**UnitedTune**

**Use Case Specification**

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# Revision History

| **Date** | **Revision #** | **Created By** | **Revision Notes** |
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# UC. 2.02 Add Services

| **Actor(s):** | Subscribed Musicians |
| --- | --- |
| **Short Description:** | This use case begins when a Subscribed Musician wants to add a service. |
| **Pre-conditions:** | The Musician should be logged in and have a correct account. |
| **Post-conditions:** | The service is added and available for customers to use. |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. Actor interacts with the System and clicks add service. **[JP 1: ENT]** 2. System Displays fields for music company, services, musicians, contact number, email, and price 3. Actor completes all fields with valid inputs and an image that will appear to customers.. **[JP 2: FV]** 4. Actor clicks save, now the Musician’s service is accessible for customers.**[JP 3: DF-Out, CN]** 5. System saves the data in the cache**. [JP 4: CA]** 6. System displays a confirmation message.And this user case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| E1. Does not enter text input in the music company, services, musicians fields from step 3.   1. Actor does not enter text in fields and clicks save. 2. .Actor receives an error message, “Must enter text for valid input!”   E2. Actor enters invalid phone number:   1. Actor enters invalid phone number in the Contact no. field and clicks save. 2. Actor receives an error message, “Must enter valid phone number!”   E3. Actor enter invalid email address:  Actor enters an invalid email address in the Email field and clicks save.  Actor revives an error “Must enter valid email address!”. | |
| **<<Include>> Relationships:** | No |
| **<< Extend>> Relationships:** | No |
| **Assumptions:** |  |

# UC.3.02 Manage Customers

| **Actor(s):** | It Support |
| --- | --- |
| **Short Description:** | The Actor can assist customers by accessing account information and be able to modify account details. |
| **Pre-conditions:** | The Actor should be logged into the system |
| **Post-conditions:** | All changes should be logged into the database and be viewable by customer |
| **Frequency of Use:** | Medium |
| **Normal Course of Events:** | |
| 1. Actor logs in as It support **[JP1:ENT]** 2. Actor enter’s customer ID in the customer Id field. **[JP2: DDV, DF In]** 3. System displays the customer’s information.**[JP3: CN, PF]** 4. Actor edits the account details. 5. Changes are done by the staff and are saved to the database**[JP3:DF-out]** 6. System displays a confirmation message on the screen.And this user case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| NA | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** |  |
| **Assumptions:** | Customers must have an account to be able to edit details. |

**UC.3.04 Decline/Cancelled Bookings for Customers and Musicians**

| **Actor(s):** | It Support |
| --- | --- |
| **Short Description:** | Those who are not able to access the web application or do not possess the knowledge of how to use a web application, can request a cancellation, or decline a booking. |
| **Pre-conditions:** | The Actor should be logged into the system |
| **Post-conditions:** | All information should be logged into the database and be viewable by Admin/User. |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. Actor logs into the system **[JP1: ENT].** 2. Actor gets a phone call or email regarding decline or cancellation of a booking. 3. Actor enters the customer’s or musician’s id into the id field. **[JP2: DDV]**. 4. System displays the information of the customer or musician. 5. Actor interacts with the system which shows a list of current/upcoming bookings along with information regarding the customer who booked it and musicians who are booked. 6. Actor clicks cancel which saves the change to the database. **[JP 3: CN, DF-Out, PF]**   7. System displays a confirmation message on the screen saying the update is  complete.And this user case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| None | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** | NA |
| **Assumptions:** |  |

