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# Iskolivery: A Crowdsourced Courier Service

## Use Case Model

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***Unique Reference:***

The documents are stored in this Google Drive Link: <http://bit.ly/2Ndlz0K> with Group 1 - Iskolivery - Use Case Model as the filename.

***Document Purpose:***

This document is provided to present the different the Use-Case Diagram, list of Actors and Use-Cases.

***Target Audience:***

Students of University of the Philippines Diliman

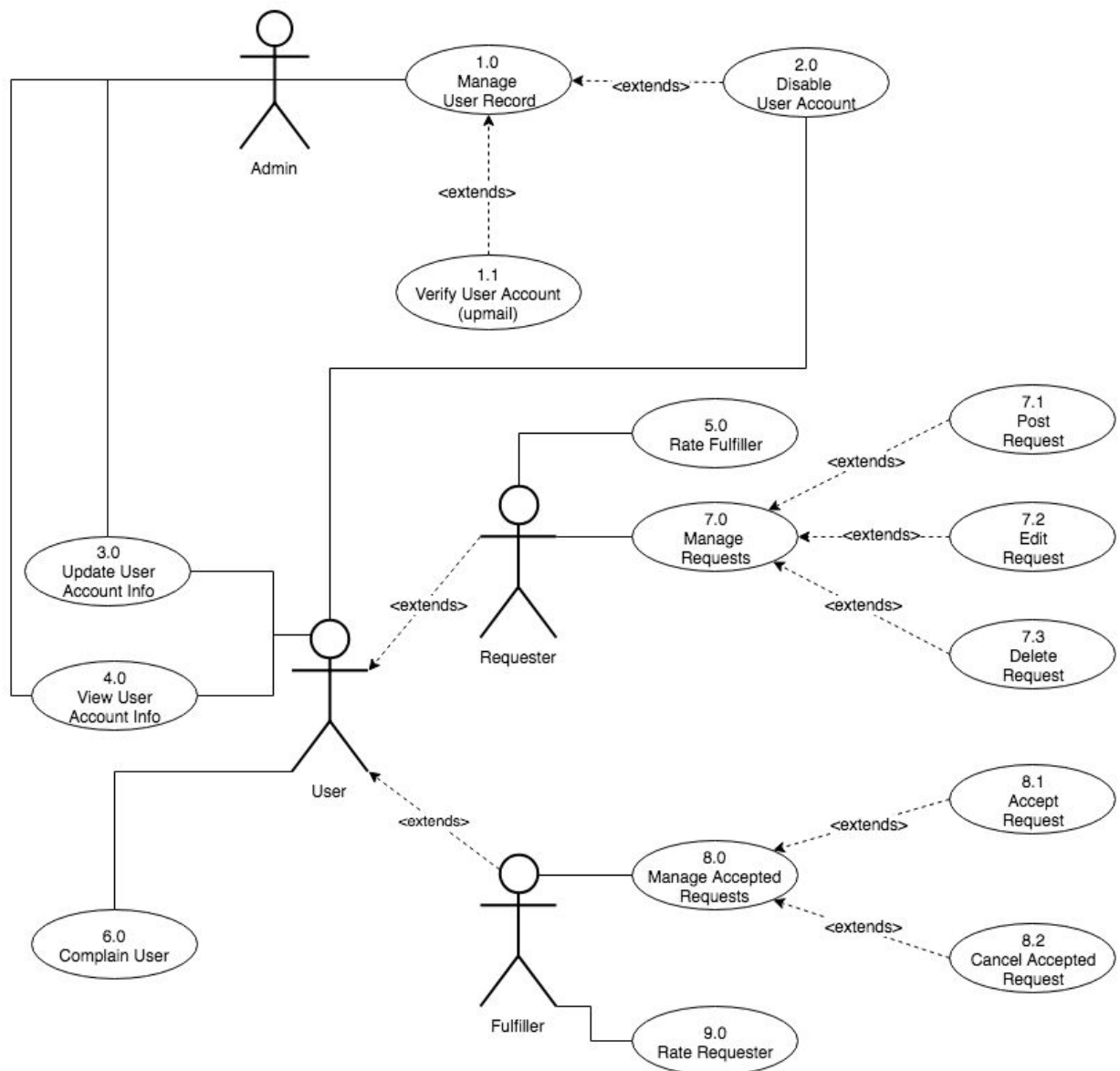
***Revision Control:***

<b><i>Revision Date</i></b>	<b><i>Person Responsible</i></b>	<b><i>Version Number</i></b>	<b><i>Contribution and Modification</i></b>
09/12/2018	Aleksei Fernandez Bridget Legaspi Marc Teves	1.0	Created the Use Case Diagram
09/13/2018	Bridget Legaspi	2.0	List of Actors, List of Use-Cases (1.0, 1.1, 2.0, 3.0, 4.0)
09/14/2018	Aleksei Fernandez	3.0	List of Use-Cases (6.0, 8.0, 8.1, 8.2, 9.0)
09/14/2018	Marc Teves	4.0	List of Use-Cases (5.0, 7.0, 7.1, 7.2, 7.3)

**System Name:** Iskolivery: A Crowdsourced Courier Service

**Description:** Iskolivery connects people who need items or services (eg. photocopying, buying school supplies, car ride, tutorial, etc.) to the people who can deliver these items or services for them. In the application, requesters will be able to post a request and fulfillers may accept these requests. Requesters can choose to add a "bounty" (or incentive) to hasten the fulfillment of their requests.

**Use-Case Diagram:**



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***List of Actors:***

<b><i>Actors</i></b>	<b><i>Description</i></b>
Admin	Can update, view, disable, and verify user accounts
General User	Can either be requester or fulfiller; can update, view, and disable his/her own account, and rate other users
Requester	Extended general user that involves all requester use-cases
Fulfiller	Extended general user that involves all fulfiller use-cases

***List of Use-cases:***

<b><i>Use-Case</i></b>	<b><i>Description</i></b>
Use-Case 1.0 Manage User Record	Admin can manage the records of all user accounts. This use case is extended to two more use-cases: verifying and disabling user accounts.
Use-Case 1.1 Verify User Account	One feature of Iskollivery is to make sure that the pool of users are only UP students, hence the verification of user accounts. UP Mail must be used during sign up and verified further if the registered UP Mail exists. This use case is only applicable for the admin.
