**Use Cases**

**for**

**Event Helper Building System Release 1.0 Version 1.0 approved**

**Prepared by SE05D\_GROUP2**

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| Primary Actor | Use Cases |
| Normal User | 1. Search services. 2. View Service introduction. 3. Make Requests for service. 4. Change pending Request for service. 5. Cancel pending Request for service. 6. View Request History. |
| Service Provider | 1. Create Service. 2. Modify Service. 3. Delete Service. 4. View Service Request. 5. Accept or reject service pending Requests. 6. Generate Report. |
| Administrator | 1. View Requests History. 2. View Service Provider Usage. |
| Guest | 1. Login. 2. Register. |

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| ID and Name | UC-1 Search Services | | |
| Create By: | Hoang Thanh Phong | Create Date: | 29/05/2021 |
| Primary Actor: | Normal User | Secondary Actor: | Guest |
| Description | Normal Users access the EHBS service page and enter the properties of the event, on appropriate fields and views the result of the service that appropriate for these properties. | | |
| Trigger | Normal User clicks the search service button. | | |
| Pre-conditions: | User login in EHBS.  Users must fill or require input fields. | | |
| Post-Conditions: | POST-1: All entered fields required are auto fields on the result page.  POST-2: Ordering Service base price. | | |
| Normal Flow: | 1. Normal User Enter required fields. 2. Normal User Click Search Button. 3. Process and valid input user provide. 4. Redirect to the search result page. | | |
| Alternative Flows | Alternative 1-1: User fill not enough all required fields   1. Show message with the text “Fill field all require fields”.   Alternative 1-2: Users fill valid data in all required fields but no service provider can approve.   1. Show Blank result occurs. | | |
| Exceptions: | Ex 1-1: User searching service with event’s date in pass.  Ex 1-2: User searching service with invalid format. | | |
| Business Rule: | BR1, BR2 | | |
| Frequency of Use | Approximately 300 users per day. Peak usage load for this use case from 7 am to 22 pm | | |
| Other information: | N/A. | | |
| Priority | High. | | |

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| ID and Name: | UC-3: Make Request for service | | |
| Create by: | Hoang Thanh Phong | Created Date: | 29-05-2021 |
| Primary Actor: | Normal User | Secondary Actor: | N/A |
| Description: | A normal user selects the range of service price, category of service, location, launch time of the event and fills the phone contact number or email in the register service form, then clicks submit. The request will be restored in EHBS and forward to the service provider. | | |
| Preconditions: | PRE-1: Normal User must log in with a normal user account.  PRE-2: Normal User must select the budget of the service, category of service, a location that service is required available, contact mail or phone number in search form. | | |
| Postconditions | POST-1: The status of the request is pending.  POST-2: Request is restored in Request History.  POST-3: Request concurrent in forward to Business Service Provider.  POST-4: Request status is displayed for the user. | | |
| Normal Flow: | 1. Normal User clicks on reference on service. 2. Normal User click Request Button. 3. Normal User fills a total number of attendants of event, Prepare Date, Launch Date, Finish Date, contact information: Email, Phone number on Register Service Form. 4. Normal click submits Register Service Form. 5. EHBS asks the user to confirm the information in the registered service request form by showing the confirm message modal. 6. User click confirm. 7. EHBS shows Request in the Request history. | | |
| Alternative Flow: | Alternative 3-1: Cancel Request for service.   * Normal User clicks cancel button on confirm modal after clicking submit button on Register Service Form. * Go back to the Last Service page.   Alternative 3-2: User close browser before submitting the form. | | |
| Exception: | Ex 3-1: Prepare Date or Launch Date or Checkout Service Date in past or prepare date and the launch date is after more days than the limit of service Requests.  Ex 3-2: Totals of the attender exceed the limit of service recommended. | | |
| Priority: | High | | |
| Business Rule: | BR-3, BR-4. | | |
| Other information: | * Users should make Requests before the preparation date at least 24 hours. * After making the Request can modify the form only one time until the Service Provider accepts the form. | | |

