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| Use Case ID: | 1 |
| Use Case Name: | Accept onsite request |
| Brief Description: | Helper user accepts incoming request from normal user |
| Actors: | Helper (Monqez) |
| Preconditions: | Helper’s status is available |
| Postconditions: | 1. System notifies the normal user that there is helper accepted his request and shows the helper’s name and phone number to him |
| Main Scenario: | 1. System shows SOS notification to helper 2. Helper press on accept button 3. System checks if there is another Monqez has accepted the request already. 4. System finds that’s no another Monqez has accepted the request yet 5. System displays “Request screen” that shows the route between helper and the normal user who makes the request |
| Alternative Scenario: | 1. System shows SOS notification to helper 2. Helper press on accept button 3. System checks if there is another Monqez has accepted the request already 4. System finds that’s another Monqez has accepted the request already 5. System displays the “Helper Home Screen” |
| Exception Flow: | 1. System displays an error message. 2. System displays the “Helper Home Screen” |

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| Use Case ID: | 2 |
| Use Case Name: | Complete onsite Request |
| Brief Description: | Helper user completes the request after ……. |
| Actors: | Helper (Monqez) |
| Preconditions: | Helper has accepted the request already |
| Postconditions: | 1. System notifies the normal user that the request completed |
| Main Scenario: | 1. Helper press on “complete” button 2. System checks if the distance between helper and normal user who makes the request less than or equal 1 KM 3. System finds that the distance less than or equal 1 KM 4. System displays “Helper Home Screen” |
| Alternative Scenario: | 1. Helper press on “complete” button 2. System checks if the distance between helper and normal user who makes the request less than or equal 1 KM 3. System finds that the distance greater than 1 KM 4. System displays “Helper Request Screen” |
| Exception Flow: | 1. System displays an error message. |

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| Use Case ID: | 3 |
| Use Case Name: | Decline onsite request |
| Brief Description: | Helper user declines incoming request from normal user |
| Actors: | Helper (Monqez) |
| Preconditions: | Helper’s status is available |
| Postconditions | 1. System displays the “Helper Home Screen “page |
| Main Scenario: | 1. System shows SOS notification to helper 2. Helper press on decline button 3. System displays “Helper Home Screen” |
| Exception Flow: | 1. System displays an error message. |