

CMU-SE450 Capstone Project II

**USER STORY**

**Version 1.0**

**Date: 5 - Mar - 2021**

**SALON BOOKING - TWINKLE**

**Submitted by**

**Thien, Ngo Ngoc**

**An, Do Van Minh**

**Thanh, Tran Duy**

**Loi, Nguyen Dac**

**Approved by**

**PJ Chao M.Sc.**

Proposal Review Panel Representative:

Name Signature Date

Capstone Project 2- Mentor: PJ Chao

Name Signature Date

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| **PROJECT INFORMATION** |

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| **Lead institution** | International School, Duy Tan University | | | |
| **Project mentor** | PJ Chao  Email: chaopj1030@gmail.com  Phone: | | | |
| **Partner organization** | Duy Tan University | | | |
| **Scrum Master** | Thien, Ngo Ngoc | nnthien.242@gmail.com | | 0705112199 |
| **Product owner** | Loi, Nguyen Dac | nguyendacloi154@gmail.com | | 0795856865 |
| **Team members** | An, Do Van Minh | jayandn1999@gmail.com | | 0965897211 |
| Thanh, Tran Duy | td.thanh2207@gmail.com | | 0987285392 |

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| **Mentor** | PJ Chao | **Signature:** |  |
| **Date:** |  |
| **Project Leader** | Thien, Ngo Ngoc | **Signature:** |  |
| **Date:** |  |
| **Product Owner** | Loi, Nguyen Dac | **Signature:** |  |
| **Date:** |  |
| **Team Member(s)** | An, Do Van Minh | **Signature:** |  |
| **Date:** |  |
| Thanh, Tran Duy | **Signature:** |  |
| **Date:** |  |

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# Introduce

In software development, User Story (User Stories) is one or more sentences that describe the natural language (not technical language) or the business language of the end user or system user to record what users need to do or not do their job or duty. User stories are used in methods such as Agile software development as the basis for defining the system's functions as business development and to facilitate requirements management. Help yourself know "who", "what" and "why" in a short, simple request, often limited only by details that can be written on a piece of sticky note or scrap paper. small.

User Stories written by business users are the primary way of users because they understand most of the system's processes, workflows, and functions so it is live right now. User Stories can also be written by Dev to represent non-functional requirements (like security, performance, quality, etc.).

## 1.1 Documentation overview

This document provides a User story and a goal-oriented view of the Duy Tan Event Management project, bringing many key benefits to the project:

* It helps answer the question: "What does this project do?" for businesses, project sponsors, developers and architects, including clearly defined scopes.
* It assists in setting goals and the future.
* It helps to understand the requirements needed to support a project.
* It provides a meaningful resource that can be used in conversations between the business team and the architecture.

## 1.2 Business value

* Currently, the beauty care service market in Vietnam is thriving, typically hairdressing services, manicures, spas, etc ... But the market has not yet appeared a common solution for all. both of the above services. Most of the above services use the traditional method of calling the hotline to make a schedule. Online scheduling is largely underused or communicated only through messaging platforms and often does not have a high degree of credibility. Realizing this inadequacy and irrationality, we want to develop a platform that can make it easier for users to make an appointment without having to call or visit a store. At the same time, support for stores can easily control the number of customers, sales, customer reviews about the service, as well as easily promote their brands.
* The system has features:
  + Customer can Booking Salon
  + The Salon Owner can received the Booking.
  + The Staff can view his/her schedule.
  + The admin can manage the system.
* Advantages of the system:
* Clear authorization for user accounts
* Twinkle will interact with users through a mobile application and website
* With the current complicated COVID-19 epidemic, our Twinkle service will reduce the need to gather in large crowds to avoid waiting.
* They can view the salon's pricing details, hair models and beauty combos for a better decision.
* This service helps people in need of beauty treatments quickly through the salon locations.

