

## EPIC STORIES:

MH = Must Have

SH = Should Have

NH = Nice to Have

1. As a client, I want to be able to login in order to have access to the application
  - Create a login page with email and password fields.(MH)
  - Implement a secure authentication system to verify user credentials. (MH)
  - Add a "Remember Me" checkbox to allow users to stay logged in across sessions. (MH)
  - Design an error message display for invalid login attempts. (MH)
  - Add a "Forgot Password" feature to allow users to reset their password. Implement two-factor authentication for added security. (SH)
  - Create a welcome page for successful login attempts.(SH)
2. As a client, I want to be able to view, book and cancel service appointments
  - Design a user-friendly appointment booking interface. (MH)
  - Implement a real-time calendar system to show service provider availability. (MH)
  - Create an appointment confirmation email template. (MH)
  - Develop a notification system to remind users of upcoming appointments. (SH)
  - Implement a cancellation policy and design an interface for appointment cancellation. (SH)
  - Add a feature for rescheduling appointments. (SH)
  - Create an appointment history page to display past and upcoming appointments.(NH)
3. As a client, I want to be able to rate and write reviews for my finished appointments
  - Design a user-friendly rating and review interface. (MH)
  - Implement a system to validate that the user has completed the appointment before allowing them to write a review. (MH)
  - Add a feature to allow users to rate and review their service provider on multiple criteria (e.g. punctuality, quality of service, etc.). (MH)
  - Create an algorithm to calculate an overall rating for the service provider based on all user reviews.(SH)
  - Implement a feature to allow service providers to respond to user reviews.(SH)
4. As a client, I want to receive notifications for my appointments (1 day, 1 hour before etc)
  - Design a notification system that integrates with the appointment booking system. (MH)
  - Implement a database to store appointment details and user notification preferences. (MH)

- Develop a notification scheduling algorithm that sends notifications at the requested time and frequency. (MH)
- Design notification templates that provide clear and concise information about the appointment. (SH)
- Add a feature to allow users to manage their notification preferences (e.g. turn off notifications for certain types of appointments). (SH)
- Implement a system to track whether or not users have received and read their notifications. (NH)
- Develop a mechanism for users to confirm or reschedule appointments directly from the notification.(NH)

5. As a client, I want to have a section where I can manage my car fleet (service history, license plate number, make, model etc)

- Develop a database to store car fleet information, such as service history, license plate number, make, model, and year. (MH)
- Implement a user interface to allow clients to add, modify, and delete car fleet information. (MH)
- Integrate the car fleet management system with the appointment booking system, so that clients can easily book appointments for their cars. (MH)
- Add a feature to track service appointments for each car, including the date and type of service performed. (SH)
- Implement a reminder system to notify clients when their cars are due for service based on the service history.(SH)
- Develop a reporting system to provide clients with an overview of their car fleet and service history. (NH)

6.As a client, I want to be able to ask questions to the service owners

- Develop a messaging system that allows clients to send messages to service owners. (MH)
- Implement a user interface for clients to send messages to service owners.(SH)
- Implement a notification system to alert service owners when they receive a new message. (SH)
- Provide a system for service owners to respond to client questions and messages.(MH)

## OWNER STORIES:

1.As a service owner, I want to be able to login in order to have access to the application :

- Develop a user authentication system that allows service owners to securely log in to the application.(MH)
- Create a login page where service owners can enter their credentials (username and password) to access the system. (MH)
- Implement a password recovery system in case a service owner forgets their password. (SH)
- Ensure that the login system is secure and cannot be easily compromised.(NH)

2.As a service owner, I want to be able to view, confirm and cancel appointments:

- Develop a system that allows service owners to view their upcoming appointments.(MH)
- Implement a confirmation system that allows service owners to confirm or reject appointments.(MH)
- Allow service owners to cancel appointments if necessary.(MH)
- Provide a notification system to alert service owners when new appointments are made. (SH)
- Ensure that the appointment data is securely stored and cannot be easily tampered with.(NH)

3.As a service owner, I want to be able to have a main page, in order to showcase my services/price list :

- Develop a user interface for service owners to create and manage their service offerings and prices. (MH)
- Design a main page that displays the service offerings and prices in a clear and organized manner.(MH)
- Ensure that the service offerings and prices are easy to modify and update. (SH)
- Integrate the main page with the appointment booking system, so that clients can easily view and book services.(NH)

4.As a service owner, I want to be able to send messages to the client

- Develop a messaging system within the application that allows service owners to send messages to clients. (SH)
- Implement a user interface for service owners to compose and send messages to clients.(SH)
- Integrate the messaging system with the appointment booking system, so that service owners can send messages related to appointments. (SH)
- Implement a notification system to alert clients when they receive a new message from a service owner. (SH)
- Develop a message archive feature that allows service owners and clients to view message history.(SH)

5.As a service owner, I want to be able to select my working time intervals (i.e. wednesday 08:00-10:00 closed)

- Develop a scheduling system that allows service owners to select their working time intervals and set their availability accordingly.(MH)
- Implement a user interface that displays the service owner's working hours and allows them to make changes as needed.(MH)
- Integrate the scheduling system with the appointment booking system to ensure that clients can only book appointments during the service owner's available hours. (MH)
- Add a feature to the scheduling system that allows service owners to indicate when they are unavailable for appointments, such as for vacations or other events. (NH)
- Develop a notification system that alerts clients when a service owner's availability changes, such as if they need to cancel an appointment or are unexpectedly unavailable.(NH)