MASTER USE CASE FILE

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | addNotes | | |
| Created By: | Wedad Aljahmi | Last Updated By: |  |
| Date Created: | February 16, 2020 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actor: | Employee |
| Description: | Employee can leave comments regarding service |
| Preconditions: | Create User, Create Profile, Login |
| Postconditions: | Employee is able to reach out to Customer by adding “notes” |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | Employee creates account, logs in, comments on certain tasks they did |
| Alternative Courses: | No notes left by employee |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: | Make addNotes responsive to Customer, so the Customer can reach back to the Employee in case of either negative or positive notes left |
| Assumptions: |  |
| Notes and Issues: |  |

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| Use Case ID: |  |  |  |
| Use Case Name: | Accept payments online |  |  |
| Created By: | Ali El-Ali | Last Updated By: | Ali El-Ali |
| Date Created: | 2/16/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customers |
| Description: | Customers will be able to pay online using credit/debit/checks. |
| Preconditions: | Customer’s Bank accounts/funds, routing #/account #. |
| Postconditions: | Online Payments |
| Priority: | High |
| Frequency of Use: | Daily. |
| Normal Course of Events: |  |
| Alternative Courses: |  |
| Exceptions: | All employees should be able to use. |
| Includes: | Bank account number for check/debit payments. |
| Special Requirements: | Customer bank account. |
| Assumptions: | An employee should be able to submit/refund payments. |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  |  |  |
| Use Case Name: | Checks/Cash |  |  |
| Created By: | Ali El-Ali | Last Updated By: | Ali El-Ali |
| Date Created: | 2/16/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customers |
| Description: | Customers will be able to pay with either checks or cash. |
| Preconditions: | Customer’s Bank accounts/funds. |
| Postconditions: | Payments Accepted through checks/cash. |
| Priority: | High |
| Frequency of Use: | Daily. |
| Normal Course of Events: |  |
| Alternative Courses: |  |
| Exceptions: | All employees should be able to use. |
| Includes: | Bank account number for check payments. |
| Special Requirements: | Customer bank account. |
| Assumptions: | An employee should be able to submit/refund payments. |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | CCS | | |
| Use Case Name: | Contact Customer Support | | |
| Created By: | Alex Bear | Last Updated By: | Alex Bear |
| Date Created: | 2/3/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customer |
| Description: | A way for customers to contact the employees about general questions or problems they are having with the website prior to making a purchase. |
| Preconditions: | The customer is having an issue with something on the website or they have a question that is unanswered by the FAQs provided on the website. |
| Postconditions: | The customer’s issue has been solved or at the very least compensated for. |
| Priority: | High |
| Frequency of Use: | Daily |
| Normal Course of Events: | The customer contacts customer support about an issue or question that they have, customer support responds with a solution or a way to gain more information on how to solve the issue. |
| Alternative Courses: | Customer service is unable to satisfy the customer and their issue remains unsolved. |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: | There could possibly be non-English speaking customers that would need translation. |
| Assumptions: | There is something that the customer needs assistance with that only an employee can provide.  Assuming that the hours of operation for Pet Best is 9am-10pm, customer support will be available during those hours. |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Contact employees during services | | |
| Created By: | Brian Simmons | Last Updated By: |  |
| Date Created: | 02/03/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customer |
| Description: | Can contact the employee while they are doing or on their way to do the services, to give any additional information that may be needed by the employee. |
| Preconditions: | Must already have a service scheduled. |
| Postconditions: | Employee will gain the new information from the customer. |
| Priority: | N/A |
| Frequency of Use: | Daily |
| Normal Course of Events: | The customer will contact the employee with valuable user information, and the employee will use that information to increase their effectiveness on the scheduled service. |
| Alternative Courses: | The employee does not see the information and cannot fully help the customer to gain the desired outcome. |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | The customer scheduled services and has important information to relay to the employee. |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Create Profiles | | |
| Created By: | Murad Tawfiq | Last Updated By: |  |
| Date Created: | 2/3/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customer |
| Description: | Creating customer profiles |
| Preconditions: | Navigate to website, find sign up link |
| Postconditions: | Enter required information to finish profile creation |
| Priority: |  |
| Frequency of Use: | One-time use |
| Normal Course of Events: | Customer wants to sign up.  Customer then fills in required fields and follows instructions.  User validates that all information is correct.  Customer uses information from successful sign up to log in.  Customer logs in. |
| Alternative Courses: | Sign up information is incorrect |
| Exceptions: | Website is down |
| Includes: | Main menu at the top of page |
| Special Requirements: | Red asterisk above required fields |
| Assumptions: | Special needs customers have the ability to fill everything out themselves |
| Notes and Issues: | Make sure we have all the necessary fields for security and user purposes |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Create Profiles | | |
| Created By: | Murad Tawfiq | Last Updated By: |  |
| Date Created: | 2/3/2020 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actor: | Customer |
| Description: | Creating customer profiles |
| Preconditions: | Navigate to website, find sign up link |
| Postconditions: | Enter required information to finish profile creation |
| Priority: |  |
| Frequency of Use: | One-time use |
| Normal Course of Events: | Customer wants to sign up.  Customer then fills in required fields and follows instructions.  User validates that all information is correct.  Customer uses information from successful sign up to log in.  Customer logs in. |
| Alternative Courses: | Sign up information is incorrect |
| Exceptions: | Website is down |
| Includes: | Main menu at the top of page |
| Special Requirements: | Red asterisk above required fields |
| Assumptions: | Special needs customers have the ability to fill everything out themselves |
| Notes and Issues: | Make sure we have all the necessary fields for security and user purposes |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Login | | |
| Created By: | Wedad Aljahmi | Last Updated By: |  |
| Date Created: | 02/03/2020 | Date Last Updated: | 02/03/2020 |

