Task 2: Product Backlog

Stakeholder: Traveler

1. As a traveler, I want to input my travel preferences so that the app can create a custom itinerary for me.

   Acceptance Criteria:

   - The user can input travel preferences, including destination(s), travel dates, interests, and preferred activities.
   - The app generates a custom itinerary based on the user's inputs.
   - The generated itinerary includes a day-by-day plan with suggested activities, accommodations, and transportation.
   - The user can view, edit, and save the itinerary.

2. As a traveler, I want to receive trip suggestions based on popular destinations so that I can explore new travel options.

   Acceptance Criteria:

   - The app displays a list of popular or trending destinations.
   - Each trip suggestion includes basic information such as the best time to visit, key attractions, and estimated costs.
   - The user can view details of each suggested trip.
   - The user can customize suggested trips according to their preferences.

3. As a traveler, I want to save and share my custom itinerary so that I can easily access it and share it with others.

   Acceptance Criteria:

   - The user can save the custom itinerary to their profile for future access.
   - The user can share the itinerary via email and social media.
   - The shared itinerary retains all details and can be viewed by others without requiring them to download the app.

4. As a traveler, I want to receive personalized travel recommendations based on my past trips so that I can discover destinations that match my preferences.

Acceptance Criteria:

- The app analyzes the user's past trips, including destinations, activities, and feedback.
- Personalized travel recommendations are displayed based on the analysis.
- The user can save, dismiss, or further customize these recommendations.

5. As a traveler, I want to see a budget estimate for my trip so that I can plan my expenses accordingly.

   Acceptance Criteria:

   - The user can input details such as destination, travel dates, accommodation type, and activities.
   - The app calculates an estimated budget based on the selected options.
   - The budget estimate is broken down into categories (e.g., accommodation, transportation, activities).
   - The user can adjust preferences, and the budget estimate updates accordingly.

6. As a solo traveler, I want to find and connect with other travelers with similar itineraries so that I can share experiences or travel together.

   Acceptance Criteria:

   - The app identifies and suggests other users with similar itineraries (e.g., same destination and travel dates).
   - The user can view profiles of suggested travelers.
   - The user can send connection requests to other travelers with similar itineraries.

7. As a traveler, I want to share my experiences with other travelers so that other users can enjoy their trip and are guided by experiences.

   Acceptance Criteria:

   - The user can write reviews and share experiences for destinations, activities, accommodations, and restaurants.
   - The app allows users to upload photos and videos along with their reviews.
   - Shared experiences are accessible to other users when they search for similar destinations or activities.
   - The user can rate and comment on experiences shared by others.

- The app moderates content to ensure it is appropriate and helpful.

Stakeholder: Hotel Owner

1. As a hotel owner, I want to add and manage my hotel's profile, including photos, descriptions, and amenities so that potential guests have accurate and appealing information about my property.

   Acceptance Criteria:

   - The hotel owner can create a profile with fields for the hotel name, location, contact details, and descriptions.
   - The hotel owner can upload multiple high-resolution photos, with each photo supporting captioning and reordering.
   - The hotel owner can select and update amenities from a predefined list or add custom amenities.
   - Changes to the hotel profile are saved and immediately reflected on the public-facing platform.
   - The platform validates required fields and provides error messages for missing or incorrect inputs.

2. As a hotel owner, I want to update room availability and pricing in real-time so that guests see up-to-date information when making bookings.

   Acceptance Criteria:

   - The hotel owner can view and select different room types from a list.
   - The hotel owner can update the number of available rooms and set prices for each room type.
   - The system supports bulk updates for availability and pricing across multiple dates.
   - Changes to availability and pricing are reflected on the platform within a few seconds of submission.
   - Guests see the updated availability and pricing when searching for rooms.
   - The system displays error messages if invalid data (e.g., negative room count, non-numeric pricing) is entered.

3. As a hotel owner, I want to view a calendar of all bookings so that I can easily track occupancy and plan for busy periods.

