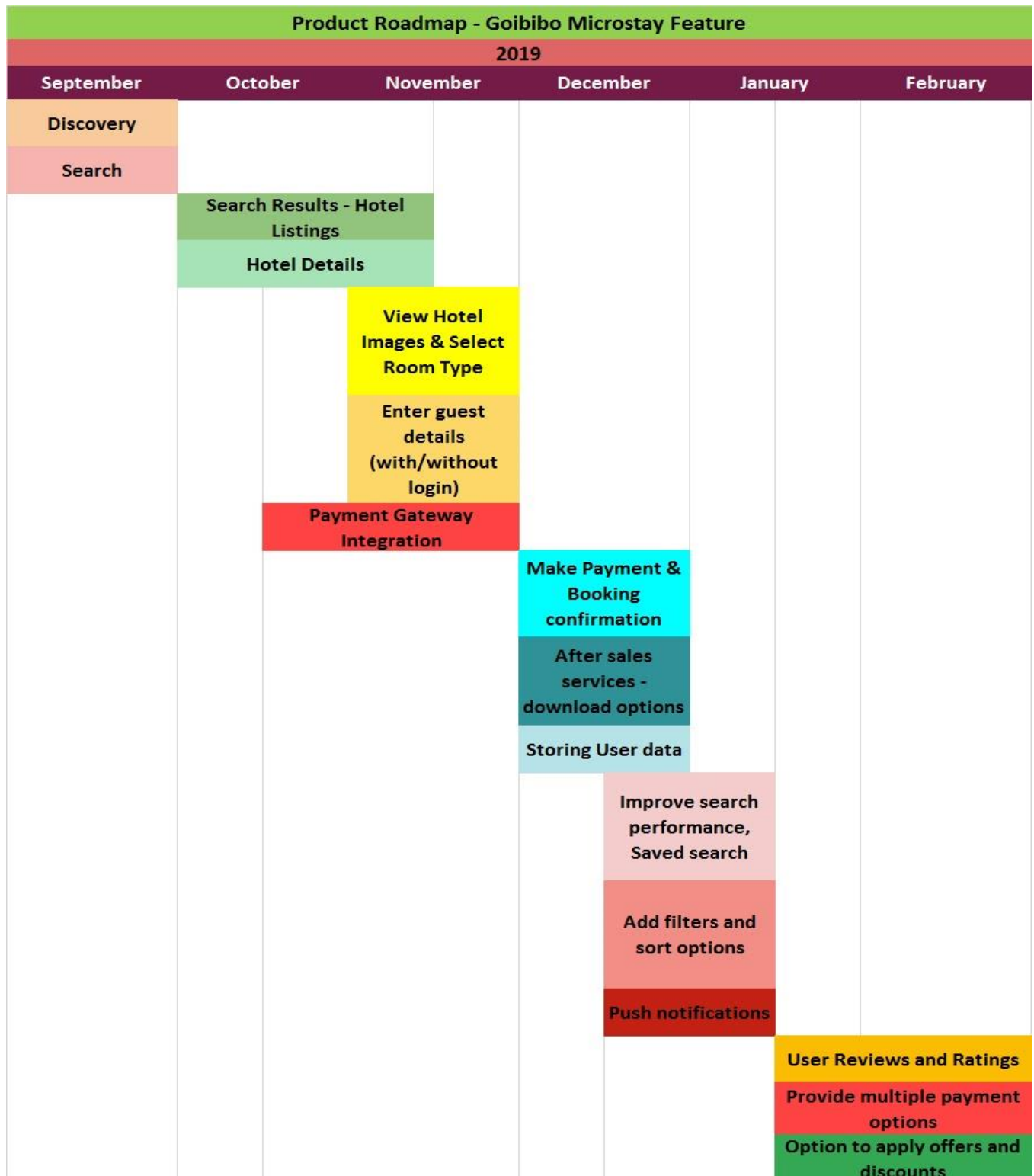*please refer here for user story details*

