

User Stories for Wezo.ae

Homeowner & Application Manager (Manager)

How were the user stories gathered?

Booking.com provides online tutorials on YouTube, including the *Getting Started with the Extranet / Booking.com Basics* series. This series contains 52 tutorial videos that explain how to use the Booking.com Extranet and the Pulse(Mobile) app.

[\(280\) Getting started with the extranet | Booking.com Basics - YouTube](#)

Arif downloaded all the tutorial videos, merged them into a single file, and generated a transcript of the content. With this transcript Arif developed a comprehensive set of user stories derived directly from the Booking.com Extranet tutorials.

The identified user stories are extensive and detailed (see the end of this document). To successfully deliver the product, we propose focusing first on the essential requirements necessary to develop a minimum viable product (MVP) that is production-ready for Wezo.

This documentation outlines the recommended user stories that we suggest as the foundation for delivering the MVP for **wezo.ae**.

Wezo.ae user stories

Based on the comprehensive list of user stories of Booking.com (available at the end of this document), here are the **minimum required user stories** to build a **Minimum Viable Product (MVP)** for a **Wezo.ae**. These stories focus on the core functionalities necessary for a home owner to list their property, manage essential operations, receive bookings, and ensure basic compliance and security.

Core Extranet & Property Listing

- **As a homeowner OR manager, I want to access my property's command center (extranet/app) so I can manage my listing on the platform.**

- **Functionality:** This provides a **centralized hub** for all property management activities. It serves as the primary interface for partners to control their listing. For partners managing multiple properties, a "group extranet" is for bulk changes, although individual updates may still be necessary for specific details

- **How the user uses it:** The partner **logs in to the extranet** via a web browser or uses the **Mobile app** on their mobile device. This is the first step to access any management feature, from updating availability to communicating with guests.

- **As a homeowner OR manager, I want to add and update detailed information about my property (e.g., rooms, facilities) so Wezo.ae can automatically generate descriptions.**

- **Functionality:** This feature allows partners to input comprehensive details about their accommodation. Wezo.ae then **automatically generates property descriptions** from this information. This shapes how the property is presented to potential guests.

- **How the user uses it:** The partner navigates to the **"Property page" in the extranet**. Here, they fill in specific details about **rooms or units, facilities, amenities, and layout**. For example, they can highlight reliable Wi-Fi, which is crucial for business travellers who often use Wi-Fi as a search filter.

- **As a homeowner OR manager, I want to upload a variety of high-quality photos (at least five, showing current appearance, no watermarks) so I can attract travelers and set clear expectations.**

- **Functionality:** This enables partners to visually represent their property. **More than half of travellers rely on photos** when making booking decisions.

- **How the user uses it:** On the **"Property page,"** partners can **easily upload photos directly from their camera or phone**. They are guided to include a **variety of photos** (inside

and outside, all rooms, bathrooms, kitchens, gardens, etc.), ensure they **show the property as it currently looks**, and aim for **at least five photos** for a proper view. Important guidelines include **avoiding vehicle license plates, device screens, maps/directions, watermarks, text, rates, or logos** for privacy and clarity.

- **As a homeowner OR manager, I want to highlight specific facilities like Wi-Fi so my property matches travellers search criteria.**

- **Functionality:** This allows partners to list amenities and services that guests can filter for, improving the property's visibility in search results.

- **How the user uses it:** The partner actively fills out the "**facilities and services section**" **within the extranet**. This ensures that specific features like Wi-Fi are accurately mentioned in the property description and the property appears when travelers use corresponding filters in their search.

- **As a homeowner OR manager, I want to define and adjust my property's policies regarding reservations, payments, cancellations, and house rules so they align with my operational preferences.**

- **Functionality:** Provides partners with the flexibility to set their own terms for various aspects of a booking, ensuring operational alignment.

- **How the user uses it:** On the "**Property page**" in the extranet, partners can configure their policies. This includes defining **cancellation policies** (e.g., flexible or non-refundable options), payment terms, and house rules.

Availability & Rates Management

- **As a homeowner OR manager, I want to set and update my property's availability on a calendar (in list or monthly view) so that my property is visible and ready for bookings, potentially up to 16 months in advance.**

- **Functionality:** This is a critical function as guests can only book dates that are marked as available. Updating availability well in advance (up to 16 months) helps capture bookings from early planners.

