**#1 User provides cleaning service**

Starting situation:

User has logged in to his/her account in SharingEco.

Normal event flow:

User selects from the main page the option “Advertise cleaning service” and is transferred to a form where user inputs: 1) cleaning service provided, 2) date period for service availability, 3) rate per hour, 4) other must-known details. Afterwards, the user confirms his/her registration of service provided.

Alternative flow:

User selects from the main page the option “Profile page” and is transferred to his/her personal user information page. Here, the user has the option to choose “Advertise cleaning service” and is then taken to the form page described in ‘Normal event flow’.

Other concurrent activities:

The system creates a cleaning service advertisement in SharingEco and is ready to be ordered by other users.

State when the scenario finishes:

User gets confirmation that the advertisement has been created by taking the user to his/her advertisement page in the system. Also, in his/her profile page is updated what service the user has ordered and/or is providing.

**#2 User orders cleaning service**

Starting situation:

User has logged in to his/her account in SharingEco.

Normal event flow:

User uses the search bar from the main page, where he/she provides a given date when cleaning service is needed. The user is then taken to the page where cleaning services are listed up for the given date provided. When user has found a service provider of his/her liking, the service is confirmed by giving the user credit card information. When this is done, and credit card information has been validated for payment, the user gets confirmation for booking of service.

Alternative flow:

The user selects from the main page an advertisement of a service provider, and if the advertisement is off his/her liking, follows the same steps in the later stages given under ‘Normal event flow’.

Other concurrent activities:

The system notifies the cleaning provider that his/her service is ordered for the specified date.

State when the scenario finishes:

User retrieves the final confirmation via email message and on his/her profile page the ordered service is shown.

**#3 User gives review on service**

Starting situation:

User has logged in to his/her account in SharingEco.

Normal event flow:

User select ‘Profile page’ from the main page of the system and is transferred to the personal site of the user where information about the user is given and his/her service order history. Here, the user can then choose a service he/she has previously ordered and give a star rating from 1 to 5 for the service, as well as given a comment about the reason behind the star rating given.

Alternative flow:

No alternative flow for this particular future.

Other concurrent activities:

The system updates the star rating according to the newly given star rating.

State when the scenario finishes:

The average star rating of the service provider is updated in the system, with star rating and comments given by the service user.

**#4 Admin checks the sales statistics in system**

Starting situation:

Staff member has logged in to his/her admin account in SharingEco.

Normal event flow:

Admin selects the option “Statistics” from the main page. When selected, the admin is given information about sales statistics in accordance to sales orders.

Alternative flow:

No alternative flow for this particular future.

Other concurrent activities:

None.

State when the scenario finishes:

User has all the statistics needed about sales revenue/loss.

**#5 Admin de-activates reported user**

Starting situation:

Admin has logged in to his/her admin account in SharingEco.

Normal event flow:

Admin selects the option “Reported Users” from the main page. When selected, the admin is given the list of reported users and clicks de-activate next to their name.

Alternative flow:

No alternative flow for this particular future.

Other concurrent activities:

None.

State when the scenario finishes:

User account has been de-activated in the system.