Priority justification – MVP Specific User Stories

MVP features – priority is to build a basic product that covers entire hotel booking journey for a user. Fundamental features like basic search option, features for discovery, booking and payment are included in the MVP. Important MVP features and their priority justification are detailed below:

Feature	Prioritization Criteria	Priority
Discovery	• As for any new offering, reaching out to the customer is most important. • User stories for discovery have been given highest priority	**U101 U102**
Search	Most popular search criteria have been included in the MVP	**U201 U202**

	• User can search for hotels basis location, hotel name or capacity (no. of rooms/guests). • Additional search options are to be added in future iterations	**U203**
Search Result	• Listings display check-in/out time and minimum booking duration clearly, as these are most critical for short stay users • Future iterations to include option to filter and sort lists basis popular options like location, price, ratings, etc.	**U301**
Hotel Details	• Basic details that are most crucial to decision making for a user have been included • Users can view room types, price, min. stay duration, amenities and ratings & reviews • Future iterations to add details like exclusive offers etc.	**U401** **U402** **U403**
Booking	Booking has the most extensive footprint in the MVP as the effort is to minimize funnel leak before conversion • User can review all the details about selected room/s • User can review information already entered • User can input basic details and proceed to booking without having to log into the app Future iterations to allow user to apply discount coupon codes	**U501** **U502** **U503** **U504** **U505** **U506**
Payment	• Most popular payment options like cards and internet banking are to be integrated in the MVP • User will receive immediate payment success/failure confirmation • Future increment – new payment modes like UPI, wallets etc. to be integrated	**U601** **U602** **U603** **U604** **U605**
Booking Confirmation & After Sales	Critical functionalities like booking confirmation message & receipt delivery are included in the MVP • User can further download booking voucher for offline access • Some user data is stored for future communication with user Future increments will include in app booking as well as offer push notifications	**U701** **U702** **U703**

Product Roadmap – Timeline

Product Roadmap - Goibibo Microstay Feature					
2019					
September	**October**	**November**	**December**	**January**	**February**
Discovery					
Search					
	Search Results - Hotel Listings				
	Hotel Details				
		View Hotel Images & Select Room Type			
		Enter guest details (with/without login)			
	Payment Gateway Integration				
			Make Payment & Booking confirmation		
			After sales services - download options		
			Storing User data		
			Improve search performance, Saved search		
			Add filters and sort options		
			Push notifications		
				User Reviews and Ratings	
				Provide multiple payment options	
				Option to apply offers and discounts	

Business Goals:

To expand customer base and increase revenue by providing flexibility of booking rooms on hourly basis.

Metrics to be tracked

Metrics	Frequency	Segments	Details to be derived from data
No. of clicks – _Hourly Booking_ button	Daily, Weekly, Quarterly	1. New user – booked successfully / dropped off 2. Old user – booked successfully / dropped off 3. Users based on age groups/language	1. Gives percentage of interested new users from targeted segment 2. Gives percentage of interested old users from targeted segment 3. Gives an age/language profile for targeted segment
Bounce rate	Weekly, Monthly, Quarterly	1. Hotels Listed 2. User profile – business traveler, pilgrims, couples, etc. 3. Location	Identifies drop points
No. of hourly-basis bookings / no. of hourly hotel detail views	Weekly, Monthly, Quarterly	1. Hotels Listed 2. User profile – business traveler, pilgrims, couples, etc. 3. Location	1. Gives conversion rate by listed segments 2. Identifies conversion opportunities
No. of drop-offs before proceeding to the transaction	Weekly, Monthly, Quarterly	1. Price bracket 2. User profile – business traveler, pilgrims, couples, etc. 3. Location	Identifies drop in acquisition funnel before conversion by listed segments
No. and type of payment options used	Weekly, Monthly, Quarterly	1. User profile – business traveler, pilgrims, couples, etc. 2. Age Group	Identifies popular payment mode for listed segments
Avg. revenue from bookings on hourly basis	Weekly, Monthly, Quarterly	1. Hotels Listed 2. Per user 3. City 4. Location	• Identifies profitable revenue channels by listed segments • Gives revenue output by segments
Transaction (Payment) success rate	Weekly, Monthly, Quarterly	Transaction channel	Gives performance of various payment modes
Transaction (Payment) Failure rate	Weekly, Monthly, Quarterly	Transaction channel	Gives performance of various payment modes
Avg. Booking size	Monthly, Quarterly	1. New Users along with age/language	• Profiles most vulnerable segments among new users

