**Use Case 1: Payment Collection & Refund Flow**

**Title:** Update Payment Status and Enable Refund via DYD Admin  
**Primary Actor(s):** Service Technician (SV App), Customer, DYD Admin  
**Stakeholders:** DYD Finance Team, Customer Support Team

**Flow:**

* **Trigger:** Technician collects payment via QR Code, RazorPay Link, Debit Card (DC), or Credit Card (CC).
* **Preconditions:** Payment link is generated from the SV App or provided via SMS/WhatsApp.
* **Main Steps:**
  1. Technician initiates payment collection in SV App.
  2. Customer completes payment via selected method.
  3. RazorPay webhook or DYD backend confirms successful transaction.
  4. SV App reflects **"Payment Successful"** status on the order.
  5. Transaction details (ID, payment method, timestamp) are saved in DYD database and visible in the Admin dashboard.
* **Alternate Flow (Refund):**
  1. Admin opens DYD Admin, searches order, clicks “Initiate Refund”.
  2. Refund status is tracked, and transaction log is updated.
* **Post conditions:** Payment is marked as successful or refunded; transaction logs are auditable.

**Use Case 2: Checklist-Based Scoring System**

**Title:** Generate Scorecard Based on Checklist Execution Timeliness  
**Primary Actor(s):** Service Technician (SV or SG)  
**Stakeholders:** Quality Team, Operations Manager

**Flow:**

* **Trigger:** Technician completes the service checklist.
* **Preconditions:** Checklist has time-stamped logging for each item.
* **Main Steps:**
  1. Technician starts checklist execution upon arrival.
  2. System monitors time taken to complete each checklist item.
  3. If checklist is completed unrealistically fast (e.g., <5 minutes), score is penalized.
  4. Score is generated on a 0–100 scale.
  5. A rating (e.g., 1–5 stars or color-coded badge) is generated for internal QA.
* **Post conditions:** Order has an associated performance score and rating.

**Use Case 3: Auto Mark Service Delivery as Successful**

**Title:** Auto-Complete Service Delivery Status Post Checklist  
**Primary Actor(s):** Service Technician  
**Stakeholders:** Customer Support, QA Team

**Flow:**

* **Trigger:** Technician marks the last checklist item as "Yes".
* **Preconditions:** All checklist items are answered.
* **Main Steps:**
  1. SV App validates that all checklist questions are answered as “Yes”.
  2. Once confirmed, the app auto-updates the order status to “Service Delivery Successful”.
  3. Status change is logged and visible in Admin panel.
* **Post conditions:** Order timeline is automatically updated without manual input.

**Use Case 4: Checklist Input Validation (Yes/No with Mandatory Comment for No)**

**Title:** Enforce Yes/No Inputs with Mandatory Comments  
**Primary Actor(s):** Service Technician  
**Stakeholders:** Product Manager, QA Team

**Flow:**

* **Trigger:** Technician opens checklist in SV App.
* **Preconditions:** Checklist UI is updated to radio button type (Yes/No).
* **Main Steps:**
  1. Technician selects **"Yes"** or **"No"** for each item.
  2. If "No" is selected, a comment box becomes mandatory.
  3. App prevents moving to next step until comment is entered.
* **Post conditions:** Checklist responses are detailed and auditable.

**Use Case 5: Order Rejection with Reason Code**

**Title:** Enable Order Rejection with Configurable Reason List  
**Primary Actor(s):** Service Technician, DYD Admin  
**Stakeholders:** Operations Team, Service Managers

**Flow:**

* **Trigger:** Technician chooses to reject an order.
* **Preconditions:** Configurable reason list is maintained in Admin.
* **Main Steps:**
  1. Technician clicks “Reject Order”.
  2. App shows drop-down of reasons (e.g., Vehicle not available, Location mismatch).
  3. Technician selects reason (mandatory), optionally adds comment.
  4. Admin can modify/add/remove reasons via DYD Master Admin.
* **Post conditions:** Order status updated to “Rejected”, rejection log is stored.

**Use Case 6: Technician Account Management**

**Title:** Technician Login and Access Rights  
**Primary Actor(s):** Technician, DYD Master Admin  
**Stakeholders:** Security Admin, Operations Manager

**Flow:**

* **Trigger:** Technician tries to access SV App.
* **Preconditions:** Technician credentials created in Admin panel.
* **Main Steps:**
  1. Admin adds/edit/delete technician accounts in DYD Master Admin.
  2. Technician logs in with assigned username and password.
  3. Access is restricted to orders assigned to the logged-in user.
  4. Admin can disable login or reset password anytime.
* **Post conditions:** Technician access is secured and traceable.