**User Story**

**Must have:**

1. **As a user, I want to know the status of issues at any time, so that I can arrange a better plan.**

Acceptance Criteria:

a) After user login the homepage, there is a box of “check the status”, user can click on the button.

b) Then the status of request will be shown on the screen, including the request time, who, request details (what kind of services and request) and the status of this request.

1. **As a business owner, I want to make sure that people logging in on my site are real and true, so that I can process useful information.**

Acceptance Criteria:

1. Provide a validation mechanism that when doing login or registering actions, clients will need to enter the numbers or words in the pictures, in order to confirm the clients-end is real people, not malicious programs  
   b)This mechanism will also improve the safety of the service and reduce the chance and effect of malicious attack.
2. **As a user, I want to contact the service provider, so that I can make an appointment with him/her.**

Acceptance Criteria:

a) The user is able to communicate though our site.

b) There is a staff list, which including the staff name, and contact details in the service list.

c) When users click the button staff list, they can see this list and choose one of them to communicate online.

1. **As a user, I want to receive an e-mail when the service provide will be found, so that I can know the information in time.**

Acceptance Criteria:

a) Users are able to choose the way they prefer to receive the information, such as email/message when they make their request.

b) After staff helped the users find the suitable service provider, they would send the notification to users by the way of user chosen.

1. **As a user, I want to cancel the request easily, so that I can update my request in time.**

Acceptance Criteria:

a) After user log in, they can view their information by click the button on the top right user’s account. The request can be seen in it.

b) User could choose the request that they would like to cancel, when the click the request, there is a specific request shown.

c) On the top right of the request, there is a delete button, when user click it; there is a pop up window show” do you confirm delete the request”. After user confirming delete, the request will be cancelled.

1. **As a user who English is not very good, I want to translate into my native language, so that I can ask for help accurately.**

Acceptance Criteria:

a) The website has at least three languages, which can help international students to solve language problems of our website.

b) The three languages are English, Chinese and Korean.

1. **As a staff, I want to know what issues are being processing, so that I can select other issues.**

Acceptance Criteria:

a) After the staff login the homepage, staffs have their account, and they are able to see the request list as well as the status. They could choose the issues which not been assigned and processed.

b) They would receive the notification from clients and communicate with them.

1. **As a staff, I want to update the status of issue at any time, so that I can improve efficiency of my work.**

Acceptance Criteria:

a) After the staff login the homepage, staffs have their account, and they are able to see the request list as well as the status.

b) The status of the request can be changed by staff at any time.

c) When the request status changed, there is two buttons below the request, which is “save” and “cancel”. After click save button, the request status changed. Otherwise, the request has nothing changed.

1. **As a user, I want to be able to choose what service provider I prefer, so that I can get the satisfied service provider as I prefer.**

Acceptance Criteria:

a) There is a service provider list in the service page.

b) In the service page, if clients want, they can choose the service provider that prefer.

1. **As a staff, I want to see the progress of the customers’ request that I handled, so that I can help user process it in 24 hours.**

Acceptance Criteria:

a) After staff login the website, they can see the customers’ request list that they handled.

b) They are able to view their request progress, such as “talking with service provider” or others. And which could make them know what next step should do to process the request.

1. **As a user, I would like the website to alert me when there is an error in what I’ve entered so that I don’t receive an error message.**

Acceptance Criteria:

a) When user login wrong, such as I enter incorrect username or password, there will be a notification behind where I entered, showed “sorry, you entered incorrect.”

b) Users need to enter telephone number, whereas they enter characters, it would showed “sorry, you entered incorrect.”

1. **As a user, I would like the website to stop me before I send in invalid data so that I don’t have to re-write the form.**

Acceptance Criteria:

a) When user enter invalid data, such as enter invalid email address. It would be a notification that “sorry, you have entered invalid data.” And user could change and correct the data.

b) When users need to enter address, if they enter inexistence address, there will be a notification “sorry, you have entered invalid data.”

c) Users need to login in by using correct email address, if they enter inexistence email, they would receive a notification that “sorry, you have entered invalid data” behind what they entered, then user ca fix it.

1. **As a web developer, I would like a restriction placed on the number of characters the users can enter for certain fields to save storage space.**
   1. When users enter their information in user page about account setting, for user name, there is a restriction of that user cannot enter more than 50 characters of their user name.
   2. For user password, user cannot enter more than 50 characters.
   3. For user role and user address, user cannot enter more than 50 characters.
   4. For user email, it won’t more than 30 characters.
2. **As a user, I want to a requirement to confirm my password when creating an account so that I won’t accidently type the wrong one when creating the account.**

Acceptance Criteria:

a) In the login page, user can able to register as a new user. When they create their account, there is a need to create a password.

b) It is necessary to enter the password a second time, which means they need to enter twice to confirm their password.