		2. Old Users along with age/language 3. Users with past such tickets 4. Users again whom such tickets has been raised more than once	• Profiles most vulnerable segments among old users • Profiles target group most affected – avenue for qualitative research to understand cause • Flags potential offenders
NPS and app store ratings – post feature release	Immediate Quarter – Weekly, Monthly	1. Age group 2. Hotel Type/location 3. User profile – business traveler, pilgrims, couples, etc.	1. Shows traction among age segments 2. Shows product-market fit by hotel type/location 3. Shows traction among user types

Combination of metrics
- **Trends of user profile and location who searched for hourly bookings at least once will show if the button and the "NEW!" tag have been effective**
- **Age and profile segmentation will help identify specifics segment to be targeted with more direct campaign if necessary**

Tools
- **Google Mobile App Analytics – To track new users**
- **Localytics – To target specific segments**

Product Requirements Document (PRD)

Table of Contents

Introduction

Through user research and customer feedback Goibibo has discovered that many customers do not want to book hotel for a whole day if they are staying only for a few hours. Hence, they have come up with a new product offering called Microstay which allows guests to book room/s for a few hours based on their required stay duration. Currently, this facility is available only in a handful of places – primarily pilgrimage sites. Now Goibibo wants to scale the offering to more geographies and travel junction.

Feature Justification

The option of hourly hotel booking in multiple cities and close to travel junctions will afford users the flexibility to book rooms as required and pay only for the stay duration rather than for the entire day. It will also convert business that may be lost when user opts to reluctantly stay with relatives/friends in absence of such a service.

Scope of the project

Scope of the project was limited to displaying Microstay option to users if the location entered had the facility available. User needs to specifically select *Hourly Booking* option to view microstay list.

Short stay suggestion based on search or stay duration is not a part of this iteration.

Epics and User Stories

User Story Code	User Story	Priority
EPIC-1: _Discovery_ – **As a** User, **When** I click on Hotel Booking CTA, **I want** to see "Hourly Booking" option clearly, **so that** I can go for hourly room booking easily		
U101	**As a** User **When** I click on Hotel Booking CTA, **I want** see the Hourly Booking icon clearly on the search page, **So that** I can opt for it easily	1
U102	**As a** Stakeholder, **When** user clicks on Hotel Booking CTA, **I want** to display "NEW!" tag beside Hourly Booking icon on the search page, **So that** it catches user's attention	2
EPIC-2: _Search_ - **As a** User, **When** I click on Hourly Booking CTA, **I want** to be able to enter my stay details, **so that** I can search for microstays		
U201	**As a** User **When** I click on Hourly Booking CTA, **I want** to be able to enter my location details – City, area, PIN code, **So that** I can search for the available hourly hotels in the area	3

