

1.10 User Stories

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Reviewing Business Requirements:

Reviewing the BRD there are a number of features and actions that we want to develop. This is a compiled list from the BRD:

- Onboarding for Users and Experts
- Login and Signup to save information, favorites, and history
- Home Screen for searching or browsing for Areas of Expertise
- Menu for navigating the app
- Compatibility and Responsiveness for various devices
- Chat/Video/Phone Screen
- Legal disclaimer
- Admin area
 - Payment Method setup
 - Account information
- Expert Schedule, Rates, and Preferences Setup
- User follow-up to Rate and Review Experts

- **Progressive Web Application** for full function between all devices;
- **Chat, Phone, and Video** interaction with Experts;
- **Experts with profiled information and ratings** to give credibility to the solutions given;
- pushing users easily to **becoming an "Expert"** as well as a user; and
- **Free trial** experience, and lower cost options.

- **for receiving Expert advice or solutions instantly**

- By targeting an audience in need of instant solutions or advice who cannot get it elsewhere,
- creating a cross platform consistent and functional experience, where
- users can choose to Chat, Phone, or Video an Expert
- an Expert of their choosing, and
- providing an easy and better experience for becoming and being an Expert

High Level Requirements:

The features above can be paired down into the following key features, and also expanded into specific tasks. This can then be used to develop User Stories in the next section.

- Onboarding
 - First Time User
 - What the App does
 - How the App helps me
 - How To Get Started
 - Try it out first before \$\$
 - Business
 - Show value in service/keep users
- Sign up Log in
 - Business to
 - track users
 - User to

- keep payment info
 - See history of help to review
 - History of payment
- Account Admin
 - Change Password
- Homescreen
 - Instantly get help fast
- Browse Experts
 - Find the expert in the right field, that I can trust and get connected
- Rate and Review
 - Business wants to make expert database awesome-er
 - Users want to give back to others using the app
- Payment
 - User to pay only the time they use, but with a cap?
 - Business wants to take percentage of payment to generate revenue
 - Expert wants to be paid
- Expert preferences
 - Set a schedule when to bother them
 - Change rates for time
 - How to be notified
- Connect with Expert
 - Video when challenging problem or needing non-verbal communication
 - Phone when it is easiest to get feedback
 - Chat for non emergency or times you can't talk
- Compatibility
 - Because sometimes I'm on many different devices in various need spaces
 - Business: to maximize usage
 - Expert: can sit at computer and answer all day
- Navigating Menu
 - To get where we're going quickly
- Become an Expert
 - Earn money
 - Business: to grow database

User and Job Stories:

I used the following rubric to develop both User and Job Stories related to the given features:

- **Story #:**
 - As a **<role>**, I want **<a feature or action>**, so that **<desired outcome>**.
 - **Job:** When **<context or situation>**, I want to **<motivation>**, so I can **<expected outcome>**.

Onboarding:

- **Story 1:**
 - As a **user**, I want **to be introduced to the web app**, so that **I know what it is, if it can help me, how to get it to help me, and if I have to pay anything to try it.**
 - **Job:** When **I go to the Expert App for the first time**, I want to **know what it does and how it can help me and what it will cost**, so I can **know I am putting my time in the right place for solving my problem.**
- **Story 2:**
 - As a **business**, I want **to show value of our app to the user**, so that **they will use the app to**

pay our experts (to solve their problem).

- *Job:* When a user tries out app for the first time, I want to **show them that they will find value in using our app and paying our experts to solve their problem**, so I can **grow our product and generate revenue for our company**

Login and Sign-up

- **Story 3:**

- As a **business**, I want to **keep track of our users**, so that **we know how many people are using the app and what fields/topics they need advice in**.
- *Job:* When **plan to further develop our app**, I want to **how many users are using the app and what they need advice or experts about**, so I can **where to spend money growing our app or expert database**.

- **Story 4:**

- As a **user**, I want to **keep my payment info saved**, so that **I can get help faster next time**.
- *Job:* When **I need help next time**, I want to **have my payment info already saved**, so I can **get help faster**.

- **Story 5:**

- As a **user**, I want **see my payment history**, so that **I know how much a help session cost last time**
- *Job:* When **am looking for help on a problem**, I want to **know how much I spent last time**, so I can **know who much to expect to pay**

Account Admin

- **Story 6:**

- As a **user**, I want to **change my password**, so that **my account is secure**.
- *Job:* When **I am think my account is compromised**, I want to **change my password**, so I can **have a secure account**

HomeScreen

- **Story 7:**

- As a **user**, I want to **get help really fast**, so that **I can have my problem solved**
- *Job:* When **I open the Expert App**, I want to **quickly find my problem topic**, so I can **get a solution or advice**.

Browse Experts:

- **Story 8:**

- As a **user**, I want to **know about the person I am getting help from**, so that **I know if the information is trustworthy**.
- *Job:* When **I ask someone for advice**, I want to **know who the information is coming from**, so I can **trust the information and move forward with the solution quickly**

- **Story 9:**

- As a **business**, I want to **ensure that the user chooses and pays one of our experts**, so that **we generate more revenue, use, and growth of our App**
- *Job:* When a **user is looking for expert**, I want to **provide multiple options and backups to their 1st choice**, so I can **keep the user getting solutions and advice from our Experts and generating more revenue, use, and growth of our App**.

