CSCI 4050/6050
Software Engineering

Online Bookstore

Deliverable 1: User Stories

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Team #3

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1 Agent Definitions

In this section we briefly define the users of the system and what their roles and capabilities will be.

1.1 Administrator

The administrator is responsible for monitoring the continued use of the site and making sure that it is maintained properly (i.e. banning users, introducing new sections/genres, implementing promotions, and updating the current stock).

1.2 Business Manager

The business manager is responsible for creating promotions based on the popularity of items. The business manager should be able to keep track of the businesses sales and popularity over time.

1.3 Shopper

A shopper is a person who has just happened upon the website, but has not yet registered as a member. A shopper is able to use the website in that he or she is able to view the details of books and is able to add the books to their card; however, a shopper is not able to check out (i.e. place a purchase order) until after they have gone through the registration process and have become a member.

1.4 Member

A member is a user who has already registered with their email, username, and password. A member is allowed to use all of the functionality of the site and is able to place orders (given that they have valid payment info etc). Members will also have the ability to view and change their account details including their order history.

1.5 Supplier

A supplier is a provider of books to the store. Suppliers should maintain a manifest of the books that they are able to supply to the store. Suppliers can add new books to their manifest and can update the stock available for existing items.

1.6 Shipment Department

The shipment department is responsible for carrying out the delivery of orders after they have been placed. The shipment agency should be able to send users emails regarding the shipment of their ordered products, and will keep track of all shipments internally.

2 User Stories

2.1 Administrator Stories

Title: Add Inventory
ID: US1001
As an **administrator**,
- I would like to **add books for users to purchase**
- so that we can **keep our stock up-to-date.**
Acceptance criteria:
- Select book from a list of books which can be added to the site.
- Add all of the relevant book information into the site.

Title: Remove Inventory
ID: US1002
As an **administrator**,
- I would like to **remove books for users to purchase**
- so that we can **eliminate irrelevant books from our site.**
Acceptance criteria:
- Select book from a list of books already on the site, and remove its information.

Title: Suspend/ban users
ID: US1003
As an **administrator**,
- I would like to **ban and suspend users**
- so that we can **disallow problematic users from creating issues.**
Acceptance criteria:
- User account needs to be deactivated.
- Email address needs to be flagged so that it can no longer be used

Title: Genre creation
ID: US1004
As an **administrator**,
- I would like to **create new genres/sections**
- so that we can **offer users the most relevant categories.**
Acceptance criteria:
- Initialize new section name with a set of books which belong in that section.
- Section should appear in website after creation.

Title: Halt transactions
ID: US1005
As an **administrator**,
- I would like to **be able to halt all transactions**
- so that we can **prevent complications in the case of system failure.**
Acceptance criteria:
- Flip a switch that prevents all users from checking out
- No one is able to check out if the administrator has flipped the switch.

Title: Add + Remove Suppliers
ID: US1006
As an **administrator**,
- I would like to **be able to add and remove suppliers**
- so that we can **make sure the site has access to best books**
Acceptance criteria:
- Select a supplier, and add them to the list of suppliers
- All of the books in the system now have updated inventory numbers.

Title: Get User Summaries
ID: US1007
As an **administrator**,
- I would like to **get user summaries**
- so that we can **help users in case of an error.**
Acceptance criteria:
- Enter a user's email or username
- Be able to view that users account information and shipment details

Title: Send Confirmation Email
ID: US1008
As an **administrator**,
- I would like to **send an email to a user when we've processed their purchase.**
- so that we can **confirm a member's purchase.**
Acceptance criteria:
- Create a confirmation number.
- Create an order number which will be later used by the shipment agency and user to update and track the product.
- Once these numbers are created, email them to the user along with their receipt of purchase.

Title: Add and Remove Shipment Agencies
ID: US1009
As an **administrator**,
- I would like to **add and remove shipment agency information**
- so that we can **ensure we are using the best shipment processes.**
Acceptance criteria:
- Select a shipment agency, and add them to the list of shipment agencies
- Users can now select that shipment agency (or cannot, if we have removed them).

Title: Add and Remove Employees
ID: US1010
As an **administrator**,
- I would like to **add and remove employees**
- so that we can **make sure only the right people have the correct credentials.**
Acceptance criteria:
- Admin can enter a new employees ID and password
- Employee now has some admin privileges.

Title: Process Order
ID: US1011
As an **administrator**,
- I would like to **process the information from an order**
- so that we can **keep track of all purchases.**
Acceptance criteria:
- For each purchase the system should record Customer ID, order time and date, order status, total price, shipping address, payment method, billing address, and ordered book.

2.2 Business Manager Stories

Title: View Site Statistics
ID: US2001
As a **business manager**,
- I would like to **have access to all site statistics**
- so that we can **make sure the site is not wasting money.**
Acceptance criteria:
- Business Manager should be able to access a statistics page.
- Statistics page should display daily sales, books by popularity (in sales), average user activity, etc.

Title: Discount a Present Book
ID: US2002
As a **business manager**,
- I would like to **be able to put discounts on certain items**
- so that we can **improve the sales of items which we may not sell otherwise.**
Acceptance criteria:
- Given a book and a discount rate, the price should be discounted.

