**Functional Requirement**

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| **1.1** | The system shall allow the user to make a call. |
| **1.2** | The system shall allow users to browse freely on the site (friendly user interface). |
| **1.3** | The system shall give the user access to send a message to the client. |
| **1.4** | The system shall allow users to view updates. |
| **1.5** | The system shall make communication possible between the organization and users. |
| **1.6** | The system shall allow users to make payments or give funds when necessary. |
| **1.7** | The system shall send or decline a message. |

**Non-Functional Requirement**

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| **1.1** | The system shall allow the website to be accessible on various devices. |
| **1.2** | The system shall ensure that the user's information is secure and has access to the website 24/7. |
| **1.3** | The system shall provide users with weekly updates. |
| **1.4** | The system shall notify the organization 2 mins after the email is sent. |
| **1.5** | The system shall send an email to the user 2 secs after the organization's response. |

**User Stories**

**Story 1:** Mayowa is a diligent student who faithfully attends church services throughout the week and on Sundays. One day, she wanted to connect with someone from the church but realized she didn't have their contact information. To remedy this, she decided to search for the church website online. Upon finding the website, she discovered that it lacked any contact details. Determined to reach out, Mayowa resolved to inquire about the church's contact information from the pastor or another church executive during Sunday service. She expressed hope that the church would update its website to include essential information, such as a contact form.

**SCENARIO\_1: User Story 1 -Retrieving Contact Information from the Pastor**

**Initial Assumption:** Mayowa assumes that she can easily obtain the church's contact information by approaching the pastor or another church executive during Sunday service.

**Normal:** Mayowa attends the Sunday service, approaches the pastor or a church executive, and politely asks for the contact information. The pastor readily provides the needed details, and Mayowa successfully connects with the desired person.

**What can go wrong:** The pastor or church executive may be busy or unavailable during the service, making it challenging for Mayowa to approach them. They might not have the information at hand, leading to a delay in obtaining the contact details.

**Other activities:** Mayowa, recognizing potential delays, may decide to check if there are any church announcements or bulletin boards with contact information. Alternatively, she might ask fellow churchgoers if they have the needed information.

**System state on completion:** Mayowa successfully obtains the contact information, allowing her to connect with the desired person from the church.

**SCENARIO\_2: User Story 1- Exploring Church Announcements and Bulletin Boards**

**Initial Assumption:** Mayowa assumes that there might be church announcements or bulletin boards with contact information.

**Normal:** Mayowa arrives early for the Sunday service, checks the church announcements or bulletin boards, and finds the contact information she needs. She successfully connects with the desired person after obtaining the details.

**What can go wrong:** There might be no announcements or bulletin boards with the required contact information. The information displayed may also be outdated or incomplete.

**Other activities:** Mayowa may decide to inquire with church staff or fellow attendees about alternative ways to get the contact information. She might also consider suggesting to the church administration to update or create bulletin boards for easy access to such information.

**System state on completion:** Mayowa successfully finds the contact information, enabling her to connect with the desired person from the church.

**SCENARIO\_3: User Story 1- Suggesting Website Improvement to the Church**

**Initial Assumption:** Mayowa assumes that the church website should have essential information, including a contact form.

**Normal:** Recognizing the absence of contact information on the website, Mayowa decides to suggest improvements to the church administration. She communicates her feedback, emphasizing the importance of including a contact form on the website for easy access to information.

**What can go wrong:** The church administration may not prioritize website updates or may face technical challenges implementing the suggested improvements.

**Other activities:** Mayowa may consider reaching out to the church administration through alternative channels, such as email or social media, to ensure her feedback is acknowledged. She might also encourage fellow church members to support the idea

**System state on completion:** Mayowa successfully communicates her suggestion to the church administration, advocating for the inclusion of a contact form on the website

**SCENARIO\_4: User Story 1 - Seeking Help from Fellow Churchgoers**

**Initial Assumption:** Mayowa assumes that fellow churchgoers might have the contact information she is looking for.

**Normal:** Mayowa approaches fellow churchgoers before or after the service, inquiring about the contact information. A helpful member provides the details, and Mayowa successfully connects with the desired person.

**What can go wrong:** Some churchgoers may not have the information, or they may provide outdated or incorrect details, leading to communication issues.

**Other activities:** Mayowa may consider expanding her inquiry to a broader group of church members or checking if there are church-related social media groups where members share information.

**System state on completion:** Mayowa successfully obtains the contact information from a fellow churchgoer, allowing her to connect with the desired person from the church.

**Story 2:** Glory is a member of a different denomination but learned about RCCG from one of her friends and expressed interest in attending. She decided to visit the church the following Sunday. As she was searching for the church address on Sunday, she came across one address, but it turned out to be outdated and not the current location of the church. In response, she reached out to her friend to ask for the correct address. After receiving all the details from her friend, she compared it with the address she initially found on the website, realizing they were entirely different. She hopes that the church can update its location to help potential members easily locate it in the future.

