**Use Case**: Renew Listing Contract

**Iteration #**: C1 **Date**: Oct 15, 2019

**Priority:** Medium

**Version: 3**

**Description:** Agency Customers with ‘soon to expire’ contracts are sent an automatic contract renewal email 7 days prior to the expiry date. An agency staff member initiates the process at the end of each business day. Only those customers who have not already been notified should receive a renewal email. The email will appear to come from their listing agent, although it will be sent automatically from the system. In addition to a message explaining the approaching expiry date, the email contains a link embedded that will allow the customer to renew the contract for another three months. The customer will be required to log in to the website in order to facilitate this renewal.

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

**Pre-conditions:** 1) Agency Staff Member is already authenticated to the system.

2) The customer must already have an account with a previously signed contract that is about to expire.

**Typical Course of Events:**

1. This use case begins when an Agency Staff Member enters the renewal page in the admin area
2. The agency staff member issues a request to initiate the “Renewal” process at the end of the day.
   1. **System Response**: all customers who have a contract due to expire in 7 days who have not already been contacted are sent a generated email from their listing agent. A message indicating the upcoming expiry date and a link to renew the contract will be placed in the email.
3. The customer opens the email and elects to click the renewal link
   1. **System Response**: The link attempts to direct the customer to the customer renewal page however, since this is a resource that is protected the customer is prompted to log in
4. The customer enters his/her unique username and password combination
   1. **System Response**: the customer is authenticated and allowed access to the customer renewal area. The page displays and the customer is asked if he/she wishes to renew for an additional 3 months
5. The customer indicates the desire to renew the listing contract for an additional 3 months
   1. **System Response**: the renewal is recorded and the listing contract expiry date is updated to 3 months later than the current date. The listing will remain active and display on the website until the new expiry date occurs.

**Alternative Course of Events**

Line 2: A bounce-back email error message indicates that the customer email address is either incorrect or no longer in use. The customer will be called by the Agent to determine what the new email address is. At that time, the Agent will normally inquire to see if the contract is to be renewed.

Line 3: The customer ignores the email completely and waits for the contract to expire. An Agent will normally contact the customer when a listing contract expires. At that point the customer may decide to sign a new contract with that agent, work with another agent at the Agency, take the listing off the market, or work with a different agency. When a contract expires, a listing becomes hidden from the website pending a renewal. Should the customer confirm he/she does not wish to renew, the listing may then be deleted.

Line 4: The customer was already logged in to his/her account prior to clicking the link so the log in part of the process is bypassed and the customer continues on to select whether to indicate a renewal or not.

Line 5: The customer selects that they do not wish to renew the contract – and if this be the case they must provide a reason why they do not wish to renew. The system indicates to the user that not renewing will mean that the listing in question should be deleted and prompts the user to respond by clicking ‘ok to delete’ or ‘cancel delete and renew contract’

**Use Case**: Generate Listing Report

**Iteration #**: C1 **Date**: Oct 15, 2019

**Priority:** Medium

**Version: 3**

**Description:** Each week a listing report is prepared for the Agency Broker by an Agency Staff Member. The report displays all listings grouped by their status (Expired, No Contract , Sold, or Active). The report includes all listings whether or not the listings currently display on the website. The report allows the broker to follow up with any Agency Staff Member and enlist them to act accordingly.

**Actor(s)**: Agency Staff Member, Broker

**Precondition(s): 1)** Agency Staff Member must already be logged in and authorized to enter the admin area **2)** There must be one or more listings in the system to display.

**Typical Course of Events:**

1. This use case begins when an agency staff member enters the reports area
2. the Agency Staff Member indicates the desire to prepare the listing report
3. The Agency Staff Member indicates the start date required for the report and issues the command to generate the listing report
   1. **System Response:**The report is generated by the system with the range that includes the indicated start date up to the current date
   2. **System Response**: one or more results will display grouped by the Listing Status with the Expired and No Contract listings being shown first on the report, followed by the Sold listings and the Active Listings. In addition to the listing status - Additional information displayed for each listing include the Listing Address, the Customer Name, email and phone number, the Agent name, email and phone number, and the listing contract expiry date. For any listings that have no contract signed the expiry date will show ‘no contract signed’
4. The agency staff member indicates a desire to print the displayed report
   1. **System Response:** the listing report prints
5. The agency staff member takes the report to the Broker
6. The Broker views the report and follows up by speaking to the agent involved with a given listing, and a plan of action is formulated for that listing. The Agent follows up with any customers required as needed.

**Alternative Course of Events:**

Line 3 – Should there not be any listings for a given status type, the group heading for that status does not display

Line 3 – incorrect start date was selected giving incorrect results. The Agency Staff member redoes the report for the correct date range.

**Use Case**: Assign Admin Authorization

**Iteration #**: C1 **Date**: Oct 15, 2019

**Priority:** Low **Version: 3**

**Description:** All Agency Staff Members of the real estate system who require secured access to the admin areas of the application must be authenticated to gain entry. Once the staff member is authenticated, who he/she is determines what he or she has access to (authorization). An appropriate access level is assigned during the authorization process, and the authorized staff member is permitted access to the areas of the system that level allows.

**Actor(s)**: Agency Staff/ Authorized Agency Staff

**Pre-conditions**: the staff member must have already had an account created by the administrator

1. An Agency Staff Member enters the Real Estate System
   * **System Response:** By default the staff member is given access only to the public areas of the website
2. The Agency Staff Member navigates to the login area of the website and enters the required username and password
   * **System Response:** The system retrieves the username and password, compares it against a known list of valid users, and determines the level of access the user will be permitted. A token is assigned with the level of access the given user has rights to so the level of access may follow the now Authorized Agency Staff Member as he/she navigates the site.
3. The Authorized Agency Staff member is permitted access to those areas of the system to which he/she has the appropriate access level.

**Alternative Course of Events**

Line 2: The Agency Staff member entered an incorrect user name and/or password. An error message is displayed and the Agency Staff Member is prompted to try the log in again.