

USE CASE DIAGRAM WITH DESCRIPTION AND ASSUMPTION FOR A SERVICE PROVIDER LIKE URBAN CLAP APPLICATION

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Service Provider like Urban Clap

Note: Some of the desired requirements (read wish list of the customer) are mentioned for the following Case Study. Students are free to use these and/or add and redefine these depending on their own assessment, thoughts and brain-storming outputs (!) to come up with a Use Case Diagram showing the Use Cases and Actors clearly.

State your assumptions clearly.

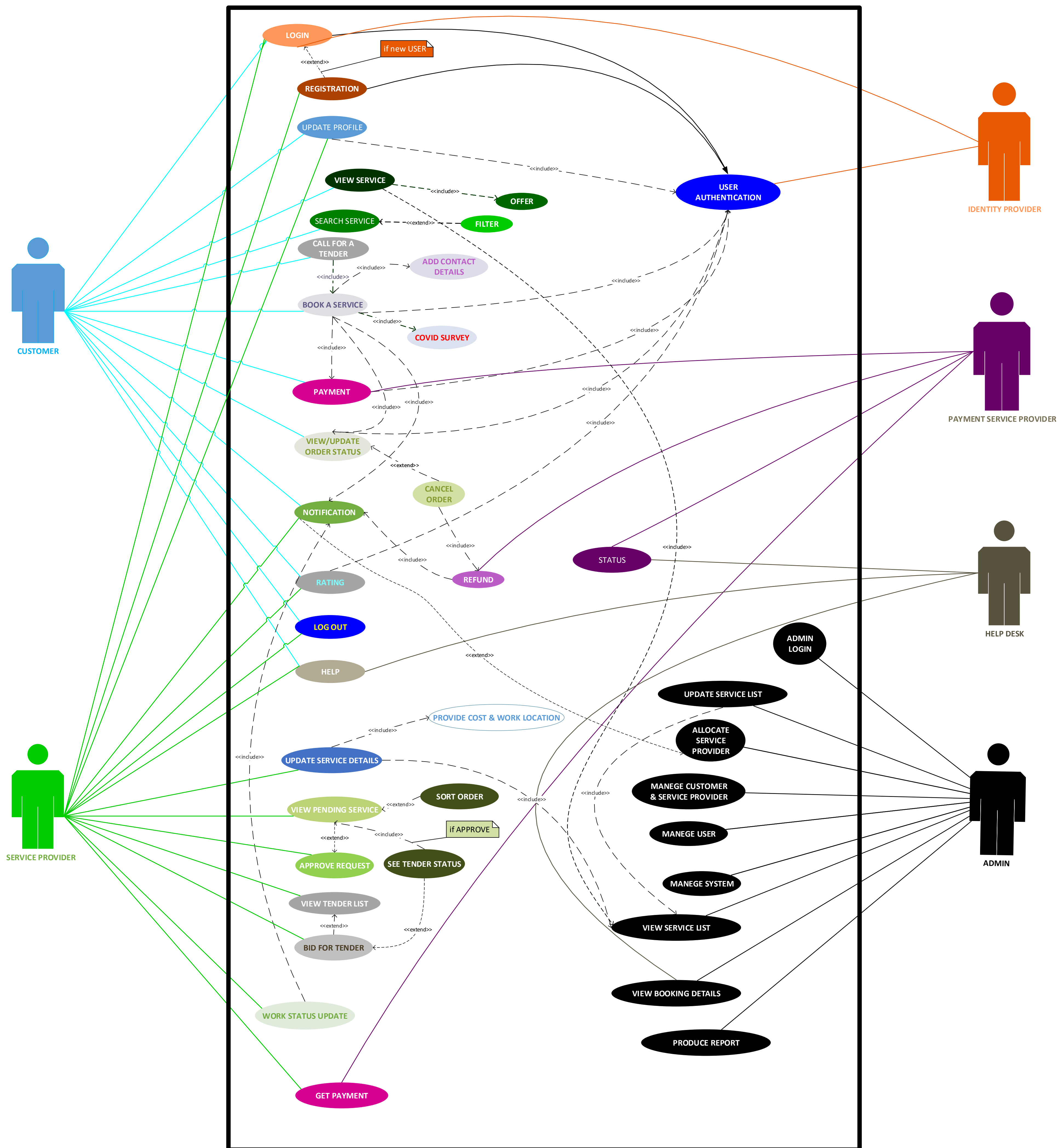
Wish list of customers

1. Service providers can list out services.
2. Customers can search for different services.
3. Different filtration options will be present.
4. Customers can call for a tender.
5. Service providers will respond to the tender.