# Use Case of “Reminder Application “system

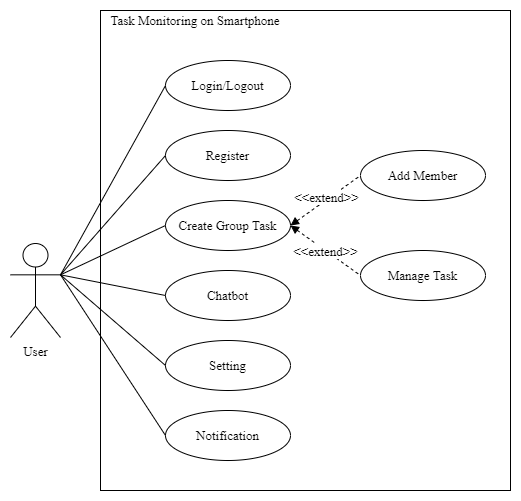


Figure 1. Use Case of “Reminder Application “system

# User Stories

* 1. **Login**

|  |  |  |
| --- | --- | --- |
| **As a User**  **I want to** access to the system by my account **so that** I can use the system with my role | | |
| **Login** | **Project:** Twinkle | **Priority:** high |
| **Actor:** User | **Acceptance Criteria**   * Users can log into the system when the user enters the correct phone number, then the system will send an OTP, the user enters that correct OTP and presses the [Login] button to log in. * Create a message of failure or success in processing. * Displays error messages when the value is not valid. | |
| **Story:** User wants to access to the system by their account. |

* 1. **Forgot Password**

|  |  |  |
| --- | --- | --- |
| **As a User**  **I want to** retrieve my password **so that** I can access my account. | | |
| **Forgot the password** | **Project:** Twinkle | **Priority:** high |
| **Actor:** User | **Acceptance Criteria**   * When the user presses the [Forgot Password] button in the login screen. * Create a message of failure or success in processing. * Displays error messages when the value is not valid. | |
| **Story:** User wants to retrieve the password |

* 1. **Change Password**

|  |  |  |
| --- | --- | --- |
| **As a User**  **I want to** change the password **so that** I can improve the security of my account. | | |
| **Forgot the password** | **Project:** Twinkle | **Priority:** high |
| **Actor:** User | **Acceptance Criteria**   * When the user logins into the application. * Then, pressing the [Profile] button to navigate to the profile screen. * Next, pressing [Change the password] button. * Then, the user inputs the new password and confirms password fields. * Next, pressing the [Submit] button to change the password. * Generate failure or success messages when processing. * Show the error messages when the value is invalid. | |
| **Story:** User wants to change the password |

* 1. **Logout**

|  |  |  |
| --- | --- | --- |
| **As a User**  **I want to** log out of the system **so that** I can stop using the system. I can login after I want to use the system next time. | | |
| **Logout** | **Project:** Twinkle | **Priority:** high |
| **Actor:** User | **Acceptance Criteria**   * The user can logout the system when the user clicks on the [Logout] button. | |
| **Story:** User wants to logout of the system. |

* 1. **Register**

|  |  |  |
| --- | --- | --- |
| **As a User**  **I want to** register a new account **so that I** can access the system. | | |
| **Register account** | **Project:** Twinkle | **Priority:** high |
| **Actor:** User | **Acceptance Criteria**   * When users access the login screen. * Then, the user clicks the [Register Account] button to go to the registration screen. * Next, users register by entering the phone number, password, username. * Then, click the [Register] button. * After that, the new account was created successfully. * Create a message of failure or success in processing. * Displays error messages when the value is not valid. | |
| **Story:** User want to register a new account. |

* 1. **Manage Staff account**

|  |  |  |
| --- | --- | --- |
| **As a** Salon Owner  **I want to** want to manage Staff account **so that** I can manage my Staff easily. | | |
| **Create a Board** | **Project:** Twinkle | **Priority:** high |
| **Actor:** Salon Owner | **Acceptance Criteria**   * When the user accesses the main screen of the system, the user clicks the [Staff] button in the sidebar. * The systems will display the information of staff. | |
|  |

* 1. **Salon Booking**

|  |  |  |
| --- | --- | --- |
| **As a Customer**  **I want to** choose, booking salon **so that** I can choose my favorite Salon and booking. | | |
| **Add Member** | **Project:** Twinkle | **Priority:** high |
| **Actor:** Customer | **Acceptance Criteria**   * After login the app, Customer will choose the service on the first screen. * Then, the customer can search or choose the salon suggestions and click to booking. | |
|  |

* 1. **Manage Customer**

|  |  |  |
| --- | --- | --- |
| **As a Salon Owner**  **I want to** manage the customer visit the salon and staff **so that** I can know in that day how much customer come to Salon. | | |
| **Add Tasks** | **Project:** Twinkle | **Priority:** high |
| **Actor:** Salon Owner | **Acceptance Criteria**   * After login the website , Salon Owner will choose the button on sidebar * The systems will display the Customer come to the Salon. | |
|  |

