PES University

Department of Computer Science and Engineering

UE22CS352A: OBJECT ORIENTED ANALYSIS AND DESIGN USING JAVA

Lab-1: Use Case Diagram

Problem 1: Home Services Booking System

1a) Use Case Diagram:

Just imagine having the ability to book home services with the very same effort one puts into ordering a favorite meal online. That's what the Home Services Booking System offers: effortlessly linking people and professional home service providers through its user-friendly platform.

The users can log in to an existing account or create one in a couple of steps; after logging in, three major categories of services can be reached to solve ordinary household demands:

- Cleaning Services - Perfect for an immaculate home.
- Repair Services - Just perfect for household minor issues.
- Beauty Services - For professional personal care and treatments.

It is easy to browse and book services, the user must log in to an account, or register a new one if they don't already have one, to book services. The user selects what they need, schedules an appointment that is convenient for them when they are free or want to get the work done and gets instant confirmation of the booking. Rescheduling

or canceling an appointment is fast and easy, where users will have to select a new time slot. Invoices after the service is completed are easily downloadable with just one click. If something goes wrong, they can file complaints and submit any relevant proof directly within the system for resolution.

This system works only with trusted professionals in its network of cleaning experts, skilled technicians, and certified beauticians—all with a very strict verification of their identity before they get onboarded as service providers. These professionals have their very own portal for managing bookings, confirming appointments, updating the status of their tasks, and managing their payments. Administrators make sure that backstage, everything is running as it should. They are in charge of the onboarding and verification of service providers, managing user accounts, monitoring bookings, and stepping in when complaints arise either handling them or passing them on.

The system works towards bringing verified and reliable professionals right to your doorstep, making bookings of home services as easy as online shopping.

1b) Use Case Diagram Description:

Identify the two major use cases from the above scenario and justify why they are the major use cases in this scenario and write the use case descriptions for the same.

References

Title	Link
What is a use case diagram?	[Use Case Diagram](#)
Softwares Available	[Draw.io](#) , [SmartDraw](#) , [StarUML](#)
UseCase Diagram Explanation - GateSmashers	[Use Case Diagram Application](#)

Title	Link
GFG examples	[Use Case Diagram Examples](#)
Use Case Diagram Description	[Use Case Description](#)