**Customer SignUp**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Customer SignUp | | | |
| Use case ID | UC-01 | | | |
| Level | User Level | | | |
| Primary Actor | Customer | | | |
| Stakeholders And  Interests | Customer will register himself/herself to book a services | | | |
| Precondition | Customer will provide all the required information on the registration  form.. | | | |
| Post condition | Customer successfully registered him/herself to the system | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Customer will click on “register” button from menu bar.  3.Customer will enter minatory Information(User name, Email, Phone Number, Password, Role).  5.Customer presses the “Register” button. | 2. System will display registration form.  4. System checks the format of credentials entered by Customer.  6. System display a message that you are register Successfully |  |
| Alternative Scenario | **1a. Invalid Credentials (Email or Phone Number).**   * The system displays an error message * Customer will re-enter the email or Phone Number * The customer submits the registeration form * Customer successfully register   **1b. Empty Fields:**   * The system displays an error message * Customer will fill the empty field * The customer submits the registration form * Customer successfully register into the system. | | | |
| Technical  Requirements | Customer must have a device capable to run Mobile Application and internet connection. | | | |

**Customer Login**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Customer Login | | | |
| Use case ID | UC-02 | | | |
| Level | User Level | | | |
| Primary Actor | Customer | | | |
| Stakeholders And  Interests | Customer will Login to the system to manage all the account activities. | | | |
| Precondition | Customer will enter his\her email or phone number to Login. | | | |
| Post condition | Customer is successfully login | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Customer will click on “login” button from menu bar.  3.Customer will enter minatory Information(Email, Password).  5.Customer presses the “login” button. | 2. System will display login form.  4. System checks the format of credentials entered by Customer.  6. System display a message that you are login Successfully |  |
| Alternative Scenario | **1a. Invalid Credentials (Email or Phone Number).**   * The system displays an error message * Customer will re-enter the email or password * The customer submits the login form * Customer successfully login   **1b. Empty Fields:**   * The system displays an error message * Customer will fill the empty field * The customer submits the login form * Customer successfully login into the system. | | | |
| Technical  Requirements | Customer must have a device capable to run Mobile Application and internet connection. | | | |

**Update Customer Profile**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Update Customer Profile | | | |
| Use case ID | UC-03 | | | |
| Level | User Level | | | |
| Primary Actor | Customer | | | |
| Stakeholders And  Interests | Customer will Login to the system to manage all the account activities | | | |
| Precondition | Customer logged in from his/her account and then he/she goes to edit  profile option. | | | |
| Post condition | Customer profile updated successfully. | | | |
| Main Success  Scenario |  | **Action** | **Response** |  |
| 1. Customer will click on “login” button from menu bar.  3.Customer will enter minatory Information(profile photo, Full name,Bio, Contact Number ).  5.Customer click on the “Save profile” button. | 2. System will display profile page.    4. System checks the format of credentials entered by Customer.  6. System display a message that your profile are created Successfully |  |
| Alternative Scenario | **1a. Invalid Credentials (Email or Phone Number).**   * The system displays an error message * Customer will re-enter the detail * The customer submits the save profile button * Customer successfully create profile | | | |
| Technical  Requirements | Customer must have a device capable to run Mobile Application and internet connection. | | | |

**View Dashboard with Service Categories**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | View Dashboard with Service Categories | | | |
| Use case ID | UC-04 | | | |
| Level | User Level | | | |
| Primary Actor | Customer | | | |
| Stakeholders And  Interests | Customer will Login to the system to view service categories | | | |
| Precondition | Customer logged in from his/her account and then he /she goes to dashboard to view service categories | | | |
| Post condition | Customer successfully view service categories | | | |
| Main Success  Scenario |  | **Action** | **Response** |  |
| 1. Customer will login.   1. Customer will views service category options. | 1. System will display dashboard.   4. System will shows Plumber, Cleaner, and Electrician options with icons. |  |
| Alternative Scenario | No | | | |
| Technical  Requirements | Customer must have a device capable to run Mobile Application and internet connection. | | | |

