**UA-04READ**

**UA-09READ**

**CL-04READ**

**CL-08READ**

**CL-09READ**

**CL-10READ**

**PM-04READ**

**HO-03READ (not done)**

**HO-06READ (not done)**

**HO-08READ (not done)**

[**https://drive.google.com/file/d/1XxRpIsQ0-VoBMKDSswOlhBEF7LtUF-za/view?usp=sharing**](https://drive.google.com/file/d/1XxRpIsQ0-VoBMKDSswOlhBEF7LtUF-za/view?usp=sharing) **(draw.io)**

**Stakeholder #1-User Administrator**

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| **User Story #** **UA-04** |
| As a User Administrator, I want to view all user accounts so that I can monitor the users. |

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| **Use Case Diagram(UML) #** **UA-04** |
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| **Use Case Description** | **ID: #** **UA-04** |
| **Name:** View All User Accounts | |
| **Stakeholders and Goals:** User Administrator- to view all user accounts and ensure the system is operating as expected. | |
| **Desciption:** The User Administrator needs to view all user accounts to track activity and manage users effectively for system security and efficiency. | |
| **Actors:** User Administrator | |
| **Trigger:** User Administrator must be login and navigates to the User Management Dashboard | |
| **Pre-Condition:** The User Administrator must be logged into the system with appropriate admin privileges. | |
| **Normal Flow:**   1. The User Administrator logs in with admin credentials. 2. The User Administrator accesses the User Management Dashboard. 3. The User Administrator selects the option from the menu to view all user accounts. 4. The system displays a list of all user accounts. 5. End. | |
| **Sub-flows: none** | |
| **Alternative/Exceptional flows:**  **3a. No User Accounts Available:** If no user accounts are present in the system (e.g., if the system is empty or no users have been registered yet), the system will display a message. Message: "No users available to display."  **3b. Insufficient Privileges:** If the User Administrator lacks the appropriate privileges to view user accounts, the system will display a message. Message: "You do not have the required privileges to view user accounts." | |

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| **BCE Diagram #** **UA-04** |
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| **Sequence Diagram #** **UA-04** |
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**Stakeholder #1-User Administrator**

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| **User Story #** **UA-09** |
| As a User Administrator, I want to view all user profiles so that I can understand roles and permissions. |

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| **Use Case Diagram(UML) #** **UA-09** |
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| **Use Case Description** | **ID: #** **UA-09** |
| **Name:** View All User Profiles | |
| **Stakeholders and Goals:** User Administrator- To view all user profiles and understand their roles and permissions within the system. | |
| **Desciption:** The User Administrator needs to view all user profiles to monitor and understand the roles and permissions assigned to users. This helps in managing user access levels and ensuring system security. | |
| **Actors:** **User Administrator** | |
| **Trigger:** User Administrator must be login and navigates to the User Management Dashboard | |
| **Pre-Condition:** The User Administrator must be logged into the system with appropriate admin privileges. | |
| **Normal Flow:**   1. The User Administrator logs in with admin credentials. 2. The User Administrator accesses the User Management Dashboard. 3. The User Administrator selects the option from the menu to view all user profiles. 4. The system displays a list of all user profile. 5. End. | |
| **Sub-flows: none** | |
| **Alternative/Exceptional flows:**  **3a. No User Profile Available:** If no user profile are present in the system (e.g., if no profiles have been created yet), the system will display a message. Message: "No users profile available to display."  **3b. Insufficient Privileges:** If the User Administrator lacks the appropriate privileges to view user accounts, the system will display a message. Message: "You do not have the required privileges to view user accounts." | |

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| **BCE Diagram #** **UA-09** |
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| **Sequence Diagram #** **UA-09** |
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**Stakeholder #1-Cleaners**

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| **User Story #** **CL-04** |
| As a Cleaner, I want to view my cleaning services so that I can monitor what I offer. |