- **How the user uses it:** The partner accesses the "**Rates and Availability**" page in the extranet, which features a calendar. They can switch between **list view** (displaying each day by room/unit) and **monthly view** (grid format) to manage availability. The Mobile app also allows for availability management on the go.

- **As a homeowner OR manager, I want to block specific dates on my calendar so that my property becomes unavailable for bookings (e.g., for renovations or full occupancy).**

- **Functionality:** This allows partners to temporarily remove their property from search results for specific periods, useful for maintenance or when the property is otherwise occupied.

- **How the user uses it:** On the calendar within the extranet, the partner can **select and block dates** during which they do not want to receive bookings.

- **As a homeowner OR manager, I want to create and manage standard rate plans (e.g., fully flexible, non-refundable) so I can appeal to different types of travellers and secure consistent income.**

- **Functionality:** Rate plans allow partners to offer different pricing structures and conditions (e.g., cancellation policies, early booker rates) to appeal to various guest segments, like families, couples, or groups.

- **How the user uses it:** Partners manage rate plans in the "**Rates and Availability**" section of the extranet. They can choose to offer a "**fully flexible rate**" (higher price, free cancellation) for guests valuing flexibility, and a "**non-refundable rate**" (typically lower price, guaranteed booking) for budget-conscious travellers. Partners can also **create custom rate plans**.

- **As a homeowner OR manager, I want to set and modify the price per night for each rate plan, room, or unit so my property appears in search results and I control my pricing.**

- **Functionality:** This gives partners direct control over their pricing strategies, which is essential for visibility, as **without a price, the property will not appear in any search results**.

- **How the user uses it:** Partners set the **price per night** for each room or unit linked to a rate plan within the "**Rates and Availability**" section of the extranet or directly on the calendar.

- **As a homeowner OR manager, I want to set basic restrictions (e.g., minimum length of stay) so I can control the types of bookings I receive, understanding their potential impact on visibility.**

- **Functionality:** Restrictions enable partners to set specific conditions for bookings, such as a **minimum or maximum length of stay, no arrivals/departures on certain dates, or minimum/maximum advance reservation times**.

- **How the user uses it:** Partners can apply these restrictions per rate plan via the "**Rates and Availability**" tab in the extranet. It's crucial to note that while restrictions offer control, they **should be used sparingly** as they can significantly **reduce visibility** if they prevent the

property from appearing in searches that don't meet these conditions (e.g., a guest searching for two nights won't see a property with a three-night minimum stay).

Reservations & Guest Management

- **As a homeowner OR manager, I want to view a complete overview of all my reservations (status, payment, room/unit booked, price, commission, guest requests).**

- **Functionality:** Provides a centralized, detailed record of all past and upcoming bookings, simplifying reservation management.

- **How the user uses it:** The partner accesses the "**Reservations page**" in the extranet. This page displays essential information like **reservation status, payment status, room/unit booked, price, commission owed, number of guests, and any specific guest requests.**

- **As a homeowner OR manager, I want to make changes to reservations (e.g., adjust dates, price, length of stay, or guest numbers) based on requests from guests or unforeseen circumstances.**

- **Functionality:** Allows for modifications to existing bookings, accommodating unforeseen circumstances or guest requests, whether before or after check-in.

- **How the user uses it:** If changes are needed **before check-in**, the partner can **approve guest requests** or **submit changes themselves** (e.g., adjusting dates). If changes are needed **after check-in**, adjustments to **price or length of stay** can be made, but these **require guest approval**. Note that changes might be limited if payments are facilitated by Payments by Wezo.ae or for overbookings.

- **As a homeowner OR manager, I want to receive notifications about upcoming reservations so I can manage them on the go.**

- **Functionality:** Provides real-time alerts for new bookings, allowing partners to stay informed and responsive even when away from their computer.

- **How the user uses it:** Partners receive these notifications directly via the **Mobile app**, which includes essential extranet features for mobile management.

- **As a homeowner OR manager, I want to communicate directly with guests through an in-app inbox so I can share information and respond to requests.**

- **Functionality:** Facilitates seamless and direct communication with guests, with the added convenience of message translation.

- **How the user uses it:** Partners use the **"Inbox" function** within the extranet or Mobile app to chat with guests. Messages can be **translated directly on the page** for ease of international communication. It's crucial to **keep all communication on the Wezo.ae platform** and **never click on suspicious links from guests** to maintain security.

