**User Story Documentation**

***Emergency Web App***

*Netherlands Citizens*

Incorporate Jira Project: <https://jenniferoentoro.atlassian.net/jira/software/projects/EWA/boards/7/backlog>

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| **Author : Jennifer Oentoro** |

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# User Story & Acceptance Criteria

* **As a User,** I want to be able to initiate a chat with an emergency helper, so that I can swiftly seek assistance and guidance during emergency situations.

**Acceptance Criteria:**

* + Given that there is a prominent and easily accessible "Help" or "Emergency Chat" button on the website, when I click on the button, then I should be able to initiate a chat swiftly.
  + Given that I can easily start a chat session with an emergency helper from the Emergency Website's user interface, when I attempt to do so, then I should be able to start the chat without any complications.
  + Given that upon clicking the "Help" button, I am promptly connected to an available emergency helper, when I click the "Help" button, then I should be immediately connected to a helper, minimizing any delay in seeking assistance.
  + Given that the chat system supports real-time communication, when I am connected to an emergency helper, then I should be able to have a rapid exchange of information and guidance during the emergency.
* **As a User,** I want to be able to end the chat when my emergency situation is resolved and access past conversations.

**Acceptance Criteria:**

* + Given that I have the ability to end the chat session when my emergency situation is resolved or when I no longer require assistance, when I choose to end the chat, then I should be able to do so.
  + Given that a history of the chat conversation is saved for reference and documentation purposes, when the chat session ends, then the conversation should be saved for future reference.
  + Given the ability to end the chat session, when I confirm my decision to end the chat, then the session should close, and I should be directed to access my chat history for reference.
* **As a User,** I want to be able to view real-time statistics of crime rates on the Emergency Website, based on various crime criteria, to stay informed about the safety of my area and make informed decisions during emergency situations.

**Acceptance Criteria:**

* + Given that the crime rate statistics are updated in real-time, when I access the statistics, then I should receive the most current and accurate information.
  + Given the ability to select and specify the criteria for viewing crime statistics, including location, type of crime, and time frame, when I customize my criteria, then I should be able to view the statistics tailored to my preferences.
  + Given that the crime rate statistics are accessible and easy to locate on the Emergency Website's interface, when I visit the website, then I should easily find and access the statistics.
* **As a User,** I want to effectively report incidents on the Emergency Website, including uploading photos or videos along with descriptions, covering various incidents like criminal activities and facility break-ins.

**Acceptance Criteria:**

* + Given that I can create incident reports with a title, description, and the option to upload photos or videos, when I fill out the incident report form, then I should have the ability to include these details.
  + Given the incident report form allows me to specify the type of incident (e.g., criminal activity, facility break-in), when I submit a report, then I should be able to specify the incident type.
  + Given that upon submission, the incident report is saved with a unique identifier and timestamp, when I submit a report, then it should be saved with these details for reference.
  + Given I receive a confirmation message upon successful submission of an incident report, when I submit a report successfully, then I should receive a confirmation message.
* **As a User,** I want to manage my incident reports efficiently on the Emergency Website, including real-time tracking, editing, deletion, access to report history, and efficient filtering and searching.

**Acceptance Criteria:**

* + Given that I can view the real-time status of my submitted incident reports, including whether they are pending, in progress, or resolved, when I check the status of my reports, then I should see this information in real-time.
  + Given the option to edit incident reports when necessary, such as correcting errors or providing additional information, when I need to make changes to a report, then I should be able to do so.
  + Given the ability to delete incident reports that are no longer relevant or were submitted in error, when I want to remove a report, then I should have the option to delete it.
  + Given access to a comprehensive history of my previously submitted incident reports, including details, timestamps, and statuses, when I want to review my report history, then I should be able to access this information.
  + Given the ability to efficiently filter and search for incident reports based on criteria such as location, date, type of incident, or status, when I need to find specific reports, then I should be able to do so efficiently.
* **As a User,** I want to access news articles and video tutorials on how to handle specific emergency situations, so that I can stay informed and prepared.

**Acceptance Criteria:**

* + Given that there is a dedicated section on the Emergency Website where I can browse and search for news articles related to emergency situations, when I want to access news articles, then I should find them in this section.
  + Given the ability to filter news articles by category, date, or keyword to quickly find relevant information, when I need to narrow down my search, then I should be able to apply these filters.
  + Given the ability to perform keyword searches to locate specific news articles quickly, when I'm looking for a particular topic, then I should be able to use the search feature.
  + Given a separate section for video tutorials on handling emergency situations, when I want to access tutorials, then I should find them in this section.
* **As a User,** I want the capability to add friends to my contact list on the Emergency Website, allowing me to notify them if there is an emergency situation.

