

User Stories

Patient / Parent

- As a patient or parent, I want to create an account on the platform using (name, email, password, national Id and birthdate) so that I can use speech therapy services and securely monitor the child's condition.
- As a patient or parent, I want to enter an initial consultation on the platform to choose a suitable Specialist, so that I can view available specialists and make an appropriate decision.
- As a patient or parent, I want to view the profile of each Specialist, including certificates, qualifications, years of experience, and specialization in speech disorders, so that I can choose the specialist with confidence.
- After selecting the specialist, as a patient or parent, I want to fill out a questionnaire related to the speech condition, including a description of the current problem and previous history (if any), so that the specialist receives a clear understanding of the child's condition.
- As a patient or parent, I want to record short voice samples while pronouncing specific letters and words and submit them with the questionnaire, so that they reach the specialist for review.
- As a patient or parent, I want to start the first speech therapy session (online or in-person according to the specialist's decision), so that the condition can be evaluated more accurately.
- After the first session, as a patient or parent, I want the specialist to determine the appropriate treatment plan based on their evaluation, where the final therapeutic decision is made at this stage.
- As a patient or parent, I want to view the weekly treatment plan proposed by the specialist.
- As a patient or parent, I want to know the upcoming session schedules (online or in-person), so that I am aware of the treatment timetable before starting.
- As a patient or parent, I want to complete the payment process after reviewing the treatment plan and session schedule, so that the treatment is officially activated and the execution phase begins.
- As a patient or parent, I want to attend online speech therapy sessions with the specialist according to the specified schedule, so that the condition can be followed up directly.
- As a patient or parent, I want to perform interactive daily speech tasks linked to the weekly plan, so that training continues between sessions in an engaging and age-appropriate way. Sessions represent direct guidance and correction, while daily tasks represent practice and continuity between sessions.
- As a patient or parent, I want to record the child's voice while performing daily tasks, so that recordings are automatically sent to the specialist for review.

- As a patient or parent, I want to monitor the child's commitment to daily tasks and know whether they have been completed or not.
- As a patient or parent, I want to view clear progress indicators, such as the number of completed tasks and the number of committed days.
- As a patient or parent, I want to read the specialist's notes on voice recordings and daily tasks, so that I can help the child improve performance according to the guidance.

Specialist

- As a Specialist, I want to create an account on the platform and enter (name, email, password, national Id, specialization and year of experience) so that I can provide speech disorder treatment services through the platform.
- As a Specialist, I want to upload professional certificates, licenses, and practical experience, so that my qualifications can be verified before account activation.
- As a Specialist, I want my information to be reviewed by the system administrator, so that my account is officially approved and visible to users.
- As a Specialist, I want to receive initial consultation requests from patients, so that I can review new cases.
- As a Specialist, I want to review questionnaires submitted by patients, so that I understand the speech condition and background of each case.
- As a Specialist, I want to listen to voice recordings attached to the consultation, so that I can perform an initial evaluation of speech level.
- As a Specialist, I want to conduct the first session (online or in-person) with the patient, so that I can evaluate the condition more accurately.
- As a Specialist, I want to make a decision regarding the case after review, by accepting the case to start speech disorder treatment sessions through the platform.
- As a Specialist, I want to prepare an initial treatment plan after the first session, including speech goals, number of sessions, weekly exercises, and types of daily tasks.
- As a Specialist, I want to save the treatment plan in the patient's file, so that the patient or parent can view it.
- As a Specialist, I want to manage online speech therapy sessions through the platform, so that I can provide treatment and direct follow-up.
- As a Specialist, I want to modify the treatment plan or session schedules when needed, based on the patient's response.
- As a Specialist, I want to review daily voice recordings uploaded by patients, so that I can monitor speech progress between sessions.
- As a Specialist, I want to know the patient's level of commitment to daily tasks, such as the number of attempts and completed days.
- As a Specialist, I want to write notes and comments on patient recordings, so that I can guide the patient or parent to improve performance.

- As a Specialist, I want to send therapeutic guidance clearly within the platform, so that the patient can apply it easily.
- As a Specialist, I want to track long-term progress of the condition, so that I can decide to continue the current plan, modify the treatment plan, or end the therapy course once goals are achieved.

System Administrator

- As a system administrator, I want to receive registration requests from speech disorder specialists, so that I can verify their identity and professional qualifications.
- As a system administrator, I want to review the information submitted by the specialist, such as certificates, licenses, and work experience, so that I can verify their validity before making a decision.
- As a system administrator, I want to approve registration requests of qualified specialists, so that the platform includes only certified professionals.
- As a system administrator, I want to reject or suspend incomplete or non-compliant registration requests, so that the quality of services provided on the platform is maintained.
- As a system administrator, I want to send notifications to specialists about the status of their registration request (approved / rejected / requires modification), so that they remain informed of their application status.
- As a system administrator, I want to manage patient and parent accounts, so that safe and proper use of the platform is ensured.
- As a system administrator, I want to monitor user activity within the system, so that service quality and data security are maintained.
- As a system administrator, I want to ensure that the platform complies with privacy and patient data protection standards, so that sensitive information is securely stored.
- As a system administrator, I want to intervene in case of reports, technical issues, or behavioural problems, so that issues are resolved quickly and service continuity is ensured.