

HandyMan Scenarios

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HandyMan Application - Actors and Scenarios

User: Users include all the people who are in search of assistance in different field. The users are responsible for the following actions: -

1. Requesting for assistance.
2. Messaging the Tasker.
3. Updating/Cancelling the service.
4. Tipping the Tasker if desired.
5. Leaving a feedback.
6. Rating the Tasker.
7. Managing / viewing profile

Expert(Tasker/Handyman): Handymen are the experts hired by the company who are available to help the users based on their request. They can perform the following actions: -

1. Accepting/Rejecting a request.
2. Marking the start of the work.
3. Marking the work as complete, incomplete or pending.
4. Making a report of the work performed.
5. Rating the user.
6. Managing / viewing profile

System:

1. Generate unique ID for the task/transaction.
2. Generate Tasker profile
3. Generate User profile
4. Process Deposit / Withdraw Payment

USERS

1. Requesting for Assistance

Scenario Number	1 a
Scenario Name	Requesting for Assistance
Actor	Sam Lee (Customer)
Flow of Control	<ul style="list-style-type: none">a. Sam searches for babysitters around him.b. Sam ensures that the GPS on his device is turned on.c. Based on the search result, Sam selects the Ashley as the babysitter.d. Sam requests for the service on Tuesday from 5:00pm - 8:00pme. Finally, Sam confirms the request.

Scenario Number	1 b
Scenario Name	Requesting for Assistance
Actor	Elizabeth Smith (Customer)
Flow of Control	<ul style="list-style-type: none">a. Elizabeth looks for gardener around her.b. She selects Chelsea based on her rating.<ul style="list-style-type: none">i. Can view Chelsea's profilec. Elizabeth wants the assistance from 8:00am - 12:00pm on Saturday and request for the serviced. Elizabeth briefly describes the status of her garden and sends a picture of it.e. Finally, Elizabeth confirms the request.

2. Messaging the Handyman

Scenario Number	2
Scenario Name	Messaging the Handyman
Actor	Sam Lee (Customer)
Flow of Control	<ol style="list-style-type: none">Sam(Customer) wants Ashley(Handyman) to know the name of his kids.So, he decides to send her a message through the app.He sends her a message saying, “Hi, Ashley. I have two kids. Their names are Jack and Daniel.”

3. Updating/Cancelling the request

Scenario Number	3 a
Scenario Name	Updating a Request
Actor	Sam Lee (Customer)
Flow of Control	<ol style="list-style-type: none">Sam checks his request log.Sam finds his request for Ashley as a babysitter.Sam edits the request time as 6:00pm-8:00pmHe confirms the changes.

Scenario Number	3 b
Scenario Name	Cancelling a Reservation
Actor	Elizabeth Smith (Customer)
Flow of Control	<ol style="list-style-type: none">Elizabeth does not need gardening service from Chelsea(Handyman) anymore.She searches for her request for Chelsea.As Elizabeth is cancelling the request 6 hours prior to the reservation, she will be charged 15% of the actual cost.Elizabeth accepts the charges and cancels the request.She confirms the cancellation and leaves her reason for cancelling the request.

4. Tipping the Tasker

Scenario Number	4
Scenario Name	Tipping the Tasker
Actor	Sam Lee (Customer)
Flow of Control	<ul style="list-style-type: none">a. Sam was happy with Ashley's assistance.b. After the service was provided, Sam tips Ashley with \$20 for her work.c. Sam confirms the tip and the final charges.

5. Leaving a Feedback

Scenario Number	5
Scenario Name	Leaving a Feedback
Actor	Sam Lee (Customer)
Flow of Control	<ul style="list-style-type: none">a. Satisfied with the service, Sam(Customer) wants to write a positive feedback about Ashley(Handyman)b. Sam writes, "Amazing service. My kids loved her."c. Sam posts the feedback

6. Rating a Handyman

Scenario Number	6
Scenario Name	Rating a Handyman
Actor	Sam Lee (Customer)
Flow of Control	<ul style="list-style-type: none">a. Sam(Customer) also wants to reward Ashley(Handyman) with a good ratings.b. Sam gives her a 5-star rating.

7. Managing / Viewing Profile

Scenario Number	7
Scenario Name	Managing / Viewing Profile
Actor	Sam Lee (User)
Flow of Control	<ul style="list-style-type: none">a. A different tab will be pressed to deliver Sam to his profileb. (optional) picture of himself can be displayed / changedc. Housing Address will be displayed and can be changedd. History (past requests / tasks) can be displayed (can not edit)e. Reviews will be displayed including average ratingf. Credit Card / Pay Pal can be edited (must not be shown)g. Notification / ping options can be edited

EXPERT (TASKER/HANDYMAN)

1. Accepting/Rejecting a Request

Scenario Number	1a
Scenario Name	Accepting/Rejecting a Request
Actor	Ashley Nameson
Flow of Control	<ul style="list-style-type: none">a. Ashley is notified of requestb. Ashley looks over desired time and placec. Ashley selects the accept-option thus agreeing to Sam Lee's(User) desired location (e.g. housing location or specified location by user) and time of task.d. Ashley will receive (digitally) 50% of the money upfront post-acceptance.

