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|  | **2014** |
|  | ThoughtService  sendskk |

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| **[blood donation platform - USER STORIES]** |
| Document covers the user stories for blood donation platform. |

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# Revision History

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| --- | --- | --- | --- |
| Edited By | Date | Revision | Reason for change |
| Vidha V.G | 24/01/2014 | V1.0 | Initial Draft |
| Shinu Suresh | 25/01/2014 | V1.1 | Updated with user stories format |
| Shinu Suresh | 26/01/2014 | V1.2 | Updated Forgot password, Change Password stories |
| Vidya VG | 09/02/2014 | V1.3 | Customer Stories, few change requests to Donor stories added |

# Document Overview

The document is trying to collate the user stories which will be used by Business, Development and UX teams for developing the blood donation platform. The approach taken in writing up this document is that it does not follow any specific formalized templates and tries to minimalist the complexity of stories so that every stakeholder mentioned above can understand without much pain.

The mere standard which is being followed in explaining the requirement is Agile methodologies User Stories approach

# Platform Overview

The blood donation platform is a software platform which is trying to connect an UN connected network group of individual blood donors and services which are currently operating in every states of the country. The platform provides seamless set of API’s which existing services can use and can migrate to the cloud services of Thought Service free of cost.

# User Stories

Two important actors here are

Donor

A donor is an actor who registers through our web platform for making use of our blood donation features. (At this point of time, this document is covering only the aspects of Donor)

Customer

Customer is a actor who consumes our exposed API’s and thus leverage our service to develop their own web/mobile platforms.

### Register a Donor

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| Donor register to the website using Registration screen provided in the web page | |
| As a Donor |  |
| I want to | Register to the blood donation via the minimalistic registration form in the web page |
| So that | I can donate blood to anyone searching for a particular blood group close to my location. |
| Scenario 1  Registration | The donor provide the following valid mandatory minimalistic data for registering   1. Blood Group \* 2. ~~Date of Birth~~/Age 3. Name 4. ~~Email Address~~/~~Logon Id~~ Mobile No \* 5. Password \* 6. Confirm Password \* 7. Email Address 8. ~~Location(GIS?)~~ 9. House Pin Code\* 10. Work Pin Code   The system will take this information and register the Donor  And the Donor will be taken to a dashboard page  A Thank you email will be sent to Donor’s id  A confirmation SMS will be sent to Donor’s mobile, with an auto generated code. |
| Scenario 2  Donor already registered | If the user is already registered, by checking the email address and Phone number  Then the system will display an error message to customer with a feature to recover his account |
| Scenario 3 |  |

### Donor Login

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| --- | --- |
| A donor who was previously registered and having valid credentials can login | |
| As a Donor |  |
| I want to | Login to the portal by entering the following information   1. Email Address 2. Password |
| So that | I can login to the account dashboard to operate on my account |
| Scenario 1  Entered valid credentials | Donor will be navigated to Dashboard page up on successful login |
| Scenario 1  Invalid credentials | Donor will stay back in the same logon page which will show up error message saying “Cannot login due to invalid mobile number or password” |
| Scenario 3  Account deactivated | Donor will stay back in the same page with error message saying “Your account is deactivated. If you wish to activate back, Click Here” |
| Scenario 4  Entered invalid credential multiple times (a configurable to 5 times) | Donor will stay in the logon page with error message saying. “Your account is locked. An email has been sent to your email id to unlock account”/Message sent to your mobile number with a one time password. |
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### Donor Forgot Password

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| A donor who was previously registered forgot his password for logging in to platform | |
| As a Donor |  |
| I want to | Recover my password which I forgot |
| So that | I can login to the account dashboard to operate on my account |
| Scenario 1  Entered valid email/logon id | An email will be sent to customer with a generated password. Customer can use this password for a temporary session. Once logged in, user will be redirected to change password page for changing the default password |
| Scenario 1  Entered invalid email/logon information | An error will be displayed indicating the data entered is wrong. |