**Acceptance Criteria:**

* + Given that I can manage my list of friends or contacts on the Emergency Website, including adding new friends, removing existing ones, and viewing my contact list, when I want to manage my friends, then I should have these options available.
  + Given the ability to send friend requests to other users of the Emergency Website, specifying their usernames or contact information, when I want to connect with others, then I should be able to send friend invitations.
  + Given that I send a friend request to another user on the Emergency Website, when the recipient receives the request, then they have the option to accept or decline it. If they accept, they are added to my contact list.
  + Given the ability to send emergency notifications or alerts to my friends if there is an emergency situation, when I need to inform my friends about an emergency, then I should be able to send these notifications.
* **As a User,** I want to have the ability to create user groups on the Emergency Website, allowing me to notify and communicate with specific individuals or communities during emergency situations.

**Acceptance Criteria:**

* + Given that I can create new user groups from my profile settings on the Emergency Website, when I choose to create a group, then I should have the ability to do so.
  + Given the option to provide a name and description when creating a group to distinguish its purpose and membership, when I create a group, then I should be able to specify these details.
  + Given the ability to add or remove members to/from a group, specifying their usernames or contact information, when I want to manage group membership, then I should be able to do so.
  + Given the capability to send emergency alerts, updates, and messages to all members of a group simultaneously, when I need to communicate with a group, then I should be able to send messages to all group members for timely and coordinated communication.
* **As an Admin,** I want to efficiently monitor chat conversations on the Emergency Website to stay informed about user interactions and provide timely assistance.

**Acceptance Criteria:**

* + Given that I can access a dashboard displaying new chats, ongoing chats, and chat history, when I log in, I should be able to access this dashboard.
  + Given that the dashboard provides details about each chat, including user information and the time of the last message, when I view the dashboard, I should see these chat details.
  + Given the ability to click on a chat to view the conversation history and interact with the user, when I need to review or respond to a chat, I should be able to do so easily.
  + Given the capability to change the status of chat conversations, such as marking them as urgent or resolved, when I want to manage chat conversations effectively, I should be able to update their status.
  + Given the ability to sort, filter, and search chat messages to quickly locate relevant information and address user inquiries efficiently, when I need to find specific information in chat messages, I should be able to do so.
  + Given that I receive notifications of incoming chat messages to stay responsive and assist users effectively, particularly during peak emergency periods, when new chat messages arrive, I should receive notifications to stay informed and responsive.
* **As an Admin,** I want to respond to chat messages promptly and effectively, ensuring users receive the necessary assistance during emergency situations, and I want to implement automated responses when no admin is available.

**Acceptance Criteria:**

* + Given the ability to respond to chat messages in real-time, when users require assistance during emergency situations, I should be able to provide immediate support.
  + Given the implementation of automated responses in cases where no admin is available to reply to a chat, using the OpenAI API to ensure users receive initial guidance and support, when I'm not available, the system should generate automated responses.
  + Given the ability to seamlessly switch from automated to manual responses when I become available, then I can provide personalized assistance as needed.
* **As an Admin,** I want to oversee and manage incident reports on the Emergency Website to ensure that reported incidents are appropriately handled and documented.

**Acceptance Criteria:**

* + Given that I require incident report management capabilities, when I access the system, then I should be able to modify report statuses, ensuring proper categorization and documentation, and have the ability to delete reports.
  + Given my need for content management, when I use the system, then I should be able to add new video tutorials and news articles for users' access.
  + Given my requirement for efficient search and update functions, when using the system, I should be able to search for specific incident reports based on criteria like location, date, or incident type, facilitating prompt updates as needed.
* **As a Helper,** I want to have the ability to modify the status of a chat conversation when I am already en route to assist the person in need. Additionally, I want to share my real-time location for tracking purposes.

**Acceptance Criteria:**

* + Given the need to modify the chat status when en route to assist a user, when I am actively responding to the user's request, I should be able to change the chat status to "En Route" or a similar status.
  + Given the requirement for real-time location sharing, when assisting a user, I should be able to share my real-time location, displayed on a map for the user to track my progress and estimate my time of arrival.
  + Given the need for location privacy control, when I use the system, I can initiate and end location sharing as needed, ensuring privacy and security.
* **As a Superadmin,** I want the capability to add other administrators to the Emergency Website and remove them as needed, ensuring effective management of admin accounts.

