

Group: SofaSoGood

User Stories for the Furniture Rental Store Application

1. User Authentication

As an employee, I want to log in to the system using my credentials so that I can access the functionalities specific to my role.

2. Member Registration

As an employee, I want to register customers as members in the system so that they can streamline their furniture rentals.

3. Furniture Inventory Management

As an employee, I want to add, update, or remove furniture items from the inventory so that the store's furniture catalog is always accurate.

4. Rental Process Management

As an employee, I want to search for available furniture based on specific criteria (e.g., category, style) and create rental transactions so that members can rent furniture easily.

5. Shopping Cart Functionality

As an employee, I want to add selected furniture to a shopping cart, adjust quantities, and finalize rental transactions so that members can rent multiple items in one transaction.

6. Rental Transaction Summary

As an employee, I want to provide a detailed summary of each rental transaction to the member, including item IDs, names, quantities, daily rates, due date, and total cost, so that members have clear information about their rentals.

7. Return Process Management

As an employee, I want to manage the return of rented furniture, including calculating refunds or fines for early or late returns, so that the inventory is accurately updated.

8. Rental and Return Transactions Tracking

As an employee, I want to view all past rental and return transactions for a specific member, including detailed information about rented items, to provide better customer service.

9. Report Generation for Administrators

As an administrator, I want to generate reports on the most popular furniture items and rental trends so that I can make informed decisions about inventory and promotions.

10. Access Control and Permissions

As an administrator, I want to manage employee access to different parts of the system based on their roles so that the system's security is maintained.

11. Inventory Audits and Reconciliation

As an employee, I want to conduct regular inventory audits and reconcile discrepancies between physical stock items and system records so that inventory is accurate and reliable.

12. Manage Damaged or Lost Rental Items

As an employee, I want to manage the return of damaged or lost items, including assessing fees and updating inventory so the store can recover costs and maintain an accurate inventory.

Must Have

These are essential for the system's basic operation and directly support the primary business functions of furniture rental and management. Also, providing services to the customers.

- **User Authentication**
Secure access is fundamental for any system handling personal and financial transactions.
- **Member Registration**
Essential for allowing customers to start renting furniture, serving as the foundation for the business model.
- **Furniture Inventory Management**
Critical for maintaining an up-to-date catalog of available furniture for rent.
- **Rental Process Management**
Core functionality that enables the business's primary service of renting furniture to members.
- **Rental Transaction Summary**
Necessary for transparency and providing customers with details of their transactions, reinforcing trust.
- **Return Process Management**
Vital for managing inventory and ensuring items are available for rent to other customers.
- **Report Generation for Administrators**
Useful for business insights and decision-making but can be added once the basic system is operational.

Should Have

Important but not critical for the launch; could be developed after the "Must Haves" are in place.

- **Shopping Cart Functionality**
Enhances the rental process by allowing employees to manage multiple items in one transaction.
- **Rental and Return Transactions Tracking**
Important for customer service and managing rental histories but can follow initial transaction functionalities.

Could Have

These enhance the user experience or administrative efficiency but are not immediately critical.

- **Access Control and Permissions**
While important for security and operational efficiency, basic roles can be defined initially, with more granular controls added later.

Won't Have for This Release

These are not essential for the initial deployment and can be considered for future updates.

- Any advanced analytics or predictive modeling features.
- Integration with external services (e.g., online payment gateways) if not crucial for the initial launch.

Customer Stories:

I considered some customer stories, but it seems we need to stay focused on the Employee and Administrator stories most. The customer stories can translate into the employee stories anyway. Here's some ideas:

Customer Need: Easy Registration

Employee Story: "As an employee, I want a simple and quick process to register new members so that I can provide a smooth onboarding experience for customers."

Customer Need: Discovering Furniture

Employee Story: "As an employee, I want to easily search for furniture by category, style, or availability, so that I can help customers find exactly what they're looking for."

Customer Need: Understanding Rental Terms

Employee Story: "As an employee, I want to clearly explain rental rates, due dates, and terms, so that customers feel informed and secure in their rental agreements."

Customer Need: Efficient Checkout and Return

Employee Story: "As an employee, I want to process rentals and returns quickly and accurately, so that customers have a positive experience with our service."