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| **Use Case Diagram(UML) #** **CL-04** |
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| **Use Case Description** | **ID: #** **CL-04** |
| **Name:** View My Cleaning Services | |
| **Stakeholders and Goals:** Cleaner- To view the list of cleaning services that the Cleaner offers, allowing them to monitor and manage their service offerings. | |
| **Desciption**: The Cleaner wants to view the list of their cleaning services so that they can track which services are available for booking, ensure that the service details are up-to-date, and monitor their offerings efficiently. | |
| **Actors: Cleaner** | |
| **Trigger:** The Cleaner must be logged in and navigate to the Cleaner Dashboard, then select the option to view their cleaning services. | |
| **Pre-Condition:** The Cleaner is logged into the system with their appropriate role and privileges to view their services. | |
| **Normal Flow:**   1. The Cleaner logs into the system with their credentials. 2. The Cleaner accesses the Cleaner Dashboard. 3. The Cleaner selects the option from the menu to view their cleaning services. 4. The system displays a list of all cleaning services offered by the Cleaner. 5. End. | |
| **Sub-flows: none** | |
| **Alternative/Exceptional flows:**  **3a. No Services Available:** If the Cleaner does not have any services listed in the system (for example, if no services have been created yet), the system will display a message. Message: "You have no cleaning services listed." | |

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| **BCE Diagram #** **CL-04** |
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| **Sequence Diagram #** **CL-04** |
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**Stakeholder #1-Cleaners**

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| **User Story** |
| As a Cleaner, I want to view how many times my profile was viewed so that I can track service visibility. |

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| **Use Case Diagram(UML) #** **CL-08** |
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| **Use Case Description** | **ID: #** **CL-08** |
| **Name:** Track Profile Views | |
| **Stakeholders and Goals:** Cleaner- To track the visibility of their profile by viewing how many times it has been viewed by potential customers. | |
| **Desciption:** The Cleaner wants to track the number of times their profile has been viewed to assess its visibility and popularity among potential customers**.** | |
| **Actors:** **Cleaner** | |
| **Trigger:** The Cleaner must be logged in and navigate to their Cleaner Dashboard, then select the option to view their profile visibility statistics. | |
| **Pre-Condition:** The Cleaner is logged into the system and has a public profile that is viewable by customers. | |
| **Normal Flow:**   1. The Cleaner logs into the system with their credentials. 2. The Cleaner accesses the Cleaner Dashboard. 3. The Cleaner selects the option to view how many times their profile has been viewed. 4. The system displays the number of views for the Cleaner's profile. 5. End. | |
| **Sub-flows: none** | |
| **Alternative/Exceptional flows:**  **4b. Insufficient Data:** If the system is unable to retrieve the profile views due to an issue (e.g., data not available or system error), the system will display a message. Message: "Unable to retrieve profile view data. Please try again later." | |

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| **BCE Diagram #** **CL-08** |
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| **Sequence Diagram #** **CL-08** |
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**Stakeholder #1-Cleaner**

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| **User Story #** **CL-09** |
| As a Cleaner, I want to view how many times I was shortlisted so that I can gauge my service popularity. |

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| **Use Case Diagram(UML) #** **CL-09** |
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| **Use Case Description** | **ID: #** **CL-09** |
| **Name:** Track Shortlist Count | |
| **Stakeholders and Goals:** Cleaner- To view how often their services have been shortlisted and gauge service popularity. | |
| **Desciption:** The Cleaner wants to track how many times their services have been shortlisted by potential customers, helping them assess the popularity and demand for their services. | |
| **Actors: Cleaner** | |
| **Trigger:** The Cleaner must be logged in and navigate to their Cleaner Dashboard, then select the option to view their shortlist count. | |
| **Pre-Condition:** The Cleaner is logged in, and their profile is active in the system. | |
| **Normal Flow:**   1. The Cleaner logs in with their credentials. 2. The Cleaner accesses the Cleaner Dashboard. 3. The Cleaner selects the option to view how many times they have been shortlisted. 4. The system displays the number of times the Cleaner's services have been shortlisted. 5. End. | |
| **Sub-flows:**  **View Detailed Shortlist Analytics:** The Cleaner can view how many times they were shortlisted within specific time frames (e.g., daily, weekly, monthly). | |
| **Alternative/Exceptional flows:**  **4a. No Shortlist Count Available:** If the Cleaner's services have never been shortlisted, the system will display. Message: "You have not been shortlisted yet."  **4b. Insufficient Data:** If there is an issue retrieving the shortlist data, the system will display. Message: "Unable to retrieve shortlist data. Please try again later." | |

