**SERVICE GENERAL**

**Use Case Specification Document**

**Author: Team 3**

# Revision History

| **Date** | **Revision #** | **Created By** | **Revision Notes** |
| --- | --- | --- | --- |
| 12/02/2021 | 1.0 | Sriram | Initial Draft |
| 12/02/2021 | 2.0 | Darshan | UC05.02 Actors updated according to entitlements from RCT; Flow of events start with “system” or “actor”; |
| 12/02/2021 | 3.0 | Melba | UC05.03 Updated frequency of use according to usage. |
| 12/03/2021 | 4.0 | Harrison | UC05.01 updated language |
| 12/03/2021 | 5.0 | Darshan | UC05.01 Separated “actor” and “system” in course of events;  UC05.02 Separated “actor” and “system” in course of events; |

**UC.02.02 Search By Keyword**

| **Actor(s):** | Consumer, Service Provider, CustomerService, Tech Specialist |
| --- | --- |
| **Short Description:** | This use case begins when the consumer wants to search for a service and the use case ends when the consumer service providers are displayed. |
| **Pre-conditions:** | The consumer should be logged into the system, should have a valid account. |
| **Post-conditions:** | The search results are successfully displayed |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. The use case begins when the Actor clicks the search bar and inputs a keyword to be searched. The System processes the input **[JP 1 : DF-In]** 2. The Actor clicks the search button. The System then displays the list of matching results. 3. The Actor selects the desired service from the results displayed. **[JP 2: DDV]** 4. The use case ends when the selected service page is displayed. | |
| **Alternative Course:** | |
| Search by Location | |
| **Exceptions:** | |
| E1. The actor searches for a service that is not included in the system.   1. The system suggests other services provided or asks the actor to search for valid services.   E2. Search result not displayed:   1. The system displays an error message to the actor and prompts them to select an alternative service and the use case continues from step 3. | |
| **<<Include>> Relationships:** | No |
| **<< Extend>> Relationships:** | No |
| **Assumptions:** | The actor will enter a valid service |

**UC.05.01 Add Payment Information**

| **Actor(s):** | Consumer, Service Provider, Account Manager, Accountant, Tech Specialist |
| --- | --- |
| **Short Description:** | This use case begins when the Actor wants to add their current payment information and the use case ends when the system adds the payment information successfully. |
| **Pre-conditions:** | The Actor should be logged into the system, should have a valid account and must have a valid Credit/Debit card. |
| **Post-conditions:** | The system successfully stores the payment information |
| **Frequency of Use:** | Medium |
| **Normal Course of Events:** | |
| 1. the Actor clicks add payment information to open the add payment information screen. 2. System opens the add payment information screen. 3. Actorshall input their payment information. 4. The system validates the payment information. 5. Actor clicks the submit button 6. System validates the fields. **[JP 1 : FV]** 7. System stores the payment information after submission and the use case ends. **[JP 2 : DF-Out]** | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| E1. Cancel Add Payment Information.   1. Actor decides not to add payment information and clicks back on the browser. 2. System closes the add payment information screen and brings the user to the home page.   E2. Invalid field values entered.   1. Actor clicks on the submit button. 2. System validates the fields from the data entered by the Actor and prompts an error message when invalid values have been entered. | |
| **<<Include>> Relationships:** | No |
| **<< Extend>> Relationships:** | No |
| **Assumptions:** | Actors will enter valid Credit/Debit card information. |

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**UC.05.02 Update Payment Information**

| **Actor(s):** | Consumer, Service Provider, Account Manager, Accountant, Tech Specialist |
| --- | --- |
| **Short Description:** | This use case begins when the Actor wants to update their current payment information and the use case ends when the payment information is updated successfully. |
| **Pre-conditions:** | The Actor should be logged into the system, should have a valid account and must have a valid Credit/Debit card. |
| **Post-conditions:** | The payment information has been successfully updated |
| **Frequency of Use:** | Low |
| **Normal Course of Events:** | |
| 1. Actor clicks update payment information to open the update payment information screen. 2. System opens the update payment information screen. 3. System loads and validates the current payment information. **[JP 1 : DF-In]** 4. Actor enters the new payment information into the specific fields. 5. Actor clicks the submit button. 6. System validates the fields. **[JP 2 : FV]** 7. System stores the updated information after submission. **[JP 3 : DF-Out]** | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| E1. Cancel Updating Payment Information.   1. Actor decides not to update information and clicks back on the browser. 2. System closes the update payment information screen and brings the user to the home page. And this use case ends.   E2. Invalid field values entered.   1. Actor clicks on the submit button. 2. System validates the fields from the data entered by the Actor and prompts an error message when invalid values have been entered. | |
| **<<Include>> Relationships:** | No |
| **<< Extend>> Relationships:** | No |
| **Assumptions:** | Actors will enter valid Credit/Debit card information. |

**UC.05.03 Delete Payment Information**

| **Actor(s):** | Consumer, Service Provider, Account Manager, Accountant, Tech Specialist |
| --- | --- |
| **Short Description:** | This use case begins when the Actor wants to delete their payment information and the use case ends when the payment information has been deleted successfully. |
| **Pre-conditions:** | The Actor should be logged into the system, should have their Payment Information stored in the system. |
| **Post-conditions:** | The payment information has been successfully deleted. |
| **Frequency of Use:** | Low |
| **Normal Course of Events:** | |
| 1. Actor clicks delete payment information to open the delete payment information screen. 2. System opens the delete payment information screen. 3. System loads and validates the current payment information. **[JP 1 : DF-In]** 4. Actor clicks on delete payment information. 5. System deletes the payment information. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| E1. Cancel Deleting Payment Information.   1. Actor decides not to delete their payment information and clicks back on the browser. 2. System closes the delete payment information screen and brings the user to the home page, this use case ends. | |
| **<<Include>> Relationships:** | No |
| **<< Extend>> Relationships:** | No |
| **Assumptions:** | Actors will have their payment information saved prior to deletion. |

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