**[A blue and white sign

Description automatically generated](https://www.smartsheet.com/try-it?trp=12121&utm_source=template-word&utm_medium=content&utm_campaign=Blank+Agile+Scrum+User+Story+Map-word-12121&lpa=Blank+Agile+Scrum+User+Story+Map+word+12121)Agile Scrum User Story Map Template**

MANAGE ACCOUNT

Log In

Update Profile

Change Password

Log Out

"As a registered user, I want to log in securely so that I can access my personal account details."

"As a user, I want to update my profile information so that my contact details are current."

Account Management System: Enhance user ability to manage their personal details and security settings

MOBILE APP: Focus on functionalities accessible through the mobile platform

WEB PORTAL: Focus on features specific to the web-based platform

BOOK A CHARGING SLOT

Select Location

Choose Time Slot

Confirm Booking

Cancel Booking

"As an EV owner, I want to select a charging station location so that I can charge my vehicle conveniently."

"As a user, I want to easily cancel a booking so that I can manage my schedule flexibly."

Charging Reservation System: Develop a robust system for booking, modifying, and canceling charging slots

VIEW CHARGING HISTORY

View Past Charges

Download Invoices

Review Usage Statistics

Task

"As a frequent user, I want to view my past charging activities so that I can track my expenses."

RECEIVE ASSISTANCE

Access FAQ

Contact Support

Request Service

Task

"As a new user, I want to access a detailed FAQ so that I can resolve common issues quickly."

*Q1 Release: Launch of the updated Account Management features*

*Q2 Release: Introduction of the new Charging Reservation System*

*Q3 Release: Enhanced Charging History functionalities and user support*

**Example**

Regular Use: User books charging slots and manages account.

Initial Engagement: User signs up and learns the interface.

Advanced Interaction: User accesses additional features like viewing detailed charging history and interacting with support.

**LOWER PRIORITY HIGHER**

**LOWER PRIORITY HIGHER**

ACTIVITY 1

Task

Task

Task

Task

Story 1

Epic A

SWIMLANE

SWIMLANE

ACTIVITY 2

*Release Milestone*

Journey Stage A

*Release Milestone*

**Agile Scrum User Story Map Legend**

**PRIORITIZATION**Often included as a vertical orientation of user stories within tasks to show which stories are more critical and should be developed first.

**USER ACTIVITIES**These are high-level tasks that users need to perform with the product. These are broad categories of functionality, such as "Manage Account" or "Make a Purchase."

**SWIMLANES**These "lanes" can represent different user personas or application platforms (mobile, web, etc.), providing a clear view of who needs what and where.

**USER TASKS**These are sub-tasks that fall under each user activity. These tasks break down the activities into more manageable components. For example, under "Manage Account," tasks might include "Log In," "Update Profile," or "Change Password."

**USER STORIES**These are specific features or requirements that support the user tasks. They are expressed from the perspective of the user and fit the typical user story format: "As a [type of user], I want [a specific feature] so that [I can accomplish a specific goal].” Each story should be actionable and testable.

**RELEASE MILESTONES**These are points on the user story map where you plan to release a version of the product to users. They help the team focus on delivering a cohesive set of features that provide value at each release.

**JOURNEY STAGES**Some story maps include the different stages of a user’s journey, from initial engagement through long-term usage. This can help in understanding and designing for the user experience throughout their interaction with the product.

**EPICS**These are large user stories that cannot be completed in a single sprint and must be broken down into smaller tasks. Epics are typically aligned with user activities or major features.

**LOWER PRIORITY HIGHER**

ACTIVITY 1

Task A

Task B

Task C

Task D

Story 1

Epic A

SWIMLANE TITLE

SWIMLANE TITLE

ACTIVITY 2

ACTIVITY 3

ACTIVITY 4

*Release Milestone*

Journey Stage A

Story 2

Story 1

Story 2

Story 1

Story 2

Story 1

Story 2

*Release Milestone*

Epic B

Epic A

Epic B

Epic A

Epic B

Epic A

Epic B

Journey Stage B

Task A

Task B

Task C

Task D

Task A

Task B

Task C

Task D

Task A

Task B

Task C

Task D

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