

Android App for Local Taxi Bookings

Report Name	User Stories
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1 Introduction

This document will serve as an initial write up of all stories for the Android App for Local Taxi Bookings project. Although each story will also be written on a physical card and on an electronic Trello board, this document will remain static and is mainly to preserve the initial stories for reference in the final report. There are 7 'epics', each of them is broken down into more detailed user stories. Each user story will have a short title, a description, an 'essential'/'non-essential' tag and a set of acceptance criteria.

2 User Registration

As a user, I want to register an account so that I can access the app's features.

Users can provide an Email Address (Essential)

As a user, I want to provide my Email Address when I register an account so that I can receive communication from the App's services and login to my account.

Acceptance Criteria

- When a form is submitted with a valid and unique email address in the correct field, the user record exists with that email address.
- If a form is submitted without a valid and unique email in the relevant field, the user record isn't created and the user receives feedback.

Users can provide a Full Name (Essential)

As a user, I want to provide my Full Name when I register an account so that taxi companies know who I am and my profile can be personal.

Acceptance Criteria

- When a form is submitted with a valid full name in the correct field(s), the user record exists with that name.
- If a form is submitted without a valid full name in the relevant field(s), the user record isn't created and the user receives feedback.

Users can provide a password with set requirements (Essential)

As a user, I want to provide a password for my account that meets a standard set of requirements so that I can make sure my account is secure and only I can access it.

Acceptance Criteria

- When a form is submitted with a password that meets the requirements and is correctly confirmed the user record should contain a hash that matches that password.
- If a form is submitted with a password that does not meet the requirements or that is not confirmed correctly, the user record isn't created and the user receives feedback.

Users can confirm password (Essential)

As a user, I want to be able to confirm the password I have selected so that I know I entered it correctly

Acceptance Criteria

- When a form is submitted with a password confirmation that matches the original password field, the user record should be created and contain a hash that matches the user's password.
- If a form is submitted with a password confirmation that does not match the original entry, the user record isn't created and the user receives feedback.

3 User Account Management

As a user, I want to be able to manage my account.

Users can change their password (Essential)

As a user, I want to be able to change my password so that it doesn't become outdated and I can keep my account secure.

Acceptance Criteria

- When a form is submitted with a password that meets the requirements and is correctly confirmed the user record should be updated to contain a hash that matches that password.
- If a form is submitted with a password that does not meet the requirements or that is not confirmed correctly, the user record isn't created and the user receives feedback.

Users can update their full name (Non-Essential)

As a user, I want to be able to update my full name so that my personal information is always up to date.

Acceptance Criteria

- When a form is submitted with a valid full name in the correct field(s), the user record is updated and contains that name
- If a form is submitted without a valid full name in the relevant field(s), the user record isn't updated and the user receives feedback.

4 Authentication and Access Management

As a user, I want to gain access to correct features content.

Users can only access main app features if authenticated (Essential)

As a user, I want to be able to only access content and features if I am authenticated so that I don't have access to anything irrelevant to me.

Acceptance Criteria

- If a user isn't logged in they only have access to login screen

Users can login (Essential)

As a user, I want to be able to log in to my account so that I can access all of the app's features.

Acceptance Criteria

- If a user enters the correct credentials they should be logged in and sent to the app's main page.
- If a user enters incorrect credentials nothing should happen and the user should receive feedback.

Users can log out (Essential)

As a user, I want to be able to log out of my account so that I can keep my account secure or log into another account.

Acceptance Criteria

- If a user logs out of their account they are sent back to the login screen.

5 Customer Booking Creation

As a customer, I want to be able to make bookings so I can get a taxi

Customers can provide location manually (Essential)

As a customer, I want to be able to provide the location of my booking so that the taxi can be at the right place.

Acceptance Criteria

- If a customer submits a booking with a valid entry in the location field(s) the booking should be created with that location.
- If a customer submits a booking with an invalid location, the booking shouldn't be created and the user receives feedback.

Customers can provide a number of passengers (Essential)

As a customer, I want to be able to provide the number of passengers I am riding with so that the right taxi comes.

Acceptance Criteria

- If a customer submits a booking with a number of passengers, the booking is created with that number of passengers.

Customers can select a time of booking (Essential)

As a customer, I want to be able to provide the desired time of a booking, so that I can make sure the taxi is there at the correct time.

Acceptance Criteria

- If a customer submits a booking for a time that is not in the past and not too far in the future, the booking should be created for that time.

Customers can add additional notes to booking (Essential)

As a customer, I want to write notes on my booking so that if I have any special requirements (like a need for a baby seat) the taxi company can be made aware.

Acceptance Criteria

- If a customer submits a booking with an entry in the notes field, the notes are attached to the booking.

6 Customer Booking Management

As a customer, I want to be able to manage my active and past bookings.

Customers can cancel a booking at any time (Essential)

As a customer, I want to be able to cancel my booking so that if I no longer need a taxi I don't waste the taxi company's time driving out.

