

User stories

Requirement	User Story	Importance	Notes
F01 - Registration	As a user, I want to be able to register so that I can use the app.	HIGH	
F02 - Login	As a user, I want to be able to login into the app after previously registering.	HIGH	
F03 - Search and filter	As a user, I want to be able to search for companies by company name. Also, I want to be able to filter companies by the type of service they provide and/or the city they are located in.	HIGH	
F04 - Company details	As a user, I want to be able to view the profile of the company. I want to see the working hours of the company (including if they are working during holidays), geographical location of the company and types of services they provide.	HIGH	
F05 - Service reservation	As a user, after I click on the type of service they provide, I want to choose the date and time of the appointment.	HIGH	
F06 - Future appointment calendar	As a user, I want to see my reserved appointments on a calendar.	MEDIUM	
F07 - Profile	As a user, I want to add an edit information about me such as: name, password.	LOW	
F08 - Notifications	As a user, I want to be receive notifications about my upcoming appointments so that I don't forget.	MEDIUM	
F09 - QR scan	As a user, I want to be able scan a QR code that will lead me to the company profile.	LOW	

F10 - Multi-language support	As a user, I want to be able to use the app in Croatian or English.	LOW	
F11 - Favorites	As a user, I want to be able to add a company to my favorites so that I can quickly view company profile	MEDIUM	
F12 - Reviews	As a user, I want to see the review of other people who tried a service provider before me so that I can decide whether to book an appointment or no.	MEDIUM	

Registration

As a new user,

I want to be able to register an account easily and quickly,

So that I can access all main functionalities of the application, including company search and appointment booking.

Acceptance Criteria:

1. **Registration Form:** The registration form includes fields for entering an email address and password.
2. **Input Validation:**
 - Email should be in a valid format.
 - Password must meet defined security criteria (e.g., minimum character length of 8 characters and one number).
3. **Success Confirmation:** Upon successful registration, user is navigated to main screen.
4. **Error Handling:**
 - If any required fields are empty or contain invalid data, the form should display relevant error messages.
 - If the email address is already in use, a specific error message should be displayed.

Login

As a user,

I want to be able to log into the app after previously registering,

So that I can access all main functionalities of the application, including company search and appointment booking.

Acceptance Criteria:

1. **Login Form:**
 - The login form includes fields for entering an email address and password.
2. **Input Validation:**
 - Email should be in a valid format.
 - Password should meet basic validation criteria (e.g., minimum character length of 8 characters).
3. **Authentication Confirmation:**
 - Upon successful login, the user is navigated to the main screen.
4. **Error Handling:**
 - If any required fields are empty or contain invalid data, the form should display relevant error messages.
 - If the email or password is incorrect, a specific error message should be displayed, prompting the user to try again.

Search and Filtering

As a logged user,

I want to be able to search for companies by name and filter results by city and service category,

So that I can efficiently find businesses relevant to my needs.

Acceptance Criteria:

1. Search Functionality:

- The home screen provides a search bar where users can enter a company name.
- When a name is entered, the application displays a list of matching companies.

2. Filtering Options:

- Users can filter the search results by city and by service category (e.g., sports, physiotherapy, beauty, health etc.).
- Multiple filters can be applied simultaneously to refine the results.

3. Clear Filters:

- Users can reset or clear all filters to view an unfiltered list of companies.

4. Display Results:

- The search results show essential information about each company, such as name, rating, and service category.

5. No Results Handling:

- If no companies match the search criteria, a message is displayed indicating no results found.

Company Details

As a logged user,

I want to be able to view detailed information about a company,

So that I can make an informed decision about booking a service.

Acceptance Criteria:

1. Company Profile Display:

- Upon clicking on a company card, a detailed view opens, displaying the company's description, hours of operation, available services and location.

2. Service List:

- The company details include a list of services offered.

3. Location

- Under the service list, there should be space or a component for integrating a map

4. Ratings

- At the end of the page, there should be space or a component for displaying ratings

Service reservation

As a logged user that selected a company,

I want to view available appointment times when I click on specific service

And book a service directly,

So that I can schedule my appointment quickly and conveniently without additional steps.

Acceptance Criteria:

1. View Available Appointments:

- Users can see a list of available appointment times for a selected service on a selected day.
- Available times are displayed clearly, allowing users to easily find and select a suitable slot.

2. **Appointment Selection:**

- Users can choose an appointment time and proceed with booking in one seamless flow.

3. **Booking Confirmation:**

- After selecting an appointment, users receive a confirmation that their booking was successful, with relevant details such as date, time, and service.

Future Appointment Calendar

As a logged user,

I want to see a calendar with all my booked appointments,

So that I can easily track and manage my upcoming appointments.

Acceptance Criteria:

1. **Calendar Display:**

- Users have access to a calendar that displays all booked appointments.
- Appointments are visible on specific dates, making it easy to see at a glance when appointments are scheduled.