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| ID and Name: | UC-5: Cancel pending Request for service | | |
| Create by: | Hoang Thanh Phong | Created Date: | 29-05-2021 |
| Primary Actor: | Normal User | Secondary Actor: | N/A |
| Description: | Normal users actually cancel the Request on a service that was not recently accepted by the service provider. | | |
| Preconditions: | PRE-1: Normal User must log in with a normal user account..  PRE-2: Normal User must select a pending request. | | |
| Postconditions | POST-1: The status of the request is removed.  POST-2: Canceled Request restore in Request History.  POST-3: Canceled Request concurrent in forward to Business Service Provider.  POST-4: Request status is displayed for the user. | | |
| Normal Flow: | Create Requests for service.   * Normal user clicks show a pending Request butt * A normal user on the cancel button on one of the Requests. * EHBS show confirms modal to ask the normal user to continue. * EHBS change pending status to remove. * EHBS update history of user’s request. | | |
| Alternative Flow: | Alternative 2-1:   * Users click the Cancel Button in the cancel confirmation form. * Go back to the main screen | | |
| Exception: | N/A | | |
| Priority: | High | | |
| Business Rule: | BR-1, BR-6, BR-15 | | |
| Other information: | * Users should make Requests before the preparation date at least 24 hours. * After making the Request can modify the form only one time until the Service Provider Accepts the form. | | |

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| ID and Name: | **UC-4: Change Pending Request on service** | | | | |
| Created By: | Hoang Thanh Phong | Date Created: | | 29-05-2021 | |
| Primary Actor: | Normal User | | Secondary Actor | | N/A |
| Description: | The EHBS allows the normal user to change information that has been submitted but not accepted or rejected by the service provider or service of request is not deactivated. This use-case only happens at one time for each pending Request that has been made. | | | | |
| Trigger | Normal user click update on pending request in request list. | | | | |
| Preconditions: | PRE-1: Normal User must log in with a normal user account.  PRE-2: Request has no response from service provider account.  PRE-3: Service of request is not deactivated.  PRE-3: Expect launch date is not reached current time. | | | | |
| Post Condition | The attribute of request update in both normal user and service provider accounts. | | | | |
| Exceptions: | Ex 4-1: No pending Request has been made to be updated. | | | | |
| Priority: | High | | | | |
| Business Rules: | BR-1, BR-6 | | | | |
| Other Information: | N/A | | | | |

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| ID and Name: | **UC-7 Create Services** | | |
| Created By: | Duy Ho | Date Created: | 29/05/2021 |
| Primary Actor: | Services Provider | Secondary Actors: | N/A |
| Description: | Service Provider can create their services by providing information of the service like( title, filters, prices, description(video), operating schedule) | | |
| Trigger: | Click Submit button to create | | |
| Preconditions: | PRE-1. Services Provider is logged in to EHBS with a service provider account.  PRE-2 Services Provider service provider account is not expire | | |
| Postconditions: | POST-2. **Create Services is available at 15’ after submitted to the system** | | |
| Normal Flow: | 1. Services Provider clicks on the create new service button. 2. Service Provider selects a template to display the information of service 3. Services Provider fills content of new service on template. 4. Services Provider click the submit button. 5. Forward Service Provider to the main page. | | |
| Alternative Flows: | Alternative flow -1   * Service provider clicks cancel button. * EHBS forward to the main page. | | |
| Exceptions: | Ex1: Service Provider account expires. | | |
| Priority: | High | | |
| Business Rules: | BR-13 | | |
| Other Information: | N/A | | |