**UC.3.07 Manage Manual Booking**

| **Actor(s):** | It Support |
| --- | --- |
| **Short Description:** | Those who are not able to access the web application or do not possess the knowledge of how to use a web application, can request a Booking via Call or E-mail to book the service. Admin will manually book the service. |
| **Pre-conditions:** | Support personnel should be logged into the system |
| **Post-conditions:** | All information should be logged into the database and be viewable by Admin/User. |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. Actor logs into the system **[JP1: ENT]** 2. Support gets any phone call or email from users for booking. 3. Actor interacts with the GUI and adds the booking details manually. 4. System displays fields for details like which band to book, date and time of the event, location of the event, final price, musician names and customer name and contact details. 5. Actor completes all fields with valid inputs. **[JP2: FV]** 6. Actor support personnel clicking the save button **[JP3: DF-OUT]** 7. System sends the booking information to the admin portal and booking details are viewable for Admin/Users. **[JP 4: CN, DF-Out, PF]** 8. And this user case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| E1. Does not enter text input in the fields from step 4.   1. Actor does not enter text in fields and clicks save. 2. Actor receives an error message, “Must enter text for valid input!”   E2. Actor enters invalid phone number:   1. Actor enters invalid phone number in the Contact info. field and clicks save. 2. Actor receives an error message, “Must enter valid phone number!”   E3. Actor enter invalid email address:   1. Actor enters an invalid email address in the Contact info. and clicks save. 2. Actor revives an error “Must enter valid email address!”. | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** | NA |
| **Assumptions:** |  |

**UC.3.08 Manage Booking**

| **Actor(s):** | It Support |
| --- | --- |
| **Short Description:** | Actor manages all the bookings and can filter by its booking information. Also, be able to give permission to the user to update the booking and see all the booking invoices. |
| **Pre-conditions:** | Support personnel should be logged into the system |
| **Post-conditions:** | A user can be able to update booking information. All changes should be logged into the database and be viewable by Admin/User. |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. Actor logs into the system **[JP1: ENT]** 2. support personnel go to appropriate booking in the UI to see the details. **[JP2: CC].** 3. System displays the details of the booking on the screen 4. Actor clicks the update button, now the user can update the booking information. **[JP3: DF-In]** 5. Users can enter the information which they want to update. **[JP4: FV]** 6. System sends the updated booking information to the admin portal. **[JP5: CN, DF-Out, SI-ln, PF]** 7. And this user case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| E1. Do not be able to update booking   1. The user is not able to update booking without the admin’s permission. | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** | Actor must be a registered It support in order to manage bookings. |
| **Assumptions:** | Users must have an account to be able to update details. |

# UC.3.09 Manage Music Genre

| **Actor(s):** | Lead Engineer, Sr. Manager |
| --- | --- |
| **Short Description:** | The actor must be able to manage the genres of the musicians |
| **Pre-conditions:** | The actor should be logged into the system |
| **Post-conditions:** | The actor enters what kind of music genres to add to the database |
| **Frequency of Use:** | medium |
| **Normal Course of Events:** | |
| 1. Actor logs into the system and makes a list of genres for the musician to select.**[JP1:ENT]** 2. System displays the music genre on the screen.**[JP2:FV]** 3. Actor clicks save, entering the new genre into the database.**[JP3:DF-Out,CN, PF].** 4. System displays a confirmation message that the list has been added. 5. And this user case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| NA | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** | The actors must be registered in order to perform management of music genres. |
| **Assumptions:** |  |

# UC.3.10 Generate Promo Code

| **Actor(s):** | It support |
| --- | --- |
| **Short Description:** | Actor generates promo codes to be used by user |
| **Pre-conditions:** | Actor must be logged in to the system. |
| **Post-conditions:** | The generated promocode is added to the database and the same code will not be generated again. |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. Actor clicks a button that deploys a method to generate promo code and will be saved to the database. **[JP1: ENT, DF-IN]** 2. System displays the code which refers to a certain amount of price reduction in the total amount. **[JP2:CL]** 3. An active/ inactive button is given to every promo code. The User clicks active to activate the promo code. **[JP3:CN, PF]** 4. System displays necessary changes in the amount on the screen. 5. And this user case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:**   1. The user receives an error message when trying to activate an already used promo code. | |
|  | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** |  |
| **Assumptions:** |  |

# C.3.14 Manage Helpdesk Tickets

| **Actor(s):** | It Support |
| --- | --- |
| **Short Description:** | This function takes you to JIRA (3rd party support ticket tracking system) help desk tickets. One can see what issue a user has and update the ticket to resolve the issue |
| **Pre-conditions:** | Actor should be logged into the system |
| **Post-conditions:** | All changes should be logged into the database and be viewable |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. Actor logs into the system **[JP1: ENT]** 2. System displays the actor's personal information：**[JP2:DF-in, CN, SI-In]**   Username, Projects, Status, Team priority, Manage queues   1. Actor updates his account information. And click the “Save” button. **[JP3: FV, CN]** 2. System displays a confirmation message. 3. System closes the account information screen and brings the user back to the home page. And this user case ends. **[JP4:CN, SI-In, PF].** 4. And this user case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| NA | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** | Actors must be a registered admin in order to manage help desk tickets. |
| **Assumptions:** | All help desk tickets must be processed within the specified time. |

# UC.6.01 Create and Monitor Customer Service Tickets

| **Actor(s):** | It support |
| --- | --- |
| **Short Description:** | Customer Support can create support tickets to track customer questions and issues |
| **Pre-conditions:** | Support staff should be logged into the system |
| **Post-conditions:** | All the users should be able to use customer service |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. It supports logging in to the JIRA system and viewing customer service tickets. **[JP1: ENT]** 2. System displays the actor's personal information including：Username, Projects, Status, Team priority, Manage queues **[JP2:DF-in, CN, SI-In].** 3. Actors use this interface to monitor which questions are raised by customers and can see whether the problem has been solved or not. **[JP3:CN]** 4. When the Actor changes the status of the customer service ticket and clicks the “Save” button. **[JP4: FV, CN]** 5. The system displays a confirmation massage. 6. System closes the account information screen, and this use case ends. **[JP5:CN, PF].** 7. And this user case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| NA | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** | User must be a registered user in order to use customer service. |
| **Assumptions:** | Users have experienced some issues which they want to look for help. |

# UC. 1.9 Book a service

| **Actor(s):** | Customer |
| --- | --- |
| **Short Description:** | This feature allows customers to book services from musicians on the UnitedTune platform. |
| **Pre-conditions:** | Actor must be logged in as a customer. |
| **Post-conditions:** | Service is booked and a booking summary is generated. |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. Actor loges in as a Customer and navigates to the service list page of the musician that they want order service from. **[JP 1: ENT]** 2. System displays a list of services and a contact this band button. **[JP 2: DF-In]** 3. Actor clicks on “contact this band”. 4. System displays a form for name, contact number, date, time and the service they want to request. 5. Actor fills in the fields for name, contact number, time and service with the appropriate details.**[JP 3: FV]** 6. Actor clicks on the field for date. 7. System displays a calendar widget that will display currently available dates.**[JP 4: DDD]** 8. Actor clicks on a date in the calendar widget. 9. System displays the date chosen in the date field. **[JP 5: DDD]** 10. Actor clicks on the send request button. **[JP 6:CC, DF-Out, SI-Out, PF,CN ]** 11. System displays an alert box which will say ”Booking request sent successfully to the musician”. 12. Actor and musician will receive after successful execution of sending a booking request and the use case ends. **[JP 7: SI-Out]** | |
| **Alternative Course:NA** | |
| None | |
| **Exceptions:**  E1. Does not enter text input in the music company, services, musicians fields from step 5.   1. Actor does not enter text in fields name, contact number, date, time and the service and clicks save. 2. Actor receives an error message, “Must enter text for valid input!” | |
| NA | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** | NA |
| **Assumptions:** | There must be services listed by musicians . |

# UC.1.10 Search a service

| **Actor(s):** | Customer |
| --- | --- |
| **Short Description:** | Feature will have a list of services musicians listed, and allow the actor to find the appropriate service. |
| **Pre-conditions:** | Actor must be logged in as Customers. |
| **Post-conditions:** | Actor finds a service and is redirected to the Book a Service Page. |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. Actor logs in as a customer and navigates to the search for a service page. **[JP 1: ENT]** 2. System displays a list of services. There will be filters for location,services,price, type of service. **[JP 2: DF-In]** 3. Actor fills out fields for each filter. **[JP 3: FV]** 4. System displays a list of services matching these parameters. **[JP 4: DDD,CC,ER]** 5. Actor clicks on the button, “contact this band” and will be redirected to the Book a Service page, and this ends the use case. **[JP 5:CC,CN, PF ]** | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| NA | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** |  |
| **Assumptions:** | There must be services listed by musicians . |