Non Functional Requirements

Covid survey
Notification etc.

ANSWER:



Description:

Actors:

❖ **Customer:** Customers are the native users of this service provider application. They can book any service as per requirements available in the system. They can browse for multiple services after giving some information while registration, they can also filter and sort services as per their location and requirement. By registering in the system and after successful login customer can book a service from available premium services, customer can also claim for refund if they cancel the booking. The centralized service providing system gives a better user experience to the customer.

❖ **Service Provider:** A service provider is an individual who provides services through the service providing application at the doorstep of the customer. A service provider can enlist their name to a company by providing necessary information, work experience and location range. All the service providers would have had to complete a certification test administered by the company. They can serve as per service request and bid for tender given by the customers. After completion of the service they get the payment from the company.

❖ **Admin:** Admin directly connects customers with the professionals who emerged to be the best of their kind. Admin helps service providers to get exact service charges best on hourly or fixed prices. The admin also provides technical support, generates necessary reports and handles all legal responsibilities.

❖ **Identity Provider:** Identity providers are third party suppliers or entities who provide authenticated user or service providers to the company.

❖ **Payment Services:** A payment service provider offers online services for accepting electronic payments by a variety of payment methods based on online banking. They provide refund pricing to the customer, get payments from the customer and provide payments to the service providers. They also provide all transaction details to the company regularly.

❖ **Help Desk:** Help desk functionality provides technical assistance and consultation. They are responsible for answering queries, addressing system and user issues in a timely and professional manner.

Use Cases:

❖ **Login:** This functionality enables a user to access user's own account in this system. By using a username and password which are created at the time of registration, users can log in into the system. Both service providers and customers can log in individually.

❖ **Registration:** By this functionality a new user can register in this system. For the registration the users have to give his/her details as per company requirement. After a successful registration user can log in into the system and access all types of service.

❖ **Update Profile:** This functionality enables the customer to add and update their personal details. This functionality provides a user interface to update, edit and delete permissible user details.

❖ **View services:** In this functionality customers can access all the premium services as per their requirement they can browse through multiple service and access offers.

❖ **Search services:** When a search request is made, it searches the index for matches and returns the results. Customers can filter the search results best on their requirements, then the customer can choose any of the services as they wish.

❖ **Call for a tender:** A call for tender is a formal structured procedure for generating competing offers to the service provider from the customer. To ensure that all service providers have a fair chance to secure a service contract, authorities must make a call for bid. Interested service providers can then apply for a tender by a said deadline.

❖ **Covid Survey:** A customer and service provider must take the covid survey and answer all the required questions before booking a service.

❖ **Book a service:** This functionality provides an interface to the customer to book the desired service at doorstep. Customers can update their location and contact details at the time of booking.

❖ **Payment:** This functionality gives a customer a payment portal for paying the amount of service. After booking a service customer can pay the required amount or full amount of service through net banking/debit card/credit card/UPI easily. A customer can also renew and can submit his/her vehicle's policy premium using this functionality. After successful payment the customer will get a receipt which is digitally signed by the authority.

❖ **View/Update order status:** Customer can view their ordered services. Also, they can update their contact details up to a valid time.

❖ **Notification:** Customers and service providers both get notified for ongoing processes like successful booking, successful payment, contact details, tender list, update service, refund and rating etc.

❖ **Update service details:** service providers can add or delete their provided services; they can also update their service cost, work location range for each provided service.

❖ **Approve request:** This functionality provides the service provider an interface by which they can accept services which are requested by the customer. After accepting the request, the service provider can check the accepted order details in the view pending services section.

❖ **View tender list:** Service provider can check the entire offered tender, which is called by the customer. They can go for bidding the tender if they want.

❖ **Bid for Tender:** Service provider can bid for a tender, which is available in his/her tender list within an allocated time. They can also check for their bidden tender status in the "see tender status" section.

❖ **View pending services:** This is the interface where service providers can check their pending services, which they have accepted or the tenders, which are assigned to them. And also, they can sort their pending orders.

❖ **Work status update:** Service providers can update if the work is completed or they can update the current scenario of the work, which must be notified.