2. **Daily View:**

- By selecting a specific date, users can view a detailed list of appointments for that day.

3. **Appointment Details:**

- Each appointment displays key details, such as the service booked, the company name, and the time of the appointment.

4. **Ease of Navigation:**

- Users can scroll through the calendar to view upcoming or past appointments with ease.

5. **Visual Indicators:**

- Days with scheduled appointments have a visual indicator, like a dot or highlight, to enhance readability.

Profile

As a registered user,

I want to be able to view and edit my personal profile information,

So that I can keep my account details up to date and manage my preferences within the ServiceSync application.

Acceptance Criteria:

1. **Profile Overview:**

- The profile page displays current user information, including name, email, and any other relevant personal details.

2. **Edit Functionality:**

- Users can click an "Edit Profile" button to update their information, including name, password, and other personal details.
- Password changes must meet security requirements (e.g., minimum 8 characters, including at least one number).

3. **Input Validation:**

- Changes to profile information should validate fields (e.g., valid email format, required fields filled in).
- Password updates should be validated based on security criteria.

4. **Success Confirmation:**

- Upon successfully saving profile changes, a confirmation message is displayed, and the user is returned to the profile overview page with updated information.

5. **Error Handling:**

- If any fields contain invalid data or are left empty, relevant error messages are displayed, indicating the required action for correction.

- If the current password is required for certain changes (e.g., updating email or password), an error is shown if it is incorrect.

QR Scan

As a user,

I want to be able to scan a QR code that will lead me to the company profile,

So that I can quickly access company information without searching manually.

Acceptance Criteria:

1. QR Code Recognition:

- Devices builtin scanner detects and reads QR codes linked to company profiles within the app.
- Only valid QR codes linked to registered companies in the app are accepted

2. Navigation to Company Profile:

- Upon successful QR code scan, the user is automatically directed to the respective company's profile page, displaying full company information.

3. Error Handling:

- If the QR code is invalid or does not match a registered company, an error message is shown based on devices builtin QR code scanner.

Multi-language Support

As a user,

I want to be able to use the app in Croatian or English,

So that I can choose the language I am most comfortable with.

Acceptance Criteria:

1. Language Options:

- The app provides an option in the settings or on the welcome screen to choose between Croatian and English.

2. Language Switch:

- Once a language is selected, the entire app's interface (buttons, labels, menus, etc.) should update to the selected language immediately or upon restarting the app.

3. Consistent Translations:

- All texts within the app, including error messages, buttons, labels, and notifications, are accurately translated and displayed in the selected language.

4. Error Handling:

- If a language is not available due to a technical issue (e.g., missing translations), the app should display an error message in the default language, informing the user of the issue.

Favorites

User Story:

As a user,

I want to be able to add a company to my favorites,

So that I can quickly view the company profile without having to search for it again.

Acceptance Criteria:

1. Add to Favorites:

- The app provides a "Favorite" button/icon on each company profile page.
- Users can tap the "Favorite" button to add a company to their list of favorites.

2. **View Favorites:**

- Users can access a "Favorites" section from the app's navigation menu, where they can view a list of all companies they have marked as favorites.

3. **Remove from Favorites:**

- From the Favorites list, users can easily remove companies by clicking a "Remove" or "Unfavorite" inside company details page.

4. **Persistent Favorites:**

- The list of favorite companies is saved persistently, so it remains intact even after closing or restarting the app.

5. **Navigation to Company Profile:**

- Users can tap on any company in their Favorites list to be directly navigated to that company's profile.

6. **Success Confirmation:**

- A confirmation message or visual cue (e.g., a heart icon turning solid) should appear when a company is successfully added to or removed from the favorites list.

Reviews

As a user,

I want to see reviews from other people who have used a service provider before me,

So that I can decide whether to book an appointment or not.

Acceptance Criteria:

1. **Review Display:**

- The company profile page includes a section for displaying user reviews and ratings.
- Each review includes the user's name (or anonymous identifier), rating (e.g., 1 to 5 stars), and written feedback about their experience.

2. **Review Submission:**

- After completing an appointment, users can submit their own reviews, which include a rating (1-5 stars) and optional text feedback.

3. **Review Validation:**

- Reviews should only be allowed from users who have completed an appointment with the company.
- The system prevents spam or inappropriate reviews by flagging and moderating submissions.

4. **Rating and Review Summary:**

- The company profile page displays an average rating based on all reviews, with a breakdown of the number of reviews for each rating (e.g., 5 stars, 4 stars, etc.).

5. **Review Feedback:**

- After submitting a review, the user receives a confirmation message indicating that their review has been successfully posted.

6. **Error Handling:**

- If the review submission fails (e.g., due to a connectivity issue), an error message is displayed with guidance on retrying.