U202	**As a** User **When** I click on Hourly Booking CTA, **I want** to be able to enter hotel's name in the search bar, **So that** I can search for the same	4
U203	**As a** User **I want** to be able to enter my travel details – No. of Rooms/guests, **So that** I can view hotels with enough capacity	5
U204	**As a** User **I want** to be able to enter my stay details – check-in/check-out time, **So that** I can view matching hotels	25
U205	**As a** User **When** I click on Book Flight CTA, **I want** to be able to enter duration of my stay – 3, 6 or 9 hours, **So that** I can search for hotels with rooms available for that duration	26
EPIC-3: _Hotel Listing_ – **As a** User, **When** I enter my stay details, **I want** to see a hotel listing, **so that** I can view all available options at one place		
U301	**As a** User **When** I view hotel listings, **I want** to see check-in time and minimum stay hours for each listing, **So that** I can select a hotel per my convenience	6
U302	**As a** User **When** I view hotel listings, **I want** to see those closest to my preferred location displayed at top of the list, **So that** I can select easily from among those	27
U303	**As a** User **When** I view hotel listings, **I want** to see cheapest hotels displayed at top of the list, **So that** I can select easily from among those	28
U304	**As a** User **When** I view hotel listings, **I want** to see top rated hotels displayed at top of the list, **So that** I can select easily from among those	29
U305	**As a** User **When** I view hotel listings, **I want** to see only hotels with my preferred amenities – breakfast, pool, free cancellation, **So that** I can select easily from among those	36
U306	**As a** User **When** I view hotel listings, **I want** to see only hotels of my preferred types – business, resort, couple-friendly, goStays or goHomes, etc., **So that** I can select easily from among those	37
U307	**As a** User **When** I view hotel listings, **I want** to see only hotels with my selected offers/discounts, **So that** I can select easily from among those	32

EPIC-4: *Hotel Details* – **As a** user, **When** I select a hotel from listings, **I want** to be able to see all its relevant details, **so that** I can make an informed booking decision		
U401	**As a** User **When** I select a hotel from listings, **I want** to see all the available room types along with minimum booking duration and price, **So that** I can pick the most relevant room type for booking	7
U402	**As a** User **When** I select a hotel from listings, **I want** to see ratings, user reviews and booking policy **So that** I can proceed with booking based on these	8
U403	**As a** User **When** I pick a room type, **I want** to see the list of amenities for the room, **So that** I can proceed with booking to my satisfaction	9
U404	**As a** User **When** I view hotel listings, **I want** to see only hotels with my selected offers/discounts, **So that** I can select easily from among those	33
EPIC-5: *Hotel Booking* - **As a** user, **When** I select my hotel from listings, **I want** to be able book it, **so that** I can stay there		
U501	**As a** User **When** I select room type from hotel details page, **I want** to see all the stay details like check-in/check-out time, selected stay duration, additional amenities opted for, etc., **So that** I can review the details before proceeding with booking	10
U502	**As a** User **When** I select room type from hotel details page, **I want** to see all the guest details like number of guests, number of rooms, etc., **So that** I can review the details before proceeding with booking	11
U503	**As a** User **When** I select room type from hotel details page, **I want** to see detailed fare along with break-up, **So that** I can review the details before proceeding with booking	12
U504	**As a** User **I want** to enter my basic details like name, age and sex, **So that** I it reflects on my booking	13
U505	**As a** User **I want** to book ticket without logging into the app, **So that** I do not have create an account in the app	14
U506	**As a** stakeholder **I want** customer to enter their email and phone number before payment, if they do not want to log in, **So that** I can send them booking confirmation and receipts	15
U507	**As a** User **I want** to enter my discount voucher code while booking, **So that** I can book rooms at a discount	34
U508	**As a** stakeholder **I want** to validate discount voucher applied by the customer,	35