Rate and Review Follow Up

- **Story 10:**

- As a **business**, I want **the user to rate and review our experts**, so that **the next user sees quality in # of reviews, and gets the best available Expert to solve their problem**.
- *Job:* When **the user finishes an Expert session**, I want to **them to rate and review the Expert**, so I can **the next user sees quality in # of reviews, and gets the best available Expert to solve their problem**.

- **Story 11:**

- As a **user**, I want to **rate and review my Expert**, so that **I help out the next user find a**

trustworthy Expert to help them.

- *Job:* When I have received good expert advice, I want to rate and review the Expert, so I can help the next user find a trustworthy Expert to help them

Payment:

- **Story 12:**
 - As a **user**, I want to **only pay for the time I need**, so that I **use my money for big value**
 - *Job:* When I ask for help from an Expert, I want to **only pay for the time I need**, so I can **use my money for big value**
- **Story 13: This one needs to be expanded** interviews? testing?**
 - As a **user**, I want to **get related or follow up calls at a discount**, so that I **don't have to pay full price again**.
 - *Job:* When **my problem is not solved or another related one arises**, I want to **have follow up calls without having to pay as much**, so I can **not feel taken advantage of**
- **Story 14:**
 - As a **business**, I want to **earn revenue based on usage**, so that I **can earn a profit**.
 - *Job:* When **users get value and service out of our app**, I want to **earn revenue**, so I can **earn a profit**.
- **Story 15:**
 - As an **expert**, I want to **be paid for my time**, so that I **can support my family**
 - *Job:* When I **give my time and expertise to a user**, I want to **be paid fairly**, so I can **find value in the app as an expert**
- **Story 16:**
 - As a **business**, I want to **adjust the rates of our Experts based on demand**, so that **being an experts is more attractive, and demand evens out so we need fewer experts initially**
 - *Job:* When **demand is high**, I want to **adjust the rate of our Experts**, so I can **make being an expert more attractive and move demand to less demanding times so fewer experts are needed**

Expert Preferences:

- **Story 17:**
 - As an **Expert**, I want **set a schedule of when I'm available to help**, so that I **am not bothered by the App**.
 - *Job:* When **know my basic routine**, I want to **set schedule of when I can help users**, so I can **I am not bothered by the App**
- **Story 18:**
 - As an **Expert**, I want **set rates based on demand and my skills**, so that I **am fairly compensated**
 - *Job:* When I **make myself available to be an Expert**, I want to **set my rates based on demand and my skills**, so I can **be fairly compensated**
- **Story 19:**
 - As an **Expert**, I want to **choose how I will be notified of a User needing help**, so that **this revenue stream suits my preferences and habits**
 - *Job:* When **am notified of a User needing help**, I want to **be called**, so I **do not miss a money earning opportunity**
 - *Job:* When **am notified of a User needing help**, I want to **see a push notification**, so I **am not interrupted unless I am with my phone**
 - *Job:* When **am notified of a User needing help**, I want to **receive a text**, so I **do not miss a money earning opportunity**

Connect with Expert:

- **Story 20:**
 - As a **user**, I want to **video chat with my expert**, so that **they can see what I'm talking about**
 - *Job:* When I **have a complicated issue**, I want to **video chat with my expert**, so I can **save**

time and get a correct solution faster

- Story 21:
 - As a **user**, I want **my Expert to phone me**, so that **she doesn't see me in my pajamas**
 - *Job*: When I **do not want my Expert to see me**, I want to **have them phone me**, so I can **still receive detailed clear communication to save time and get a correct solution faster**
- Story 22:
 - As a **user**, I want **text based chat with my Expert**, so that **I can copy and paste an error message and screen shot a problem on my phone**
 - *Job*: When I **have images or text to send to an Expert**, I want to **use text based chat**, so I can **skip moving between my phone and the error or program or the screen shot, etc.**
- Story 23:
 - As a **user**, I want **text based chat with my Expert**, so that **I don't have to speak out loud in a meeting**
 - *Job*: When I **am unable to speak to an expert**, I want to **text based chat**, so I can **get help even in quiet.**

Compatibility:

- Story 24:
 - As a **user**, I want **be able to use my desktop or my phone to talk to an expert**, so that I **don't have to go somewhere else or use something I'm not already using.**
 - *Job*: When **am already using a piece of technology**, I want to **talk to an expert on it**, so I can **not be switching devices or taking the time to move to a desktop.**
- Story 25:
 - As a **business**, I want **have our app work well on as many devices as possible**, so that **we maximize the usage of our app/service**
 - *Job*: When **users have a problem**, I want to **have as many opportunities to use our app**, so I can **maximize the usage of our app/service**
- Story 26:
 - As an **Expert**, I want to **serve as an expert at my desktop or phone all day**, so that I can **be in the most comfortable place to earn a living**
 - *Job*: When I **want to earn money being an expert**, I want to **be able to use any device I have**, so I can **choose the most comfortable or easy way to make money.**

Navigation Menu

- Story 2:
 - As a **user**, I want to **quickly find my expert/continue a chat or video**, so that **my problem is solved quickly**
 - *Job*: When I **am using the App to help me**, I want to **get where my solution or goal is**, so I can **get my solution quickly**

Become an Expert:

- Story 2:
 - As a **user**, I want to **become an expert**, so that I can **earn money helping people with things I already know**
 - *Job*: When I **am using the App**, I want to **become an expert**, so I can **earn money helping people with things I already know**
- Story 2:
 - As a **business**, I want to **get more Experts**, so that **users always find an expert and pay us**
 - *Job*: When a **user is an expert in something**, I want to **help them become an expert**, so I can **grow the database and help more users find their exact solution.**