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| ID and Name: | **UC-8 Modify Services** | | |
| Created By: | Duy Ho | Date Created: | 29/05/2021 |
| Primary Actor: | Services Provider | Secondary Actors: | N/A |
| Description: | Service Provider can edit the pieces of information of the services and properties of an element in the template of service. | | |
| Trigger: | Services Provider click Edit button then the services provider can edit the info’s service | | |
| Preconditions: | PRE-1. Services Provider is logged in to EHBS with a service provider account.  PRE-2 Services Provider service provider account is not expire  PRE-3 Services must be existent in the system | | |
| Postconditions: | POST-2. **Modify Services** | | |
| Normal Flow: | 1. Services Provider login with a service provider account to create services 2. Services Provider select the services that have been existed to edit 3. Services Provider edits the information of service and element in the template. 4. Services Provider submit again to confirm modify information of services. | | |
| Alternative Flows: | Alternative flow 1:   * The service provider selects the new template to display information of service. * The Service provider continues in 8.3 of normal flows. | | |
| Exceptions: | 8.E1 Service Provider account expired. | | |
| Priority: | High | | |
| Business Rules: | BR-5, BR-13 | | |
| Other Information: | N/A | | |

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| ID and Name: | **UC-12 View Requests History** | | |
| Created By: | Minh Tuan | Date Created: | 29/05/2021 |
| Primary Actor: | Administrator | Secondary Actor: | N/A |
| Description: | Statistics of booked invoices from users from which to find out the most booked events of the month. Then require EHBS to provide a more friendly suggestion for normal user | | |
| Trigger: | Administrator click view static button | | |
| Preconditions: | Administrator login by administrator account | | |
| Postconditions: | POST-1: The administrator can check the request details  POST-2: The administrator will keep the copy of the generated receipt | | |
| Normal Flow: | 1. Administrator Click the button login 2. Administrator Login with the administrator account provided by the company 3. Administrator View the request history base on each service 4. Administrator Click the button Feedback to watch opinion of User 5. Administrator View and answer the feedback | | |
| Alternative Flows: | N/A | | |
| Exceptions: | N/A | | |
| Business Rule | BR-12 | | |

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| ID and Name: | **UC-13 View Service Provider Usage** | | |
| Created By: | Minh Tuan | Date Created: | 29/05/2021 |
| Primary Actor: | Administrator | Secondary Actor: | N/A |
| Description: | View and manage business registration papers of service providers; Allows service providers to post through administrator censorship. Help service providers reach customers easily through suggestions from the website's filter | | |
| Trigger: | Click the view static button | | |
| Preconditions: | Login by an administrator account | | |
| Postconditions: | POST-1: The administrator can check detailed post content from the service provider  POST-2. The administrator will keep the copy of the generated receipt | | |
| Normal Flow: | 1. Administrator click button login. 2. Administrator Login with the administrator account provided by the company. 3. Administrator View the detailed post content from the service provider. 4. Administrator Attach relevant hashtags to service provider’s posts. | | |
| Alternative Flows: | N/A | | |
| Exceptions: | N/A | | |

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| ID and Name: | UC-14: Login | | |
| Created By: | Chau Quoc Tuan | Date Created: | 29/05/2021 |
| Primary Actor: | Guest | Secondary Actors: | N/A |
| Description: | Log in account to EHBS | | |
| Normal Flow: | 1. Click Login section 2. Enter the user fill and password fill 3. Click the Login button | | |
| Alternative Flow: | The user enters the wrong password more than 5 times in a row.  EHBS locks the account in 30 minute. | | |
| Priority: | High | | |
| Business Rules: | BR-11, | | |
| Other Information: | N/A | | |

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| ID and Name: | UC-15: Register | | |
| Created By: | Chau Quoc Tuan | Date Created: | 29/05/2021 |
| Primary Actor: | Guest | Secondary Actors: | N/A |
| Description: | Sign in to the EHBS. Allow registration with mail or normal register  Verify to email or phone | | |
| Pre-condition | PRE-1: register email must not match to email of another EHBS account. | | |
| Postconditions: | POST-1: EHBS must send the verification code to the email that has been registered. | | |
| Normal Flow: | Click Register section  Enter the information (phone, mail, name,…)  Confirm information  Allow login | | |
| Priority: | High | | |
| Exceptions: | - Password is not long enough  - Email illegal  - Duplicate UserId, email | | |
| Business Rules: | BR-7 | | |
| Other Information: | N/A | | |

