

Fastest Laundry

Team Name: VIRTUSA Wizards

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Product Owner: Pavan Kumar A

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Use Case Description:

In this application the customer place an order for a Laundry service. He can sign-up/login into the application and can place the order by selecting the gender (Men, Women, Child, Mic), type of clothing (Shirt, Pant, Saree, Blouse, etc..), type of wash (Wash, Iron, Starch, Dry etc..), quantity, place the order and the bill is calculated accordingly. The admin will accept order and routes the order. The pickup man picks and approve the order, after washing is done the delivery man will deliver the order. In between the case the customer can check the status of the placed order, update the order or cancel before it is picked.

The admin can see the status of any order, can check amount collected till date, see the orders delivered and orders to be picked. He can increase the urgency of order delivery if it is an express order request.

At a high level and with the initial Phase I release, this application will:

- Allow Customer to register themselves.
- Allow Customer to place, update, track or cancel the orders.
- Allow Admin to approve/reject the orders received.
- Allow Admin to Increase the urgency based on the type of order.
- Allow Admin to track the status of different orders.
- Allow Admin to check income based on date.

Actors

- **Customer**– Logs in as guest and requests for the services offered by the company. Customer also can track the order and give feedback. A login id is given to the customer, to revisit the app during his first order. A customer needs to acknowledge when he/she receives the laundered clothes.

- **Pickup Assistant**– Picks-up the laundry from the customer.
- **Delivery Assistant**- Delivers the laundry to the customer.
- **Darning Specialist** - Skilled to the darning work.
- **Dry-Cleaning Specialist** - Skilled to do dry cleaning related work.
- **Iron Specialist** - Skilled to Ironing work.
- **Wash Specialist** - Skilled to do the Washing work.
- **Starching Specialist** - Skilled to do the starching work.
- **Laundry Administrators** - Manage the overall application and oversee the works done by the various role holders. Administrator is responsible to track all requests and approve accordingly.