- **As a homeowner OR manager, I want to view and manage all guest reviews so I can build a strong reputation and identify areas for service improvement.**

- **Functionality:** Provides a comprehensive overview of guest feedback, which is vital for building reputation and driving future bookings. The **overall guest review score is weighted by recency**, meaning newer reviews have a greater impact.

- **How the user uses it:** Partners access the **reviews section in the extranet**. They can view written reviews and ratings (1 to 10 scale). To improve scores, partners should ensure **accurate and up-to-date property information** and **encourage guests to leave reviews** after checkout.

- **As a homeowner OR manager, I want to respond to guest reviews (both positive and negative) so I can demonstrate attentiveness and commitment to guest satisfaction.**

- **Functionality:** Allows partners to engage directly with guest feedback, showing attentiveness and commitment to improving the guest experience.

- **How the user uses it:** From the extranet's reviews section, partners can **write responses to both positive and negative reviews**. Responses should be **fair, objective, and personalized**, and partners can ask for more information if something is unclear.

- **As a homeowner OR manager, I want to report no-shows within 48 hours of checkout so my commission fee can be waived.**

- **Functionality:** Enables partners to inform Wezo.ae when a guest fails to arrive, allowing for the commission fee to be waived.

- **How the user uses it:** The partner **reports no-shows within 48 hours of the scheduled checkout date** via the extranet. They are also advised to **be vigilant for fraudulent bookings** (e.g., multiple rapid bookings, invalid credit cards) and report any suspicious activity to Wezo.ae.

Financial Operations & Compliance

- **As a homeowner OR manager, I want to monitor my earnings through the finance section of the app.**

- **Functionality:** Provides a dedicated section for partners to track their income and financial activity.

- **How the user uses it:** The partner navigates to the "**Finance page**" in the extranet to oversee their earnings.

- **As a homeowner OR manager, I want to add or update my bank details so I can receive payments securely.**

- **Functionality:** Allows partners to manage their banking information to ensure they receive payments smoothly and securely.

- **How the user uses it:** On the "**Finance page**," partners can **add new bank details or modify existing ones**. They may also have the option to join **Payments by Wezo.ae** for facilitated payment processing.

- **As a homeowner OR manager, I want to settle invoices and view reservation statements for financial tracking.**

- **Functionality:** Provides tools for managing and accessing financial documents necessary for accounting and record-keeping.

- **How the user uses it:** Partners can **settle invoices and view reservation statements** on the "**Finance page**". For those managing multiple properties, invoices and documents can be **downloaded across all properties** from the group extranet.

Security & Support

- **As a homeowner OR manager, I want to receive messages from Wezo.ae directly in my app inbox.**

- **Functionality:** Centralizes all official communications from Wezo.ae directly within the platform, separate from external email.

- **How the user uses it:** Partners check their **extranet inbox** (accessible via the web platform or the Mobile app) to receive important messages and updates from Wezo.ae.

- **As a homeowner OR manager, I want to access the Partner Hub directly from the app for articles, guides, FAQs, and general support.**

- **Functionality:** Provides a comprehensive self-service knowledge base with articles, guides, and frequently asked questions for various operational needs.

- **How the user uses it:** Partners can access the **Partner Hub** (partner.wezo.ae) directly from the extranet or app. They can use the **search bar** to find information on specific topics, such as using the extranet, managing reviews, or understanding compliance requirements.

- **As a homeowner OR manager, I want to be able to contact Wezo.ae support directly via the extranet inbox or a dedicated phone number for assistance.**

- **Functionality:** Offers direct channels for partners to receive assistance with any issues or queries.

- **How the user uses it:** Partners can send messages to the support team through their **extranet inbox** or call a **24/7 dedicated support number** which is typically found within the extranet inbox.

- **As a homeowner OR application manager, I want to be able to report any suspected security breaches or suspicious activity immediately so Wezo.ae can quickly protect my account and guest data.**

- **Functionality:** Provides a critical mechanism for partners to quickly report potential cybersecurity threats, enabling Wezo.ae to intervene swiftly to protect accounts and data. Wezo.ae uses automated tools and machine learning to detect and flag suspicious activity.

- **How the user uses it:** If a partner suspects a security breach, they should **immediately notify the security team at report.wezo.ae**. Additionally, they should **reset passwords** for their email, Wezo.ae, and any third-party accounts (using strong, unique passwords), **run anti-virus and anti-malware software**, and **review their account for any unfamiliar messages or changes**. Partners are also educated to recognize **phishing** (urgent language, requests for sensitive info, suspicious links, unverified sender emails) and **social engineering** (exploitation of emotions, requests for personal credentials by fake Wezo.ae staff). Wezo.ae employees will **never ask for personal credentials**.