Acceptance Criteria

- If a customer selects to cancel a booking they are prompted for a confirmation.
- If the customer confirms the cancellation their booking is updated.

Customers can view booking history (Essential)

As a customer, I want to see my past bookings just in case I need to contact the taxi company regarding my booking.

Acceptance Criteria

- The customer can see an itemized list of all their bookings.
- The list can be sorted, searched and filtered.

Customers can see an overview of their current booking (Essential)

As a customer, I want to see information about my current booking so that I can make sure everything is correct.

Acceptance Criteria

- The customer can see the booking status.

- The customer can see the taxi company responsible for the booking.
- The customer can see the time of the booking.
- The customer can see the location of the booking.
- The customer can see any additional notes they have added.

Customers are notified when their booking status is updated (Essential)

As a customer, I want to know if my booking status is updated so that I am always kept up to date.

Acceptance Criteria

- If the booking status is changed the customer receives a push notification.

7 Company Management

As a company admin, I want to be able to manage my company so I can make sure my company's service is properly provided.

Company Admins can view all their drivers (Essential)

As a company admin, I want to be able to view all my drivers and their availability so that I can keep track of my employees.

Acceptance Criteria

- The user should be able to view a list of all their registered drivers.

Company Admins can add drivers to their company (Essential)

As a company admin, I want to be able to add drivers to my company so that if I employ a new driver I can have them added into the system.

Acceptance Criteria

- If a company admin enters the Email address of a valid driver, they are prompted to confirm registration.
- If a company admin confirms the registration, the driver is associated with the company.

Company Admins can remove drivers from their company (Essential)

As a company admin, I want to be able to remove drivers from my company so that if a driver leaves my company I can remove them from the system.

Acceptance Criteria

- If a company admin chooses to remove a driver they are prompted for confirmation.
- If a company admin confirms the action, the driver is disassociated with the company.

Company Admins can block a customer (Non-Essential)

As a company admin, I want to be able to block a customer from making further bookings with my company so that my drivers do not have to deal with problematic customers.

Acceptance Criteria

- If a company admin chooses to block a customer they are prompted for confirmation.
- If a company admin confirms the action, the customer is added to the company's blocklist.

Company Admins can unblock a customer (Non-Essential)

As a company admin, I want to be able to unblock a customer in case they were added to the blocklist erroneously.

Acceptance Criteria

- If a company admin chooses to unblock a customer they are prompted for confirmation.
- If a company admin confirms the action, the customer is removed from the company's blocklist.

8 Company Booking Management

As a member of a taxi company I want to be able to manage ongoing bookings so that customers and drivers can be kept up to date

Company Admins can view available bookings (Essential)

As a company admin, I want to be able to view all of the available bookings in order to decide if my company can complete any of them.

Acceptance Criteria

- If the Company Admin is authenticated, they can view a list of all available bookings.

Company Admins can claim available bookings (Essential)

As a company admin, I want to be able to claim any available bookings that my company can fulfil.

Acceptance Criteria

- If the Company Admin is authenticated and the booking is available, they can claim the booking.
- When a Company Admin claims a booking it is added to their company's record and the booking is marked as no longer available.

Company Admins and Drivers can release bookings (Essential)

As a company admin or driver, I want to be able to release any active bookings that my company is responsible for. This is so that if we are no longer able to fulfil the booking, it can go to another company.

Acceptance Criteria

- If the user is authenticated and the booking belongs to them, they can release the booking.
- When a booking is released, any references of the booking is removed from both the driver's record and the company's record.
- When a booking is released, its status is changed to 'Pending'

Company Admins can view company booking history (Essential)

As a company admin, I want to be able to view all of my company's previous bookings.

Acceptance Criteria

- A company admin can see an itemized list of all their company's bookings.
- The list can be sorted, searched and filtered.

Company Admins can delegate bookings to drivers (Essential)

As a company admin, I want to be able to assign a booking to a driver so that the driver knows where their next booking is.

Acceptance Criteria

- A company admin can assign current active bookings to an available driver.
- Only one driver can be assigned to a current booking at a time

Drivers can view their allocated bookings (Essential)

As a driver, I want to see information about all of my currently allocated bookings so that I know where to go to and at what time.

Acceptance Criteria

- A driver can view all of their currently active bookings and all information associated with the bookings.
- Inactive bookings do not appear
- Bookings are shown in chronological order.

Drivers can set the status of their allocated bookings (Essential)

As a driver, I want to be able to set the status of my active bookings so that the company admins and the customer knows what the status of their booking is.

Acceptance Criteria

- A driver can select the status of a given booking and update the booking accordingly
- If a driver is setting the booking status to 'canceled' they should be prompted for confirmation.

Drivers can set their current availability (Essential)

As a driver, I want to be able to set my current availability so that I'm not allocated any bookings if I am on a break.

Acceptance Criteria

- A driver can select their availability and their profile will be updated accordingly