1. **As a user, I would like to be confident that the website administrators are keeping hashes of passwords so that my passwords for other sites won’t be exposed if the site’s databases are compromised.**

Acceptance Criteria:

a) User is able to receive verification code if they login the website by other sites.

b) They need to enter the code after they enter the password.

c) User receives a verification email when they update their password.

1. **As a user, I want to be able to reset my password when I forget my password, so that I can log in successfully.**

Acceptance Criteria:

a) User can click the link” I forgot my password”, then the website would send an email to users’ email, user can login in the website from the link in the email.

b) After user login, there is a need to reset a new password.

c) The new password would also be entered twice to confirm.

d) At the account setting page, user can also reset the password by the link in email.

1. **As a user, I want to comment and rank after the issue has been solved, so that I can give a feedback.**

Acceptance Criteria:

a) After user accepted the service, at the service page, they can comment on the service provider about their feeling of the service and rank the service providers from excellent, good, not bad, unsatisfied, and terrible.

1. **As a user, I want to deactivate my account at any time so that I can control when to finish using the account.**

Acceptance Criteria:

* 1. At the account setting page, user can choose to deactivate their account, there is a button can close the account.

1. **As a user, I want to see the comments from other users, so that I can know the quality of this service provider.**

Acceptance Criteria:

a). When the user choose a service provider, they can see “comment” button on the top of the web page.

b). After clicking “comment” button, users can read the other users’ comments on the web page.

1. **As a user, I want to see the most appropriate service provider according to my choose type will appear in the first list, so that I can compare service provider easily.**

Acceptance Criteria:

a). After the user select all the type, the most appropriate service provider will be displayed in the first list.

b). All of the service provider will be displayed in the sequence.

1. **As a user, I want to log out when I close the web page, so that I can exit easily.**

Acceptance Criteria:

a). If the user close the whole webpage, their account will be logged out automatically. If the user want to enter into the website, they will need to log in again.

1. **As a user, I want to read the detailed information about the service provider, such as experience, so that I can select the service provider easily.**

Acceptance Criteria:

a). When the user choose a service provider, they can see “detail information” button on the top of the web page.

b). After clicking the “detail information” button, the user can read all the information about that service provider.

c). The information should including: working experience, the name, age, photo and contact phone number.

1. **As a user, I want to log in the website in any web page, not only in the home page, so that I can log in easily.**

Acceptance Criteria:

a). All the web page should have “log in” button.

b). The “log in” button will be displayed on the top right side of each web page.

1. **As a user, I want to register in any web page, so that I don’t need to back to the home page if I want to register.**

Acceptance Criteria:

a). All the web page should have “register” button.

b). The “register” button will be displayed on the top right side of each web page.

**Should Have:**

1. **As a user I want to be able to scroll down like auto updating, so that I can see the list as soon as possible.**

Acceptance Criteria:

a) When people scroll down the page, the information on the page will be auto updating, for instance, people can scroll down the page and see the newest comment.

**2. As a user, I want to have the cheapest service provider to help me, so that I can save much money.**

Acceptance Criteria:

a). After the user enter into one of the service types, they can see many boxes on the top of the web page.

b). There will have a price box, which can select different types. In that box, users can choose “from cheap to expensive”. After that, the money of different service providers will display in the sequence.

1. **As a user, I want to find the service provider who can provide the best service, so that I can get the most quality help.**

Acceptance Criteria:

a). After the user enter into one of the service types, they can see many boxes on the top of the web page.

b). There will have a quality box, which can select different types. In that box, users can choose “from high quality to low quality”. After that, the quality of different service providers will display in the sequence.

1. **As a user, I want to know the detailed address of the business, so that I can go to the address and communicate with staff face to face.**

Acceptance Criteria:

a). The user can click the “contact us” button in the home page, in that web page, the detailed address of the business will be displayed.

1. **As a user, I want to know the phone number or email address of the business, so that I can contact to the staff if I want.**

Acceptance Criteria:

**a).** The user can click the “contact us” button in the home page, in that web page, the phone number of the business will be displayed.

1. **As a user, I want to see the logo of the business in the home page, so that I can think if the website is real and true.**

Acceptance Criteria:

a). When the visitor enter into the website, the logo will be displayed on the top left corner of the home page.

1. **As a user, I want the background color of column which my mouse move to will change to the different color, so that I know I can click the mouse to enter into the column.**

Acceptance Criteria:

a). When the user’s mouse move to the words, the color of column will change. For example, the mouse move to “contact us”, the color of this whole column will change.