❖ **Get payment:** Service providers will get the payment directly from the payment service provider in their bank account.

❖ **Offer:** Customers can check the premium offers and take advantage of it.

❖ **Filter:** By using this interface customers can filter services into manageable results. They can filter out the services according to cost of service, rating, location range etc. A well thought out filter system can save the customer an enormous amount of time and frustration.

❖ **Add contact details:** Whenever a customer books a service then they need to provide their contact details like mobile number, full address and email address appropriately.

❖ **Cancel order:** Customer can cancel the order before getting serviced.

❖ **Refund:** If order is cancelled then customers should be refunded by the company within 3-7 business days.

❖ **Provide cost and work location:** Service providers have to provide approximate service cost and location range for each service, which he/she can provide. They can also update their service cost and work location whenever they want.

❖ **Sort order:** This is an interface where service providers can sort the pending services according to service type and location range.

❖ **See tender status:** This is a functionality where service providers can check if the tender, which he/she has bidden is approved or not. And if the tender is approved, the service provider can see the tender in his/her view pending service list.

❖ **User Authentication:** This functionality allows the identity provider to authenticate each and every user during login, payment or update profile options.

❖ **Status:** Payment service provider generates payment status for each and every booked service. Help desk can view this status for any payment related queries, problems requested by the user.

❖ **Admin log in:** Admin can log into the system with valid username and password, which is provided directly by the company to perform certain special actions on the system.

❖ **Update service list:** By this functionality admin can include a new service or exclude a service if the company wants. Doing so this must be reflected in the view service list.

❖ **View service list:** Admin can view updated service list and also find a service provider as per customer requirement.

❖ **View booking details:** This functionality provides an interface to view all booking details. There should be customer name, booking id, booking date, customer contact details, service provider details etc. These details can be accessed by the help desk.

❖ **Produce report:** This functionality provides an interface to generate all types of reports, handle all legal responsibilities, income tax, CSR etc.

❖ **Manage user:** This functionality provides an interface by which Admin can manage the functionality of role based admin log in.

❖ **Manage customer & service provider:** This functionality provides an interface by which Admin can manage customer and service provider according to the terms and conditions.

❖ **Manage System:** This functionality provides an interface to solve all technical issues related with apps, website and systems.

❖ **User authentication:** This functionality provides an interface to authenticate all types of users based on company guidelines.

❖ **Help:** This functionality provides an interface by which a customer or service provider can contact the help desk for their consultation.

❖ **Log out:** This functionality enables a logged in customer and the service provider to logout from the system.

❖ **Rating :** Rating and feedback are necessary to the admins provided by the users. It helps the company to provide better service to the customers. Based on reviews admin can also take actions and solve issues.

Assumptions:

- This is a modern design to provide services at customer's doorstep, The system itself working as an

agent, system itself providing different service choices to the customer, and system will let the customer to compare between several services of several service providers, then only book a service.

- Customer can generate password for himself/herself which must contain alphanumeric value of at least eight symbols. There must be one capital case letter, one small case letter, one number and one special symbol. There should not be any space.

- After five wrong attempts the user will be blocked from the portal for the next fifteen minutes.

- Every scanned copy uploaded by the service provider must be in pdf format and the size is less than 512kb. If there is any image then the image must be in jpg format and the size should be less than 512kb.

- If a customer wants the support of the supporting team he/she must generate a request. After few minutes a chat box will be appeared and the customer can interact with the help desk team through chatting.

- If the customer wants to make payment through credit card/debit card then the customer will be redirected to the corresponding bank portal. After making the payment through the banking portal the customer will be redirected to the system portal. If the payment is correctly made the portal will generate a digital receipt which will be sent to the customer or else the payment will be cancelled.

- Every service provider must provide the Diploma Certificate , Adhar card number, Pan number,

Bank details etc . It is the responsibility of the service provider to provide valid documents else he/she may not be allowed to join the company as a service provider. Now the data provided by the service provider is checked by the company and the company decides whether he/she will be

granted or not. The system is not responsible for granting him/her. The company directly interacts with the service provider in this case.

- The administrator manages which service provider will be assigned for a service requested by the customer and the admin always tries to assign the best service provider available at that time with respect to the rating of service providers.
- There will be no cash on hand payment between customer and service provider every transaction must be done using the system.