Title: Propose New Promotions
ID: US2003
As a **business manager**,
- I would like to **create new promotions**
- so that we can **increase excitement in our products**
Acceptance criteria:
- Given a set of books we should create a new promotion.
- Email the promotion to a set of members who are subscribed to promotional emails.

Title: View Product Statistics
ID: US2004
As a **business manager**,
- I would like to **view product statistics**
- so that we can **know how to best create promotions and discounts.**
Acceptance criteria:
- Create a statistics page for business managers to view.

2.3 Shopper Stories

Title: Search Function
ID: US3001
As a **shopper**,
- I would like to **be able to search for products**
- so that I can **find books to purchase easier**

Acceptance criteria:
- Create a search function which takes text.
- Create page which displays the search results

Title: View Cart
ID: US3002
As a **shopper**,
- I would like to **be able to view the items in the cart**
- so that I can **see the price of my items and see if I want to purchase the items.**

Acceptance criteria:
- Add an easy view cart selection menu.
- Bring them to a page which lists the items in the cart and their subtotals

Title: View Cart
ID: US3003
As a **shopper**,
- I would like to **add items to my cart**
- so that I can **keep track of the total price of all items I want.**

Acceptance criteria:
- Allow all users to add items to cart

Title: Register as a Member
ID: US3004
As a **shopper**,
- I would like to **be able to register as a memebr**
- so that I can **purchase the items in my cart**

Acceptance criteria:
- Bring user to registration screen.
- Log user information in the list of members
- Send an email confirming registration

2.4 Supplier Stories

Title: Update Inventory
ID: US4001
As a **supplier**,
- I would like to **be able to update the amount of inventory for a particular item**
- so that I can **make sure the stock is constantly updated.**
Acceptance criteria:
- Allow suppliers to edit information in the manifest of items they are able to sell to us.

Title: Receive Alerts
ID: US4002
As a **supplier**,
- I would like to **receive alerts if one of the items in my manifest falls below a certain threshold**
- so that I can **make sure we do not run out of stock on any one item**
Acceptance criteria:
- Create alerts page.
- Email supplier if alerts page has new entries.

Title: Notify Administrators
ID: US4003
As a **supplier**,
- I would like to **send the admin mail about new inventory**
- so that I can **make sure we are selling the newest products**
Acceptance criteria:
- Allow for the admins to receive a notification whenever suppliers are carrying new items.

2.5 Member User Stories

Title: Receive Promotion Alerts
ID: US5001
As a **member**,
- I would like to **receive alerts when new promotions are available**
- so that I can **purchase items at the best price**
Acceptance criteria:
- When a promotion becomes available we need to send mail to everyone in the mailing list

Title: View Order History
ID: US5002
As a **member**,
- I would like to **be able to view my order history**
- so that I can **be sure that my product orders have been placed**
Acceptance criteria:
- When a user makes a purchase, we need to log the purchase information away in a history.

Title: Track Shipping Information
ID: US5003
As a **member**,
- I would like to **be able to view my pending and shipping orders**
- so that I can **be aware of when my product will arrive**
Acceptance criteria:
- Update shipping status in member's order history page when shipment department updates their end.

Title: Opt Out
ID: US5004
As a **member**,
- I would like to **be able to opt out of promotional emails**
- so that I can **reduce spam in my inbox**
Acceptance criteria:
- Allow users to select a setting which will remove them from our promotional email list.

Title: View Deals
ID: US5005
As a **member**,
- I would like to **access exclusive deals and clearance items**
- so that I can **have an incentive to buy more items and continue my membership**
Acceptance criteria:
- Allow members a period of access to the clearance items and promotions before shoppers are able to view them.

Title: Cancel Membership
ID: US5006
As a **member**,
- I would like to **cancel my membership at any time**
- so that I can **clear my information from the user database**
Acceptance criteria:
- Allow a member to delete their account information.

Title: Update Account Information
ID: US5007
As a **member**,
- I would like to **update my account information**
- so that I can **change my address, payment information, or password**
Acceptance criteria:
- Allow a member to edit their account information.

Title: Use Different Address
ID: US5008
As a **member**,
- I would like to **send an item to a different address or person** without updating my account information.
- so that I can **send a gift**
Acceptance criteria:
- Allow a member to enter an address or name that is inconsistent with their account information when checking out.

Title: Reset Password
ID: US5009
As a **member**,
- I would like to **reset my password.**
- so that I can **not worry about forgetting my password**
Acceptance criteria:
- Allow users to reset their password by sending them an email. ● After user updates password, their old password is deleted.

Title: Reset Password
ID: US5010
As a **member**,
- I would like to **use promotion codes.**
- so that I can **take advantage of being a user**
Acceptance criteria:
- User enters promo-code ● Items in cart are discounted accordingly

2.6   Shipment Department Stories

Title: Update Order Status
ID: US6001
As a **member**,
- I would like to **update tracking information for an Order ID**
- so that **users are in the know about deliveries**
Acceptance criteria:
- Let the shipment department edit the order status information for an order identified by it's Order ID.
- Order status should include the following options: processing, awaiting pickup, in transit, arrived, and shipping error.

Title: Email Users
ID: US6002
As a **member**,
- I would like to **email users immediately if there is a problem with the delivery**
- so that **we can quickly resolve any issues**
Acceptance criteria:
- Provide the user's email directly so the shipment department can email them if there is a problem with the shipment.