1. **As a user, I want to click the logo to back to the home page, so that I can go to the home page easily.**

Acceptance Criteria:

a). The logo will be displayed in all of the web page. It always on the top left of the web page.

b). The user can click the logo to back to the home page at any time.

**9. As a user, I want to the website have a suitable color, so that I view it with a comfortable feeling.**

a) The website might use blue and grey as main color.

b) There won’t more than 8 colors in the same page.

**10. As a user, I want to see a logo of the website, so that I would have a deep impression of the website.**

a) The logo would show the company's spirit and attitude to the clients.

1. **As a service provider, I want to have the phone number of my customer, so that I can contact them as soon as possible.**

Acceptance Criteria:

a) This is link to customers’ information security, which means if they would like to show their information to service provider, they can choose to give their information to the service provider when they apply their request, otherwise, the customers’ information will be in security.

1. **As a service provider, I want to be able to see the comments made by my customers, so that I can improve from it.**

Acceptance Criteria:

a) Service provider can register on our page as the user.

b) They can view the user comments after they login, choose the services and service companies. The comments from their users about their service are list below.

1. **As a user, I want to register from the social network (e.g. Facebook), so that I can save much time.**

Acceptance Criteria:

a) There is an API from the Facebook; users are able to register from that to website.

1. **.As a user, I want to have a simple user interface, so that I can find out the service which I need quickly.**

Acceptance Criteria:

a) The website doesn’t have any other things which might confuse users.

b) Users need to register or login from the login page, which is easy to find.

c) The services are easy to find in the services page, there won’t any other information that bothers users.

1. **As a user, I want to have navigation, so that I can save time to ask for help.**

Acceptance Criteria:

1. There is a simply navigation, which has login & register，user , service，contact us and about us.
2. User can know and choose exactly which is they need.
3. **As a staff, I want to know the client is asking me questions immediately, so that I can help them to solve problems in time.**
4. The staff would receive a notification when there is a user chooses him or her to talk.
5. The staff can talk with user online by click on the notification.

**17. As a user, I want to have a smooth animation effects using css3 or JavaScript, so that I have a good user experience.**

a)When user browse the website by moving their mouse, the icon would have animation.

1. **As a user, I want to create password at least 6 numbers, so that my account would be safer.**
   1. When user set his password less than 6 numbers, there would be a notification“sorry，your password need to more than 6” after the column.
2. **As a web developer, I want to a restriction to check whether the same information of users will be stored in database, so that the user information would not repeat.**
3. System will indicate the information already exist, send a notifcation  “please try another”.

**20. As a web developer, I want to a restriction to check the data type of information that users write in website is correct, so that it can be stored in database.**

a) System will indicate the information which is not correct; send a notification “please try again.”

**Could Have:**

1. **As a user, I want to read the terms and conditions, so that I can obey the rules when I browse the website.**

Acceptance Criteria:

a). Not only the register user, but also the visitor can read the terms and conditions.

**2. As a user, I want to browse the website to know the type of services without register, so that I can decide if I need to register the website.**

Acceptance Criteria:

a). The visitor can see different type of services, however, they cannot see the detailed about each service, such as service provider, money and quality.

**3. As a service provider, I want to know the detailed address of the client, so that I can easier to do door-to-door service.**

Acceptance Criteria:

a). After logging in the website, the service provider can see the list of their clients.

b). When the service provider click one of their clients, the detailed address will be displayed on the web page.

**4. As a user, I want to have one staff to help me solve the issue when I needed, so that I will not receive too much staff help me at the same time.**

a) The user can choose the specific staff to help him/her on his request when he/she send his request in the service page.

b) For users who have not chosen one staff to help, he system would automatically assign a staff to this request.

**5. As a user, I want to get a reply back from the web, so that I know my request is sending successfully.**

a) When user sends their request in service page, he/she might receive the system automatic reply to his/her email address, which is written about his/her request is sending successfully, we would process your request as soon as possible.

**6. As a user, I want to have online support, so that I can contact the staff as soon as possible.**

Acceptance Criteria:

a). Not only the register user, but also new users can have online support.

b). When the user open the webpage, there is an “online support” button on the right side of the page. The user can click that button and there will be a dialog box, which can contact with the staff.

**7. As a service provider, I want to the website generate a report about the comments and feedback, so that they can archive and analyze the service quality.**

Acceptance criteria:

a) When service provider wants to see the comments and feedback, there are comments and feedback from user along with summary of the case, they can view quickly.