Conclusion

This document formally presents the Minimum Viable Product (MVP) user stories for the **Wezo.ae**. These user stories serve as the foundational blueprint for development, prioritizing the critical functionalities required to empower home owners to effectively manage their listings and operations on the Wezo.ae platform.

These MVP user stories prioritize the essential functionalities that enable a property partner to effectively list, manage, and transact on the Wezo.ae platform, covering key areas from property setup to receiving payments and maintaining basic security. This initial phase ensures a functional and valuable product for **Wezo.ae** partners upon launch. More advanced features, such as complex promotions, detailed analytics, or comprehensive group property management, will be considered for subsequent development phases based on user feedback and strategic growth opportunities.

Supporting Document

Booking.com user stories

Based on the transcript sources from booking.com tutorial videos in youtube.com, which primarily detail the functionalities of the **Booking.com extranet** and its associated tools like the **Pulse app**, the user stories below are designed for a **partner-facing Booking.com app**. These stories outline the features and capabilities property owners or managers would need to effectively manage their listings and interactions on the platform.

Here are the user stories required to create such a system, categorized by functionality:

Core Extranet & Property Management

- **As a property partner**, I want to **access my property's command center** (extranet/app) so I can manage all aspects of my listing, including setting rates, availability, and customizing content.
- **As a property partner managing multiple properties**, I want to **access the Group Extranet** so I can oversee my entire portfolio, monitor operations, performance, settings, reservations, and finances across all listings.
- **As a property partner**, I want to **make bulk changes to my properties** (if managing multiple) so I can efficiently update settings across my portfolio.

Availability & Rates Management

- **As a property partner**, I want to **set and update my property's availability on a calendar** (in list or monthly view) so that my property is visible and ready for bookings, potentially up to 16 months in advance.
- **As a property partner**, I want to **block specific dates on my calendar** so that my property becomes unavailable for bookings (e.g., for renovations or full occupancy).
- **As a property partner**, I want to **create and manage various rate plans** (e.g., fully flexible, non-refundable, custom, early booker) so I can appeal to different types of travelers and secure consistent income.
- **As a property partner**, I want to **set and modify the price per night** for each rate plan, room, or unit so my property appears in search results and I control my pricing.
- **As a property partner**, I want to **apply restrictions** such as minimum/maximum length of stay, no arrivals/departures, or advanced reservations so I can control the types of bookings I receive.

- **As a property partner**, I want to **understand the implications of restrictions on my property's visibility** so I can use them sparingly to avoid inadvertently missing out on bookings.

Property Listing & Content Optimization

- **As a property partner**, I want to **add and update detailed information about my property** (e.g., rooms, facilities, services) so Booking.com can automatically generate descriptions translated into multiple languages.
- **As a property partner**, I want to **upload a variety of high-quality photos** (both interior and exterior, minimum five, no watermarks, showing current appearance) so I can attract travelers and set clear expectations.
- **As a property partner**, I want to **highlight specific facilities like Wi-Fi** so my property matches traveler search criteria and appeals to relevant guest segments (e.g., business travelers).
- **As a property partner**, I want to **define and adjust my property's policies** regarding reservations, payments, cancellations, and house rules so they align with my operational preferences.
- **As a property partner**, I want to **view my Property Page Score** so I can identify opportunities to optimize my listing content (e.g., photos, breakfast details, staff languages) and potentially increase bookings.
- **As a property partner**, I want to **update photos and information seasonally** (e.g., fireplace in winter, pool in summer) so my listing remains fresh and relevant year-round.

Communication & Reputation Management

- **As a property partner**, I want to **communicate directly with guests** through an in-app inbox so I can share information and respond to requests.
- **As a property partner**, I want to **translate guest messages within the app** so I can connect with international guests effortlessly.
- **As a property partner**, I want to **receive messages from Booking.com** directly in my app inbox.
- **As a property partner**, I want to **view and manage all guest reviews** so I can build a strong reputation and identify areas for service improvement.
- **As a property partner**, I want to **respond to guest reviews** (both positive and negative) so I can demonstrate attentiveness and commitment to guest satisfaction.
- **As a property partner**, I want to **report inappropriate content or guideline violations in reviews** so they can be removed.

