Glossary for the Real Estate System

**Agency –** The Real Estate Agency

**Agency Staff Member** – could be any of the agency staff (Receptionist, Broker, Agents etc.)

**Agent –** a person licensed to market, negotiate and transact the sale of real estate on behalf of a property owner. The agent lists a property for sale and may sell the property. Any agent can sell a property to a customer. If an agent other than the listing agent sells the property, the listing agent receives 3% of the 7% commission.

**Broker** – the owner of the Real Estate Agency. The real estate broker can act as an agent when he/she chooses to, but normally concentrates on overseeing the real estate agency’s day to day business.

**Listing –** A property placed for sale with a Real Estate Agency on contract with a particular agent for a three-month period (listings can be renewed)

**Showing –** an appointment for a customer to view a particular property listing with a given agent

**Customer –** one or more people who wish to buy, view, and/or sell properties listed for sale. They have had their personal information recorded in the system, and when listing properties they must associated with an agent.

**Potential Customer** – someone visiting the website who has not yet had his/her personal information recorded.

**Property** – a parcel of land, or dwelling on a lot that is owned by a customer and can be part of a listing with an agent

**Prospective Agent** – an Agent that has not yet been added to the system.

**User** – an agency staff member who has been authenticated

**Authorized User** – a user who is authorized with a particular level of access that allows him/her entry to certain areas of the agency web site.

**Use Case**: Create Agent

**Iteration #:** E1 **Date:** October 3rd, 2019

**Priority:** High **Version: 4**

**Description:** A new prospective agent joins the Agency. An agency staff member records all his/her pertinent agent details into the system. Once the agent profile is recorded, the new agent is then able to access all areas of the system that agents will need, with the authorization to perform the required associated tasks.

**Actor(s)**: Agency Staff Member, Prospective Agent / Agent

**Precondition:** Agency Staff Member must already be logged in and authorized

**Typical Course of Events:**

1. This use case begins when an agency staff member needs to create a new Agent profile in the system.
2. The agency staff member asks the prospective agent for any required personal information to create the profile
3. The agency staff member enters information such as: Social Insurance Number, First Name, Last Name, Middle Name (optional), LoggedInUserName, Street Address, Municipality (town/city), Province, Postal code, Home Phone Number, Cell Phone Number, Office Email, Office Phone Number, date of birth **\*005 \*009**
4. The agency staff successfully saves the information in the system.
   1. **System Response:** Data is validated, and a confirmation prompt indicates that the data has been successfully saved
   2. **System Response:** the agency staff member is associated as the creator of the new agent profile record.
   3. **System Response:** a unique id and date of employment is created in the system for the new agent
   4. **System Response:** the level of access of ‘agent’ will be assigned to this new user of the system
   5. **System Response:** a temporary password is generated for the user and emailed to them.
5. The Agent may now take advantage of his/her new access level and will have authorization to do all the tasks that agents can do in the system.

**Error Conditions:**

Line 4 – invalid or absent data. Prompt for retry and re-entry.

**Business Rule Applications:**

009 – Personnel Privacy Policy

010 – Employment Age Requirement

**Use Case**: Create Customer

**Iteration #**: E1 **Date**: October 3rd, 2019

**Priority:** High **Version: 4**

**Description:** A potential customer wishes to become a customer of the Agency. An agency staff member records all the pertinent customer details into the system. The new customer is then able to take advantage of agency services such as: booking showing appointments with an agent, viewing listings, or buying or selling property.

**Actor(s)**: Potential Customer/Customer, Agency Staff Member

**Precondition:** Agency Staff Member must already be logged in and authorized

**Typical Course of Events:**

1. This use case begins when a potential customer wishes to become a customer of the agency.
2. An agency staff member asks the potential customer for the required personal information to create a customer account
3. The potential customer provides the information such as: First Name, Last Name, Middle Name (optional), Street Address, Municipality (town/city), Phone Number, Email (if applicable), date of birth **\*001**
4. The agency staff successfully records the information in the system.
   1. **System Response:** Data is validated, and a conformation prompt indicates that the entry is complete
   2. **System Response**: a unique id is created in the system for the new customer
5. The Customer may now take advantage of the Agency Services.

**Alternative Course of Events:**

Line 3 – the potential customer is not legal age. The use case ends without creating a new customer. **\*001**

Line 3 – the customer does not have a required proof of identity**\*001**. The use case ends without the customer being given a membership until the proof can be obtained.

**Error Conditions:**

Line 4 – invalid or absent data. Prompt for retry and re-entry.

**Business Rule Applications:**

001 – Customer Age Requirement**Use Case**: Upload Image

**Iteration #**: E1 **Date**: October 10th, 2019

**Priority:** High **Version: 4**

**Description:** A staff member can upload appropriate images to the website such as listing images or agent photos. In addition to the physical image files being saved to the designated folder, metadata about each image will also be stored.

**Actor(s)**: Staff Member

**Pre-Condition**: Staff Member must already be logged in to the system.

**Typical Course of Events:**

The use case begins when a staff member decides to upload an image to the web server.

1. The Staff Member enters the upload area of the website.
   1. **System Response**: the page contents display
2. The Staff Member browses for the image desired and indicates the desire to upload it to the web site \***012, \*013**
   1. **System Response**: the physical file is checked against file type and size restrictions, and it passes and is saved in the tempImages folder of the website.
   2. **System Response**: the metadata for each image such as: a unique id, the final file path and name, file description, alternative text, upload date and time, and staff member id is saved as is a flag that indicates the image has not yet been approved.
   3. **System Response**: a confirmation message indicates the file was uploaded successfully

**Alternative Courses of Events:**

Line 2: The desired file is not an image of an approved type. An error message is displayed, and the file is not uploaded nor is the metadata saved.

Line 2: The desired file is not within the file size guidelines. An appropriate error message displays and the image is not uploaded nor is the metadata saved.

Line 2 – The wrong image is saved. The staff member will have to implement the manage image data use case to modify or delete the image.

Line 2 – The image name already exists. Allow the upload to take place but append a unique number to the image name of the physical file and ensure the metadata uses the re-factored name.

**Business Rule Applications:**

012 – Image Security Policy

013 – Image Upload and Metadata

017 –Upload Authorization