* 1. **Manage Center account**

|  |  |  |
| --- | --- | --- |
| **As a Admin**  **I want to** view my schedule on the day **so that** I can know my schedule. | | |
| **Edit Tasks** | **Project:** Twinkle | **Priority:** high |
| **Actor:** Admin | **Acceptance Criteria**   * After login the app, the Staff will saw his/her daily schedule. | |
|  |

* 1. **Manage Salon Information**

|  |  |  |
| --- | --- | --- |
| **As a Salon Owner**  **I want to** edit, delete, create my collections, service, price, details **so that** I can change all information when needed. | | |
| **Delete Tasks** | **Project:** Twinkle | **Priority:** high |
| **Actor:** Salon Owner | **Acceptance Criteria**   * After login the website, Salon Owner will choose the button on sidebar * .Then they can Edit the information for Salon | |

* 1. **Notification**

|  |  |  |
| --- | --- | --- |
| **As a User**  **I want to** send notification **so that** I can know what is about to happen. | | |
| **Search Tasks** | **Project:** Twinkle | **Priority:** low |
| **Actor:** User | **Acceptance Criteria**   * The user will receive a notification before that event occurs | |

* 1. **Feedback**

|  |  |  |
| --- | --- | --- |
| **As a Customer**  **I want to** send feedback **so that** I can judge the quality that I am served. | | |
| **Reminder** | **Project:** Twinkle | **Priority:** high |
| **Actor:** Customer | **Acceptance Criteria**   * User can click on the Salon profile and send the feedback for Salon. | |

* 1. **Manage Feedback**

|  |  |  |
| --- | --- | --- |
| **As a Salon Owner**  **I want to** get feedback **so that** I can take the feedback from the customer | | |
| **Comment Tasks** | **Project:** Twinkle | **Priority:** low |
| **Actor:** Salon Owner | **Acceptance Criteria**   * After login the website , Salon Owner will choose the button on sidebar * The systems will display the feedback of the Customer. | |
|  |

* 1. **View Report**

|  |  |  |
| --- | --- | --- |
| **As a Salon Owner**  **I want to** view my salon report **so that** I can take the Salon’s current situation. | | |
| **Set State for Task** | **Project:** Twinkle | **Priority:** low |
| **Actor:** Salon Owner | **Acceptance Criteria**   * After login the website , Salon Owner will choose the button on sidebar * The systems will display the report for the Salon Owner | |
|  |

* 1. **View Information**

|  |  |  |
| --- | --- | --- |
| **As a Customer**  **I want to view Salon information** **so that** I can make decision. | | |
| **Chatbot** | **Project:** Twinkle | **Priority:** high |
| **Actor:** Customer | **Acceptance Criteria**   * The user need to click on the Salon icon. After that the app will show the Salon Information. | |

* 1. **Setting**

|  |  |  |
| --- | --- | --- |
| **As a User**  **I want to** setting the system **so that** I can setting font size, notification sound, dark and light mode. | | |
| **Setting** | **Project:** Reminder Application | **Priority:** medium |
| **Actor:** User | **Acceptance Criteria**   * User clicking on [setting] button at the top right of the home screen. * User select the appropriate font size, adjust sound and choose dark mode or light mode. | |

**3.17. Notification**

|  |  |  |
| --- | --- | --- |
| **As a User**  **I want to** get notified about activities in the board **so that** I can receive notifications when actions affect the tasks in the board. | | |
| **Notification** | **Project:** Reminder Application | **Priority:** high |
| **Actor:** User | **Acceptance Criteria**   * When a team member takes action to add, edit, delete, comment, or set the status for the task, all team members are notified of that action. | |
| **Story:** User wants to receive notification. |

**3.18. View the application information**

|  |  |  |
| --- | --- | --- |
| **As a** **User**  **I want to** view the application information **so that I** can view the privacy policy and the terms & conditions of the application. | | |
| **View the application information** | **Project:** Reminder Application | **Priority:** low |
| **Actor:** User | **Acceptance Criteria**   * The user accesses the main screen of the system. * Then, press the menu button 3 tiles in the upper left corner of the screen, next the user presses the [Application Information] button to view information about the system, system security policies, and terms & condition of the system. * Create notification of failure or success in processing. | |
| **Story:** User wants to view the application information |