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| --- | --- |
| Actor: | Customer |
| Description: | Customer can “Log In” |
| Preconditions: | Create Profile |
| Postconditions: | Access or Update Profile/Request Services/Contact Customer Support/Delete Profile |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | User enters username and password, access approved or denied, if approved the user can access their profile |
| Alternative Courses: | Access denied and user must contact customer service |
| Exceptions: |  |
| Includes: | View Serves/Services Scheduled/Profile/Contact Employee |
| Special Requirements: | Urge users to use unique usernames and passwords |
| Assumptions: | Client wants a customer profile |
| Notes and Issues: | TBD- FAQS is only accessed when logged in by a customer (Class will decide whether the FAQ is accessed only by Customers) |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Request Services | | |
| Created By: | Mohammed Aldura | Last Updated By: | Mohammed Aldura |
| Date Created: | 02/03/2020 | Date Last Updated: | 02/03/2020 |

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| --- | --- |
| Actor: | Customer |
| Description: | The customer will be able to request a desired service based on what the employee offers. |
| Preconditions: | Guest session active/Customer account created |
| Postconditions: | Order placed/conformation # |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | The user will select a service(s) that they desire, they will then proceed to a page where they will be able to add notes and confirm the order. |
| Alternative Courses: | The user can cancel the order at any time by pressing the “cancel order” button. The user will then be return to the homepage. |
| Exceptions: |  |
| Includes: | During the process the user will be able to return to the homepage if they are not in a secure payment session. |
| Special Requirements: | They must have a valid payment method |
| Assumptions: | They could disconnect from their current session |
| Notes and Issues: | We need more information from the Owners to decided what we can and cannot implement. |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Update Profile | | |
| Created By: | Murad Tawfiq | Last Updated By: |  |
| Date Created: | 2/3/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customer |
| Description: | Updating user profiles |
| Preconditions: | Navigate to edit profile link, click edit profile |
| Postconditions: | Enter desired information to update |
| Priority: |  |
| Frequency of Use: | Customer based |
| Normal Course of Events: | Customer wants to update profile  Customer navigates to edit profile link  User indicates which fields they want to edit  Commit changes  Save changes  Exit profile editor |
| Alternative Courses: | There are no alternative courses |
| Exceptions: | Website is down |
| Includes: | Menu at top of page for quick navigation |
| Special Requirements: | Fields cannot be left empty |
| Assumptions: | must have an account |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | View FAQs | | |
| Created By: | Fouad Aoude | Last Updated By: | Fouad Aoude |
| Date Created: | 2/3/2020 | Date Last Updated: | 2/3/2020 |

