User stories

***Feature* :** Communication

Scenario: User goes to message window.

Given The user is logged in.

When user presses the message icon on an specific announcement.

Then the message window will open connecting him with the administrator responsible for that announcement.

Scenario : user sends a message

Given the user is logged in

And is on the message window

When user writes a message

And presses the send button

Then the message will be send

And will be shown right above in the window.

Scenario: administrator sends message

Given he is is logged in as an administrator

And a logged in user has messaged him.

When the administrator writes a message

And presses the send button

Then the message will be send

And will be shown right above in the window.

Scenario: User receives notification

Given he is a logged in user

When an administrator sents a message

Then the logged in user recieves a notification with a message

|"You have a new notification"|

Scenario: User recieves message

Given he is a logged in user

When an administrator sents a message

Then the message will appear in the message window with that specific administrator.

Scenario: administrator receives notification

Given he is logged in as an administrator

When an logged in user has messaged him

Then the administrator recieves a notification with a message

|"You have a new notification"|

Scenario: Administrator recieves message

Given he is logged in as an administrator

When a logged in user sents a message

Then the message will appear in the message window with that specific user.

Scenario: Send a voice message

Given the user is a logged in user or an administrator

And access to the microphone has been granted

And he is on the message window

When he presses the record button to record himself

And presses the send button

Then the voice message will be send

And will be shown right above in the message window

Scenario: Send a photograph or a video

Given the user is a logged in user or an administrator

And access to the camera has been granted

And he is on the message window

When he presses the camera button to take a picture or record a video

And presses the send button

Then the photograph or video will be send

And will be shown right above in the message window

Scenario: Open voice message or photograph or video

Given the user is a logged in user or an administrator

And he is on the message window

And someone has send a voice message or photograph or video

When he taps on that message

Then he will be able to hear the voice message

And see the photograph or video

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Feature:** Complaint

Scenario: Open complaint window

Given the user is logged on

When user presses the complaint button

Then the window with the complaint form will appear

Scenario: Adding Personal details

Given the user is logged in

And is on the complaint window

When user adds the extra details

|first name|

|last name|

|ΑΦΜ|

|phone number|

|extra details|

And presses the complete complete complaint button

Then the complaint will be made

And sent to the closest administrator by location

And a message will appear

|”Your complaint has been made”|

And he automatically returns to the homepage

Scenario: Administrator recieves a notification

Given he is logged in as an administrator

When a user has made a complaint

Then he will recieve a message

|"You have a new complaint"|

Scenario: Administrator receives the complaint.

Given he is logged in as an administrator

And a user has made a complaint

When administrator presses on the complaint button

Then he will be able to see the complaints that have been made

**Feature: Announcements**

Scenario: Create announcement

Given the user is logged in as an administrator

And he has received the information from the Database Crime

When administrator writes the announcement

|Title|

|Details|

And presses the upload button

Then the announcement will be uploaded

Scenario: Edit announcement

Given the user is logged in as an administrator

And the announcement exists

When administrator presses the edit button on the announcement

And edits the announcement

|Title|

|details |

Then he can see the new version of the announcement

Scenario: Delete announcement

Given the user is logged in as an administrator

And the announcement exists

When he goes to the announcement

And presses the delete button

Then the announcement will be removed.

Scenario: The announcement doesn’t exist

Given the announcement doesn’t exists

When he tries to delete edit or see it

Then a message appears

|”The announcement doesn’t exist “|

Scenario: See announcement

Given the user is logged in

When user is on the homepage page

Then user will be able to see announcement

Scenario: Search announcement

Given the user is logged in

When user presses the search button

Then he will be able to search for announcements by using keywords