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| **BCE Diagram #** **CL-09** |
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| **Sequence Diagram #** **CL-09** |
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**Stakeholder #1-Cleaners**

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| **User Story #** **CL-10** |
| As a Cleaner, I want to view my confirmed match history filtered by services and date period so that I can review my completed jobs. |

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| **Use Case Diagram(UML) #** **CL-10** |
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| **Use Case Description** | **ID: #** **CL-10** |
| **Name: View Confirmed Match History** | |
| **Stakeholders and Goals: Cleaner-** **To view and filter their confirmed match history by service type and date to assess past jobs.** | |
| **Desciption: The Cleaner wants to view a list of their confirmed matches, filtered by service and date period, so they can review their completed jobs and track their performance over time.** | |
| **Actors: Cleaner** | |
| **Trigger:** **The Cleaner must be logged in and navigate to their Cleaner Dashboard, then select the option to view confirmed match history.** | |
| **Pre-Condition:** **The Cleaner is logged in, and there are confirmed matches stored in the system for the Cleaner.** | |
| **Normal Flow:**   1. The **Cleaner** logs in with their credentials. 2. The **Cleaner** accesses the **Cleaner Dashboard**. 3. The **Cleaner** selects the option to view their confirmed match history. 4. The system displays a list of **confirmed matches**. 5. **End**. | |
| **Sub-flows: none** | |
| **Alternative/Exceptional flows:**  **4a. No Confirmed Matches: If no confirmed matches exist for the Cleaner, the system will display. Message: "You have no confirmed matches yet."** | |

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| **BCE Diagram #** **CL-10** |
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| **Sequence Diagram #** **CL-10** |
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**Stakeholder #1-Platform Manager**

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| **User Story #** **PM-04** |
| As a Platform Manager, I want to view cleaning services categories so that I can monitor existing categories. |

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| **Use Case Diagram(UML) #** **PM-04** |
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| **Use Case Description** | **ID: #** **PM-04** |
| **Name:** View Cleaning Services Categories | |
| **Stakeholders and Goals:** Platform Manager- To view and monitor the available cleaning service categories to ensure the offerings are properly organized and reflect current services. | |
| **Desciption:** The Platform Manager wants to view the list of cleaning service categories to effectively monitor and manage them, ensuring services are well-organized and easily navigable for customers. | |
| **Actors:** Platform Manager | |
| **Trigger:** The Platform Manager must be logged in and navigate to the Platform Management Dashboard, then select the option to view cleaning services categories. | |
| **Pre-Condition:** The Platform Manager is logged into the system with appropriate privileges to access and manage the cleaning service categories. | |
| **Normal Flow:**   1. The Platform Manager logs in with their credentials. 2. The Platform Manager accesses the Platform Management Dashboard. 3. The Platform Manager selects the option to view cleaning services categories. 4. The system displays a list of all available cleaning service categories (e.g., deep cleaning, regular cleaning, specialized services). 5. End. | |
| **Sub-flows: none** | |
| **Alternative/Exceptional flows:**  **4a. Insufficient Privileges:** If the Platform Manager does not have the necessary privileges to view cleaning service categories, the system will display. Message: "You do not have the required privileges to view cleaning service categories." | |

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| **BCE Diagram #** **PM-04** |
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| **Sequence Diagram #** **PM-04** |
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**HO-03READ**

**HO-06READ**

**HO-08READ**

**Stakeholder #1-User Administrator**

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| **User Story #UA-01** |
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| **Use Case Diagram(UML) #UA-01** |
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| **Use Case Description** | **ID: #UA-01** |
| **Name:** | |
| **Stakeholders and Goals:** | |
| **Desciption:** | |
| **Actors:** | |
| **Trigger:** | |
| **Pre-Condition:** | |
| **Normal Flow:** | |
| **Sub-flows:** | |
| **Alternative/Exceptional flows:** | |

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| **BCE Diagram #UA-01** |
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| **Sequence Diagram #UA-01** |
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