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| --- | --- |
| Actor: | Customers |
| Description: | Be able to view any frequently asked questions that the customer might have in mind. |
| Preconditions: | Ask owners of any questions they receive a lot of. |
| Postconditions: | List of questions that customers may have. |
| Priority: | Medium level priority |
| Frequency of Use: | Pretty frequent |
| Normal Course of Events: | View the forum of questions |
| Alternative Courses: | If page is down view an alternative page |
| Exceptions: |  |
| Includes: | Answers to customers or employees questions |
| Special Requirements: | A list of questions from owners. |
| Assumptions: |  |
| Notes and Issues: | Since it is a start up there might not be many questions asked about the services. |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | View Orders/Services Scheduled | | |
| Created By: | Wedad Aljahmi | Last Updated By: |  |
| Date Created: | 02/03/2020 | Date Last Updated: | 02/03/2020 |

|  |  |
| --- | --- |
| Actor: | Customer |
| Description: | Customer can view services and schedule them too |
| Preconditions: | Create Profile/Login |
| Postconditions: | Contact Customer Services/Request Services/ |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | User Creates Profile, User Logs In, User if able to access account can view services |
| Alternative Courses: | User doesn’t like the services provided; User then logs out ): |
| Exceptions: | Customer can’t access services |
| Includes: | Contact Employees During Service |
| Special Requirements: |  |
| Assumptions: | Customers access this information only |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Check active requests | | |
| Created By: | Ali Hazime | Last Updated By: | Ali Hazime |
| Date Created: | 2/3/2020 | Date Last Updated: | 2/3/2020 |

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| --- | --- |
| Actor: | Employee |
| Description: | See what customer requests are pending completion. |
| Preconditions: | Customer requests must exist in some viewable space |
| Postconditions: | None |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | Employee will have access to some sort of window or list box containing all pending customer requests. |
| Alternative Courses: | None |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: | None |
| Assumptions: | Customers will have requested services |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Log inventory | | |
| Created By: | Ali Hazime | Last Updated By: | Ali Hazime |
| Date Created: | 2/3/2020 | Date Last Updated: | 2/3/2020 |

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| Actor: | Employee |
| Description: | Log the current inventory available to that employee at the current time. |
| Preconditions: | Inventory must exist |
| Postconditions: | Inventory must be logged somewhere |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | Employee will be able to log their inventory through the application. The employee will then fill out the inventory log and save it. It should be like creating a report. |
| Alternative Courses: | If the employee cannot use the app to log inventory, they should keep a written log |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: | None |
| Assumptions: | Employees have some sort of inventory to log |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Make changes to customer accounts | | |
| Created By: | Hishaam Ahmad | Last Updated By: |  |
| Date Created: | 02/03/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Employee |
| Description: | Employees can make changes to existing customer accounts and changes will be viewable by the customer. Changes made to customer accounts may occur due to |
| Preconditions: | 1. Customer account must exist 2. Employee account must have permissions to edit customer accounts |
| Postconditions: | 1. Changes made to customer account is updated in database |
| Priority: |  |
| Frequency of Use: | On an as-needed basis |
| Normal Course of Events: | 1. Employees will make changes through the application. 2. Application will include a section containing a list of customers that can be sorted through 3. Employee will be able to edit information associated to each customer account and save changes which will update the database |
| Alternative Courses: |  |
| Exceptions: | Customer account may not exist in database no longer |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | Assumed specific employees will be allowed to edit customer accounts |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Employees should be able to change or add services/prices | | |
| Created By: | Ahmad Khazal | Last Updated By: |  |
| Date Created: | 2/3/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Employees |
| Description: | Employees should be able to add or change services/prices |
| Preconditions: | If services exist. |
| Postconditions: | Add or change service. |
| Priority: |  |
| Frequency of Use: | Daily. |
| Normal Course of Events: | Change services/prices. |
| Alternative Courses: | Contact owners. |
| Exceptions: | Only Employees/Owners should be able to access accounts. |
| Includes: | Access to account services and prices. |
| Special Requirements: | Employee account. |
| Assumptions: | An employee should be able to add, change or manage services/prices. |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Clock-in and clock-out | | |
| Created By: | Lauren Rivier | Last Updated By: | Lauren Rivier |
| Date Created: | 2/3/2020 | Date Last Updated: | 2/3/2020 |

