# 🎭 FixMo Role-Playing Instructions

## 👥 Character Assignment

**Jong** = **Support Agent** - Helps with any issues and technical problems

**Sara** = **Payment Processor** - Handles all money transactions and escrow

**Chloe** = **Tasker (Service Provider)** - Does the actual work

**Cheska** = **Client (Task Creator)** - Needs work done and manages the task

**Chance** = **Quality Inspector** - Reviews work quality and manages ratings

## 📋 Complete Workflow

### Step 1: Client Registration & Task Creation

*Cheska* (Client): *"I need someone to help me clean and organize my home office"*

**Cheska's Actions:**
- Open FixMo app
- Register as a new user
- Complete profile setup
- Navigate to "Post Task"
- Fill out task details:
- - Title: "Home Office Organization & Cleaning"
- - Description: "Need help cleaning desk, organizing files, and setting up a productive workspace"
- - Budget: ₱6,000
- - Location: Home address
- - Date: This Friday
- - Duration: 3 hours
- Post the task
- Wait for tasker applications

### Step 2: Tasker Discovery & Application

*Chloe* (Tasker): *"I love organizing spaces and I'm available Friday"*

**Chloe's Actions:**
- Open FixMo app
- Register as a tasker
- Complete verification process (selfie + ID)
- Browse available tasks
- Find Cheska's office task
- Apply for the task with:
- - Proposal: "I specialize in home organization and can create a beautiful, functional workspace"
- - Price: ₱5,500 (within budget)
- - Availability: Friday 2 PM - 5 PM
- - References: Previous office organization projects
- Send application

### Step 3: Client Review & Selection

*Cheska* (Client): *"Let me review the applications and choose the best tasker"*

- Check notifications for new applications
- Review Chloe's profile and application
- Check her ratings and reviews
- View her previous work examples
- Send message: "Hi Chloe, your portfolio looks amazing! Can you start at 2 PM?"
- Chloe responds: "Absolutely! I'll bring some organizing supplies and cleaning products."
- Accept Chloe's application
- Confirm task details

## Step 4: Payment Setup & Escrow

*Sara* (Payment Processor): "Let's secure the payment for this task"

**Sara's Actions:**

- Guide Cheska through payment setup
- Cheska selects payment method (GCash)
- Enter payment details
- Confirm ₱5,500 payment
- Payment goes to escrow (held safely)
- Send confirmation to both Cheska and Chloe
- Task is now "Paid & Scheduled"

## Step 5: Task Execution & Communication

*Chloe* (Tasker): "I'm on my way to organize the home office"

**Chloe's Actions:**

- Receive task confirmation
- Check task details and location
- Send "On my way" message
- Arrive at location
- Start the task
- Send progress updates with photos
- Complete the organization work
- Send "Task completed" notification

**Cheska's Actions:**

- Receive arrival notification
- Meet Chloe at the office
- Monitor progress through app
- Receive progress photos
- Approve completed work
- Release payment from escrow

## Step 6: Quality Review & Rating

*Chance* *(Quality Inspector): "Let's review the completed work"*

### Chance's Actions:
- Review completed task photos
- Check if work meets requirements
- Verify task completion criteria
- Guide Cheska through rating process
- Cheska rates Chloe: 5 stars
- Cheska leaves review: "Fantastic work! My office is now beautiful and functional"
- Chloe rates Cheska: 5 stars
- Chloe leaves review: "Great client, very clear about what she wanted"

## Step 7: Support & Issue Resolution

*Jong* *(Support Agent): "I'm here to help with any issues"*

### Jong's Actions:
- Monitor the entire process
- Be ready to help with any problems
- If issues arise:
- - Help with payment problems
- - Resolve communication issues
- - Handle disputes
- - Provide technical support
- Ensure smooth experience

# 🎯 What Each Person Tests

## Cheska (Client) Tests:
- User registration and onboarding
- Task creation and posting
- Budget setting in Philippine Pesos
- Tasker selection and communication
- Task monitoring and completion
- Work approval process
- Rating and review system

## Chloe (Tasker) Tests:
- Tasker registration and verification
- Task discovery and application
- Client communication
- Task execution tools
- Progress tracking
- Payment receipt in Philippine Pesos

## Sara (Payment) Tests:
- Philippine payment method setup (GCash, PayMaya, GoTyme, Cash)
- Escrow system in Philippine Pesos
- Transaction processing
- Payment security
- Refund handling
- Financial reporting

## Chance (Quality) Tests:
- Quality assessment tools
- Rating system
- Review process
- Dispute resolution
- Quality standards
- Feedback collection

## Jong (Support) Tests:
- Help system
- Issue reporting
- Support communication
- Problem resolution
- User guidance
- System reliability

# 📋 Testing Checklist

## Before Starting:
- Everyone has the app installed
- Test accounts are ready
- Philippine payment methods are set up
- Communication channels are working

## During the Workflow:
- Each step is completed successfully
- All features work as expected
- Communication flows smoothly
- Philippine Peso payments process correctly
- Quality review is thorough

## After Completion:
- Task is successfully completed
- Payment is properly released in Philippine Pesos
- Ratings and reviews are submitted
- All parties are satisfied
- No issues or bugs encountered

# 🎭 Role-Playing Tips

1. Stay in Character: Respond as your assigned role would
2. Follow the Flow: Complete each step before moving to the next
3. Document Issues: Note any problems or improvements needed
4. Be Realistic: Use realistic Philippine Peso amounts and scenarios
5. Have Fun: Make it enjoyable while being thorough

## Payment Amounts:
- Task Budget: ₱6,000
- Tasker Price: ₱5,500
- Platform Fee: ₱275 (5%)
- Tasker Receives: ₱5,225
- Escrow Amount: ₱5,500

## Philippine Payment Methods:
- GCash
- PayMaya
- GoTyme
- Cash
- Bank Transfer

- Credit/Debit Cards