

Samwise Service App	Version 1.2
Use-case Specification	Date: 25/11/2023

Samwise Service App

1. Use-Case 1: Schedule Appointment

1.1. Brief Description

This use case describes the process of scheduling an appointment between a service provider and a service requestor in the Samwise app. It outlines the steps involved in setting up the appointment, confirming availability, and finalizing the schedule.

1.2. Actor Brief Descriptions

1.2.1. Actor 1: Service Provider: An authenticated user registered as a service provider on the Samwise app.

1.2.2. Actor 2: Service Requestor: An authenticated user registered as a service requestor on the Samwise app.

1.3. Preconditions

1.3.1. The service provider and service requestor are logged into the Samwise app.

1.3.2. Both parties have completed their registration and profile setup.

1.3.3. The service provider has specified their available time slots.

1.4. Basic Flow of Events

1. The use case begins when the service requestor accesses the app via signing in and authentication to find a service provider.
2. The service requestor filters the available service providers
3. The service requestor chooses among the filtered service providers
4. The service requestor views the available time slots of service provider by clicking on the 'See the Schedule' button
5. Service Requestor Requests a Scheduling
 - 5.1. The service requestor selects a specific time slot.
 - 5.2. The app sends a scheduling request to the chosen service provider.
6. Service Provider Receives Scheduling Request:
 - 6.1. The use case continues when the service provider receives the scheduling request.
 - 6.2. The service provider can either approve or reject the request.
7. Service Provider Approves Scheduling Request:
 - 7.1. If the service provider approves the request, the scheduling is confirmed by the provider.
8. Both parties receive a notification about the approved scheduling.
9. Service Requestor Confirms Scheduling:
 - 9.1. The service requestor confirms the approved scheduling within the app.
10. Schedule Confirmed: Once both parties confirm, the scheduling is finalized.
11. Service provider and service requestor can now view each other's mobile phone numbers within the app to facilitate communication.

1.5. Alternative Flows

- 7.a. **Canceling Scheduled Appointment within the Specified Time Frame:** If in step 7 the service provider does not approve or rejects the scheduling request, the use case ends, and the service requestor can choose another time slot or provider.

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1. Either party can cancel the scheduled appointment before one week of the scheduled appointment without penalty.
2. Either party can access the website, clicks on the button of 'My Appointments'
3. The user can see the scheduled appointments
4. The user clicks on the 'Cancel my appointment' button over the related appointment.
5. Notifications are sent to inform both parties about the cancellation.

7.b. Canceling Scheduled Appointment not within the Specified Time Frame

1. Either party can cancel the scheduled appointment with penalty, if the specified time frame of one week prior to the appointment has been passed.
2. Either party can access the website, clicks on the button of 'My Appointments'
3. The user can see the scheduled appointments
4. The user clicks on the 'Cancel my appointment' button over the related appointment.
5. Notifications are sent to inform both parties about the cancellation.
6. Penalty (See Glossary) has been applied on the user who cancels the scheduling.

1.6. Key Scenarios

1.6.1. Successful Scheduling

1. Service requestor finds an available slot.
2. Service requestor requests scheduling.
3. Service provider approves the request.
4. Both parties confirm the scheduling.
5. Mobile phone numbers are shared, enabling communication.

1.7. Post-conditions

1.7.1. Storing the appointment details: The appointment details, including date, time, and contact information, are stored in the app.

1.7.2. Seeing the appointment details: Both parties have access to the appointment history.

1.7.3. Payment: Payment must be made at least seven days before the appointment. If the payment has not been made, the appointment will get canceled at the last day.

1.8. Special Requirements

1.8.1. The app must ensure the privacy and security of user data, including phone numbers.

1.8.2. Notifications about scheduling requests, approvals, and cancellations must be delivered promptly to both parties.

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2. Use-Case 2: Search Service

2.1. Brief Description

This use case describes how users of the Samwise Service App can utilize filtering options to tailor their service searches according to their specific needs.

2.2. Actor Brief Descriptions

2.2.1. Actor 1: User: Any individual who uses the Samwise Service App to search for home maintenance and care services.

2.3. Preconditions

2.3.1. The Samwise Service App is installed and accessible on the user's device.

2.3.2. The user is logged into their account on the app.

2.3.3. The user has initiated a service search within the app.

2.4. Basic Flow of Events

1. The use case begins when the User, seeking a home maintenance or care service, accesses the search functionality within the app.
2. The User selects the "Search" option within the app.
3. The app presents a search interface with various filtering options, such as:
 - 3.1 Service category (e.g., plumbing, cleaning, babysitting).
 - 3.2 Location or proximity filters (e.g., based on the user's current location or a specified address).
 - 3.3 Date and time preferences (e.g., immediate service, specific appointment times).
 - 3.4 Service provider ratings or certifications.
 - 3.5 Pricing range.
4. The User configures their search criteria by selecting one or more of the available filtering options.
 - 4.1 The app applies the chosen filters to the search results and displays relevant service providers matching the user's criteria.
 - 4.2 The User reviews the filtered search results and selects a service provider of their choice.

