Project : TinyCorp PayReward

Introduction

Tiny Corp is a startup focused on enabling businesses to collect recurring payments through dual portal our software platform, TinyCorp PayReward.

User Definitions:

Customers using Tiny Corp's system to manage payments.

Billing Clients paying Customers through our platform.

Challenge

- **Unexpected shift:** The product roadmap was altered , leading to the discarding of planned work for next 2- 3 weeks.

- **New priorities:**

  Loyalty Program allows customers to offer discount based on timely payments from their Billing Clients.

  Self-Service Payment Changes empowers Billing Clients to update their payment methods without needing to call support.

Actions Taken : BACCM Framework

- **Change**: Identified the need for new capabilities for both Customers and Billing Clients

- **Solutions**: **Loyalty Program** for Customers and **Self-Service Payment Changes** for Billing Clients.

- **Contexts**: Emphasized the urgency of starting software development to maximize efficiency and minimize wasted resources.

- **Value:** Increased satisfaction for Billing Clients. Enhanced product value for Customers and a competitive edge in the market.

- **Stakeholders**: Identified key stakeholders involved in the process:

  Product Management

  Developers

  Customers

  Billing Clients

  Training Team

  User Experience Team

  Service Team

- **Needs:**

  Internal needs: Improve speed and reduce waste.

  Customer needs: Drive retention through the loyalty program.

  Billing Client needs: Increase convenience with the self-service

  payment changes

Gathering Requirements

- **Elicitation Techniques:** Conducted discussions with key stakeholders, including the Product Owner and SMEs, to gather insights and collaborative sessions with the development team and stakeholders.

- **Documentation Approach:** Maintained records of discussions and decisions for future reference, ensuring a historical context for the requirements.

- **Iterative Process:** Planned for ongoing refinement of requirements as the project progressed, allowing for adjustments based on stakeholder feedback and evolving understanding.

User Stories

- **Self- Service Feature:**

1.Updating Payment Method

As a Billing Client,

I want to update my payment method through a self-service portal,

So that I can manage my payments without needing to call customer support.

Acceptance Criteria:

The portal allows users to add, remove, and edit payment methods.

- **Loyalty Program**
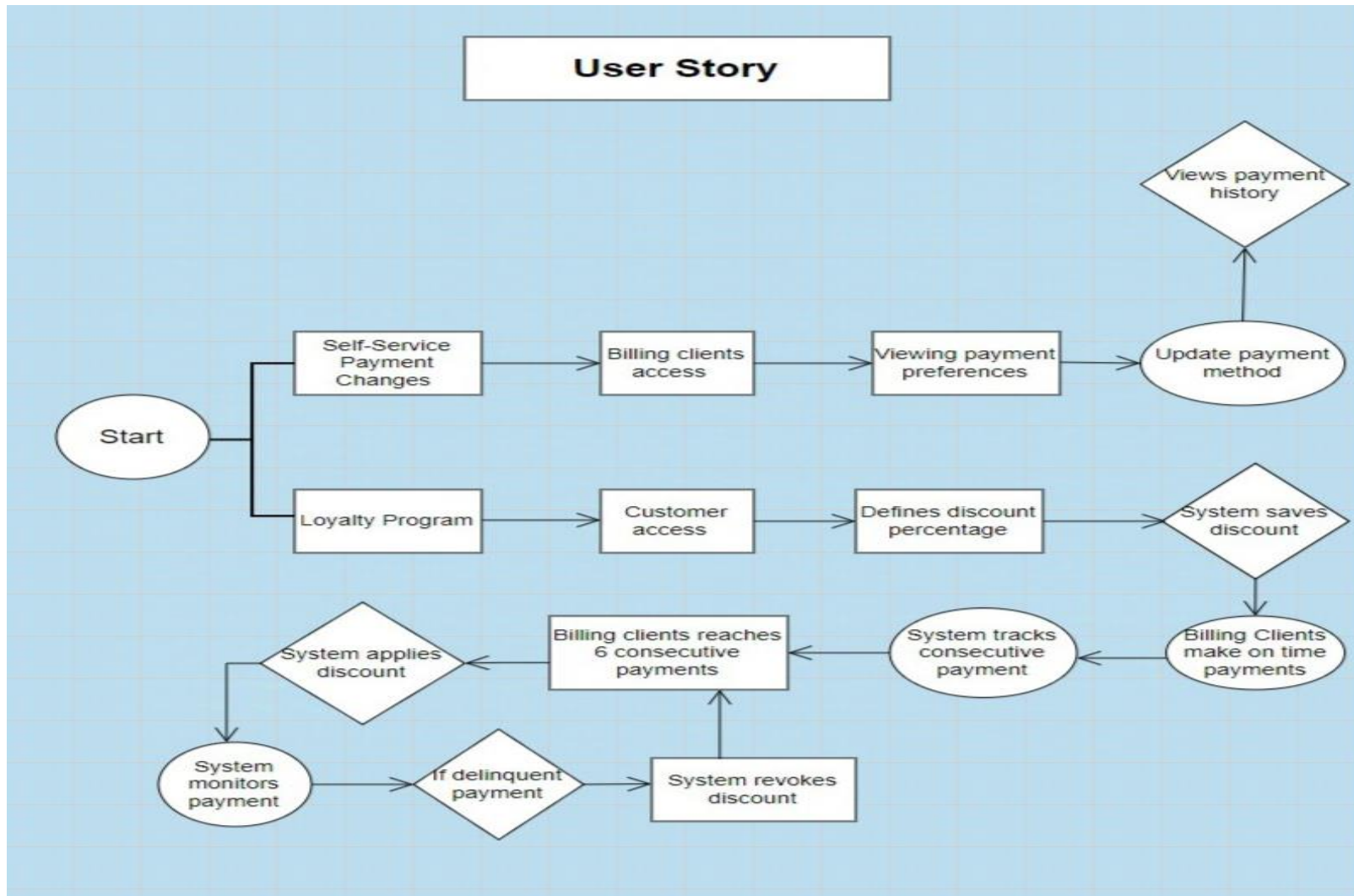
1.Setting up a loyalty program :

As a Customer, I want to set up a loyalty program for my Billing Clients, so that they can receive discounts for making 6 consecutive on-time, successful payments.

- **Acceptance Criteria:**

When a Billing Client reaches 6 consecutive on-time payments, they automatically receive the defined discount.

Flow Diagram of User Story

Sprint Overview

- **Sprint 1 (Weeks 1-2) :**Initial development of Self-Service features.
- **Sprint 2 (Weeks 3-4):** Finalize Self-Service features and start initial work on Loyalty Program.
- **Sprint 3 (Weeks 5-6):** Complete Loyalty Program setup and enhancements.
- **Sprint 4 (Weeks 7-8):**Finalize any remaining Loyalty Program features and begin analysis for the next feature.
- **Sprint 5 (Weeks 9-10):**Focus: Identify new features and address any critical bugs.

Testing and Quality Assurance

- **Unit Testing:** Ensure individual components of the self-service and loyalty features function correctly.

- **Integration Testing:** Test interactions between new features and existing systems to ensure they work seamlessly together.

- **User Acceptance Testing (UAT):** Engage stakeholders and selected Billing Clients to validate that the features meet their needs and expectations

Conclusion

- **Project Overview:** Successfully developed and launched features aimed at enhancing user experience for both Customers and Billing Clients.

- **Successful Implementation:** Launched the Self-Service feature, allowing Billing Clients to manage their payment preferences independently.Introduced a Loyalty Program that incentivizes on-time payments, boosting retention for our Customers.