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| --- | --- |
| Actor: | Employee |
| Description: | Employee should have the ability to clock in and out during their work shift. |
| Preconditions: | Clocking In: Employee would have to be on the schedule  Clocking Out: Employee would have to already be clocked in |
| Postconditions: | Employee shift would be recorded for payroll purposes. |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | Employee would have no issues clocking in and out provided that they were scheduled to work for their shift. |
| Alternative Courses: | Website could be down. |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | Assuming that this is the way that the owner would like to track employee’s hours, and they aren’t being paid under the table, and are actually being paid hourly and not by service. |
| Notes and Issues: | Is this a necessary feature for the website-- Are employee’s being paid hourly? |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Make changes to appointments | | |
| Created By: | Hishaam Ahmad | Last Updated By: |  |
| Date Created: | 02/03/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Employee |
| Description: | Employees can make changes to existing appointments with customers and customers will be notified of changes made. Changes in appointment(s) may occur due to availability of staff to complete the service requested, invalid information submitted by customer, or at customers request. |
| Preconditions: | 1. Customer account must exist 2. Customer must request service(s) which in turn creates an appointment 3. Employee account must have permissions to edit appointments |
| Postconditions: | 1. Information regarding appointment is updated in database 2. Customer is notified of change(s) in appointment |
| Priority: |  |
| Frequency of Use: | On an as-needed basis |
| Normal Course of Events: | 1. Employees will make changes through the application 2. Application will include a section containing a list of appointments that can be sorted by date/customer/active appointments 3. Employee will be able to edit each individual appointment and save changes which will update the database |
| Alternative Courses: |  |
| Exceptions: | Appointment may not exist in database no longer |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | Assumed specific employees will be allowed to edit appointments |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Tracking Customers’ requests | | |
| Created By: | Hakim Alkafah | Last Updated By: |  |
| Date Created: | 2/3/20 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Employee |
| Description: | Employees should be able to view a list of customer service requests and choose to execute them |
| Preconditions: | Login and navigate to Customer Requests page |
| Postconditions: | logout |
| Priority: |  |
| Frequency of Use: | Multiple times a day |
| Normal Course of Events: | 1. Choose the customer requests list option from menu  * Opens a notecard with all the customer information  1. Choose to add request to your current requests  * System will add requests to your current requests list |
| Alternative Courses: | AC1:       2.Press cancel   * System will close the card and go back to the list menu |
| Exceptions: | If this use case fails, then system should log user out and make them log back in. |
| Includes: | Logout and menu |
| Special Requirements: | User must be logged in |
| Assumptions: | Owner would allow employees to choose their own requests |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Access/Edit/Submit notes | | |
| Created By: | Hakim Alkafah | Last Updated By: |  |
| Date Created: | 2/3/20 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Employee |
| Description: | An employee should be able to create a new note, fill it out and submit it. Then, if necessary, have the option to update it and resubmit it. And delete the note all together if necessary. |
| Preconditions: | Login and navigate to notes page |
| Postconditions: | Logout |
| Priority: |  |
| Frequency of Use: | Multiple times a day |
| Normal Course of Events: | 1. Click on the notes page  * System will open a page with the list of logged notes with dates of creation and time stamps and options to edit and delete each note plus a button to add new notes.  1. User will click new note  * A page with a textbox will open where the user can type their note in them. And a save and cancel button.  1. User will click save  * System will go back to notes page and will have the new note in the list  1. User will logout.  * System will go back to login page |
| Alternative Courses: | 2. AC. 1: User will click edit on a new note   * System will open the note in a new page in a textbox and will allow the user to edit the text and save the new note.  1. AC. 1: User will click save  * System will go back to notes page with new updated note   2.AC. 2: User will click delete on a note   * System will prompt the user to make sure they want to delete the note   3.AC.2: User will either click yes or cancel   * System will either delete the form or not based on user’s choice |
| Exceptions: | If this use case fails then system should log user out and make them log back in. |
| Includes: | Logout and menu |
| Special Requirements: | User must be logged in |
| Assumptions: | Owner allows employees to delete notes |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Access/Edit/Submit reports | | |
| Created By: | Hakim Alkafah | Last Updated By: |  |
| Date Created: | 2/3/20 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Employee |
| Description: | An employee should be able to create a new report, fill it out and submit it. Then, if necessary, have the option to update it and resubmit it. And delete the report all together if necessary. |
| Preconditions: | Login and navigate to reports page |
| Postconditions: | Logout |
| Priority: |  |
| Frequency of Use: | Multiple times a day |
| Normal Course of Events: | 1. Click on the reports page  * System will open a page with the list of logged reports with dates of creation and time stamps and options to edit and delete each report plus a button to add new reports.  1. User will click new report  * A page with a textbox will open where the user can type their report in them. And a save and cancel button.  1. User will click save  * System will go back to reports page and will have the new report in the list  1. User will logout.  * System will go back to login page |
| Alternative Courses: | 2. AC. 1: User will click edit on a new report   * System will open the report in a new page in a textbox and will allow the user to edit the text and save the new report.  AC. 1: User will click save  * System will go back to reports page with new updated report   2.AC. 2: User will click delete on a report   * System will prompt the user to make sure they want to delete the report  3.AC.2: User will either click yes or cancel  * System will either delete the form or not based on user’s choice |
| Exceptions: | If this use case fails then system should log user out and make them log back in. |
| Includes: | Logout and menu |
| Special Requirements: | User must be logged in |
| Assumptions: | Owner allows employees to delete reports |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | monthlySubscription | | |
| Created By: | Wedad Aljahmi | Last Updated By: |  |
| Date Created: | February 16, 2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customer |
| Description: | Customer pay monthly if subscribed |
| Preconditions: | Create User, Create Profile, Login |
| Postconditions: | Customer is charged month for services |
| Priority: |  |
| Frequency of Use: | Monthly |
| Normal Course of Events: | User creates account, logs in, subscribes for monthly pay service |
| Alternative Courses: | User does not subscribe and is charged for each service in the given time the service was performed |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | Customer is going to frequently use the services |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Update site | | |
| Created By: | Emad Abdulaziz | Last Updated By: |  |
| Date Created: | Feb 2, 2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Owners |
| Description: | Update site |
| Preconditions: | Site must be pre-existing |
| Postconditions: | Site will be updated according to new edits |
| Priority: | Medium |
| Frequency of Use: | Monthly |
| Normal Course of Events: | Owner will access the site with priveleges, make edits, then push updates to system |
| Alternative Courses: | Owner will cancel mid-process and not push updates (may or may not want to save current edits locally) |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: | Admin priveleges |
| Assumptions: |  |
| Notes and Issues: | Admin should not be able to break the site by inputting bad values (too large, wrong type etc) |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Contact for services | | |
| Created By: | Mohammed Munassar | Last Updated By: | Mohammed Munassar |
| Date Created: | 2/3/2020 | Date Last Updated: | 2/7/2020 |