**SCENARIO\_1: User Story 2 - Searching for Church Address**

**Initial Assumption:** Glory uses the church website to find the address.

**Normal:** Glory visits the RCCG website to find the church address. She locates an address on the website and plans to visit the church based on this information.

**What can go wrong:** The website might have outdated information. The address on the website could be incorrect.

**Other activities:** Glory might cross-verify the address on other online platforms or maps. She may also try to find contact information to confirm the address.

**System state on completion:** Glory either successfully finds the correct address or encounters issues leading her to contact her friend for confirmation.

**SCENARIO\_2: User Story 2 - Contacting a Friend for Assistance**

**Initial Assumption:** Glory reaches out to her friend for the correct church address.

**Normal:** Glory contacts her friend for the correct church address. Her friend promptly responds with the updated and accurate location information.

**What can go wrong:** The friend might not respond in a timely manner. The friend might not have the current address information.

**Other activities:**  Glory may consider reaching out to other friends who might have information about the church.

**System state on completion:** Glory either receives the correct address from her friend or explores alternative sources for information.

**SCENARIO\_3: User Story 2 - Address Discrepancy Resolution**

**Initial Assumption:** Glory compares the address from her friend with the one she found on the website.

**Normal:** Glory compares the address provided by her friend with the one on the website. She realizes the disparity between the two addresses. Glory decides to trust her friend's information and plans her visit accordingly.

**What can go wrong:** Glory may get confused due to the discrepancy and hesitate to visit the church.

**Other activities:**  Glory might seek further confirmation from additional sources.

**System state on completion:** Glory acknowledges the correct address and prepares to attend the church based on the information provided by her friend.

**SCENARIO\_4: User Story 2 - Feedback on Location Update**

**Initial Assumption:** Glory expresses her hope for the church to update its location for future visitors.

**Normal:** After visiting the church, Glory provides feedback to the church regarding the address issue. She suggests updating the website to avoid confusion for potential members in the future.

**What can go wrong:** The church may not have a clear process for handling feedback. The feedback may go unnoticed or ignored.

**Other activities:**  Glory may share her feedback through multiple channels, such as social media or community forums.

**System state on completion:** The church receives and acknowledges Glory's feedback, potentially updating the website to prevent similar issues for future visitors.

**Story 3:** Andrea, a mother of three who had previously attended RCCG, was determined to continue being part of this church, regardless of her family's location. When she was transferred to a different branch of her company in Moorhead, MN, she took the initiative to reach out to the church online. After finding a phone number, Andrea called to inform the church that her family would be moving to Moorhead and expressed their desire to be part of the church community.

Following a conversation with one of the church executives, Andrea decided to explore the church's website. During her review, she noticed that the website lacked some information compared to her previous church. Hoping for an improvement, she suggested that the church update the website by adding the necessary information and making it more user-friendly.

**SCENARIO\_1: User Story 3 - Exploring the Church's Website**

**Initial Assumption:** Andrea assumes that she can easily find all the information she needs on the church's website.

**Normal:** Andrea visits the church's website to explore the available information. She navigates through the website sections, looking for details about services, events, and community activities.

**What can go wrong:** The website navigation is confusing, making it difficult for Andrea to find the desired information. Some important information, such as service times or community events, is missing or outdated.

**Other activities:** Andrea decides to use the website's search function to locate specific details. She attempts to contact the church through the website for additional assistance.

**System state on completion:** Andrea successfully finds the necessary information and feels satisfied with the website's usability. Alternatively, if there were issues, she might provide feedback for improvement..

**SCENARIO\_2: User Story 3 - Providing Feedback on Website Improvement**

**Initial Assumption:** Andrea believes that her feedback about the website will be welcomed and considered by the church.

**Normal:** After exploring the website, Andrea submits feedback through the provided online form, suggesting improvements. She highlights specific areas where the website can be enhanced for better user experience.

**What can go wrong:** The feedback form is not functioning properly, preventing Andrea from submitting her suggestions. Andrea receives an automated response that does not acknowledge her feedback or provide assurance of improvement.

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**Other activities:** Andrea decides to reach out directly to the church executive she spoke with earlier, sharing her feedback about the website.

**System state on completion:** The church acknowledges Andrea's feedback and assures her that they will consider the suggested improvements. Alternatively, if there were issues, Andrea may feel unheard or frustrated.

**SCENARIO\_3: User Story 3 - Virtual Meeting with Church Executive**

**Initial Assumption:** Andrea assumes that the church executive is willing to engage in a virtual meeting to discuss her family's relocation and involvement in the church.