**Book Plumber**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Book Plumber | | | |
| Use case ID | UC-05 | | | |
| Level | User Level | | | |
| Primary Actor | Customer | | | |
| Stakeholders And  Interests | Customer will Login to the system to book plumber | | | |
| Precondition | Customer logged in from his/her account and then he/she goes to plumber option to book plumber | | | |
| Post condition | Customerr successfully book plumber | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Customer will selects Plumber option from dashboard. 2. Customer will select the plumber.       6. Customer will enter minatory Information(Image, Description ).   1. Customer will click on submit problem button. | 1. System will search the plumber new by location. 2. System will show plumber list   5. System will show problem form.   1. System will sends booking request to selected Plumber. |  |
| Alternative Scenario | **1a. No Photo Uploaded:**   * The system displays: “Please upload a photo of the plumbing issue.” * Customer selects a photo from gallery or camera. * Customer resubmits the form. * Booking request is successfully sent. | | | |
| Technical  Requirements | Customer must have a device capable to run Mobile Application and internet connection. | | | |

**Book electrician**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Book Electrician | | | |
| Use case ID | UC-05 | | | |
| Level | User Level | | | |
| Primary Actor | Customer | | | |
| Stakeholders And  Interests | Customer will Login to the system to book electrician | | | |
| Precondition | Customer logged in from his/her account and then he/she goes to electrician option to book electrician | | | |
| Post condition | Customer successfully book electrician | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Customer will selects Electrician option from dashboard. 2. Customer will select the electrician.       6. Customer will enter minatory Information(Image, Description ).   1. Customer will click on submit problem button. | 1. System will search the electrician new by location. 2. System will show plumber list   5. System will show problem form.   1. System will sends booking request to selected Electrician. |  |
| Alternative Scenario | **1a. No Photo Uploaded:**   * The system displays: “Please upload a photo.” * Customer selects a photo from gallery or camera. * Customer resubmits the form. * Booking request is successfully sent. | | | |
| Technical  Requirements | Customer must have a device capable to run Mobile Application and internet connection. | | | |

**Book Cleaner**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Book Cleaner | | | |
| Use case ID | UC-05 | | | |
| Level | User Level | | | |
| Primary Actor | Customer | | | |
| Stakeholders And  Interests | Customer will Login to the system to book cleaner | | | |
| Precondition | Customer logged in from his/her account and then he/she goes to cleaner option to book cleaner | | | |
| Post condition | Customer successfully book cleaner | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Customer will selects Cleaner option from dashboard. 2. Customer will select the cleaner       6. Customer will enter minatory Information(Image, Description ).   1. Customer will click on submit problem button. | 1. System will search the cleaner new by location. 2. System will show plumber list   5. System will show problem form.   1. System will sends booking request to selected Cleaner. |  |
| Alternative Scenario | **1a. No Photo Uploaded:**   * The system displays: “Please upload a photo.” * Customer selects a photo from gallery or camera. * Customer resubmits the form. * Booking request is successfully sent. | | | |
| Technical  Requirements | Customer must have a device capable to run Mobile Application and internet connection. | | | |