**Acceptance Criteria:**

* + Given that I need to manage administrators, when I access the administrative panel on the Emergency Website, then I should have the authority to add new administrators.
  + Given the need to add a new administrator, when I initiate the process, then I should provide essential details such as their username, contact information, and permissions level.
  + Given the requirement to manage administrators, when I need to revoke access and privileges, then I should be able to remove or disable administrators from the system when necessary.

# Product Backlog

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| --- | --- | --- | --- |
| **Backlog** | **Value** | **Effort** | **Priority** |
| **As a User**, I want to be able to initiate a chat with an emergency helper, so that I can swiftly seek assistance and guidance during emergency situations | 38 | 16 | Highest |
| **As a User**, I want to be able to end the chat when my emergency situation is resolved and access past conversations | 16 | 11 | High |
| **As a User**, I want to be able to view real-time statistics of crime rates on the Emergency Website, based on various crime criteria, to stay informed about the safety of my area and make informed decisions during emergency situations. | 13 | 20 | Low |
| **As a User**, I want to effectively report incidents on the Emergency Website, including uploading photos or videos along with descriptions, covering various incidents like criminal activities and facility break-ins. | 10 | 10 | Highest |
| **As a User**, I want to manage my incident reports efficiently on the Emergency Website, including real-time tracking, editing, deletion, access to report history, and efficient filtering and searching. | 31 | 26 | Low |
| **As a User**, I want to access news articles and video tutorials on how to handle specific emergency situations, so that I can stay informed and prepared. | 9 | 23 | Lowest |
| **As a User**, I want the capability to add friends to my contact list on the Emergency Website, allowing me to notify them if there is an emergency situation. | 22 | 19 | High |
| **As a User**, I want to have the ability to create user groups on the Emergency Website, allowing me to notify and communicate with specific individuals or communities during emergency situations. | 23 | 15 | High |
| **As an Admin**, I want to efficiently monitor chat conversations on the Emergency Website to stay informed about user interactions and provide timely assistance. | 39 | 33 | Highest |
| **As an Admin**, I want to respond to chat messages promptly and effectively, ensuring users receive the necessary assistance during emergency situations, and I want to implement automated responses when no admin is available. | 30 | 28 | Highest |
| **As an Admin**, I want to oversee and manage incident reports on the Emergency Website to ensure that reported incidents are appropriately handled and documented. | 15 | 10 | Highest |
| **As a Helper**, I want to have the ability to modify the status of a chat conversation when I am already en route to assist the person in need. Additionally, I want to share my real-time location for tracking purposes. | 29 | 24 | Highest |
| **As a Superadmin**, I want the capability to add other administrators to the Emergency Website and remove them as needed, ensuring effective management of admin accounts. | 9 | 9 | Medium |

# Project Features

**1. User**

* Register and log in.
* Display real-time statistics of crime rates (based on various crime criteria).
* Chat with an admin for assistance.
* Can end the chat.
* If the admin has not responded yet, an automated response will be generated using OpenAI (third-party).
* Enable real-time location tracking for emergency assistance.
* Upload photos or videos with descriptions as incident reports for criminal activities, facility break-ins, etc.
* View the real-time status of incident reports.
* Delete incident reports.
* Access the report history.
* Apply filters and perform searches on incident reports.
* Browse and search for news articles.
* Access video tutorials on how to handle specific emergency situations.
* Receive notifications when the status of incident reports changes.
* Create user groups to notify others in emergency situations.
* Initiate video and voice calls (integrated with Zegocloud). *(If the time is enough)*
* Locate the nearest emergency public facilities (e.g., hospitals, pharmacies, police stations) using GPS coordinates. *(If the time is enough)*

**2. Admin**

* Monitor chat conversations (new chats, ongoing chats, chat history).
* Change status of chat conversations.
* Sort, filter, and search chat messages.
* Respond to chat messages.
* Modify the status of incident reports.
* Add new video tutorials and news articles.
* Receive notifications of incoming messages.

**3. Helper**

* Change status of chat conversations. (To en-route)
* Share real time location

**4. Superadmin**

* Add new admin, and helper to the system.
* Remove admin, and helper from the system.