**Normal:** Andrea schedules a virtual meeting with the church executive to discuss her family's move and integration into the church community. They discuss available services, community programs, and any specific needs Andrea's family may have.

**What can go wrong:** Technical issues prevent the virtual meeting from taking place as scheduled. The church executive is not available for the meeting, causing a delay in addressing Andrea's inquiries.

**Other activities:** Andrea reschedules the virtual meeting or explores other communication channels if the initial attempt fails.

**System state on completion:** Andrea feels connected and informed about the church's offerings and community support. Alternatively, if there were issues, she might feel frustrated or anxious about the relocation.

**SCENARIO\_4: User Story 3 - Ongoing Engagement with Church Community**

**Initial Assumption:** Andrea anticipates ongoing engagement and support from the church community.

**Normal:** Andrea and her family attend virtual church services and participate in online community events after the move. They receive regular updates and communications from the church regarding events and activities.

**What can go wrong:** Technical issues during virtual services hinder Andrea and her family's participation. The church fails to communicate important updates or events, leading to a sense of disconnection.

**Other activities:** Andrea actively seeks alternative ways to stay engaged, such as joining online community groups or reaching out to fellow members directly.

**System state on completion:** Andrea and her family feel welcomed, engaged, and supported by the church community. Alternatively, if there were issues, they might feel disconnected or seek additional ways to connect with the community. y.

**Story 4:** David serves as an assistant pastor at his church. During a visit to his parents' place, he decided to attend a local church before returning home. While uncertain about which church to attend, he was discerning and didn't want to choose just any church. Seeking guidance through prayer, the Holy Spirit led him to RCCG.

On Sunday, Daniel followed the Holy Spirit's guidance and searched for RCCG online. He found their website and, using the provided address, successfully attended the church service that Sunday. Navigating to the church was easy for Daniel, as he found all the necessary information on the website. However, during his search, he noticed that the church webpage lacked a donation feature. Consequently, he suggested adding this functionality in their website update.

**SCENARIO\_1: User Story 4 - Exploring Local Churches**

**Initial Assumption:** David is uncertain about which local church to attend and desires guidance through prayer

**Normal:** David prays for guidance and is led by the Holy Spirit to attend RCCG. He searches for RCCG online and finds their website. Using the provided address on the website, David successfully attends the church service.

**What can go wrong:** David may not receive a clear guidance during prayer. The online search might not yield the RCCG website. The address on the website may be incorrect or outdated.

**Other activities:** David might consult friends or family for church recommendations. He could explore multiple church websites before making a decision. David may use navigation apps to find the church.

**System state on completion:** David successfully attends the RCCG service based on the guidance received, confirming the effectiveness of prayer and online information.

**SCENARIO\_2: User Story 4 - Online Search for RCCG**

**Initial Assumption:** David follows the Holy Spirit's guidance and decides to search for RCCG online.

**Normal:** David searches for RCCG online. He finds and accesses the RCCG website. The website provides accurate and helpful information about the church, including the address.

**What can go wrong:** David may encounter technical issues during the online search. The RCCG website might be down or inaccessible. The information on the website may be outdated or inaccurate.

**Other activities:** David may use alternative search engines or platforms. He could ask for recommendations on social media platforms. David might visit the physical location of RCCG based on general knowledge.

**System state on completion:** David successfully accesses the RCCG website and obtains accurate information for attending the church service.

**SCENARIO\_3: User Story 4 - Identifying Website Improvement**

**Initial Assumption:** While exploring the RCCG website, David notices a lack of donation feature and suggests its addition.

**Normal:** David explores the RCCG website and identifies the absence of a donation feature. He suggests adding the donation functionality during a feedback or suggestion process.

**What can go wrong:** David may overlook the absence of the donation feature. The website may have a donation feature, but it's not easily noticeable

**Other activities:** David might contact the church through other channels to provide feedback. He could discuss the suggestion with fellow church members. David may check other sections of the website for the donation feature.

**System state on completion:** T David provides constructive feedback, suggesting the addition of a donation feature on the RCCG website for better user engagement.

**SCENARIO\_4: User Story 4 - Website Update and Donation Feature**

**Initial Assumption:** Following David's suggestion, the church decides to update its website and add a donation feature.

**Normal:** The church acknowledges David's suggestion and plans a website update. The website update includes the addition of a donation feature. Users visiting the website can now easily make online donations

**What can go wrong:** Technical issues may arise during the website update process. The donation feature implementation might have flaws. Users may face difficulties using the new donation feature.

**Other activities:** The church may seek additional feedback from users during the update process. Testing the donation feature thoroughly before making it live. Communicating the website update to the church community.

**System state on completion:** The RCCG website is successfully updated, now including a donation feature for users, enhancing the online experience for visitors and enabling online contributions.