## **Defining Model Scope Using User Story**

## **Customer User Story**

- 1. As a customer, I want to locate available parking spaces.
- 2. As a customer, I want to reserve a parking spot.
- 3. As a customer, I want to park my car with sufficient space and without hassle.
- 4. As a customer, I want to manage the parking sessions like start and stop by scanning a QR code on the parking spot or using the app.
- 5. As a customer, I want to link one or more vehicles to Smart Parking System account through mobile app.
- 6. As a customer, I want to pay for parking via credit card, debit card, or mobile payment platforms securely.
- 7. As a customer, I want the system to charge me based on the duration of parking and type of space.
- 8. As a customer, I want the system to automatically charge me extra if a parking session exceeds the prepaid time.

## **Admin User Story**

- 1. As an admin, I want to know which parking spaces are occupied with vehicles in real time.
- 2. As an admin, I want the system to calculate the charges based on the time, type of space and the set rate.
- 3. As an admin, I want to alter the set rate of the parking spaces based on different circumstances.
- 4. As an admin, I want to access the parking history of the vehicle.
- 5. As an admin, I want to view report on parking space utilisation.
- 6. As an admin, I want to know the revenue generated from all the parking sessions.
- 7. As an admin, I want to know the parking violations of vehicles parked in unauthorised spaces.

## **Entities Identified Thorugh User Story**

