**User Stories**

**LAWLINK**

**In trello**

1. As a legal practitioner, I want to have a dashboard where I can view all active cases, upcoming appointments, and important deadlines, so I can efficiently manage my workload.
   * Exception: In case of technical issues or server downtime, users should have access to a backup system or offline mode to view essential case information.
2. As a client, I want to be able to update my contact information and billing details securely through the software, to ensure accurate communication and billing.
   * Exception: If there's a failure in updating information due to system errors, users should receive a clear error message and alternative instructions for updating their details.
3. As a legal administrator, I want to generate customizable legal reports for clients in PDF format, including case summaries, billing statements, and legal documents, to provide transparent and detailed information.
   * Exception: If there are any discrepancies or errors in generating reports, there should be an option to manually review and edit the report before finalizing and sending it to the client.
4. As a legal consultant, I want to record video updates for clients summarizing case progress and key developments, to maintain regular communication and provide personalized service.
   * Exception: If there are technical issues during the recording process, users should have the option to save drafts or re-record without losing the content already recorded.
5. As a client, I want to communicate securely with my legal team through a messaging center within the software, to discuss case details, ask questions, and receive updates.
   * Exception: If there's a breach in security or unauthorized access to the messaging center, users should be alerted immediately and provided with instructions on how to secure their communication.
6. As a legal practitioner, I want to schedule appointments with clients directly through the software, to streamline appointment management and ensure efficient use of time.
   * Exception: In case of scheduling conflicts or overlapping appointments, users should have the ability to reschedule or notify clients promptly.
7. As a client, I want access to a library of legal resources within the software, including articles, guides, and legal documents, to educate myself on relevant legal matters.
   * Exception: If there's any outdated or incorrect information in the resources, users should be able to report it for review and receive updates accordingly.
8. As a legal administrator, I want to track case progress and updates in real-time, to ensure timely communication and efficient resolution of legal matters.
   * Exception: If there's a delay in updating case progress due to technical issues or data synchronization problems, users should receive notifications about the delay and steps being taken to resolve it.
9. As a client, I want to receive notifications and reminders for upcoming appointments and deadlines, to stay informed and organized.
   * Exception: If there's a failure in sending notifications or reminders, users should have access to an alternative method of checking their appointments and deadlines, such as a calendar view within the software.
10. As a legal practitioner, I want to gather feedback from clients through the software, to assess client satisfaction and identify areas for improvement in service delivery.
    * Exception: If there's a technical issue preventing clients from providing feedback, there should be an alternative method provided for them to share their feedback, such as email or phone survey.