# User Stories for Room Cleaning Service

**Team 7**

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# Changes in the Interview Questions

We've added some clarification questions during the interview:

- But what about people who live in dorm but not are students?


- But without SMS is ok?
  [Main is email, maybe SMS notification for status updates, web notifications.]

# Their Questions

Questions assumed some general design, which is not exactly the same as what we wanted in the business model

- Cafe registration
- User registration
- Scope of the food delivery order
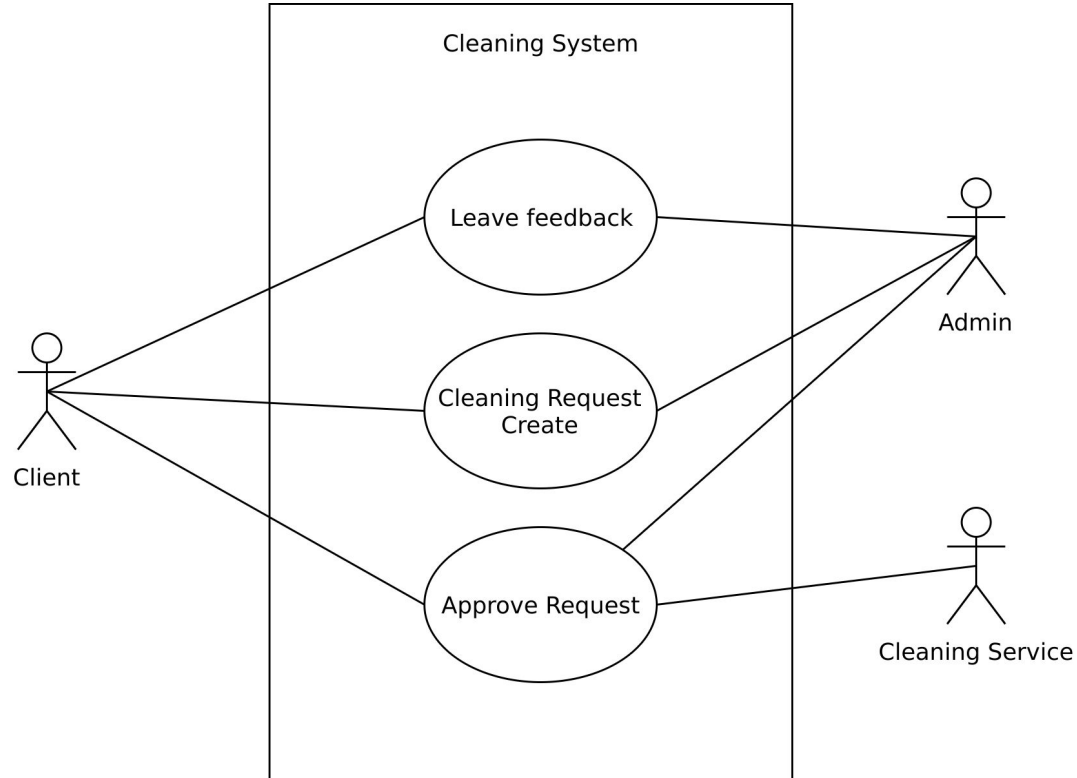- Cafe ⇔ Application interaction

# Conflicts 1

- Interfaces for Communications
- ⅔: *Just* Email
- ⅓: Email, SMS, Web notifications


- Order Confirmation
- ⅔: Orders should be confirmed by admin
- ⅓: No information about confirmation


- Client definition
- ⅔: Innopolis students who live in dorms
- ⅓: Clarified after additional question that it is anyone who lives in dorms

# Conflicts 2

- Payments (business model)
- ⅔: No payments
- ⅓: Cash or something

# Main Use Cases Diagram

# Key Use Cases 1

| Use Case Name | Request for Cleaning Creation |
|---|---|
| Actors | Client |
| Pre-conditions | Signed in client creates a new request for cleaning, specifying the date and time when the cleaning should be performed, room number. The time should be in the range from 10 am to 6 pm |
| Flow of events | The system creates a request with the specified date, time and room number. The status of the order should be "New". |
| Post-conditions | Request with the specified data is created |
| Alternate flows and exceptions | 1. If user have specified time not in the range from 10 am to 6 pm, the request is not created and the error message is shown<br>2. Request is not created |

# Key Use Cases 2

| Use Case Name | Feedback on the cleaning filling |
|---|---|
| Actors | Client |
| Pre-conditions | Client fills the feedback form for a "Done" request |
| Flow of events | 1. Client chooses grade the service<br>2. Client submit the feedback comment<br>3. System stores the grade and the feedback comment for the request |
| Post-conditions | ● Cleaning service feedback is saved for the request |

# Lessons Learned

- It is hard to predict all needed questions in advance
- There will be conflicts even in the most basic questions, even with special preparation beforehand
- It's better not trying to predict answers for questions that you prepare for the interview
- Try to conduct *talks*, not *interviews*

# Questions