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| --- | --- |
| Actor: | Visitor |
| Description: | Contact for services |
| Preconditions: | Form for email or phone to get back to them |
| Postconditions: | Gets in touch with an employee |
| Priority: | High |
| Frequency of Use: | Any time a visitor needs help |
| Normal Course of Events: | Gets assigned with an employee to help them |
| Alternative Courses: | Contact service is unable to satisfy the customer and their issue remains unsolved. |
| Exceptions: | Fill a form so employee would contact customer back |
| Includes: |  |
| Special Requirements: | Email or phone |
| Assumptions: | The customer needs help with something so they would fill a form so an employee can review and contact them back |
| Notes and Issues: | Employee not getting back to customer |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Fill out job application | | |
| Created By: | Melody Anderson | Last Updated By: |  |
| Date Created: |  | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actor: | Visitor |
| Description: | Create an application/fill out application for employment |
| Preconditions: | Visitor must be on the website and click the “join our team” or similar link |
| Postconditions: | The application would have been filled out |
| Priority: |  |
| Frequency of Use: | Anytime someone has an interest in working with or volunteering for the company |
| Normal Course of Events: | The visitor would click on the site, maybe in the about us there will be an “Our team” section and a join the team link |
| Alternative Courses: | Just a join our team link on the home page |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: | None |
| Assumptions: |  |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Use guest account | | |
| Created By: | Mohammad Munassar | Last Updated By: | Mohammed Munassar |
| Date Created: | 2/3/2020 | Date Last Updated: | 2/7/2020 |

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| --- | --- |
| Actor: | visitor |
| Description: | Use guest account |
| Preconditions: | Visitor wants to schedule service |
| Postconditions: | Visitor can schedule service, but will have to fill everything out again if they want to use services again |
| Priority: | Medium |
| Frequency of Use: | Anytime visitor wants to schedule service but not add information |
| Normal Course of Events: | Visitor would want to schedule service, so they would schedule it and then the customer would be able to check out as guest or pay the employee at the job site |
| Alternative Courses: | The guest account is not loading or working |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | Customer is interested in the company wants to try using a guest account before creating one |
| Notes and Issues: | Guest account not working |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Read Customer Reviews | | |
| Created By: | Front End Sameha | Last Updated By: |  |
| Date Created: |  | Date Last Updated: | 02/03/20 |

|  |  |
| --- | --- |
| Actor: | Visitor |
| Description: | Read reviews |
| Preconditions: | Someone has to have left a review |
| Postconditions: | The review must be uploaded to the site |
| Priority: |  |
| Frequency of Use: | Index page- quite often |
| Normal Course of Events: | It would pop up on the home page(at the bottom) |
| Alternative Courses: | Click on reviews link |
| Exceptions: | No reviews |
| Includes: | Customer name |
| Special Requirements: | Must be a customer review |
| Assumptions: | The customer has an account with us, and has used a service in order to give a review |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | View Company Information | | |
| Created By: | Sameha | Last Updated By: |  |
| Date Created: |  | Date Last Updated: |  |

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| --- | --- |
| Actor: | visitor |
| Description: | company information |
| Preconditions: | They would have to be on the site |
| Postconditions: | The company information would pop up, hours, prices |
| Priority: |  |
| Frequency of Use: | Any time the visitor visits the home page |
| Normal Course of Events: | The visitor would click on the company information link |
| Alternative Courses: |  |
| Exceptions: | They wouldn’t find any information |
| Includes: | It would include information of the company |
| Special Requirements: |  |
| Assumptions: | Visitor is at the home page |
| Notes and Issues: |  |