



Use Case for eHandy

Use Case:
Establish a home service or services via an internet web browser.

6. 404 Page error occurs. See use case - Server Maintenance.

Priority: Highest Priority, Must be implemented as soon as possible.

When Available: First Increment.

Frequency of Use: Always.

Channel to Actor: Via PC-Based Browser and internet connection.

Secondary Actor: Homeowner.

Channel to Secondary Actors:

1. PC-Based Browser and internet connection.
2. Direct Connect with Homeowner, through email or phone.

Open Issues:

1. How are user's informations being stored in order to ensure full security?
2. What is the mechanism used to allow user's anonymous review on the individual company's webpage?
3. Allow Two-Factor Authentications for Homeowners and Business-owners log in?
4. Where to load database into the webpage, in order to prevent bottlenecking or long load screen?
5. What is the minimum bandwidth required to load into **eHandy.com**?
6. What can user without an account see about a company's contact information? Can non-login user take advantage of search bar?
7. Implementation of visual for each company?
8. What is the mechanism for a notification system that makes contact with Businesses as well as Homeowners when they get a response?
9. Will advertisement be allowed within the webpage?
10. Where is the location of our server to ensure stability?

Iteration: 1, Created on: October 22, 2017 by eHandy

Primary Actor: Business Owner

Goal in Context: To establish a business and increasing client base through a web service. While ensuring customer's satisfaction.

Precondition: Internet access required; must use a web browser. Appropriate user ID and passwords must be obtained.

Trigger: A firm wants to increase its user's base count. However the firm cannot afford to hire a PR.

Scenario:

1. The business accesses **eHandy.com** through any web browser.
2. After clicking on the Login/SignUp, the business owner enters his/her UserID and Password.
3. The webpage displays the business's personal webpage. Which contains info on the business's service(s) and review rating.
4. The business clicks on the "Publish Service" button located on top right corner.
5. The webpage display a popup menu represented as application form of the service being publish.
6. The business hover the mouse on the "Publish" button to upload the service into the database.
7. The webpage display a confirmation stating that the service has been uploaded.
8. The business waits for user's contact.
9. The business looks over user's review of its past services.

Exceptions:

1. Invalid username and/or password input. See Valid Username/Password.
2. Service Type or Service name is taken. See Primary Key duplication error. (Database non-exist)
3. Business can add TAG to its service for ease of search - See Business Functionality.
4. Businesses must log in to submit services. See use case - Functionality of Webpage.
5. Business's rating of 1 to 5 stars.