🎭 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"*

### Cheska's Actions:

* 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