Developed User Stories

**Search Function, Filter & Car Specifications**

As a customer, I want to be able to **search** for cars that match a specific keyword so that I can find cars that are relevant to my wants/needs.

Acceptance Criteria

* Users should be able to type specific keywords into a box on a search page, and cars which contain the keyword being searched for should be displayed.
* Incorrect spelling of a word will result in no searches and suggest the user to try another query - *low priority*

As a customer, I want to be **filter** the details (make, rating, type) of the cars so that I can determine which car is most suitable for me.

Acceptance Criteria

* When a list of cars is being viewed, options should show up which allow a user to filter the cars by details (model, rating, location, etc)
* When a car is being viewed via search/list of cars, some details (model, rating) are displayed
* When the car is being viewed in a standalone page, more details (dimensions, colour, pictures, specs) are shown.

As a customer, I want to be able to see recommendations based on criteria I give, so that it can help me make the final decision on what car I want to rent.

Acceptance Criteria

* A customer should be able to choose specific features they want in a car (using the same criteria from filtering) and be recommended the most suitable car from the specified features. (i.e. google’s I’m Feeling Lucky)

**Car status & store location (Available, Not available, Returned)**

As a customer, I want to be able to view which store a car is located in and it’s availability so that I can make a decision on whether to rent it or not.

Acceptance Criteria

* When a car is being viewed (either directly or via list), the customer is able to check its availability (updates regularly).
* Once the car has just been successfully returned, it becomes available and the customer is able to see where the car is located
* Favourite it\* - *low priority*
* If on watchlist, the customer will be informed on the location of the car following the return of the car
* Potentially, the customer is also able to see where a rented car is most likely going to be returned to. (this could use analytics or could be done via asking the customer who rented the car out where they plan on returning the car, low priority)

**Online ordering and payment**

As a customer, I want to be able to order and pay for a car rental online so that I can order a car at the convenience of my own home.

Acceptance Criteria

* When a customer is viewing information about a car, they are able to choose to rent out the car.
* If they choose to rent out the car, they are able to provide payment information/authorization in order to pay for the car.
* Pickup and Return times given. Electronic Receipt with QR Code
  + For unavailable cars, the return times given by the currently renting user will be displayed as the potential return date/availability date of the car.
* At the Pick Up location, they just need to provide the QR Code given and collect the car. Same QR Code for returns.

**Reviews – 5 star ratings**

As the management staff, we want customers to be able to leave reviews so that I can improve on future customer experience.

Acceptance Criteria

* Once a customer has returned a car, they are invited to give a quick review to staff.
* They can leave a star rating and/or a comment on the car.
* If they have any issues the management staff can be informed immediately.
* Follow up on bad reviews.
* If problem fixed, customer can amend review. *\*Low Priority\**

**Car Reviews**

As a customer, I want to be able to see other customers reviews on the cars so that I can gauge the trustworthiness of the car.

Acceptance Criteria

* When a customer is viewing a car (via list or directly) they should be able to see the average rating that has been left for a car.
* When viewing a standalone page for a car, the customer should see all the reviews for the specific car, including the comments.

**Different levels of Authentication/Login**

As management staff, I would like to have different levels of authorization based on type of user (unregistered/ registered/ employee) so that I can access the most relevant information to my role.

(i.e. employees can edit information, whereas unregistered users can only search and look)

Acceptance Criteria

* A link “Log in” is displayed at the top of page
* Clicking the “Log in” will initiate Login page
* Successful login welcome page
* If users login they will have access to their records/ more features
* If management log in, then they will have access to editing features etc
* A link “Log out” once signed in
* Otherwise, unregistered users can still browse as per usual

**Ability to edit information**

As management staff, I want to be able to have changes from the excel data sheet appear on the web database (vice versa) so that I can easily change data myself.

Acceptance Criteria

* When logged in as management, search for car
* Detailed car page
* A link "Edit Details" is displayed at the top
* Clicking on "Edit Details" will change user interface and replace details with text boxes with the original text but able to edit
* A link "Save Changes" and "cancel"
* Clicking "Save Changes" will save the edit
* Clicking "cancel" will prompt a reminder "Unsaved Changes.. Are you sure you want to leave?"

**Creating New Account**

As a customer, I want to be able to create a new account so that I can use the car rental services.

*Acceptance Criteria*

o   When a customer is viewing car rental information they can choose to create an account whenever they want

o “Create New Account” link is available for user to create a new account

o   Account creation page is generic (username, email, DOB, password, confirm password) and easy to use for the user

**Easy Navigation and Display *\*Low Priority***

As a customer, I would like the website to be easy to navigate so that I can effortlessly find material that I’m interested in.

*Acceptance Criteria*

o   Each link to each page of the website is clearly displayed for the user to view

o   The information displayed on each page is evident and easily identifiable for the customer to view

o   Clear layout on each page for the user to navigate

**Customer Access System**

As a customer, I want the car rental information to be accessible without logging in so that I can browse features without signing up.

*Acceptance Criteria*

* Able to view all the cars available to rent
* Include cars information, current location (database connection)
* Car recommendations, reviews, history
* Unable to rent if not signed in.

**Customer Access System + Access to Customer Profile, Activity & Rental Service History**

As a customer, I want to be able to access my profile so that I can view my rental history, past transactions and personal details.

*Acceptance Criteria*

o   Clicking “My Profile” link will direct the user to their profile displaying their rental history, past transactions and personal details

o   The user can edit their personal details

* The user can set their profile information on private for security purposes (which makes review names anonymous, for example)

As a customer, I would like to view other customer profiles and their rental history so that I can see their opinions and comments about a car they rented, which can in turn help me decide on my own rentals.

*Acceptance Criteria*

* Clicking another customer’s name (through comments) will open that customer’s profile page.
* If Public, user will be able to see their past comments and “upvotes” on different cars
* If Private, only little information is provided.

**Access to car service history**

As a customer, I would like to view the car service history of a listed vehicle so that I can determine if said vehicle is in an adequate condition for me to rent.

As the management staff, we would like to include the car service history of all listed vehicles so that customers can further validate their rental decisions based on current car condition.

*Acceptance Criteria*

* When viewing car details; car service history included - last car service date, mileage, previous accidents and/or any modifications.