Use Cases

Version: 1.3

Description: The user is interested in viewing the popular home-care services offered at Visiting Angels.

Actors: Users (customers), website

➔ The user clicks on the url of Kathy's Visiting Angels website and arrives at a home page. Then, the user will scroll half-way down to see a set of pictures and descriptions for popular services offered.

Description: The user is interested in contacting Kathy (Client Services representative) through phone, email, or social media.

Actors: Users (customers), website

➔ 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.

Description: The user is interested in seeing the types of care offered by Visiting Angels.

Actors: Users (customers), website

➔ The user will visit the main page for Kathy's Visiting Angels website and click on a link which states 'Care offered'. This will take the user to another page which will contain descriptions for the types of care offered. Descriptions will be given for senior home care, transition care, and respite care.

Description: The user is interested in seeing the advantages of choosing Visiting Angels over competitors.

Actors: Users (customers), website

➔ The user will visit the main page for Kathy's Visiting Angels website and click on a link which says 'Why choose us?'. This will take the user to another page which will describe the advantages of using Visiting Angels. The first advantage is described as 'peace of mind', explaining how each caregiver goes through background checks. The next advantage is having the ability to select the caregiver best for your needs. The last advantage is 24/7 support with a 15-minute response time.

Description: The administrator is interested in updating information on the website.
Actors: website administrator, WordPress admin dashboard
➔ The administrator will use the WordPress Admin page to view all contents shown on the website. The administrator will click on the 'Pages' tab displaying a list of current web pages. The administrator will then select the 'Edit with Elementor' setting to load the environment for changing web content. All changes can be made through this interface.

Description: The administrator is interested in manually running a website backup.
Actors: website administrator, WordPress admin dashboard
➔ The administrator will use the WordPress Admin page and load the software extension under the 'Settings' drop-down menu and select 'UpdraftPlus Backups'. By default, the plugin has been configured to automatically run site-backups every Friday. If the administrator wants to force an update, they will simply click on the button stating 'Backup Now'. All source files, database content, and configurations will be stored on the WordPress website along with a remote backup to Google Drive.

Description: The administrator is interested in rolling back to a previous version of the website.
Actors: website administrator, WordPress admin dashboard
➔ The administrator will use the WordPress Admin page and load the software extension under the 'Settings' drop-down menu and select 'UpdraftPlus Backups'. The administrator will then scroll down to a list of previous backups. The administrator will choose the desired backup and simply click the 'Restore' option under the 'Actions' column. This will roll the site back to a prior backup.