



Use Case for eHandy

Use Case:
Gets contact Information of Business 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.

Iteration: 1, Created on: October 15, 2017 by eHandy

When Available: First Increment.

Primary Actor: Homeowner

Frequency of Use: Always.

Goal in Context: To get Company's contact information without hassle. While ensuring the legitimacy of informations.

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

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

Secondary Actor: Business owner.

Trigger: The homeowner has an issue within his/her house and he/she doesn't know who to call.

Channel to Secondary Actors:

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

Scenario:

1. The homeowner accesses **eHandy.com** through any web browser.
2. After clicking on the Login/SignUp, the homeowner enters his/her UserID and Password.
3. The webpage displays a search bar in the middle of the site and a list of most popular searches in the form of links.
4. The homeowner clicks on the link named Gardener under the most popular searches.
5. The webpage loads into a different URL with a list of most popular Gardener Services.
6. The homeowner hover the mouse on his/her service of interested.
7. The webpage expands the service of interested to show contact informations.
8. The homeowner records the information and make a call on his/her own time.
9. The Homeowner writes a review of the service that he/she received.

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?

Exceptions:

1. Invalid username and/or password input. See Valid Username/Password.
2. Service Type or Company's name doesn't exist in Database. See DNE (Database non-exist)
3. User doesn't log in, thus contact info will be blurred out. See use case - Contact Information Privilege.
4. Homeowner can scroll right using the arrow icon on webpage to load more services. See use case - Functionality of Webpage.
5. User's rating of 1 to 5 stars.