**Use Case Document**

**WHATEVER YOU NEED**

**BY:  
Ethan Nelson**

**Rachel Jones**

**Katie Brickner**

**Whatever You Need**

**Main Street**

**Pullman, WA 99186**

**03/1/2025**

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# Introduction

This document will highlight the functional requirements of the Whatever You Need (WYN) website. These requirements will be described as a series of use cases, detailing all the major actions users will be able to do on the website. In these use cases, it is important to note that ‘Users’ refer to any user of the website. ‘Buyers’ and ‘Sellers’ are not particular roles within the website’s account architecture, instead referring to what role they are playing in a part of a particular interaction. This means that the same user can be considered a Buyer or a Seller in different interactions.

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# Use Cases

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| **Name of Use Case:** | | **Finding a Service** | | | |
| 2/7/2025 | **Last Revision Date:** | | | 2/28/2025 | **Ethan Nelson** |
| **Description:** | | | Users will be able to locate service pages created  by other users. | | |
| **Actors:** | | | Buyers | | |
| **Preconditions:** | | |  | | |
| **Postconditions:** | | |  | | |
| **Flow:** | | | 1. Buyers will go to the ‘Service Listings’ page 2. Buyers nay filter based on tag, rating, location, and/or distance, or search by using keywords 3. Buyer views a list of services, following whatever search criteria they used. | | |
| **Alternative Flows:** | | | 1. Buyer views a small list of popular services from the  Homepage. | | |
| **Exceptions:** | | |  | | |
| **Requirements:** | | |  | | |

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| **Name of Use Case:** | Creating an Account | | | |
| 2/7/2025 | **Last Revision Date:** | | 2/28/2025 | **Ethan Nelson** |
| **Description:** | | Users will be able to create an account. | | |
| **Actors:** | | Users | | |
| **Preconditions:** | |  | | |
| **Postconditions:** | | User will have an account associated with them. | | |
| **Flow:** | | 1. User goes to the create account tab. 2. User inputs their display name, email, password, and credit card information. 3. User may optionally also input their phone number, account description, and location. 4. User will press the ‘Create Account’ button. | | |
| **Alternative Flows:** | | If the inputted information is not valid (for example, an email not of the proper format, or email already has an account associated with it), the account creation will fail, and the user will be prompted to fix the issues. | | |
| **Exceptions:** | |  | | |
| **Requirements:** | |  | | |

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| **Name of Use Case:** | Viewing Account Details | | | |
| 2/7/2025 | **Last Revision Date:** | | 2/28/2025 | **Ethan Nelson** |
| **Description:** | | Users will be able to view the profile of themselves or other users. | | |
| **Actors:** | | Users | | |
| **Preconditions:** | |  | | |
| **Postconditions:** | | User will have an account associated with them. | | |
| **Flow:** | | 1. User navigates to a page that has another user’s username   (such as the messaging page or a posting)   1. User clicks on the username of another user 2. User is taken to that user’s page | | |
| **Alternative Flows:** | | 1. User clicks on their own username in the header 2. User is taken to their own user page. | | |
| **Exceptions:** | |  | | |
| **Requirements:** | |  | | |

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| **Name of Use Case:** | Messaging a Service Provider | | | |
| 2/23/2025 | **Last Revision Date:** | | 2/28/2025 | **Ethan Nelson** |
| **Description:** | | Buyers will be able to message Sellers to negotiate details of the service. | | |
| **Actors:** | | Buyers, Sellers | | |
| **Preconditions:** | |  | | |
| **Postconditions:** | |  | | |
| **Flow:** | | 1. Buyer navigates to Seller’s user page or a service posting. 2. Buyer clicks the ‘Message’ button. 3. Buyer is taken to the ‘Messages’ page in a conversation with the Seller. 4. Buyer can input text to send messages. | | |
| **Alternative Flows:** | | 1. Buyer goes to their ‘Messages’ page and sees their previous conversations. 2. Buyer clicks on one to continue messaging a Seller. | | |
| **Exceptions:** | |  | | |
| **Requirements:** | |  | | |

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| **Name of Use Case:** | Reporting a User | | | |
| 2/23/2025 | **Last Revision Date:** | | 2/28/2025 | **Ethan Nelson** |
| **Description:** | | Users will be able to report other users for ‘Scamming’, ‘Refusing to Pay’, ‘Inappropriate Content’, and ‘Harassment’. An admin can later review the report and taking the appropriate action. | | |
| **Actors:** | | Users | | |
| **Preconditions:** | |  | | |
| **Postconditions:** | |  | | |
| **Flow:** | | 1. User navigate to the problematic user. 2. User clicks the ‘report’ button. 3. User selects the appropriate option, and provides some text details about the issue. 4. User clicks submit. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | |  | | |
| **Requirements:** | |  | | |