	So that I can check if she is eligible for discount	
EPIC-6: _Payment_ - **As a** user, **I want** to be able to make payment for the selected hotel in any mode of payment I want, **so that** I can pay through my preferred mode		
U601	**As a** User **I want** to make payment for the selected room/s in through my payment cards, **So that** I can pay from my debit/credit card for the ticket	16
U602	**As a** User **I want** to make payment for the selected tickets in through internet/mobile banking **So that** I can pay directly from my bank account	17
U603	**As a** User **I want** to see remaining time in session time-out while making payment, **So that** I know how long I have to make payment and book the room	18
U604	**As a** stakeholder **I want** to deallocate the selected room/s, if user does not make payment within 10 minutes of selection, **So that** room/s can be freed up for booking by other customers	19
U605	**As a** User, **I want to** receive payment confirmation and receipts in my email and message inbox as soon as I complete payment, **So that** I can be sure of my payment success immediately	20
U606	**As a** User **I want** to save my card data, **So that** I can reuse it in future without having to re-enter	24
U607	**As a** User **I want** to make payment for the selected rooms through UPI, **So that** I can pay from my UPI app	38
U608	**As a** User **I want** to make payment for the selected rooms in through my Paytm wallet, **So that** I can use the amount already present in my wallet	39
U609	**As a** User **I want** to make payment for the selected rooms in through my Mobikwik wallet, **So that** I can use the amount already present in my wallet	40
U610	**As a** User **I want** to avail any discounts or offers on specific payment method, **So that** I can reduce my final payment amount	41
EPIC-7: _Booking Confirmation & After Sales_ – **As a** User, **I want** to see all my booking details in my preferred channel, **so that** I can refer/download booking voucher anytime		
U701	**As a** User, **I want to** receive booking confirmation and receipts in my email and message inbox as soon as I complete payment, **So that** I can be sure of my booking success immediately	21
U702	**As a** User **I want** to download my booking voucher, **So that** I can access it offline	22

U703	**As a** User, **I want to** receive notifications of booking as soon as I complete payment, **So that** I need not have to open website or app to be confirmed of my booking status	30
U704	**As a** stakeholder **I want** save basic customer details like name, contact, email id and preferences, **So that** I can reach out to customer with curated offers in future	23
U705	**As a** User, **I want to** sync my booking with my calendar, **So that** I can notification a day before check-in	31

Success KPIs

Key performance indicators to be tracked to determine success as well as improvement areas are listed as below:

- No. of clicks – *Hourly Booking* button
- Bounce rate
- No. of hourly-basis bookings / no. of hourly hotel detail views
- No. of drop-offs before proceeding to the transaction
- No. and type of payment options used
- Avg. revenue from bookings on hourly basis
- Transaction (Payment) success rate
- Transaction (Payment) Failure rate
- Avg. Booking size
- NPS and app store ratings – post feature release

For details about each KPI listed above and data collected, please refer here

Key Milestones and Timelines

Functional Requirements

Discover & Search

Design	• An option to toggle hourly stays; should be easily visible and identifiable as a new feature to the user in the app hotel booking page. • The option should appear next to location details, so user can quickly identify it and perform desired operation • The new section of hourly stay should contain option to add check-in and check-out timings along with number of rooms/guests
Tech	• User should be able to toggle the option as and when needed without any conditions.

	• Toggling the option should actually show or hide the feature to select number of hours, as per the selection. • In the new section of hourly stay, user should be allowed to add check-in/check-out timings with help of a date-time picker. • A dropdown with list of hours in 3, 6, and 9 hours format should popup on its selection. • Another sub-section with input box to enter number of rooms/guests should allow user to add more details about his stay
Flow	• The new section to add hourly stay details should appear right after user has enabled the option by toggling it. • User will then have to add required details and place a search • After filling all relevant details for searching, user clicks on search and is then directed to the listings page
Constraints	• The new section with hourly stay details wouldn't appear unless user has turned ON the said feature • Search shouldn't proceed unless user has filled in relevant details for hourly stay

Hotel Listings

Design	• A card for each hotel containing brief details • Display hourly booking details like check-in/check-out time and minimum stay duration (hours) clearly on the listings page • A filter icon, click on which, the results should get filtered based on check-in time, minimum stay duration (hours), distance i.e., hotel's proximity to the user's location, price i.e., cheapest hotels, amenities, type of hotel, offers and discounts • A sorting icon, clicking on which, the results should get sorted based on check-in time, duration i.e., minimum stay hours, distance i.e., hotel's proximity to the user's location, price i.e., cheapest hotels