### Donor Change Password

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| --- | --- |
| A donor who was previously registered can change his existing password | |
| As a Donor |  |
| I want to | Change my password which I entered before with a new one |
| So that | I can login to the account dashboard with my new password to operate on my account |
| Scenario 1  Entered valid old and new password | Donor has to enter the old password and reenter password 2 passwords   1. Old Password 2. New Password 3. Confirm password   Once the validation is success customer will be displayed the success message indicating the password has been changed successfully.  An email will be send to the customer saying ‘His/Her’ password has been changed successfully |
| Scenario 1  Validation failed | An error will be displayed indicating the data entered is wrong. |

### Donor Dashboard

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| Donor will be displayed with a dashboard page, up on successful registration and successful login | |
| As a Donor |  |
| I want to | See my account dashboard |
| So that | I can perform activities on my account |
| Scenario 1  Dashboard page | Donor will be shown a dashboard page with the following main operation entry points   1. View account information 2. Connect to your Social accounts 3. Donors for me 4. My Rewards 5. My history 6. Activate my availability 7. Activate my mobile 8. Search Donors 9. Invite friends |
| Scenario 2  Selected View Account Information | Donor will be presented with the information he entered on registration. He will be provided with the option to update his credentials except logon id.  Once the donor updates his information an email will be sent to donor informing that his account has been updated  If mobile number is updated, an SMS will be sent to his new mobile number |
| Scenario 3  Entered invalid details | Will be presented with the appropriate validation error to donor and provide option to update once corrected |
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### Search for Blood Donors

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| Customers are allowed to search for Donors in the web GUI. The search will send a message to the Customer’s mobile with details of two Donors based on the search criteria. | |
| As a Customer |  |
| I want to | Search for Blood Donors |
| So that | I can contact the donors |
| Scenario 1  Search Donors | Customers will be shown the Search Donors page with following   1. Blood Group Required\* 2. Pin Code\* 3. GIS/Location(future) 4. Date Required(Date and Time)\* 5. Mobile Number \* 6. Enter the message code 7. Required Qty (1,2,3,4) 8. Terms and Conditions\*   Customer will be required to provide the message code to continue Search.  Successful search will send qty+1 Donor details to the mobile number.  Message  Your request number”1234” has been allocated the following donors  Ram 929383893  Laxman 088363527  If you want to cancel this request at any point of time, please message CANCEL 1234 to “938363” from your mobile.  Terms and Conditions apply. Visit thoughtservice.com/tc for details  Intimation of Cancellation to the Donors? |
| Scenario 2  No Donors available from the Location | Regret message stating no Donors available from this location |
| Scenario 3  No Donors available on this date | Regret message stating no Donors available on this date specified |
| Scenario 4  Customer exceeds request limits. | Show the message saying  Two requests are already allocated for this mobile number. We regret the inconvenience. |
| Scenario 5  Search using Mobile message | User will send a message to the mobile platform with the following  BLOODGROUP PINCODE  Only Same day request being taken are through mobile messaging. |
| Scenario 6  Cancel the request through Web | User should input the mobile number and click on Cancel Request.  User will have to enter the Captcha code.  The current request details will be shown. If multiple requests exist, user will be allowed to select the requests to be cancelled. Click on confirm will cancel the request.  Donors will be intimated on cancellation  Message will be sent to the user’s mobile number. |
| Scenario 7  Cancel the request using message | Send a message  CANCEL reqNo to “938363” from requested mobile number. That specific request will be cancelled and a confirmation message will be sent to the Customer. |

### Blood Donor Platform

## Search

1. PIN Code
2. Blood Group

## Active Messages

Conditions

1. Yes
2. No
3. No response
4. Check Again

## Know Your Donor

## Aggregation

## Multi tenacity –Corporate

## Reward System

## Web based Portal, Social Media Link