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| **Name of Use Case:** | Edit Profile | | | |
| 2/23/2025 | **Last Revision Date:** | | 2/28/2025 | **Ethan Nelson** |
| **Description:** | | Admins will be able to ban users for violating terms of service. Banned users can’t access their account, and any services they posted will be removed. | | |
| **Actors:** | | Admin | | |
| **Preconditions:** | |  | | |
| **Postconditions:** | | Chosen user account will be banned | | |
| **Flow:** | | 1. Admin navigates to a particular user’s page 2. Admin presses ‘ban’ button 3. User’s account will be banned. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | | The ban button will not appear to any user that is not logged in as admin | | |
| **Requirements:** | |  | | |

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| **Name of Use Case:** | Admin Viewing Report | | | |
| 2/23/2025 | **Last Revision Date:** | | 2/28/2025 | **Ethan Nelson** |
| **Description:** | | Admin can review reported users and take the appropriate action, charging cards and/or banning users. | | |
| **Actors:** | | Admin | | |
| **Preconditions:** | | User has reported another user. | | |
| **Postconditions:** | | Admin closes the dispute, and either charges or doesn’t charge the Buyer’s card. | | |
| **Flow:** | | 1. Admin navigates to their Messaging pages. 2. Admin views the report 3. Admin may potentially messaging the Buyer or Seller for more details. 4. Admin takes appropriate action, either banner or not banning the problematic user. 5. Admin closes the dispute. | | |
| **Alternative Flows:** | | 1. Admin reviews a ‘Refusal to Pay’ or ‘Scamming’ report. 2. If admin determines the report is valid, they can forcibly charge the account’s card to pay a Seller who had a buyer that refused to pay or give a refund to a Buyer who was scammed. 3. Admin can take the appropriate action, potentially banning users. | | |
| **Exceptions:** | |  | | |
| **Requirements:** | |  | | |

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| **Name of Use Case:** | Edit Profile | | | |
| 2/10/2025 | **Last Revision Date:** | | 2/28/2025 | **Katie Brickner** |
| **Description:** | | Users will be able to edit profile information. | | |
| **Actors:** | | Users | | |
| **Preconditions:** | | User is logged into WYN | | |
| **Postconditions:** | | User’s information has changed | | |
| **Flow:** | | 1. User clicks on ‘Edit Profile’ button in far-right corner of profile page 2. All information boxes can now be modified | | |
| **Alternative Flows:** | | 1. User hovers over the personal information box they wish to change. 2. User clicks on the box and can edit. | | |
| **Exceptions:** | |  | | |
| **Requirements:** | |  | | |

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| **Name of Use Case:** | Make Service Post | | | |
| 2/14/2025 | **Last Revision Date:** | | 2/28/2025 | **Katie Brickner** |
| **Description:** | | Sellers can create service posts, allowing buyers to view them | | |
| **Actors:** | | Sellers | | |
| **Preconditions:** | | Seller must have an existing WYN account | | |
| **Postconditions:** | | Service posting is made available to be seen by others | | |
| **Flow:** | | 1. Seller clicks on the ‘Make a Post’ icon from their profile page 2. Seller inputs information about the service 3. Seller presses the ‘submit’ button | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | |  | | |
| **Requirements:** | |  | | |

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| **Name of Use Case:** | Updating a Service Post | | | |
| 2/24/2025 | **Last Revision Date:** | | 2/28/2025 | **Katie Brickner** |
| **Description:** | | Sellers will be able to update their previously created service postings, changing their content | | |
| **Actors:** | | Sellers | | |
| **Preconditions:** | | Seller must have a previously created service posting | | |
| **Postconditions:** | |  | | |
| **Flow:** | | 1. Seller goes to their Profile 2. Seller selects the services from their offered services drop down menu 3. Seller can update the information about the service. 4. Seller presses the ‘submit’ button 5. Service posting is updated with the new information | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | | If the inputted information is not valid (for example, no price option selected, or no name or description input), the service posting update will fail, and the user will be prompted to fix the issue. | | |
| **Requirements:** | |  | | |

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| **Name of Use Case:** | View Services | | | |
| 2/14/2025 | **Last Revision Date:** | | 2/28/2025 | **Katie Brickner** |
| **Description:** | | Buyers may browse services offered in their location. | | |
| **Actors:** | | Buyers | | |
| **Preconditions:** | |  | | |
| **Postconditions:** | |  | | |
| **Flow:** | | 1. Buyer navigates to the WYN homepage 2. Buyer clicks on ‘Services’ on the left side of header 3. Buyer is brought to the service listing page 4. Buyer clicks on a service 5. Buyer is brought to the services detail page | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | |  | | |
| **Requirements:** | |  | | |

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| **Name of Use Case:** | Make Post | | | |
| 2/11/2025 | **Last Revision Date:** | | 2/28/2025 | **Rachel Jones** |
| **Description:** | | Users will be able to post a service they provide. | | |
| **Actors:** | | Users | | |
| **Preconditions:** | | User is logged into WYN | | |
| **Postconditions:** | | User’s service is posted across the website | | |
| **Flow:** | | 1. User navigates to a page that has another user’s username   (such as the messaging page or a posting)   1. User clicks on the username of another user 2. User is taken to that user’s page | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | |  | | |
| **Requirements:** | |  | | |

Sponsor Acceptance

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>