

IMMERSION 1.10

USER STORIES

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USER STORIES: EXPERT APP

USER FOCUSED

ONBOARDING / LOG IN

As a new user, I would like to get an intro to the app so that I can understand how to navigate best.

As a user, I would like to make an account so that I can keep track of my call history and favorite experts.

PERSONALIZING PROFILE

As a user, I want to have a profile so that experts can see who I am in order to help me to the best of their ability.

NAVIGATION

As a user, I want to have a menu that is always accessible so that I can navigate wherever I need to from any page.

As a user, I want to have a favorites section where I can save my favorite experts for future use.

As a user, I would like a simple layout that is easy to follow and is similar to apps and programs that I am used to.

FINDING AN EXPERT

As a user, I want to be able to search for a specific expert category so that I can get help on specific questions.

As a user, I want to be able to browse experts to maybe find a new topic to learn about.

As a user, I want to be able to narrow my browsing to specific filters like expert availability and highest rating so that I can find the expert best suited for me.

EXPERT PROFILES

As a user, I would like to look at expert profiles to know more about who they are before I talk to them.

As a user, I want to see a video of the expert talking so that I can feel more comfortable with my call.

As a user, I want to see reviews of the expert in order to know how well they give advice and how trustworthy they are.

TALKING TO AN EXPERT

As a user, I want to be able to chat with an expert before I call to make sure that it is a good fit for my needs.

As a user, I would like to be able to see the expert's availability so that I can call when convenient for both of us.

PAYING FOR CALL

As a user, I want to be able to see the price per minute before I talk to an expert so that I know what price to expect.

As a user, I want to be able to see the time on the call so that I know how much I am spending.

LEAVING A REVIEW

As a user, I would like to be able to review the expert immediately following the call so that I can give honest feedback to promote a trustworthy environment.

USER STORIES: EXPERT APP

EXPERT FOCUSED

ONBOARDING / LOG IN

As an expert, I would like to get an intro to the app so that I can understand how to navigate best.

As an expert, I need to make an account so that I can keep track of my call history and profile.

NAVIGATION

As an expert, I want to have a menu that is always visible so that I can view things like my profile and all of my calls.

EXPERT PROFILES

As an expert, I would like to be able to show my availability so that users can expect when I can respond or call.

As an expert, I want to have a description that shows my credentials and summary of who I am.

PERSONALIZING PROFILE

As an expert, I need to be able to update and change my profile in order to keep up with my changing certifications and availability.

TALKING TO A USER

As an expert, I want to have a way to talk to the user on the app so that I don't need to give up personal contact info.

GETTING PAID FOR CALL

As an expert, I want to have a secure way to get paid for the time that I talk to a user.

As an expert, I want a place to see all of my call history to keep track of payments.

LEAVING A REVIEW

As an expert, I would like to be able to review a user so that I can contribute to keeping them accountable in their reviews.