Application Structure: Implementation

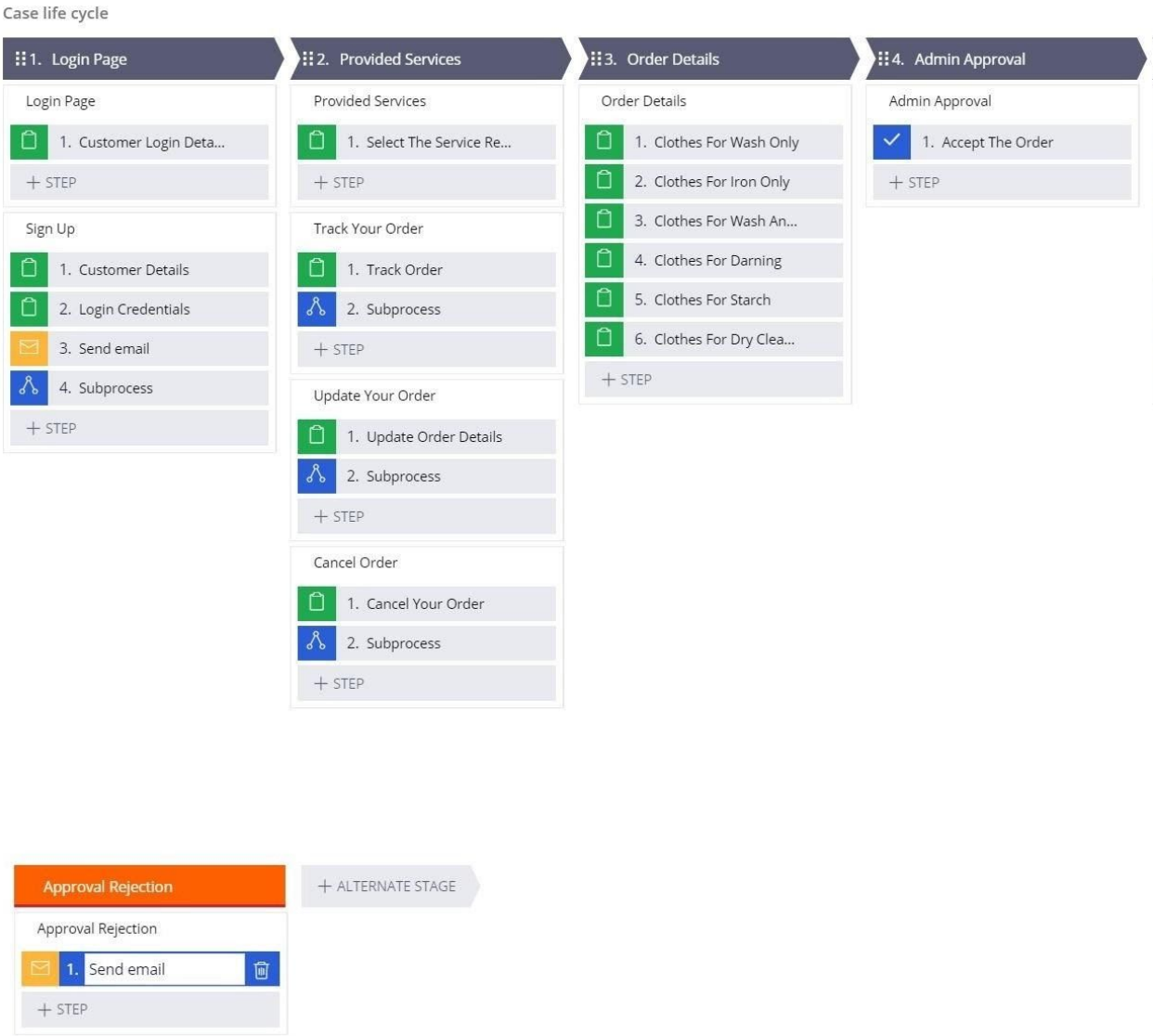
Application Name: Fastest Laundry

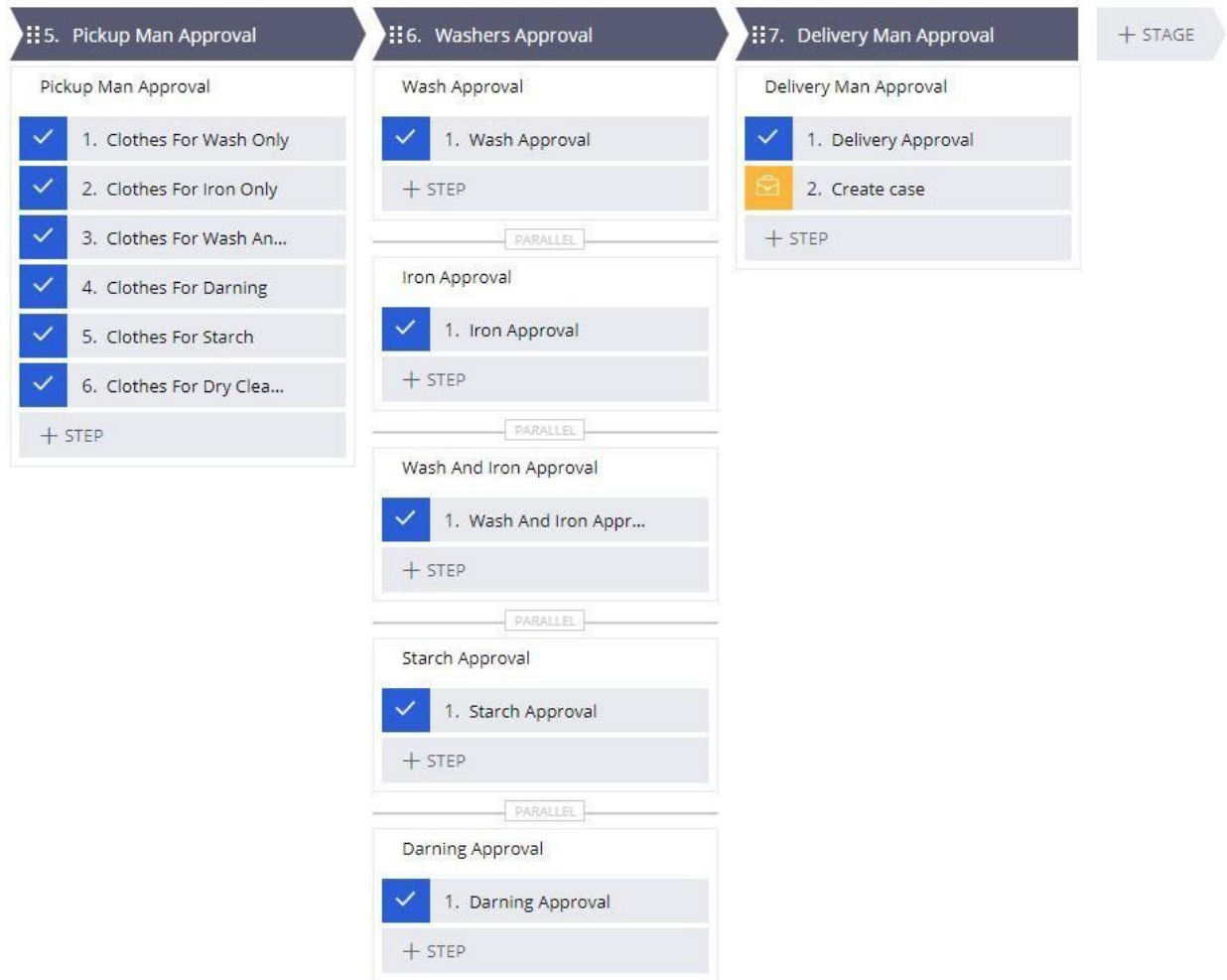
List Of case types used as follows.