The use case ends with the User successfully finding a service provider that meets their specific needs.

2.5. Alternative Flows

1a. No Matching Results

If, after applying the selected filters, no service providers match the user's criteria, the app will notify the User and suggest broadening the search criteria or modifying the filters.

2.6. Key Scenarios

2.6.1. User Refines Filters

1. User selects "Search."
2. User applies initial filtering options.
3. User reviews the initial search results but doesn't find a suitable service provider.
4. User chooses to refine the filters..
5. User adds more specific criteria (e.g., a narrower date range or a higher service provider rating).
6. The app reconfigures the search results based on the updated filters.

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2.7. Post-conditions

2.7.1. The User has successfully identified and selected a service provider that aligns with their specific needs and criteria.

2.8. Special Requirements

2.8.1. The app must provide an intuitive and user-friendly interface for configuring search filters.

2.8.2. Filtering options should be regularly updated to reflect the available service categories and criteria.

2.8.3 The app should ensure fast and efficient filtering to deliver prompt search results.

2.8.4 User feedback regarding the filtering options should be considered for continuous improvement.

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3. Use-Case 3: Make Payment

3.1. Brief Description

Service requesters need to make payments for services they have received through the Samwise Service App.

3.2. Actor Brief Descriptions

3.2.1. Actor 1: Service Requester: The user who has received a service and needs to make a payment.

3.3. Preconditions

3.3.1. The Samwise Service App is installed and accessible on the user's device.

3.3.2. The user is logged into their account on the app.

3.3.3. The user has initiated a service search within the app.

3.3.4. The user has received a service and is ready to make a payment.

3.4. Basic Flow of Events

1. The use case begins when the Service Requester, who has received a service, navigates to the payment section of the Samwise Service App.
2. The Service Requester selects the specific service for which they want to make a payment.
3. The app presents the details of the selected service, including the service provider's name, service description, and the agreed-upon price.
4. The Service Requester confirms the payment amount and payment method.
 - 4.1. The Service Requester selects their preferred payment method (e.g., credit card, PayPal, or in-app wallet).
 - 4.2. The Service Requester provides the required payment information, such as card details or login credentials for the selected payment method.
 - 4.3. The app securely processes the payment by communicating with the chosen payment gateway or financial institution.
 - 4.4. Upon successful payment processing, the app generates a payment confirmation and displays it to the Service Requester.
 - 4.5. The payment confirmation includes details such as the service provider's name, service details, payment amount, and the transaction ID.
5. The Service Requester receives an email receipt with payment details for their records.

3.5. Alternative Flows

4.1.a. Payment Method Not Valid: If the chosen payment method is not valid (e.g., insufficient funds or expired card), the app displays an error message, and the Service Requester is prompted to update their payment method.

4.4.a. Payment Processing Failure: If there is a failure in processing the payment due to technical issues or connectivity problems, the app informs the Service Requester and prompts them to retry the payment or use an alternative payment method.

4.a. Service Requester Cancels Payment: If the Service Requester decides to cancel the payment during the payment process, the app cancels the transaction and returns them to the payment details page.

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3.6. Key Scenarios

- 3.6.1. Scenario 1: Successful Payment
- 3.6.2. Service Requester selects a service for payment.
- 3.6.3. Service Requester confirms the payment details.
- 3.6.4. Service Requester chooses a payment method.
- 3.6.5. Service Requester provides payment information.
- 3.6.6. App processes the payment.
- 3.6.7. Payment confirmation is displayed.
- 3.6.8. Email receipt is sent to the Service Requester.

3.7. Post-conditions

- 3.7.1. The Service Requester has successfully made a payment for the received service.
- 3.7.2. The service provider has received the payment for the service.
- 3.7.3. A payment confirmation has been provided to the Service Requester.

3.8. Special Requirements

- 3.8.1. The app must provide a user-friendly interface for configuring payment details.
- 3.8.2. Payment processing must be secure and reliable, following industry standards.
- 3.8.3. In case of payment method issues or processing failures, appropriate error handling and guidance should be provided to the Service Requester.

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4. Use-Case 4: Manage Time Slot

4.1. Brief Description

This use case describes the process of managing the Time Slot for service providers on the Samwise app. Service providers can create, edit, delete, and organize their Time Slot to efficiently manage their provided services.

