System Roles

Business owner– Runs the business and needs to keep track of orders and bookings. Does not directly use the platform. (?)

Customer – Attends events and makes bookings at the store. Uses the platform from a users perspective.

Developer – Tasked to build the user platform.

Prioritisation

L - low

M - Medium

H - High

Story 1	View customers order history	H	3

As the owner I want to be able to see customer purchase history so that I can keep track of customer orders

Acceptance Criteria
- Vend provides summary view of purchase history

Notes
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| Story 2 | View Customer Booking | H | 3.5 |

As the owner I want to see all customer bookings so that I know the expected customers for the day

Acceptance Criteria
• Bookings made should be sent to google calendar
• Occasion will handle the booking process and send data to google calendar

Notes
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Story 3	Newsletters	L	1.75

As the owner I want to be able to upload promotional newsletters to keep customers informed about any events going on

Acceptance Criteria
• The owner should be able to post the newsletters on the website.
• The Mailchimp api will be used to incorporate newsletters to the portal

Notes
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| Story 4 | Loyalty Program | L | 3 |

As the owner I want to have customer discounts so that I can incentivise customers to come back and use the platform

Acceptance Criteria
- Shows links to customers loyalty program
- Shows current offers
- Shows loyalty points which will be gained after each visit
- Ability to refer a friend and receive a bonus

Notes
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Story 5	Order Processing	H	3

As the owner I want a single point of contact for processing orders so that orders can be processed efficiently

Acceptance Criteria
- All orders made on the platform through getoccasion are saved to be later accessed to more effectively manage orders
- Vend API used to process payments online with an option for in store cash payments

Notes
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| Story 6 | Customer Booking Notification | M | .5 |

As the customer I want to receive notifications about events and bookings so that I don't forget about bookings

Acceptance Criteria
• Customers have the option to get email or google calendar notifications of their orders

Notes
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| Story 7 | Social Media Integration | M | 1.25 |

As the owner I want integration with facebook & instagram on the portal

Acceptance Criteria
- Links to facebook and instagram

Notes
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| Story 8 | View Customers Own Purchase History | H | 3.75 |

As the customer I want to see my purchase history so that I can receive my purchased items

Acceptance Criteria
• The customer must have registered online.
• There must be a link to this on the main users portal
• Handled by occasion / vend

Notes
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| Story 9 | Customer Registration | H | 4 |

As the customer I want to be able to register my details so that I can sign up to the web portal

Acceptance Criteria
- Easy to use interface for mobile
- Input fields for all necessary user data
- Wordpress function to provide registration form

Notes
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Story 10	Placement of Customer Bookings	H	2.5

As the customer I want to be able to make bookings so that I can guarantee my place at the pre allocated time

Acceptance Criteria
- Link to bookings on main portal
- The booking availability and time should be shown on the website to the customers.
- GetOccasion API used to handle event bookings

Notes
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| Story 11 | Tutorials and galleries | M | 4.25 |

As the customer I want to view video tutorials and galleries so that my experience is the best it can possibly be

Acceptance Criteria
- Ability to view YouTube tutorials
- Ability to view galleries via Instagram
- Link on main user portal

Notes
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| Story 12 | Mobile Friendly Design & Target Users | H | 16 |

As a business owner i want the platform to be easily accessible and tailored to our largest user base. Mobile phone users & Mother between 30 & 50 years.

Acceptance Criteria
- The platform must cater mobile users with an easy to use interface and appropriate platform layout
- Site works on IOS IPhone
- Pages are easy to navigate

Notes
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| Story 13 | Bookings Sent to Calendar | H | 0.75 |

As a business owner i want all customer bookings to be sent directly to my calendar so i can more easily manage my calendar.

Acceptance Criteria
• Customer bookings must be sent to the business owners google calendar on the appropriate dates
• Bookings automatically added to Google calendar

Notes
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