Acceptance Criteria:

- The hotel owner can access a calendar view that shows bookings by day, week, and month.
- The calendar displays bookings with details such as guest name, room type, and duration of stay.
- The hotel owner can filter bookings by room type or status (e.g., confirmed, pending, canceled).
- The hotel owner can click on a booking within the calendar to view full booking details.
- The calendar automatically updates to reflect new bookings, cancellations, or changes.

4. As a hotel owner, I want to receive guest feedback and respond to reviews so that I can maintain a positive reputation and address any concerns.

   Acceptance Criteria:

   - The hotel owner receives notifications when new guest feedback or reviews are submitted.
   - The hotel owner can view all guest reviews and filter them by rating, date, or status (e.g., responded, unresolved).
   - The hotel owner can respond to reviews directly within the platform, with the response appearing publicly on the review.
   - The system supports moderation features to report or request the removal of inappropriate reviews.
   - The hotel owner can view aggregated ratings and feedback summaries in a dashboard.
   - The platform automatically notifies the guest when the hotel owner responds to their review.

5. As a hotel owner, I want to access detailed reports on occupancy rates, booking sources, and guest demographics so that I can make informed decisions about my property.

   Acceptance Criteria:

   - The hotel owner can generate reports for specific time periods (e.g., daily, weekly, monthly, yearly).
   - Reports include data on occupancy rates, booking sources (e.g., direct, third-party), and guest demographics (e.g., age, country of origin).
   - The hotel owner can export reports in various formats (e.g., PDF, Excel, CSV).

- The platform provides data visualization tools, such as graphs and charts, for easy analysis of trends.
- The system allows the hotel owner to customize report parameters, such as filtering by room type or booking source.
- The hotel owner can schedule automatic report generation and delivery via email.

6. As a hotel owner with multiple properties, I want to manage all my properties from a single dashboard so that I can oversee my entire portfolio efficiently.

   Acceptance Criteria:

   - The hotel owner can view all managed properties within a single dashboard interface.
   - The dashboard provides a summary of key metrics (e.g., occupancy rates, revenue) for each property.
   - The hotel owner can switch between properties to manage specific details (e.g., availability, pricing, bookings).
   - The dashboard supports cross-property comparisons, displaying side-by-side data on occupancy, revenue, and guest satisfaction.
   - Notifications and alerts from all properties are centralized in the dashboard for easy management.

Stakeholder: Transport Agency Owner

1. As a Transport Agency Owner, I want to register my transport services (bus, flight, etc.) on the platform so that users can discover and book them.

   Acceptance Criteria:

   - The agency owner can create an account and log in to a dashboard.
   - The agency owner can add transport service details (e.g., type, routes, schedule).
   - The registered services appear in user search results for booking.
   - The owner receives confirmation after successful service registration.

2. As a Transport Agency Owner, I want to set and manage ticket prices for my services, including promotional offers, so that I can attract more customers during off-peak times.

   Acceptance Criteria:

   - The agency owner can input and update ticket prices, including promotional offers.
   - The system validates and confirms updated pricing.
   - Users can view updated prices and promotions when searching for services.
   - The owner receives confirmation of successful updates.

3. As a Transport Agency Owner, I want to update the availability of my services (e.g., available seats on buses or flights) in real time, so that users have accurate booking options.

   Acceptance Criteria:

   - The agency owner can view and update the current availability of seats for each transport service in real time.
   - The system automatically reflects the updated seat availability on the user side without delay.
   - Users see the correct number of available seats when browsing or booking services.
   - The system prevents overbooking by locking seats during the booking process until the transaction is completed.
   - The agency owner receives confirmation after successfully updating availability.

4. As a Transport Agency Owner, I want the ability to upload and update my transport schedules easily, so that users can always access up-to-date information.

   Acceptance Criteria:

   - The agency owner can upload new transport schedules or update existing ones through a user-friendly interface.
   - The system validates the schedule details (e.g., dates, times, routes) before allowing submission.
   - Updated schedules are automatically reflected on the user-facing platform in real time.
   - Users see the latest schedules when searching for transport options.
   - The agency owner receives a confirmation message after successfully updating or uploading a schedule.

