



## Angie's Doggie Spa – User Stories

### Group 1

#### **Pre-Grooming**

- 39 - As an EMPLOYEE, I want to capture all the required information when scheduling a grooming appointment, so that the groomers are aware of what actions need to be complete when the grooming appointment takes place
- 60 - As an Angie's Doggie Spa employee, I want to create the profile for a new customer with the details of the pet when a new customer calls for the first time
- 63 - As an Angie's Doggies Spa employee, I want to open the customer details when a customer calls for schedule the appointment
- 49 - As a Customer, I want to view the list of available grooming services so that I can see what Angie's Doggie Spa has on offer

#### **Grooming**

- 41 - As an EMPLOYEE, I want to view a customer file, so that I know what grooming services need to be carried out during the appointment
- 66 - As an Angie's Doggie spa employee, I want to inform the customer of the cost and time to pickup when the customer drops in for the grooming
- 42 - As an EMPLOYEE, I want to update customer records, so that I can document the completed services
- 67 - As an Angie's Doggie Spa employee, I want the customer to sign the waiver when the customer drops off the dog so that I can continue the grooming process
- 16 - As an employee, I want customer's contact details and also alternative contact details in case his/her phone is not reachable so that once grooming of the dog gets complete, I can inform the customer accordingly
- 28 - As an employee, I want to have information in the system about missing customer sign service waiver to know I need to ask for during appointment
- 40 - As a CUSTOMER, I want to sign a service waiver, so that I can give my consent for the arranged grooming session and agreed terms

#### **Post Grooming**

- 47 - As a Customer, I want to be informed about the total cost and when the pet is ready so that I know how much to pay and when to take my pet from Angie's Doggie Spa.
- 77 - As an Angie's Doggie Spa employee, I want to charge the customer by CC only so that it will be easy to store the payment process.
- 76 - As an Angie's Doggie Spa employee, I want to locate the customer's file by search, so that I can provide groomed dog total charge so that Customers can pay the total
- 45 - As a MANAGER, I want to accept credit cards, so that I can collect payments for grooming services



## Administrative Tasks

- 32 - As a manager I need monthly reports of earnings to monitor the current state of business
- 85 - As an Angie's Doggie spa manager, I want to find out the details of every customer and the dog's information in a single search so that I can easily find the information when they call us for appointment
- 55 - As a Manager, I want to have "Search" functionality in the system with minimal but critical search criteria's, so that is how I can find customer documents and the information which services they have used.
- 90 - As an Angie's Doggie spa manager, I want to know the clear details on the services per month so that I can know the number of services provided and can compare with previous data
- 37 - As an EMPLOYEE, I want to import customer records from paper into the system, so that they are safely stored and easily accessible
- 26 - As an employee, I want to have an electronic catalog of all customer to easily handle appointment reservation process