Admin Cases:

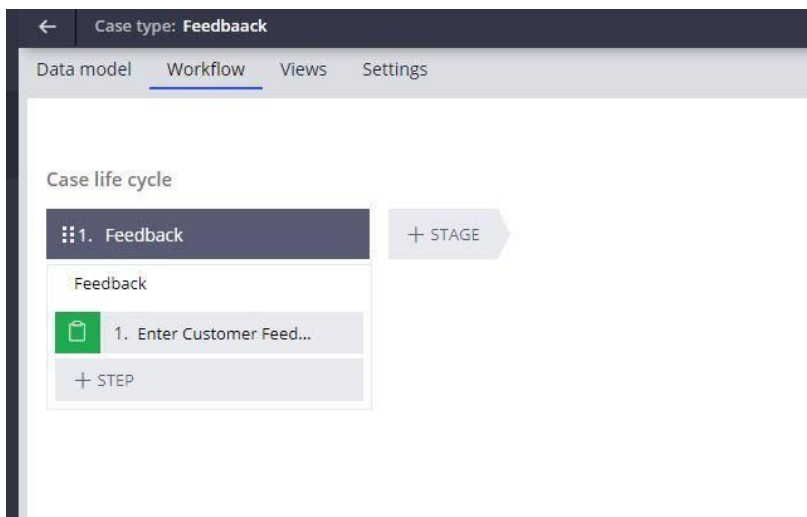
1. Choose Service	2. Selected Service	+ STAGE
<div>Choose Service</div> <div><div>1. Select The Request</div><div>+ STEP</div></div>	<div>Amount Collected</div> <div><div>1. Amount Collected</div><div>2. Change to a specific st</div><div>+ STEP</div></div>	
	<div>Pending Pickup Requests</div> <div><div>1. Pending Pickup Requ...</div><div>2. Change to a specific ...</div><div>+ STEP</div></div>	
	<div>Pending Delivery Requests</div> <div><div>1. Pending Delivery Req...</div><div>2. Change to a specific ...</div><div>+ STEP</div></div>	
	<div>Track Status</div> <div><div>1. Track Status</div><div>2. Change to a specific ...</div><div>+ STEP</div></div>	
	<div>Picked Vs Delivered</div> <div><div>1. Picked Vs Delivered</div><div>2. Change to a specific ...</div><div>+ STEP</div></div>	

Customer Order:





Feedback Case :



Data types used:

Customer Details

Data Type: Customer Details













CL SMDB-FastestLaundry-Data-CustomerDetails RS FastestL

VisualizeFilterActionsSave

Data modelUsageSourcesRecordsViewsTest casesSettings

Fields

Search

Name	ID	Scope (applies to)	Type	Options
Name	Name	Customer Details	Text (single line)	 
Email	Email	Customer Details	Email	 
Address	Address	Customer Details	Text (paragraph)	Plain text  
Phone number	PhoneNumber	Customer Details	Phone	 
User name	UserName	Customer Details	Text (single line)	 
Password	Password	Customer Details	Text (single line)	 

+ Add field

Order Details :

Data Type: Order Details























CL SMDB-FastestLaundry-Data-OrderDetails RS FastestL

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Fields

Search

Name	ID	Scope (applies to)	Type	Options
User name	UserName	Order Details	Text (single line)	 
Case ID	CaseID	Order Details	Text (single line)	 
Status	Status	Order Details	Text (single line)	 
Wash Only Count	WashOnlyCount	Order Details	Integer	 
Iron Only	IronOnly	Order Details	Integer	 
Starch	Starch	Order Details	Integer	 
Darning	Darning	Order Details	Integer	 
Dry Cleaning	DryCleaning	Order Details	Integer	 
Wash And Iron	WashAndIron	Order Details	Integer	 
Total Amount	TotalAmount	Order Details	Currency	 
Due Amount	DueAmount	Order Details	Currency	 

+ Add field

Cloth Type:

Genre:

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Portals:

Admin@SMDb

User@SMDb

Manager@SMDb

Access Groups:

FastestL:Administrators

FastestL:Managers

FastestL:Users

Sample Operators:

user@SMDB

admin@SMDB

wash@SMDB

Iron@SMDB

Starch@SMDB

Darn@SMDB

Dry@SMDB

WorkGroup:

washerWG

IronWG

StarchWG

DarnWG

DryWG

WorkBasket:

IronAndWashWB

Work Parties:

Enterprise Class Structure:

