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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: | 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: | 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 |
| 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: | 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: | Browse Site |  |  |
| Created By: | Brandon Moncrief-Smith | Last Updated By: |  |
| Date Created: | 2/3/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Visitors |
| Description: | browse easily throw website |
| Preconditions: | Be on the website; |
| Postconditions: | Flow throw the website site easily; |
| Priority: |  |
| Frequency of Use: | Visitors website |
| Normal Course of Events: |  |
| Alternative Courses: |  |
| Exceptions: |  |
| Includes: | Schedules for Employee; services customer |
| Special Requirements: |  |
| Assumptions: | Should Visitors on website be track |
| Notes and Issues: |  |

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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: |  |

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| --- | --- |
| 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 |