4.2. Actor Brief Descriptions

4.2.1. Service Provider: An authenticated user registered as a service provider on the Samwise app.

4.3. Preconditions

4.3.1. The service provider is logged into the Samwise app.

4.3.2. The service provider has completed their registration and profile setup.

4.3.3. The service associated with the Time Slot must be available (not scheduled by service requester yet).

4.4. Basic Flow of Events

1. The use case begins when the service provider logs into the app and navigates to their dashboard.
2. The service provider selects the "Time Slot" option in their dashboard.
3. The app displays the existing Time Slot of the service provider, if any.
4. The service provider can choose to organize, create, edit, or delete Time Slots.
The service provider repeats steps 2-4 until the service provider indicates done.
5. The use case ends.

4.5. Alternative Flows

N/A

4.6. Subflows

N/A

4.7. Key Scenarios

4.7.1. Organizing Time Slot

1. The service provider selects "Organize Time Slot."
2. The service provider rearranges or groups existing Time Slot.
3. The service provider saves changes and exits Time Slot.

4.7.2. Creating Time Slot

1. The service provider selects "Create Time Slot."
2. The service provider enters a new Time Slot, including date, time, and availability.
3. The service provider enters the saves and exits the Time Slot.

4.7.3. Editing Time Slot

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1. The service provider selects "Edit Time Slot" and selects an existing Time Slot.
2. The service provider sees the details of the selected Time Slot.
3. The service provider can make necessary changes, such as modifying time slots or updating availability.
4. The service provider saves the edited Time Slot and exits the Time Slot.

4.7.4. Deleting Time Slot

1. The service provider selects "Delete Time Slot" and selects an existing Time Slot that they wish to remove.
2. The service provider confirms the deletion.
3. The service provider saves and exits Time Slot.

4.8. Post-conditions

- 4.8.1. Time Slot adjustments, including organization, creation, editing, and deletion, are stored in the app.
- 4.8.2. The service provider has up-to-date Time Slots to effectively manage service creations and scheduled appointments made by service requesters.

4.9. Special Requirements

- 4.9.1. The app should provide an intuitive and user-friendly interface for service providers to manage their Time Slots.
- 4.9.2. Time Slot adjustments should be reflected in real-time to ensure accurate scheduling of services and appointments.
- 4.9.3. The privacy and security of Time Slot data must be maintained to protect service providers' availability information.

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5. Use-Case 5: Manage User Account

5.1 Brief Description:

This use case involves the process where both regular users and service providers create their user accounts, including an option for service providers to opt for premium features. Users initiate the account creation process to gain access to the system's features and functionalities. During this process, users and service providers provide necessary information and credentials, enabling them to log in securely and utilize the system effectively. Additionally, service requesters have the option to choose premium features, enhancing their account with additional functionalities and benefits. The use case ensures a streamlined and user-friendly account creation experience, catering to both regular users and service providers while accommodating premium features for enhanced service offerings.

6. Use-Case 6: Ask Help

6.1 Brief Description:

The chat support service enables users to receive real-time assistance and information about the Samwise Service App, ensuring prompt issue resolution and enhancing the overall user experience.

7. Use-Case 7: Write Review

7.1 Brief Description:

This use case entails the functionality in the Samwise Service App that allows service requesters to provide feedback and reviews for the services they've received and the service providers who have fulfilled those requests. Requesters can share their experiences, rate the services, and offer comments to inform other users and enhance the overall quality of the app's services.

8. Use-Case 8: Make Proposal

8.1 Brief Description:

This use case describes the process where service requesters, specifically Premium users, can make proposals for discounts on the service price, while service providers can review, accept, modify the proposed discount amount, or reject the proposal.

9. Use-Case 9: Manage Service

9.1. Brief Description:

This use case describes the process where service providers create, edit and delete the services they provide. While creating the service, service providers mention the service type they provide and available times. Service providers can edit this service type and available times and also delete the service.

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10.Use-Case 10: Receive Payment

10.1. Brief Description:

This use case describes the process where service providers receive payment for the service they provide. The payment is made by a service requester using the Use-Case 3: Make Payment. The service provider must provide their financial information to receive the payment. The payment amount is determined by the service that is provided.

11.Use-Case 11: Analyze System Performance

11.1. Brief Description:

System Admin analyzes system performance metrics using monitoring tools to identify performance bottlenecks and trends for optimization.

12.Use-Case 12: Troubleshoot System

12.1. Brief Description:

System Admin investigates reported incidents, uses system logs, and implements corrective actions to resolve system issues and ensure continued functionality.