Scenario Number	1b
Scenario Name	Accepting/Rejecting a Request
Actor	Ashley Nameson
Flow of Control	<ol style="list-style-type: none"> Ashley is notified of request Ashley looks over desired time and place Ashley selects the reject-option, rejecting Sam Lee's (User) desired task Sam Lee is immediately notified of the rejection, and is suggested to look for other possible taskers

2. Marking Start of Work

Scenario Number	2
Scenario Name	Marking Start of Work
Actor	Ashley Nameson
Flow of Control	<ol style="list-style-type: none"> Post-acceptance of job in cleaning a house, Ashley confirms the possible need for vacuums, dusters, mops, soaps, and other essentials to carry out the job. She supplies these tools herself, rather than using tools from the client unless specified otherwise. App updated (manually) with Ashley's beginning of job Time stamp in-app on both ends (Expert and Customer)

3. Marking Work as Complete, Incomplete, Pending

Scenario Number	3a
Scenario Name	Marking Work as Complete, Incomplete, Pending
Actor	Ashley Nameson
Flow of Control	<ol style="list-style-type: none"> On task-completion, Ashley will update app and time-stamp will be noted. Ashely will be payed the other half Ashley can review Sam Lee (User)

Scenario Number	3b
Scenario Name	Marking Work as Complete, Incomplete, Pending
Actor	Ashley Nameson
Flow of Control	<ul style="list-style-type: none"> a. For an incomplete task, Ashley will update app to notify user that the task was not finished b. The user gets refunded (digitally) the initial 50% payment

Scenario Number	3c
Scenario Name	Marking Work as Complete, Incomplete, Pending
Actor	Ashley Nameson
Flow of Control	<ul style="list-style-type: none"> a. Update app to mark work as pending b. Pending job means Ashley intends to complete but has yet to get started or a complication has come to light c. If Ashley takes longer than desired time, Sam (User) has option to suspend Ashley or renegotiate payment

4. Making Report of Work Performed

Scenario Number	4
Scenario Name	Making Report of Work Performed
Actor	Ashley Nameson
Flow of Control	<ul style="list-style-type: none"> a. Post-completion of job Ashley can now review Sam(User) <ul style="list-style-type: none"> i. SEE: Scenario 5 (below) b. Ashley must write a detailed summary of what she performed in cleaning the house and what tools she used such as, but not limited to, vacuums, soaps, and dusters. c. This will update her profile with the summary, location (Sam's housing address) and time-stamp

5. Rating the User

Scenario Number	5
Scenario Name	Rating the User
Actor	Ashley Nameson
Flow of Control	<ul style="list-style-type: none">a. (Rating can be completely optional)b. Ashley can give Sam(User) between 1 and 5 stars, 5 meaning excellent 1 meaning terriblec. Ashley can write a short summary of her experience with Sam(User)d. Both the 1-5*rating and the summary will go on Sam's profile

6. Managing / Viewing Profile

Scenario Number	6
Scenario Name	Managing / Viewing Profile
Actor	Ashley Nameson
Flow of Control	<ul style="list-style-type: none">a. A different tab will be pressed to deliver Ashley to his profileb. (optional) picture of herself can be displayed / changedc. Location and willing-radius for work can be viewed / editedd. History (past requests / tasks) can be displayed (can not edit)e. Reviews will be displayed including average ratingf. Credit Card / Pay Pal can be edited (must not be shown)g. Notification / ping options can be edited

SYSTEM

1. Generate Transaction ID

Scenario Number	1
Scenario Name	Generate Transaction ID
Actor	System
Flow of Control	<ul style="list-style-type: none">a. The system detects a submitted transaction between the user and the taskerb. The system creates a unique transaction ID and attaches it to the transaction

2. Generate Tasker Profile

Scenario Number	2
Scenario Name	Generate Tasker Profile
Actor	System
Flow of Control	<ul style="list-style-type: none">a. Update reviews and ratings after Tasker receives a new review.b. Update GPS with Tasker location (not current location but Tasker's desired work-radius).c. Update Tasker availabilityd. Display Tasker's work history

3. Generate User Profile

Scenario Number	3
Scenario Name	Generate User Profile
Actor	System
Flow of Control	<ul style="list-style-type: none">a. Update reviews and ratings after User receives a new review.b. Update GPS with User location (e.g. the client's home address)c. Display current job requests that are in-process or still pendingd. Display User's request history

4. Process Deposit / Withdraw Payment

Scenario Number	4a
Scenario Name	Process Deposit / Withdraw Payment
Actor	System
Flow of Control	<ul style="list-style-type: none">a. Upon Tasker receiving paymentb. Bill User digitally and direct funds to the Taskerc. Receipts can be generated / emailed if desired

Scenario Number	4b
Scenario Name	Process Deposit / Withdraw Payment
Actor	System
Flow of Control	<ul style="list-style-type: none">a. Upon User / Tasker agreement on job, User is billed 50% of job-feesb. Upon Completion of job, User is billed the other 50% of feesc. Receipts can be generated / emailed if desired.

1. At any time, if the player chose a wrong character, he may clear the character and back-track one character space by pressing the B (or Y) button on the Oculus Touch (joycon). **(should this be in FoC? Feels like an error condition - Michael)**