



MinuteMatch

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*Work at the speed of now*



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# Description

UMass class Snapchat stories are generally used by students to create fleeting ads for services, events, or side hustles, but they vanish after 24 hours and cannot be tracked or searched for. Our platform, MinuteMatch, is better in the sense that users can create services, products, or group events listed in a searchable format and remain for longer than a day. Each post will also include private messaging features, where the respondent is able to contact the poster and arrange details privately. This provides a cleaner method of students marketing their services with longer term visibility and easier communication



# A user wants to post about a service they are offering on MinuteMatch

A user logs into their MinuteMatch account and goes ahead to select the option of posting a service. They provide details of the service they want to post (description, price, availability, etc.). After posting, other students on the platform can see the posted service under the page of their selected category. If the student is interested, they can reach the provider via a public comment or private message to the service provider. After the provider has finished the service, the user leaves a comment and rating for the service provider, to help build or provide information on the service providers' reputation.

# Use Case

Goal	User can post about a Services they offer
Primary Actor	User
Precondition	User logs into their account, selects option to post a service, enters details about the service
Success End Condition	The service provider gains customers/clients on MinuteMatch
Failure End Condition	The service provider fails to get anyone to request their service
Secondary Actors	Users who are looking for a specific service
Trigger	A user messages a service provider (via public or private messaging)
Main Success Scenario	<ol style="list-style-type: none"><li>1.) A user posts their service</li><li>2.) User can opt into message and request the service</li><li>3.) Provider completes the task</li><li>4.) User leaves rating and review (for specific service), provider builds their reputation</li></ol>
Variations (error scenarios)	No Customers are found
Variations (alternative scenarios)	Service Provider provides a subpar service for the user

# A user can request help on MinuteMatch

User 1 logs into MinuteMatch and makes a post requesting help. User 2 sees the request and replies with help (via comment on the post or private message). User 2 provides advice or help, allowing User 1 to solve the problem. User 1 leaves a review for User 2.

In the event that User 1 receives multiple requests, they are in a position to select the most experienced helper or helper of their choice. User 2 in some cases may offer face-to-face service at the discretion of User 1. User 2 may accidentally offer incorrect information or possibly become unresponsive after the initial service reply and interaction.

# Use Case

Goal	Users can request help for services that they need
Primary Actor	User requesting help (User 1)
Precondition	User 1 has logged into their MinuteMatch Account. User 1 requires help with an issue or task
Success End Condition	User 2, Another user, successfully provides assistance or guidance to resolve the issue
Failure End Condition	User 1 does not receive any assistance for their issue, request is unresolved
Secondary Actors	Other Users may see the request but choose not to respond
Trigger	User 1 posts a request for assistance. User 2 sees the the request and decides they can assist
Main Success Scenario	<ol style="list-style-type: none"><li>1.) User 1 logs into MinuteMatch, navigates to the request section, and submits the request detailing their issue</li><li>2.) User 2 sees User 1's request and decides to help (sends message by comment or private message)</li><li>3.) User 2 provides the information or the direct help</li><li>4.) User 1 successfully resolves their issue and leaves a review or rating for user 2</li></ol>
Variations (error scenarios)	<ol style="list-style-type: none"><li>1.) User 2 provides false information</li><li>2.) User 2 becomes unresponsive after providing help</li><li>3.) User 1 does not receive any assistance</li></ol>
Variations (alternative scenarios)	<ol style="list-style-type: none"><li>1.) User 1 receives multiple responses and chooses the most experienced helper or helper of their choice.</li><li>2.) User 2 not only identifies the issue but also offers in-person assistance.</li></ol>

# A user can search for Group/Categories on MinuteMatch

A user logs into MinuteMatch and proceeds to the group section on the navbar. They scroll through the categories and locate relevant groups to join or peruse through. The user may either find their desired category, or it will not be available. The user is able to view posts and information regarding the groups and posts on the category pages of the existing groups.

# Use Case

Goal	User can search for Categories/Groups based off of their interests, services or needs
Primary Actor	User looking for a specific group or category to join
Precondition	Multiple groups and categories are on MinuteMatch, user is looking to find and join these groups
Success End Condition	The user successfully finds and joins a relevant group or category on MinuteMatch
Failure End Condition	The user fails to discover and join relevant groups
Secondary Actors	Other users who manage or participate in group activities or categories
Trigger	A user searches for a specific group or category to join
Main Success Scenario	<ol style="list-style-type: none"><li>1.) User logs into MinuteMatch account</li><li>2.) User Navigates to group search section (via navbar). This then displays lists of groups/categories based on selected category</li><li>3.) User searches the list and joins a relevant group</li></ol>
Variations (error scenarios)	<ol style="list-style-type: none"><li>1.) User does not find any relevant groups in the category/group of interest</li></ol>
Variations (alternative scenarios)	The user discovers new, unexpected groups they weren't initially looking for but find interesting.



# A user wants to certify the help they received from a helper

User 1 is being helped with a service or activity by User 2 on MinuteMatch. User 1 logs into their account, navigates to the certification feature, and clicks on it. User 1 fills in the certification fields for User 2. User 2 is then issued an authenticity stamp showing the number of activities they have passed. If User 1 does not certify, User 2 does not receive a stamp. These markings will be utilized in order to provide a ranking for assistants such as User 2.

# Use Case

Goal	User 1 can certify helper, User 2, as an authentic helper based on their help
Primary Actor	User that receives help (User 1)
Precondition	User 2 is offering a service or offering to help on MinuteMatch. User 1 can rate, review, or certify User 2 based off of the assistance User 1 received for User 2
Success End Condition	User 2 receive marking of authenticity indicating the amount of tasks they have helped with and completed
Failure End Condition	Certification system is not used by User 1 and User 2 does not get review
Secondary Actors	1.) Other users may use the certification system to verify helpers 2.) System admins who oversee the certification process
Trigger	User 1 decides to certify a helper after getting assistance
Main Success Scenario	1.) User 1 receives help from User 2 on MinuteMatch. 2.) User 1 is satisfied with the help and wants to certify the aide, User 2. 3.) User 2 asks for a certification or rating via the platform from User 1. 4.) User 2 is issued an authenticity mark and visible to all users
Variations (error scenarios)	User 2 does not get certified because lack of participation.
Variations (alternative scenarios)	1.) MinuteMatch creates a ranking or tier system for certified assistants based off of categories. 2.) User 1 can post detailed reviews along with certifications and the category. 3.) Certifications don't have an expiration date