

**Name:** Request an Estimate

**Identifier:** 01-001

**Created By:** Brett Anderson

**Date Created:** 03/24/2023

**Primary Actors:** Customer

**Secondary Actors:** Business Owner

**Goals:** Obtain an appointment for an in-home estimate for a home improvement project.

**Description:** A registered customer must navigate to the “Request a Free In-Home Estimate” form. The customer must complete and submit the form. The business owner can then review the request and send confirmation of an appointment to the customer.

**Pre-conditions:**

- The customer already has an account registered with the system.
- The customer is currently logged in to the system.

**Post-conditions:** An appointment will be made for an in-home estimate at the customer’s home if there is space available in the business’ schedule for the requested date and time.

**Basic Flow:**

1. A customer wants an in-home estimate from the business for a future home improvement project.
2. The customer clicks on the “Products and Services” button.
3. The system displays the “Products and Services” page.
4. The customer clicks on the “Free Estimate Request” button from the list of products and services.
5. The system displays the “Request a Free In-Home Estimate” form.
6. The customer fills out the fields of the form.
7. The customer clicks the “Submit” button.
8. The system displays the confirmation page confirming the request was successful and next instructions.
9. The system sends the completed form to the business owner to be reviewed.
10. The business owner approves the request.
11. The system sends a message to the customer informing them that the appointment has been confirmed.
12. The use case ends.

**Alternate Flow A – Customer not Registered:**

- A2. The customer clicks the “Sign Up” button on the home page.
- A3. The system displays the “Create a Free Account” form.
- A4. The customer fills out the fields of the form.
- A5. The customer clicks the “Create Account” button.
- A6. The system creates a new account and logs the customer into the system.
- A7. The use case continues from step 2 in the Basic Flow.

**Alternate Flow B – Customer not logged in to the system:**

- B2. The customer clicks the “Login” button on the home page.
- B3. The system displays the “Sign In” form.
- B4. The customer fills out the fields of the form.
- B5. The customer clicks the “Sign In” button.
- B6. The system logs the customer into the system.
- B7. The use case continues from step 2 in the Basic Flow.

**Alternate Flow C – Request Denied due to Scheduling Conflict:**

- C10. The business owner denies the request due to no availability in the business’ schedule.
- C11. The system sends a message to the customer informing them that the appointment has been denied and encourages them to submit another request for a different date and time.
- C12. The customer repeats steps 2-12 in the Basic Flow.

**Summary:**

Customers of JustFixIt typically initiate a new home improvement project by getting an estimate or several competing estimates. This helps the customer to make an informed decision when proceeding with a company. Therefore, the process should be as simple and efficient as possible for the customer to increase the likelihood of them choosing JustFixIt for their project. Before a customer can begin this process with JustFixIt, they must be registered with our system and must be currently logged into the system. With these conditions met, the customer can quickly and easily submit an in-home estimate request to JustFixIt anywhere and anytime that is convenient for them.

