**User stories**

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| System  Role | Description |
| Staff | Updates database by recording customer and car rental information, analyse data |
| Customer | Uses rental services |

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| # | Story | Story points (1, 2, 4, 8, 16, 32) | Priority (MoSCoW) |
| 1 | As staff, I want to analyse pick up data to improve our services.   * Main page has “Analysis” menu item, which redirects to an analysis page consisting of filters * Non-staff cannot access, and redirected to error page * Filter is displayed in a drop down list. “Organize by” and drop down list has options “month” or “store”. Once chosen, it will redirect to a results page displaying all months or stores and their information as listed below   + Organize by store:     - Shows model of most picked up car and the quantity for each month     - Shows model of most returned car and the quantity for each month     - Shows model of least picked up car and quantity for each month     - Shows model of least returned car and quantity for each month     - Shows model of least popular car and quantity for each store   + When user clicks any of the months when “Organize by month”, it will filter to that specific month   + When user clicks any of the stores when “Organize by store”, it will filter to that specific store | 4 | Must |
| 2 | As a Staff, I want to make car recommendations, so I can improve customer service.   * “Recommend me a car!” button   + Input: City and Month, Output: Car types   + Both input fields are required   + If button is pressed while fields are not completed, “Please fill in city and month” message will appear * Logging in is not required | 4 | Must |
| 3 | As a customer, I want to view the details about all available cars, so I can decide on the car I want to rent     * Able to view cars without logging in * Car information and location is displayed | 2 | Must |
| 4 | As a staff, I want to record rental history details, so the database is accurate and updated.     * Main page has “New rental form” button to open a new form * Information on form is stored in the database when “Submit” is clicked * There will be a prompt if required fields are unfilled | 2 | Should |
| 5 | As a staff, I want to record customer details, so I can update new customer rental history.     * Main page has “New Customer form” button to open a new form * Information on form is stored in the database when “Submit” is clicked * There will be a prompt if required fields are unfilled | 2 | Should |
| 4 | As a staff, I want an account that has access to customer and transaction details   * An interface to log in/out * Staff are allocated accounts with read/write privileges * Passwords are covered with asterisks when logging in * Passwords are encrypted in the database * Submitting correct username and password will allow user to login to system * Submitting incorrect username or password will cause “Incorrect username or password” message to appear * Session management: Staff stays logged in while navigating to other pages. Staff privileges are not available when logged out | 2 | Should |
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| 8 | As a customer, I want to be able to log into the system so that I can use the functions without including personal information   * Menu has “Login” button which redirects to login page * Login page has a form, with username and password to fill, with a “login” button to submit the form * If username or password is empty, “Please fill up all fields” with “ok” button is displayed, it dismisses the message * If username and password is correct, user successfully logs in and redirected to the main page * If username or password is wrong, “Wrong username or password” with “ok” button is displayed, it dismisses the message | 2 | Should |