Tech	User should be given the ability to
	• Filter out results based on -
	  ▪ check-in time
	  ▪ minimum stay duration (hours)
	  ▪ distance i.e., hotel's proximity to user's location
	  ▪ price i.e., cheapest hotels
	  ▪ amenities
	  ▪ type of hotel
	  ▪ offers and discounts
	• Sort results based on -
	  ▪ check-in time
	  ▪ duration i.e., minimum stay hours
	  ▪ distance i.e., hotel's proximity to user's location
	  ▪ price i.e., cheapest hotels
	• Cards should be clickable and should take to next screen

Flow	• User is taken to listing page right after performing a successful search operation • Results get filtered and sorted as per the provided options • Tapping on any hotel from the listing, the user is taken to the hotel details page
Constraints	• Results should be sorted in a default order with respect to the price • Listing will show only 10 results initially and will keep extending as user scrolls further (from the concept of infinite scroll)

	• Limited details about the hotel will be shown in this page. User will have to tap on any particular hotel to view further details in the next screen which is hotel details page

Hotel Details

Design	• View should contain more details about the hotel like images, location, overall rating, • Detailing more on amenities available to the user for the selected duration
Tech	• Multiple tabs on top should display multiple sections and clicking on them should take user to that particular tab • A scrollable list containing reviews by other users • A button (CTA) to book that particular room
Flow	• User skims through the details and reviews • On deciding to book, user clicks on 'Select Room' button to proceed to the next screen
Constraints	• Reviews should contain limited reviews in the main tab. For more, user will have to go to 'Reviews' tab • User will be shown amenities about the hotel for the selected time and duration only

Hotel Booking

Design	• A section to fill in basic details about the traveller like name, age and sex, email and phone is presented to the user • Another section to enter my discount voucher code while booking • A section should display stay details like check-in/check-out time, selected stay duration, additional amenities opted for, number of guests, number of rooms • Another section with detailed fare break-up
Tech	• A section with input boxes for user to input above mentioned details
Flow	• User goes through the details and fills-in traveller details before moving to payment page
Constraints	• User will have to fill-in the necessary field before proceeding further

Payment

Design	• A payment page should display the amount to be paid • multiple payment option needs to be shown to the user • A timer placed on the page will help user keep track of booking time left before session gets timed out • A section with number of rooms selected for booking • An email containing receipts on successful transaction
Tech	• User should be able to select payment mode as per his will • A ticking timer should cancel payment on expiration • A dropdown with selected room as default with other stay options listing to change duration of stay at any moment. Final amount should be re-calculated and be a reflection of current selected before processing payment. • An email should be triggered right when a transaction is successfully completed • A checkbox to mark saving of card details
Flow	• User goes through fare details and stay duration before proceeding to pay

Constraints	• While most popular payment modes will be available, their functioning depends on service provider and bank server availability • Payment success is also subject to sufficient balance/credit in the used account or wallet

Booking Confirmation & After Sales

Design	• A separate page containing booked ticket details • An option to download my booking voucher • a notifications pushed as soon as the user completes payment • An option to save basic customer details like name, contact, email id and preferences • An option to sync my booking with my calendar
Tech	• A button for the user to download the booked ticket in document format (pdf) • A push notification service to be initiated right when user completes payment • A checkbox for the user to save basic customer details like name, contact, email id and preferences • An added calendar sync feature with connected google or other calendar provider accounts
Flow	• User is taken to this page right after making a successful payment • User can, at any point of time, go to the main menu in app and switch to this page
Constraints	• User needs to have booked a ticket to be shown in this page • User should have a calendar connected with the device for him to save this ticket there for reminder