- **As a property partner**, I want to **understand how my overall guest review score is calculated** (weighted by recency) so I can prioritize efforts to improve guest satisfaction.
- **As a property partner**, I want to **encourage guests to leave reviews** after their stay to continuously boost my property's scores.

Financial Operations

- **As a property partner**, I want to **monitor my earnings** through the finance section of the app.
- **As a property partner**, I want to **add or update my bank details** so I can receive payments securely.
- **As a property partner**, I want to **settle invoices and view reservation statements**.
- **As a property partner**, I want to **manage and download invoices and financial documents across all my properties** (via Group Extranet) for accounting purposes.
- **As a property partner**, I want to **enroll in "Payments by Booking.com"** (if eligible) so I can facilitate safe and quick payments between myself and my guests.

Reservations Management

- **As a property partner**, I want to **view a complete overview of all my reservations** (status, payment, room/unit booked, price, commission, guest requests).
- **As a property partner**, I want to **make changes to reservations** (e.g., adjust dates, price, length of stay, or guest numbers) based on requests from guests or unforeseen circumstances.
- **As a property partner**, I want to **manage cancellation policies** (flexible, non-refundable, partially refundable) so I can control booking terms and revenue.
- **As a property partner**, I want to **make a cancellation request** (e.g., if prepayment issues arise).
- **As a property partner**, I want to **opt into the Smart Flex Reservations program** (if eligible) so Booking.com can help find replacement guests for cancellations.
- **As a property partner**, I want to **report no-shows within 48 hours** of checkout so my commission fee can be waived.
- **As a property partner**, I want to **report suspected fraudulent bookings** so Booking.com can guide me through the process.
- **As a property partner**, I want to **set up a group reservation policy** for group bookings to streamline conditions prior to arrival.

- **As a property partner**, I want to **access my cancellation characteristics report** so I can monitor and adjust my approach to reduce future cancellations.

Promotions & Performance Monitoring

- **As a property partner**, I want to **create and manage various promotions** (e.g., campaign deals, targeted rates, portfolio deals, deep deals, Genius program) so I can boost visibility and attract different guest segments.
- **As a property partner**, I want to **understand how promotion stacking works** so I can effectively combine multiple discounts to enhance my property's appeal.
- **As a property partner**, I want to **adjust promotions based on seasonal demand** so I can optimize occupancy year-round.
- **As a property partner**, I want to **view key performance metrics** (e.g., average daily rate, review scores, number of bookings) for all my properties (via Group Extranet) so I can analyze performance over time.
- **As a property partner**, I want to **access data-driven insights and tailored recommendations** (via Group Opportunity Center/analytics page) so I can improve my property's ranking and appeal.

Regulatory Compliance & Cyber Security

- **As a property partner**, I want to **access the Compliance Center** so I can monitor and manage all regulatory compliance tasks and ensure uninterrupted operations.
- **As a property partner**, I want to **complete the Know Your Partner (KYP) form** (as an individual or business entity) so my identity and business details are verified for secure payment processing by Booking Holdings Financial Services (BHFS).
- **As a property partner**, I want to **upload necessary documents** (e.g., government ID, proof of address, business registration) for the KYP form securely.
- **As a property partner**, I want to **receive updates on the verification status of my KYP form**.
- **As a property partner**, I want to **recognize red flags in emails (phishing attempts)**, such as urgent language, requests for sensitive information, suspicious links, and unverified sender addresses, to protect my account.
- **As a property partner**, I want to **identify social engineering tactics** like a sense of urgency, requests for personal credentials, or attempts to move communication off-platform, to prevent account compromise.

- **As a property partner**, I want to **keep all communication with guests and Booking.com within the platform** to ensure security team protection.
- **As a property partner**, I want to **report any suspected security breaches or suspicious activity immediately** so Booking.com can quickly protect my account and guest data.
- **As a property partner**, I want to **reset my passwords** for my email, Booking.com, and any third-party accounts after a suspected security breach.
- **As a property partner**, I want to **run antivirus and anti-malware software** on my devices after a suspected security breach.
- **As a property partner**, I want to **review my account information for unfamiliar messages or changes** after a suspected security breach.

Support & Resources

- **As a property partner**, I want to **access the Partner Hub** directly from the app for articles, guides, FAQs, and general support.
- **As a property partner**, I want to **contact Booking.com support** directly via the extranet inbox or a dedicated phone number for assistance.

These user stories cover the breadth of functionalities mentioned in the provided sources that would be relevant for a Booking.com partner application.