Stakeholder: Admin

1. As an admin, I want to manage user accounts (create, edit, deactivate) so that I can ensure only authorized users access the system.

   Acceptance Criteria:

   - The admin can create new user accounts by entering required information (e.g., username, email, role).
   - The admin can edit user account details, including resetting passwords and updating roles.
   - The admin can deactivate or reactivate user accounts, with appropriate notifications sent to the user.
   - The system logs all account management actions for auditing purposes.

2. As an admin, I want to add, edit, and delete destination information and travel content so that the platform stays up-to-date with the latest information.

   Acceptance Criteria:

   - The admin can add new destinations, including relevant details (e.g., description, attractions, images).
   - The admin can edit existing destination information, updating content as needed.

- The admin can delete outdated or incorrect destination information, with a confirmation prompt before deletion.
- Changes to destination content are reflected immediately on the user-facing platform.

3. As an admin, I want to manage the categorization and tagging of content so that users can easily find relevant information through search and filters.

   Acceptance Criteria:

   - The admin can create, edit, and delete categories and tags for destinations, activities, and content.
   - The admin can assign or reassign content to specific categories and tags.
   - The system automatically updates the search and filter functionalities based on changes in categorization and tagging.
   - The admin can view a hierarchy of categories and tags to ensure proper organization.

4. As an admin, I want to manage partnerships with travel service providers (e.g., airlines, hotels) so that I can offer users a wide range of booking options.

   Acceptance Criteria:

   - The admin can add, edit, and remove partnerships with travel service providers.
   - The admin can configure the details of each partnership, including commission rates, service descriptions, and available booking options.
   - The platform reflects these partnerships in the booking options available to users.
   - The admin can monitor the performance of each partnership through metrics such as booking volume and revenue generated.
5. As an admin, I want to view and manage all bookings and transactions so that I can track revenue and resolve any discrepancies.

   Acceptance Criteria:

   - The admin can view a list of all bookings and transactions, with the ability to filter by date, user, provider, and status.
   - The admin can access detailed information for each booking or transaction, including payment details and provider information.
   - The admin can update the status of bookings and transactions (e.g., confirmed, canceled, refunded).

- The system provides tools for reconciling discrepancies, such as unmatched transactions or failed payments.

6. As an admin, I want to generate reports on user activity, bookings, and revenue so that I can analyze performance and make informed decisions.

   Acceptance Criteria:

   - The admin can generate reports on user activity, including metrics like active users, sign-ups, and engagement levels.
   - The admin can generate reports on bookings, including metrics like booking volume, cancellations, and revenue.
   - The admin can generate revenue reports, with breakdowns by provider, destination, and time period.
   - Reports can be exported in multiple formats (e.g., CSV, PDF) and scheduled for regular delivery via email.

7. As an admin, I want to monitor user feedback and support requests so that I can identify areas for improvement.

   Acceptance Criteria:

   - The admin can view and filter user feedback and support requests, categorized by type and urgency.
   - The admin can assign support requests to team members for resolution and track their status.
   - The system provides analytics on feedback trends, including common issues and areas of dissatisfaction.
   - The admin can initiate follow-up actions, such as contacting the user or escalating the issue to higher management.

8. As an admin, I want to communicate directly with users so that I can provide support or share important information.

   Acceptance Criteria:

   - The admin can send messages to individual users, groups of users, or all users, via in-app notifications, email, or SMS.
   - The admin can create and manage templates for common communication scenarios (e.g., account issues, promotional offers).
   - The admin can track the delivery and response status of messages, including read receipts and user replies.

- The system logs all communications for reference and compliance purposes.

9. As an admin, I want to manage and configure integrations with third-party services (e.g., payment gateways, map services) so that users have access to additional features.

   Acceptance Criteria:

   - The admin can add, configure, and remove integrations with third-party services from a central dashboard.
   - The admin can monitor the status and performance of each integration, including uptime and transaction success rates.
   - The system notifies the admin of any integration issues, with options for troubleshooting and contacting support.
   - Integration changes are reflected immediately in the user-facing platform, ensuring seamless service delivery.