Use-Case 2.0 Disable User Account	Admin can disable (with deliberation) user accounts that are complained by other users, or disable user accounts that violate the Iskollivery's terms and conditions. General user can also opt to disable their own user account.
Use-Case 3.0 Update User Account Info	General user can update their user account information. Updated information is useful for the "matchmaking" algorithm of the application and contacting the user. The only attribute that the admin can update is whether the account is still active or disabled.
Use-Case 4.0 View User Account Info	General user can view the information of other users. This is helpful for requesters to know the rating of their fulfillers, and vice versa. For the admin side, this is useful for deliberating complained users.
Use Case 5.0 Rate Fulfiller	A requester can rate the fulfiller (ideally, based on the ease of transaction between the fulfiller and requester).
Use Case 6.0 Complain User	A user can make a complaint on another user (ideally, if the user being complained about is practicing disruptive behavior). This shall be reviewed by the administrator
Use Case 7.0 Manage Requests	A requester can manage requests he/she posted.
Use Case 7.1 Post Request	A requester can post new requests. The user must include a minimum amount of information before the request can be posted.
Use Case 7.2 Update Request	A requester can update the details of a request he/she posted.
Use Case 7.3 Delete Request	If it is not currently accepted by a fulfiller, a requester can delete a

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	request he/she posted.
Use Case 8.0 Manage Accepted Requests	A fulfiller can manage their accepted requests. They may either accept a request or cancel an accepted request.
Use Case 8.1 Accept Request	A fulfiller can accept requests of requesters. Accepting the request will hold the fulfiller responsible for completing the request and will hide the request from other fulfillers.
Use Case 8.2 Cancel Accepted Request	A fulfiller can cancel an accepted request. Cancelling will make the request available again to other fulfillers. A fulfiller that cancels an accepted request may be penalized.
Use Case 9.0 Rate Requester	A fulfiller can rate the requester (ideally, based on the ease of transaction between the fulfiller and requester).