Acceptance Criteria

User Story	Acceptance Criteria
U101	**Given that** I'm in the role of a registered or guest user, **when** I click on Hotel Booking CTA, **then** I want to be routed to Hourly Booking search page
U102	**Given that** I'm in the role of stakeholder, **when** user clicks on Hotel Booking CTA, **then** I want to display "NEW!" tag beside Hourly Booking icon on the search page
U201	**Given that** I'm in the role of a registered or guest user, **when** I enter my location details – City, Location or PIN code, **then** I want relevant *Microstay* suggestions getting displayed even as I type
U202	**Given that** I'm in the role of a registered or guest user, **when** I enter the hotel's name in the search bar, **then** I want relevant *Microstay* suggestions getting displayed even as I type
U203	**Given that** I'm in the role of a registered or guest user, **when** I enter my travel details – No. of Rooms/guests, **then** I want relevant *Microstay* suggestions with enough capacity getting displayed
U204	**Given that** I'm in the role of a registered or guest user, **when** I enter my stay details – check-in/check-out time, **then** I want relevant *Microstay* suggestions with matching times getting displayed
U205	**Given that** I'm in the role of a registered or guest user, **when** I enter the duration of my stay – 3, 6 or 9 hours,

	then I want relevant *Microstay* suggestions with available stay slots getting displayed
U301	**Given that** I'm in the role of a registered or guest user, **when** I view hotel listings based on my search criteria, **then** I want see the check-in time and minimum stay hours for each listing displayed
	Given that I'm in the role of a registered or guest user, **when** I view hotel listings based on my search criteria, **then** I want see listings updated as I scroll through until I reach the end of the list
U302	**Given that** I'm in the role of a registered or guest user, **when** I view hotel listings based on my search criteria and sorted with proximity to my preferred location, **then** I want see hotels closest to my preferred location displayed at top of the list
U303	**Given that** I'm in the role of a registered or guest user, **when** I view hotel listings based on my search criteria and sorted with condition – "Price low to high", **then** I want to see cheapest hotels displayed at top of the list followed by more expensive ones in an ascending order
U304	**Given that** I'm in the role of a registered or guest user, **when** I view hotel listings based on my search criteria and sorted with condition – "Ratings high to low", **then** I want top rated hotels displayed at top of the list followed by lower rated ones in descending order
U305	**Given that** I'm in the role of a registered or guest user, **when** I view hotel listings based on my search criteria and filtered with my preferred amenities like breakfast, pool, free cancellation, etc., **then** I want see a list of hotels only with those amenities
U306	**Given that** I'm in the role of a registered or guest user, **when** I view hotel listings based on my search criteria and filtered with my preferred hotel types like business, resort, couple-friendly, goStays or goHomes, etc., **then** I want see a list of only such hotels
U307	**Given that** I'm in the role of a registered or guest user, **when** I view hotel listings based on my search criteria and filtered with my chosen offers or discounts, **then** I want see a list of only such hotels
U401	**Given that** I'm in the role of a registered or guest user, **when** I select a hotel from the list displayed to view details, **then** I want to see all the available room types along with minimum stay duration and price
U402	**Given that** I'm in the role of a registered or guest user, **when** I select a hotel from the list displayed to view details, **then** I want see ratings, user reviews and booking policy
U403	**Given that** I'm in the role of a registered or guest user, **when** I select a room type in the details page of a particular hotel, **then** I want to see the list of available amenities – complimentary and paid – for the room for my stay period
U404	**Given that** I'm in the role of a registered or guest user, **when** I select a room type in the details page of a particular hotel, **then** I want to see the list of available offers and discounts for the room for my stay period
U501	**Given that** I'm in the role of a registered or guest user, **when** I select a room/s in the booking page of a particular hotel,