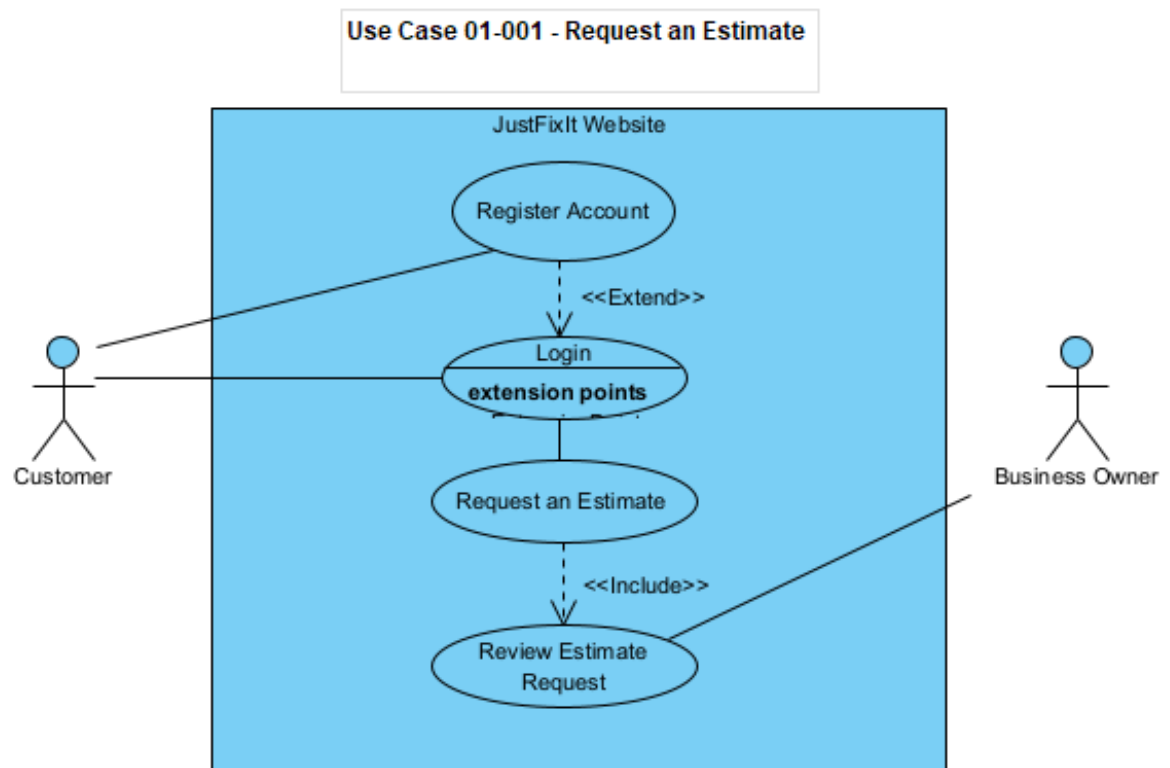
Once a customer is interested in requesting an in-home estimate and is registered and logged into the system, they can begin the process by navigating to and clicking the “Products and Services” button from the home page. The system will then display the “Products and Services” page, showcasing all available products and services the business currently offers. The customer will then navigate to and click the “Free Estimate Request” button from the list of products and services. The system will then display the “Request a Free In-Home Estimate” form. The customer will then fill out all fields of the form and then click the “Submit Request” button at the bottom of the form. The system will then display the “Successfully Submitted” page to the customer confirming the request was submitted successfully and providing the next steps for the customer regarding confirmation of the appointment. The system will then send the completed form to the business owner to be reviewed and confirmed. The business owner will then review and confirm the appointment if it fits within the business’ schedule. The system will then send a message to the customer informing them that the appointment has been confirmed.

If a customer is not registered with the system, they will first need to register to be eligible to submit an estimate request. The customer will begin by navigating to and clicking the “Sign Up” button on the home page. The system will then display the “Create a Free Account” form. The customer will then fill out all fields of the form and then click the “Create Account” button. The system will then create a new account in the system for the customer and log them into the system. The customer can then continue with requesting an in-home estimate by following the steps of the basic flow.

If a customer is not logged into the system at the time of wanting to submit an estimate request, they will first need to log in to the system to be eligible to continue. The customer will begin by navigating to and clicking the “Login” button on the home page. The system will then display the “Sign In” form. The customer will then fill out all fields of the form and then click the “Sign In” button. The system will then log the customer into the system. The customer can then continue with requesting an in-home estimate by following the steps of the basic flow.

If the requested time and date for the appointment of the in-home estimate does not work with the current schedule for JustFixIt, the business owner will have to deny the request. If the request is denied by the business owner, the system will then send a message to the customer informing them that the appointment has been denied and encourage them to submit another request for a different date and time. The customer will then need to repeat the steps of the basic flow to submit a new estimate request.

Once the confirmation of appointment message has been received by the customer, the appointment for the in-home estimate has been set and confirmed. This means that there was space in the schedule for the appointment and that it has been added to the tentative schedule. Therefore, it can be said that the goal of the customer has been achieved at this point.



I used Visual Paradigm Community Edition to create this Use Case Diagram.