**EasyFix**

**Talha Munawar 18L-2132**

**Hamza Tatheer 18L-1029**

**Fahad Bashir 18L-1110**

**Arslan Asad 18L-0960**

**Noor-ul-Absaar 18L-1236**

**Ruqqia Akbar 18L-1134**

**Description:**

EasyFix allows you to Book a worker from your Home. You will be linked with a worker available in your area.

You can add tasks to the booking as well as order spare parts along with booking. You can pay for the booking either through credit card or cash on delivery. The workers can accept Bookings if they want to and will be paid directly in their account ( credit card money transfer ).

Moreover, if you are not satisfied with the work. You can rate your overall experience with the working and let others know. Other than that you can also complain about a worker if there is any issue and easy fix can look into it

**Use Cases**

**Talha Munawar 18L-2132**

**Book Worker**

**Summary:** A worker(electrician/plumber/carpenter) is booked by customer at the specified time.

**Actor:** Customer

**Preconditions:** The application is opened.

**Description:** Customer opens the application and selects the type worker he/she wants. Then a list of requested worker is shown to the user. Now user selects a worker of his choice and specifies the time and location at which he needs the worker. Then he/she is asked if customer want any spare parts. At last, user checks the detail and finalize the booking.

**Exceptions:**

Cancel: if user cancels booking before finalizing the booking.

Worker: if selected worker has left for some reason.

Spare parts: if spare parts are out of stock.

**Postconditions:** Application goes back to Home Page and a message is sent to the worker.

**Cancel Booking**

**Summary:** The selected booking is canceled and a message is sent to the worker.

**Actors:** Customer, Admin

**Preconditions:** The booking we are trying to cancel must exist.

**Description:** Customer selects the booking he wants to cancel and presses cancel button. Then he describes the reason why he want to cancel the booking. Then presses ok.

**Exception:** Cannot Cancel: Booking cannot be canceled as worker has already left for the work.

**Postconditions:** Application goes back to Home Page and a message is sent to the worker.

**Fahad Bashir 18L-1110**

**Order Spare Parts**

**Summary:**

Customer can add spare parts to booking

**Actors:**

Customer

**Description:**

Customer can add spare parts that are needed for work to booking. For this he needs to click on add parts, select the parts that he wants to add and click place order.

**Precondition:**

* The user must have logged in
* The user must have booked a worker

**Exception:**

Parts not available.

**Post condition:**

Send a notification to customer that order is placed

**Change Home Address**

**Summary:**

A customer can change his home address on his profile for future bookings.

**Actor:**

Customer, Admin

**Description:**

Customer can update his home address. When the update home address button will be pressed, customer needs to enter the new address and press the update button to change home address.

**Precondition:**

* The customer must have logged in.

**Exception:**

The user may not be valid.

**Post condition:**

None

**Arslan Asad 18L-0960**

**Complaint**

**summary:** Customer can complaint about the worker

**Actors:** Customer

**Description:** Customer can complaint about the worker, that will be viewed by admin and the problem will be corrected. When complaint button is pressed customer can chose to complaint about either worker which has been previously been hired by customer or about a service that customer has received from that worker.

**Preconditions:**

only customer account can complaint. Customer must have ordered from that worker.

**Exceptions:**

worker left system: Customer complaint about the worker but worker account was deleted,in that case message will be given to customer that complaint could not be registered as worker not found.

Customer is spam complaining: one complaint can be registered by customer in 4 days

**Postconditions:** ready for another complaint

**Generate Bill**

**summary:** used to generate bill for active job

**Actors:** Customer

**Description:** Customer can end or complete the currently active job. The bill will be generated based on the hourly rates of the worker and the spare parts used on the job.

**Preconditions:** There must be a active job registered by a customer in order to generate bill.

**Exceptions:**

Customer not ending job: if customer is not ending a job for more than 2 weeks then job will automatically be cancelled and the bill will be generated.

**Postconditions:** ready to generate another bill

**Noor-ul-Absaar 18L-1236**

**Use case: Add to favorite**

**Summary :** user can add to his list of favorite workers.

**Actor :** customer

**Description:** user can browse through the list of worker and if he likes the work of some worker he clicks on add to favorite button and that worker will be added to his list of favorites.

**Pre-condition:** User is currently logged in.

**Exception:** worker is no longer available

**Post-condition:** a message box pops up that worker added to favorites.

**Add Task done**

**Summary :** user clicks add task done button after the worker finishes his work

**Actor :** customer

**Description:** user clicks add task done button when the worker finishes his work and after that his bill is generated.

**Pre-condition:** User has booked a worker.

**Exception:** worker was unable to repair

**Post-condition:** a message box pops up that work is completed and bill is generated.

**Ruqqia Akbar 18L-1134**

**Send Location**

**Summary:** The Worker sends his location, whenever he wishes to do so.

**Actors:** Worker

**Pre-conditions:** The Worker should be logged in. The worker should be a valid user. The application is waiting for a worker to enter his/her location.

**Description:** The Worker logs in, requests to send his/her location and then the application waits for a worker to enter his/her location. The application checks whether worker is valid. If conditions get fulfill, location gets assign to the worker, otherwise not. Finally, the location is shown to the customer for the desired worker. Otherwise, an error message is shown.

**Exceptions:**

Invalid Location: If a worker enters location that is not supported by the application, then a message “Invalid location” is displayed and the request gets cancelled.

**Post-conditions:** The location gets save for the worker.

**Give Rating**

**Summary:** The Customer gives a rating of 1 to 5 to the worker of his own choice.

**Actors:** Customer

**Pre-conditions:** The Customer should be logged in. The customer and worker should be valid users. The application is waiting for a customer to enter a rating for the chosen worker.

**Description:** The Customer logs in, requests to give rating and then the application waits for a customer to enter a rating for the desired worker. The application checks whether customer, rating, and worker are valid. If conditions get fulfill, rating gets assign to the worker, otherwise not. Finally, the rating is shown to the customer for the desired worker. Otherwise, an error is shown.

**Exceptions:**

No Worker available: If there is no worker present, the request will be canceled and a message “No worker available”, is shown on screen.

**Post-conditions:** The rating gets save for the worker.

**Hamza Tatheer 18L-1029**

**Send Chat**

**Summary:** The customer will be able to chat with other users

**Actors:** User

**Description:** This use case will allow a user to send chat to other users. The application will check, whether user exist or not. The user will be able to discuss issues related to the services about the application or for the services that they have hired (workers).

**Pre-conditions:** The system is waiting for sending/receiving a message.

**Exceptions:**

Spam messages: Message can only be sent after 2 second interval between messages, otherwise an error message “Spam message”, is displayed.

**Post-conditions:** System is in waiting state to send/receive messages.

**Set Payment Method**

**Summary:** Customer can add his/her preferred payment method.

**Actors:** Customer

**Description:** Customer can add preferred payment method that will be saved by the system and can be used again in the next payment.

**Preconditions:** - The system waits for the user to enter the desired payment method.

**Exceptions:**

Payment method not supported: If the customer tries to add a payment method that is not supported (e.g., PayPal) then, the system will return a message “Payment not supported”, to the customer, and will prompt customer to add another payment method.

**Post-conditions: -** The payment method gets saved for the user.