Use Cases

Version: 1.0

Actors: Users (customers), Kathy, website administrator

1. *The user is interested in discovering which home-care services are offered in the Baltimore-Towson area.*
   - ➔ The user clicks on the url of Kathy's Visiting Angels website and arrives at a home page. Then, the user clicks on a link which says 'home-care' services which opens up a new page. Inside this new page, there is a list of home-care services currently offered by Visiting Angels in Towson. The user can read a detailed description of a service by clicking on it.
2. *The user is interested in contacting Kathy (Client Services representative) directly through phone, email, or social media.*
   - ➔ The user will visit the main page for Kathy's Visiting Angels website and click on a link which says 'contact'. This will take the user to another page with contact information listed such as a phone number, email address, social media button, and a portrait photo of Kathy. A click on the social media button will load an external web page, one which will contain Kathy's profile on the corresponding social media site.
3. *The user is interested in reading experiences from prior customers.*
   - ➔ The user will visit the main page for Kathy's Visiting Angels website and click on a link which says 'customer experiences'. This will take the user to another page which will contain reviews and descriptions of positive experiences from previous customers.
4. *The user is interested in setting up a service request from Visiting Angels in Towson.*
   - ➔ The user will visit the main page for Kathy's Visiting Angels website and click on a link which says 'service request'. This will take the user to another page with a set of forms such as first name, last name, address, phone number, email, type of service, date, and time (optional). Filling out the forms does not require a site account. The system will call an application to take the form information and generate an automated email which will be sent to Kathy.
5. *Kathy schedules appointments based on automated service emails.*
   - ➔ Kathy receives an email which is from servicerequest@<domain-name>.com. The email's subject line contains information about the requested service type, date, and possible time. The body of the email contains information such as the name, address, and phone number. Kathy then uses this information to coordinate information with in-home caregivers.
6. *The administrator is interested in updating information on the website.*

➔ The administrator will use the WordPress Admin page to view all contents shown on the website. The administrator will create a backup of the current website configuration and write or overwrite the necessary information. The administrator will leave a message with the changes and save the material.

7. *The administrator is interested in seeing website analytics.*

➔ The administrator will use the WordPress Admin page and load software which continuously monitors website traffic. The software will have analytics which informs the administrator of any trends in web traffic on certain days and times. Analytics will also assist in determining which pages are viewed most.