**Emergency Service Booking**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Emergency Service Booking | | | |
| Use case ID | UC-09 | | | |
| Level | User Level | | | |
| Primary Actor | Customer | | | |
| Stakeholders And  Interests | Customer will Login to the system to Booking Emergency Service | | | |
| Precondition | Customer logged in from his/her account and then he/she goes to emergency option to booking emergency service | | | |
| Post condition | Customer successfully booking emergency service | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Customer will login to the system   1. Customer will clicks on “Emergency” from bottom navigation bar.     5. Customer will selects one category (e.g., Plumber Electrician, Cleaner).  7. Customer will uploads image.  9. Customer will sets or confirms location.   1. Customer will enters bid amount and quick job note. 2. Customer will clicks “Send Emergency Request” option.   14. Customer will receives confirmation that emergency request was sent. | 2. System will the dashboard with navigation bar.   1. System will opens emergency module with 3 options: Plumber, Electrician, Cleaner.   6. System will prompts user to upload a picture of the issue.   1. System prompts for location access or manual entry. 2. System will shows bid form for emergency request.      1. System will sent request as urgent, sends to nearby available provider. |  |
| Alternative Scenario | **1a. No Category Selected:**   * The system displays: “Please select a service category.” * Customer selects Plumber, Electrician, or Cleaner and proceeds * Customer successfully confirmation the emergency request   **1b. No Photo Uploaded:**   * The system prompts: “Please upload a picture of the problem.” * Customer uploads photo and continues. * Customer successfully confirmation the emergency request   **1c. Location Not Set:**   * The system displays: “Location is required for emergency help.” * Customer allows GPS or enters location manually. * Customer successfully confirmation the emergency request   **1d. Bid Form Left Empty:**   * The system displays: “Please enter an estimated amount and message.” * Customer fills the form and resubmits. * Customer successfully confirmation the emergency request | | | |
| Technical  Requirements | Customer must have a device capable to run Mobile Application and internet connection. | | | |

**Worker SignUp**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Worker SignUp | | | |
| Use case ID | UC-01 | | | |
| Level | User Level | | | |
| Primary Actor | Worker | | | |
| Stakeholders And  Interests | Worker will register himself/herself to book a services | | | |
| Precondition | Worker will provide all the required information on the registration  form.. | | | |
| Post condition | Worker successfully registered him/herself to the system | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Worker will click on “register” button from menu bar.  3.Worker will enter minatory Information(User name, Email, Phone Number Password).  5.Worker presses the “Register” button. | 2. System will display registration form.  4. System checks the format of credentials entered by Worker.  6. System display a message that you are register Successfully |  |
| Alternative Scenario | **1a. Invalid Credentials (Email or Phone Number).**   * The system displays an error message * Worker will re-enter the email or Phone Number * The Worker submits the registration form * Worker successfully register   **1b. Empty Fields:**   * The system displays an error message * Worker will fill the empty field * The Worker submits the registration form * Worker successfully register into the system. | | | |
| Technical  Requirements | Worker must have a device capable to run Mobile Application and internet connection. | | | |

**Worker Login**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Worker Login | | | |
| Use case ID | UC-02 | | | |
| Level | User Level | | | |
| Primary Actor | Worker | | | |
| Stakeholders And  Interests | Worker will Login to the system to get job opportunities. | | | |
| Precondition | Worker will enter his\her email and password to Login. | | | |
| Post condition | Worker is successfully login | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Worker will click on “login” button from menu bar.  3.Worker will enter minatory Information(Email, Password).  5.Worker presses the “login” button. | 2. System will display login form.  4. System checks the format of credentials entered by Worker.  6. System display a message that you are login Successfully |  |
| Alternative Scenario | **1a. Invalid Credentials (Email or Phone Number).**   * The system displays an error message * Worker will re-enter the email or password * The Worker submits the login form * Worker successfully login   **1b. Empty Fields:**   * The system displays an error message * Worker will fill the empty field * The Worker submits the login form * Worker successfully login into the system. | | | |
| Technical  Requirements | Worker must have a device capable to run Mobile Application and internet connection. | | | |

**Update Worker Profile**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Update Worker Profile | | | |
| Use case ID | UC-03 | | | |
| Level | User Level | | | |
| Primary Actor | Worker | | | |
| Stakeholders And  Interests | Worker will Login to the system to manage all the account activities | | | |
| Precondition | Worker logged in from his/her account and then he/she goes to edit  profile option. | | | |
| Post condition | Worker profile updated successfully. | | | |
| Main Success  Scenario |  | **Action** | **Response** |  |
| 1. Worker will click on “login” button from menu bar.  3.Worker will enter minatory Information(profile photo, Full name,Bio, Contact Number ).  5.Worker click on the “Save profile” button. | 2. System will display profile page.  4. System checks the format of credentials entered by Worker.  6. System display a message that your profile are created Successfully |  |
| Alternative Scenario | **1a. Invalid Credentials (Email or Phone Number).**   * The system displays an error message * Worker will re-enter the detail * The Worker submits the save profile button * Worker successfully create profile | | | |
| Technical  Requirements | Worker must have a device capable to run Mobile Application and internet connection. | | | |

**Update Worker Profile**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | **View Job Requests** | | | |
| Use case ID | UC-03 | | | |
| Level | User Level | | | |
| Primary Actor | Worker | | | |
| Stakeholders And  Interests | Worker will Login to the system to views the list of all received requests. | | | |
| Precondition | Worker logged in from his/her account and then he/she goes to view job requests in queue. | | | |
| Post condition | Worker successfully v**iew job requests**. | | | |
| Main Success  Scenario |  | **Action** | **Response** |  |
| 1. Worker will click on “Job Request”option.   1. Worker click on the “Request” option. | 2. System will display the list of pending job request  4. System will display detail information about job |  |
| Alternative Scenario | No | | | |
| Technical  Requirements | Worker must have a device capable to run Mobile Application and internet connection. | | | |

**Accept Booking**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Accept Booking | | | |
| Use case ID | UC-03 | | | |
| Level | User Level | | | |
| Primary Actor | Worker | | | |
| Stakeholders And  Interests | Worker will Login to the system to accept the job booking | | | |
| Precondition | Worker logged in from his/her account and then he/she goesto accept booking option. | | | |
| Post condition | Worker profile updated successfully. | | | |
| Main Success  Scenario |  | **Action** | **Response** |  |
| 1. Worker will click on “New Request” option.   3.Worker will click on accept option. | 2. System will display request detail (Image, Discription).  4. System will accept booking and update customer |  |
| Alternative Scenario | No | | | |
| Technical  Requirements | Worker must have a device capable to run Mobile Application and internet connection. | | | |

**Reject Booking**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Reject Booking | | | |
| Use case ID | UC-03 | | | |
| Level | User Level | | | |
| Primary Actor | Worker | | | |
| Stakeholders And  Interests | Worker will Login to the system to Reject the job booking | | | |
| Precondition | Worker logged in from his/her account and then he/she goes to reject booking option. | | | |
| Post condition | Worker profile updated successfully. | | | |
| Main Success  Scenario |  | **Action** | **Response** |  |
| 1. Worker will click on “New Request” option from dashboard.   3.Worker will click on Reject option. | 2. System will display request detail (Image, Discription).  4. System will reject booking and update customer |  |
| Alternative Scenario | No | | | |
| Technical  Requirements | Worker must have a device capable to run Mobile Application and internet connection. | | | |

****Mark Job as Completed****

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | **Mark Job as Completed** | | | |
| Use case ID | UC-03 | | | |
| Level | User Level | | | |
| Primary Actor | Worker | | | |
| Stakeholders And  Interests | Worker will Login to the system to m**ark job as completed** | | | |
| Precondition | Worker logged in from his/her account and then he/she goes to job option and mark job as completed. | | | |
| Post condition | Worker successfully update the job status as completed.  . | | | |
| Main Success  Scenario |  | **Action** | **Response** |  |
| 1. Worker will click on “**Mark Job as Completed ”.** | 2. system successfully update the job status as completed. |  |
| Alternative Scenario | No | | | |
| Technical  Requirements | Worker must have a device capable to run Mobile Application and internet connection. | | | |

****Mark Job as Completed****

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | **Mark Job as Completed** | | | |
| Use case ID | UC-03 | | | |
| Level | User Level | | | |
| Primary Actor | Worker | | | |
| Stakeholders And  Interests | Worker will Login to the system to mark job as completed. | | | |
| Precondition | Worker logged in from his/her account and then he/she goes to the completed job option then he/she mark job as completed | | | |
| Post condition | Worker successfully mark job as completed  . | | | |
| Main Success  Scenario |  | **Action** | **Response** |  |
| 1. Worker will select “Completed Job” option from the dashboard.   3. Worker will click on completed button. | 1. System will display mark job as completed. 2. System will successfully update mark job as completed. |  |
| Alternative Scenario | * No | | | |
| Technical  Requirements | Worker must have a device capable to run Mobile Application and internet connection. | | | |

**Admin Login**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Admin Login | | | |
| Use case ID | UC-01 | | | |
| Level | User Level | | | |
| Primary Actor | Admin | | | |
| Stakeholders And  Interests | Admin will login to system to monitor all activities | | | |
| Precondition | Admin will enter his\her email or phone number to Login. | | | |
| Post condition | Admin successfully login to the system | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Admin will clicks on "Login" button.   1. Admin enters username and password   5.Admin will clicks "Submit" button | 2. System displays the admin login form   1. System will verifies credentials   6. System logs in the Admin and redirects to dashboard |  |
| Alternative Scenario | **1a. Invalid credentials:**   * The system shows error: "Incorrect username or password" * Admin re-enters correct login details and resubmits | | | |
| Technical  Requirements | Admin must have a device capable to run Mobile Application and internet connection. | | | |

**View Customer List**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | View Customer List | | | |
| Use case ID | UC-01 | | | |
| Level | User Level | | | |
| Primary Actor | Admin | | | |
| Stakeholders And  Interests | Admin will login to system to view all customer accounts to monitor or manage them. | | | |
| Precondition | Admin will login his/her account the he/she goes to .customer cudtomer option to view customer list. | | | |
| Post condition | Admin successfully view customer lis | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Admin will clicks on “Customer List” in the dashboard  3. Admin will scrolls or searches for a specific customer | 2. System will loads and displays a list of all registered customers  4. System will filters and displays matching records |  |
| Alternative Scenario | No | | | |
| Technical  Requirements | Admin must have a device capable to run Mobile Application and internet connection. | | | |

**View Worker List**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | View Worker List | | | |
| Use case ID | UC-01 | | | |
| Level | User Level | | | |
| Primary Actor | Admin | | | |
| Stakeholders And  Interests | Admin will login to system to view all registered workers including Plumbers, Electricians, and Cleaners. | | | |
| Precondition | Admin will login his/her account the he/she goes to .worker option to view worker list. | | | |
| Post condition | Admin successfully view worker list | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Admin will clicks on “worker List” in the dashboard  3. Admin will view names, categories, and status  4. Admin can scroll, search, or filter by category (Plumber, Electrician, Cleaner) | 2. System will loads and displays a list of all registered workers |  |
| Alternative Scenario | No | | | |
| Technical  Requirements | Admin must have a device capable to run Mobile Application and internet connection. | | | |

**Add/Edit/Delete Customer or Worker**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Add/Edit/Delete Customer or Worker | | | |
| Use case ID | UC-01 | | | |
| Level | User Level | | | |
| Primary Actor | Admin | | | |
| Stakeholders And  Interests | Admin will login to system to manage customer and worker accounts (add new, edit details, or delete). | | | |
| Precondition | Admin will login his/her account the he/she goes to worker and customer account then manage customer and worker accounts (add new, edit details, or delete) . | | | |
| Post condition | Admin successfully Add/Edit/Delete/ Updated Customer or Worker record. | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Admin will opens the “Customer” or “Worker” section  3. Admin will selects a user and clicks “Edit” or “Delete”  5. Admin will makes changes and clicks “Save” or confirms delete | 2. System will displays the list of users   1. System will loads the user details or confirms delete request   6.System will updates or removes the user and shows success message |  |
| Alternative Scenario | **1a. Empty or invalid data while editing:**   * The system will shows: “Please fill in all required fields correctly.” * Admin will corrects and resubmits. * Admin will successfully Add/Edit/Delete/ Updated Customer or Worker record. | | | |
| Technical  Requirements | Admin must have a device capable to run Mobile Application and internet connection. | | | |

**Approve Worker Profile**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Approve Worker Profile | | | |
| Use case ID | UC-01 | | | |
| Level | User Level | | | |
| Primary Actor | Admin | | | |
| Stakeholders And  Interests | Admin will login to system to verify the worker’s profile before making it visible to customers. | | | |
| Precondition | Admin will login his/her account the he/she goes to pending worker profiles awaiting approval . | | | |
| Post condition | Admin successfully Approve Worker Profile | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Admin will clicks on “Pending Worker Profiles”  3. Admin will clicks on a worker profile to review details  5. Admin will clicks “Approve” | 2. System will displays list of unverified worker accounts   1. System will displays profile information (name, skills, location, documents)   6.System will updates status and moves the worker to the active list |  |
| Alternative Scenario | **1a. Admin finds missing or incorrect information:**   * Admin will clicks “Reject” or “Request Edit” * System will sends notification to the worker to update their profile * Worker will updated their profile * System send notification to admin. * Admin successfully Approve Worker Profile | | | |
| Technical  Requirements | Admin must have a device capable to run Mobile Application and internet connection. | | | |

**View Booking Details**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | View Booking Details | | | |
| Use case ID | UC-01 | | | |
| Level | User Level | | | |
| Primary Actor | Admin | | | |
| Stakeholders And  Interests | Admin will login to system to monitor all bookings made between customers and workers. | | | |
| Precondition | Admin will login his/her account the he/she goes to booking option and monitor all bookings made between customers and workers. | | | |
| Post condition | Admin successfully View Booking Details | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Admin will clicks on “Bookings” in the dashboard  3. Admin will uses filters to search by date, status, or category | 2. System will displays all bookings including date, time, customer, worker, and status   1. System will updates the displayed list accordingly |  |
| Alternative Scenario | **1a. No bookings found for selected filter:**   * System will shows: “No bookings found for this selection. | | | |
| Technical  Requirements | Admin must have a device capable to run Mobile Application and internet connection. | | | |

**Manage Emergency Requests**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Manage Emergency Requests | | | |
| Use case ID | UC-01 | | | |
| Level | User Level | | | |
| Primary Actor | Admin | | | |
| Stakeholders And  Interests | Admin will login to system to monitor emergency service requests made by customers. | | | |
| Precondition | Admin will login his/her account the he/she goes to emergency option to monitor emergency service requests made by customers. | | | |
| Post condition | Admin successfully Manage Emergency Requests | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Admin will clicks on “Emergency Requests” tab  3. Admin will views request details (location, user, type of issue)  4. Admin will monitors response status or manually assigns a worker if needed | 1. System displays list of all emergency bookings marked with high priority |  |
| Alternative Scenario | **1a. No emergency bookings available:**   * System shows: “There are no emergency requests at this time.” | | | |
| Technical  Requirements | Admin must have a device capable to run Mobile Application and internet connection. | | | |

**Manage Reviews**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use case Name | Manage Reviews | | | |
| Use case ID | UC-01 | | | |
| Level | User Level | | | |
| Primary Actor | Admin | | | |
| Stakeholders And  Interests | Admin will login to system to monitor reviews left by customers about workers. | | | |
| Precondition | Admin will login his/her account the he/she goes to manage reviews option to monitor reviews left by customers about workers. | | | |
| Post condition | Admin successfully manage reviews | | | |
| Main Success Scenario |  | **Action** | **Response** |  |
| 1. Admin will clicks on “Manage Reviews”  3. Admin will clicks on a review to view more details  4. Admin chooses to delete, keep, or flag the review  5. Admin clicks action button | 2. System shows a list of all reviews with worker and customer names  6. System performs the selected action and updates the review status |  |
| Alternative Scenario | **1a. No reviews in the system:**   * System displays: “No reviews available to show.” | | | |
| Technical  Requirements | Admin must have a device capable to run Mobile Application and internet connection. | | | |