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| ID and Name: | UC-6: View Request History | | |
| Created By: | Chau Quoc Tuan | Date Created: | 29/05/2021 |
| Primary Actor: | Normal User | Secondary Actors: | N/A |
| Description: | Normal users can view the requests that have been made by their current account. They can see what event occurs at their request. | | |
| Preconditions: | Login with EHBS normal user account. | | |
| Post-Condition | N/A | | |
| Normal Flow: | User click views my requests history.  Users choose a range for the period to scan history.  EBHS shows records of events in occurring these requests that have been made on the select the period of time from a normal user. | | |
| Alternative Flow: | The user does not choose a range of time.  EHBS will show a message box “Please choose the range of time”.  EHBS show “No history result found”. | | |
| Priority: | High | | |
| Exceptions: | N/A | | |
| Business Rules: | BR-1 | | |
| Other Information: | N/A | | |

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| ID and Name: | UC-11: Reject or Accept the request from normal users. | | |
| Created By: | Hoang Thanh Phong, Chau Quoc Tuan, Nguyen Minh Tuan, Ho Vinh Duy | Date Created: | 29/05/2021 |
| Primary Actor: | Guest | Secondary Actors: | N/A |
| Description: | The service provider delivers the response to the request of service. | | |
| Pre--condition | PRE-1 : Must log in with an EHBS service provider account.  PRE-2: Request has no response yet.  PRE-3: Current time is not reached to expect time to launch service time of request. | | |
| Postconditions: | POST-1: EHBS allow service providers to see the phone or contact email of a normal user.  POST-2: EHBS must update the status of request to “Accept” or “Reject”.  POST-3: EHBS notifies the normal user of this request. | | |
| Normal Flow: | 11.1: Service Provider selects the request for a particular service.  11.2: EHBS shows the total attendant of request, operating service date on this selected request, budget.  11.3: Service Provider clicks on the accept button.  11.4: EHBS shows the show phone number and email.  11.5: EHBS shows a notification to the normal-user of this request about the response to the request. | | |
| Alternative Flow: | Service Provider Account has expired.  EHBS redirects Service Provider to the home page. | | |
| Priority: | High | | |
| Exceptions: | Ex-1: Current time reaches the time expected to launch service in a selected request. | | |
| Business Rules: | BR-2, BR-3 ,BR-4, BR-5, BR-6 | | |
| Other Information: | N/A | | |

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| ID and Name: | UC-: Activate Account | | |
| Create by: | Hoang Thanh Phong, Chau Quoc Tuan, Nguyen Minh Tuan, Ho Vinh Duy | Created Date: | 29-05-2021 |
| Primary Actor: | Normal User | Secondary Actor: | N/A |
| Description: | This any normal user's account login in the first time with the new account will require to Enter 5 digits that have been seen to the email registered to this account. | | |
| Preconditions: | This account has been activated before. | | |
| Postconditions | This account is available to make a request to service. | | |
| Normal Flow: | * Login to the EHBS * Enter active code * Redirect to the main page | | |
| Alternative Flow: | * Enter the wrong code * Show the error message * Enter the code again | | |
| Exception: | Ex-1 Wrong code.  Ex-2: Code expires. | | |
| Priority: | High | | |
| Business Rule: | BR-10, BR-11 | | |
| Other information: | N/A | | |

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| ID and Name: | UC-: Authenticate Account | | |
| Create by: | Hoang Thanh Phong | Created Date: | 29-05-2021 |
| Primary Actor: | Normal User | Secondary Actor: | N/A |
| Description: | This use case happen when the user Enter the wrong password 5 time in the row | | |
| Preconditions: | Enter wrong password 5 times when login | | |
| Postconditions | Enter the valid code redirect to the main page  Enter the wrong code show the error message | | |
| Normal Flow: | * Enter valid code * Check valid code | | |
| Alternative Flow: | * Enter the wrong code | | |
| Exception: | N/A | | |
| Priority: | High | | |
| Business Rule: | BR-11 | | |
| Other information: | N/A | | |