

Name: Request a Project Update

Identifier: 01-002

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Date Created: 03/25/2023

Primary Actors: Customer

Secondary Actors: Business Owner

Goals: Obtain an update and overview of an ongoing home improvement project's status.

Description: A customer is out-of-state and wants to obtain an update on their ongoing project. The customer must initiate contact with JustFixIt by sending a message through the messaging tool. The business owner can then review the message and reply with the requested information (updates and overview of the project).

Pre-conditions:

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

Post-conditions: An update and overview of the customer's ongoing project is provided to them within 24 hours of initial contact.

Basic Flow:

1. A customer wants to obtain an update and overview of their ongoing home improvement project.
2. The customer clicks on the "Start conversation..." text box on the home page.
3. The system displays a message window and prompts the customer to enter their message.
4. The customer enters their message into the text box and clicks the "Send message" button.
5. The system delivers the message to the business owner's message window within 5 minutes.
6. The system displays the sent message in the customer's message window with confirmation that the message was delivered successfully.
7. The business owner reviews the message.
8. The business owner enters a reply to the customer with the requested information and clicks the "Send message" button.
9. The system delivers the message to the customer's message window within 5 minutes.
10. The system displays the sent message in the business owner's message window with confirmation that the message was delivered successfully.
11. 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 – Customer does not have an ongoing project:

Refer to Use Case 01-003 – Initiate a New Project

Summary:

Many customers of JustFixIt are “snowbirds” and therefore their Southwest Florida homes are often their second home. Due to this, many customers are managing projects from out-of-state but still need to be kept up to date on their project’s status. They need to be available for questions that may pop up on the job site as well. Before they can request updates on their project through the system, the customer must be registered with the system, currently logged into the system, and must already have an ongoing project with JustFixIt. With these conditions met, the customer can quickly and easily request updates on their project anywhere and anytime that is convenient for them.

Once a customer is interested in requesting an update and overview of their ongoing home improvement project, and is registered and logged into the system, they can begin the process by navigating to and clicking the “Start conversation...” text box on the home page. The system will then display a message window where the customer can enter their desired message. The customer will then

enter their message into the text box and click the “Send message” button. The system will then deliver the message to the business owner and display the sent message to the customer with confirmation that the delivery was successful. The business owner will then review the message and enter their reply with the requested information. The business owner will then click the “Send message” button. The system will then deliver the business owner’s message to the customer and display the sent message to the business owner with confirmation of successful delivery.

If a customer is not registered with the system, they will first need to register to be eligible to use the messaging tool to request updates on their project. 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 updates on their ongoing project by following the steps of the basic flow.

If a customer is not logged into the system at the time of wanting to use the messaging tool to request updates on their project, 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 updates on their ongoing project by following the steps of the basic flow.

If a customer does not currently have an ongoing home improvement project with JustFixIt, they will not be able to request updates, as there would be none to provide. They will instead need to follow the steps outlined in Use Case 01-003 – Initiate a New Project to request a new project with JustFixIt. Once they have initiated a project following these steps, they can later request updates on the project by following the steps in the basic flow of this use case.

Once the customer has received a reply from the business owner with the requested information, they have finished this process. This means that all messages were delivered successfully. Therefore, it can be said that the goal of the customer has been achieved at this point, if the information provided by the business owner is what was desired by the customer. If more information is desired, the customer can repeat the steps of the basic flow to request any more information as needed.