*Text

Description automatically generated*

*User Story:*

As the owner of the business, I would like to receive feedback of all the services I provide so that I can pick out the flaws and grow my business accordingly.

Acceptance Criteria:

1. Must be able to query feedback review by date.
2. Differentiate between positive and negative reviews.
3. Generate total average of reviews.

*Use Case descriptions:*

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name | Create a Feedback. | | |
| Triggering Event | Feedback about the business and related. | | |
| Brief Description | Allows the Owner to record the feedback information. | | |
| Actors | Owner | | |
| Related Use Cases |  | | |
| Preconditions | Owner has opened the Main Menu. | | |
| Post Conditions | Feedback saved and added. | | |
| Flow of activities | Actor | | System |
|  |  | Requests to add new feedback | Displays a user form including Customer first name, last name, phone number, email. |
|  |  | Enters all user details. | Prompt to select for service-type, review-type, and enter description, feedback-date and service-date |
|  |  | Select service-type and review-type, and enter description and date | Verifies that the review-type, date, description and service-type is entered, Prompts to Save. |
|  |  | Request to save | Saves the feedback and returns to the main menu |
| Exception Conditions | * Owner chooses to cancel adding the feedback | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name | Query Feedback | | |
| Triggering Event | Owner requires feedbacks through user-details, date of service/order. | | |
| Brief Description | Allows the Owner to view the Feedback. | | |
| Actors | Owner | | |
| Related Use Cases |  | | |
| Preconditions | Owner has opened the Main Menu. | | |
| Post Conditions | Feedbacks are fetched, and displayed | | |
| Flow of activities | Actor | | System |
|  | 1. 1 | Request a feedback review by  Date | Displays a calendar |
|  |  | Selects date range | Verification of the selected date, retrieves all the feedbacks received on the specified date.  Prompts to exit. |
|  |  | Request to cancel | returns to the main menu |
| Exception Conditions |  | | |

**Report:**

After analyzing and going through each and every point of Karen’s website, our group feels like that the huge chunk that is missing from the Website is **A FEEDBACK FORM.** Karen’s business will grow if there will be such kind of interactions with customers. Therefore, a feedback form will allow her to see if a customer likes his service, or has a problem with any service, and he will be able to get some sort of suggestions or if customers want to inform something to him in general with an attachment or an image to clear their doubts.

Class diagram;

Diagram

Description automatically generated

Create feedback sequence diagram:

Diagram, timeline

Description automatically generated with medium confidence

Query feedback sequence diagram:

Diagram

Description automatically generated