	then I want see all the stay details like check-in/check-out time, selected stay duration, additional amenities opted for, etc.
U502	**Given that** I'm in the role of a registered or guest user, **when** I select a room/s in the booking page of a particular hotel, **then** I want see all the guest details like number of guests, number of rooms, etc.
U503	**Given that** I'm in the role of a registered or guest user, **when** I select a room/s in the booking page of a particular hotel, **then** I want see detailed fare along with break-up for the booking
U504	**Given that** I'm in the role of a registered or guest user, **when** I select a room/s in the booking page of a particular hotel, **then** I want to be able to enter my basic details like name, age and sex
	Given that I'm in the role of a registered user, **when** I select a room/s in the booking page of a particular hotel, **then** I want to be able to auto-populate my saved basic details like name, age and sex from previous stays after logging into the app
U505	**Given that** I'm in the role of a guest user, **when** I select a room/s in the booking page of a particular hotel and fill all required details for the stay, **then** I want to be able to book a room without logging into the app
U506	**Given that** I'm in the role of a stakeholder, **when** users select a room/s in the booking page of a particular hotel and fill all required details for the stay and wants to proceed to payment without logging into the app, **then** I want to the user to input email id and contact and be able to authenticate provided email
U507	**Given that** I'm in the role of a registered or guest user, **when** I select a room/s in the booking page of a particular hotel and fill all required details for the stay, **then** I want to be able to enter any discount coupon codes I might have before proceeding to payment
U508	**Given that** I'm in the role of a stakeholder, **when** user enters any discount coupon codes before proceeding to payment, **then** I want to be able to validate applied discount code to check eligibility
U601	**Given that** I'm in the role of a registered or guest user, **when** I am on the payments page to pay for my ticket, **then** I want to have an option to select payment cards such as debit or credit, as per my preference
U602	**Given that** I'm in the role of a registered or guest user, **when** I on the payments page to pay for my ticket, **then** I want an option to pay using internet banking, as per my preference
U603	**Given that** I'm in the role of a registered or guest user, **when** I on the payments page to pay for my ticket, **then** I want to have timer running on the same page located somewhere, so I know how much time is left for completion and time-out, lest I miss out a payment
U604	**Given that** the user is in the role of a registered or guest user, **when** h/she misses the allotted time for booking, **then** I would want the user selected room to be freed from 'booked' status to 'available', hence making it available for other users to book
U605	**Given that** I'm in the role of a registered or guest user, **When** I have completed a payment,

	then I want to receive an email and a notification, notifying me about my successful payment
U606	**Given that** I'm in the role of a registered or guest user, **when** I am on the payment screen, **then** I want an option to save my card details for future usage lest re-entering again
U607	**Given that** I'm in the role of a registered or guest user, **when** I am on the payments page, **then** I want to avail an option to pay via UPI, basis my preferred UPI app
U608	**Given that** I'm in the role of a registered or guest user, **when** I am on payments page, **then** I want an option to pay using my Paytm wallet
U609	**Given that** I'm in the role of a registered or guest user, **when** I am on payments page, **then** I want an option to pay using my Mobikwik wallet
U610	**Given that** I'm in the role of a registered or guest user, **when** I am on payments page, **then** I want apply coupons to my bill to bring down overall price to be paid
U701	**Given that** I'm in the role of a registered or guest user, **when** I have made a successful booking, **then** I want to be intimated by email and in-app notification immediately lest I don't pay again in haste
U702	**Given that** I'm in the role of a registered or guest user, **when** I on booked tickets page, **then** I want to have an option to download ticket for offline usage
U703	**Given that** I'm in the role of a registered or guest user, **when** I have done a successful payment, **then** I want to be notified about its status immediately, so I don't open and check the app for the same
U704	**Given that** the user is in the role of a registered or guest user and I as a stakeholder, **when** the system identifies a successful booking completed by the user, **then** I want to save user details for targeting them about future promotions, offers and additional updates
U705	**Given that** I'm in the role of a registered or guest user, **when** I am on successful booking page, **then** I want to have an option to add the booked ticket details to my calendar

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