# UC.02.07 Accept/Confirm a booking request

| **Actor(s):** | Subscribed Musicians |
| --- | --- |
| **Short Description:** | This feature allows musicians to accept a booking request sent by a customer. |
| **Pre-conditions:** | Actors must be logged in as Subscribed Musicians. |
| **Post-conditions:** | Customers must pay for the booking. |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. Actors log in as Subscribed Musicians .**[ JP1 GUI, ENT].** 2. System displays the account information which contains the customer booking request on the screen in the form of a table.**[JP2: CN]** 3. The actor updates the information on whether to accept customers booking or not based on his time table. **[JP3: FV, CN]** 4. Actor support personnel clicking the save button **[JP4: DF-OUT]** 5. System displays a confirmation message and the use case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| NA | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** |  |
| **Assumptions:** | These changes must only be done by musicians who have already subscribed. |

# UC.06.04 Communicate with the end user

| **Actor(s):** | IT Support, CS Manager |
| --- | --- |
| **Short Description:** | By using this function, actors can talk to the end user or send notifications to the end user. |
| **Pre-conditions:** | Actors must log in as IT Support or CS Manager. |
| **Post-conditions:** | The conversation or information will be displayed on the user's page. |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. Actors log in as IT Support or CS Manager.**[ JP1 GUI, ENT]** 2. System displays the account information which contains the list of customers and a button “contact this customer” on the screen in the form of a table. **[JP2: CN]** 3. If Actors want to send a notification to the end user, he can click the button “contact this customer” and type what they want to inform the customers.**[JP3: FV, CN]** 4. Actor clicking the send button. **[JP4: DF-OUT]** 5. System displays a confirmation message saying the notification has been sent to the end user. 6. The interface of the end user displays the notification information actor sent before and the user case ends. **[JP5: CN, DF-OUT]** | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| NA | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** |  |
| **Assumptions:** | Only IT Support or CS Manager can use this function |

# UC.06.05 Access customer account information

| **Actor(s):** | It Support, CS Manager |
| --- | --- |
| **Short Description:** | Actor can access the account information of customer either to update the or delete the information |
| **Pre-conditions:** | The actor should be logged into the system |
| **Post-conditions:** | Updated account information is provided to the user |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. Actor interacts with the system using his login credentials.**[ JP1 GUI, ENT].** 2. System displays the account information of the customers on the screen in the form of a table.**[JP2: CN]** 3. If the account needs to be updated based on the information given by the customer , the actor updates the necessary information. **[JP3: FV, CN, DF out]** 4. System displays a confirmation message on the screen. 5. If the customer wants to delete the account the actor deletes the account from the system .**[JP4: CN]** 6. System displays a confirmation message and thus the use case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| NA | |
| **<<Include>> Relationships:** | No |
| **<< Extend>> Relationships:** | No |
| **Business Rules:** |  |
| **Assumptions:** |  |

# UC.06.06 Freeze and unfreeze Accounts

| **Actor(s):** | It Support, CS Manager |
| --- | --- |
| **Short Description:** | Actor will be able to freeze and unfreeze the accounts of the user |
| **Pre-conditions:** | The actor should be logged into the system |
| **Post-conditions:** | Actor will be able to freeze and unfreeze the accounts of the user |
| **Frequency of Use:** | Medium |
| **Normal Course of Events:** | |
| 1. Actor interacts with the system using his login credentials.**[ JP1 GUI, ENT].** 2. System displays the account information of the customers on the screen in the form of a table.**[JP2: CN].** 3. if an error occurs in the system the actor has the access to freeze the account for the time being. 4. System displays the confirmation message. 5. if an error occurs in the system the actor has the access to freeze the account for the time being.**[JP3: DDV]** 6. System displays the confirmation message and thus the use case ends. | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| NA | |
| **<<Include>> Relationships:** | No |
| **<< Extend>> Relationships:** | No |
| **Business Rules:** |  |
| **Assumptions:** |  |