

## **Group ID:- 29**

### **User Stories**

#### **Project Title:-**

**“ HOPEBOND ”**

**(The NGO website)**

#### **Group Details:-**

1. 202312025\_VavdiyaTushar
2. 202312068\_PratixaBhuva
3. 202312012\_DevPanchal
4. 202312022\_AarniRaval
5. 202312122\_AayushContractor

#### **Technology will use:-**

MERN Stack-

Mongo DB(Most probably use), Express Js, React Js, Node Js.

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#### **Our website's factors:-**

##### **1. Users(Needy People):**

- As a needy person, I want to register on the platform easily, providing essential details about my situation, such as my story, current needs, location, and contact information, so that NGOs and donors can assist me effectively.
- As a needy person, I want to create a profile detailing my specific requirements, including essential items, services, or support needed, along with any supporting documentation or media, to attract assistance from NGOs and donors.
- As a needy person, I want to communicate securely with NGOs and donors through the platform, sharing additional information, clarifications, or updates regarding my situation, to facilitate the delivery of assistance and support.
- As a needy person, I want to provide feedback and express gratitude for the assistance received, sharing my progress, success stories, and testimonials, to demonstrate the impact of the support received and inspire continued assistance from donors and NGOs.

## **2. NGO Services Companies:**

- As an NGO service company, I want to register our organization on the platform, providing detailed information about our mission, projects, team members, and accreditation status for transparency and credibility.
- As an NGO service company, I want to create dynamic profiles highlighting our areas of expertise, past achievements, and ongoing initiatives, to attract potential donors and collaborators.
- As an NGO service company, I want to receive show the data about new cases of individuals or families in need within our operational areas, categorized based on urgency and severity.
- As an NGO service company, I want to engage in direct communication with donors and beneficiaries through secure messaging features, facilitating the exchange of information, updates, and gratitude.

## **3. Admin:**

- As an admin, I want to oversee the registration process, verifying the authenticity of user accounts and ensuring compliance with platform policies and legal requirements.
- As an admin, I want to actively monitor user interactions and content submissions, employing moderation tools to address any instances of spam, fraud, or inappropriate behaviour promptly.
- As an admin, I want to implement robust security measures, including encryption protocols, data backup procedures, and regular audits, to safeguard sensitive user information and financial transactions.
- As an admin, I want to provide prompt and effective customer support services, including FAQs, help documentation, and direct assistance channels, to address user inquiries, troubleshoot technical issues, and foster a positive user experience.