



# Brainstorming Requirements

Before beginning user research, I needed to explore who the other stakeholders (i.e. Business and the Experts) in this hypothetical design and what were their requirements. This allowed me to design my user (and the user who serves as an expert) research based on realistic scenarios.

*(pictured: project brief ideas and probable business requirements)*



# Business, User, & Expert Requirements

After creating a probable Business Requirements Document, the tasks I expected to solve for all stakeholder needs were:

- Onboarding for User and Expert
- Sign Up and Log In
- Account Administration
- A Landing Home Screen
- Browsing through Experts
- Rate and Review Experts
- Payment of Experts
- Preferences for being an Expert
- Connect with the Expert
- Compatibility
- Navigational Menu
- Become an Expert

## User Stories

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Based on those Requirements I crafted 29 initial User/Job Stories. By crafting User Stories I can generate more empathy with the user, however, by also crafting a corresponding Job Stories, I can understand better the motivations behind the scenario and open up more possible out of the box solutions and actionable steps. Some of the highlights follow:

### 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.

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.

## User Stories (cont)

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### 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.

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

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.

## User Stories (cont)

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### 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.

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 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.

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

## User Stories (cont)

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### 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

When am notified of a User needing help, I want to be called, so I do not miss a money earning opportunity

- ... I want to see a push notification, so I am not interrupted unless I am with my phone

- ... I want to receive a text, so I do not miss a money earning opportunity

### Story 20:

As a user, I want to video chat with my expert, so that they can see what I'm talking about

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

## User Stories (cont)

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### Story 28:

As a **user**, I want to **become an expert**, so that I can **earn money helping people with things I already know**

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 29:

As a **business**, I want to **get more Experts**, so that **users always find an expert and pay us**

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.**