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| **Number** | 1 | |
| Name | User registers on the website | |
| **Summary** | User creates an ID and password which allows them to log in | |
| **Priority** | 5 (Highest) | |
| **Preconditions** | User is connected to the website | |
| **Postconditions** | User’s chosen ID is registered on the web server with the associated password | |
| **Primary Actor** | User | |
| **Secondary Actors** | Server | |
| **Trigger** | User clicks the register button | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | User clicks register |
|  | 2 | User is prompted to create an ID and password, and select account type (Worker or Customer) |
|  | 3 | User creates ID and password with an email account |
|  | 4 | ID, Password, email, and account type are sent to the server for registration |
|  | 5 | User is now registered on the server |
| **Extensions** | **Step** | **Branching Action** |
|  | 4a | Error due to ID already being registered; prompt user for a different ID or to login using that ID if it is theirs |
|  | 4b | Password fails to meet requirements: Must have a number and be at least 8 characters long |
|  | 4c | Email is of an invalid format, so the user is prompted for a valid email until a valid one is provided |
| **Open Issues** |  | |

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| **Number** | 2 | |
| Name | User logs in on the website | |
| **Summary** | User enters login ID and password to log in to website | |
| **Priority** | 5 (Highest) | |
| **Preconditions** | User is connected to the website | |
| **Postconditions** | User is logged in on the website | |
| **Primary Actor** | User | |
| **Secondary Actors** | Server | |
| **Trigger** | User clicks the log in button | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | User clicks log in button |
|  | 2 | User is prompted to enter an ID and password |
|  | 3 | User enters their ID and password and clicks “ok” |
|  | 4 | ID and password are sent to the server for verification |
|  | 5 | User is now logged in to the server |
| **Extensions** | **Step** | **Branching Action** |
|  | 4a | User entered incorrect login information: is not logged in and is re-prompted for ID and password |
| **Open Issues** |  | |

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| **Number** | 3 | |
| Name | Customer Creates Job | |
| **Summary** | Customer Creates a job which is then viewable on the website | |
| **Priority** | 5 (Highest) | |
| **Preconditions** | Customer is logged in already | |
| **Postconditions** | Job is created and listed on the website when searched for using proper criteria | |
| **Primary Actor** | User (Customer) | |
| **Secondary Actors** | Server | |
| **Trigger** | User clicks the “Create Job” button | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | User clicks “create job” button |
|  | 2 | User is prompted to enter information about the job, such as type of work desired, price, first name, and address |
|  | 3 | User clicks “ok” |
|  | 4 | Job and information is sent to the server |
|  | 5 | Server lists job for workers to find |
| **Extensions** | **Step** | **Branching Action** |
|  | 4a | User fails to enter information required for a job, is prompted by the site to finish entering all information |
| **Open Issues** |  | |

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| **Number** | 4 | |
| Name | Worker Searches for Job | |
| **Summary** | Worker enters search criteria and is shown jobs matching those criteria | |
| **Priority** | 5 (Highest) | |
| **Preconditions** | Worker is logged in | |
| **Postconditions** | Jobs matching the input criteria are displayed on the site | |
| **Primary Actor** | User (Worker) | |
| **Secondary Actors** | Server | |
| **Trigger** | Worker clicks the “Search for Jobs” button | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | User clicks “Search for Jobs” button |
|  | 2 | User is prompted to enter search criteria, such as review score, payment amount, closeness of job, type of work |
|  | 3 | User clicks “ok” |
|  | 4 | Criteria are sent to the server, whose job listings are searched for jobs matching the criteria input by User |
|  | 5 | Jobs are listed for the User to browse |
| **Extensions** | **Step** | **Branching Action** |
|  | 5a | Input data does not match any listings on the server; User is informed of the result and prompted to widen their search |
| **Open Issues** |  | |

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| **Number** | 5 | |
| Name | Worker Selects a Job | |
| **Summary** | Worker Selects a Job from the Job Search Listing | |
| **Priority** | 5 (Highest) | |
| **Preconditions** | Worker is logged in and has made a Search using Use Case 4 | |
| **Postconditions** | The User who created the job is notified that a Worker has requested more information | |
| **Primary Actor** | User (Worker) | |
| **Secondary Actors** | Server, User (Customer) | |
| **Trigger** | Worker clicks a button indicating a specific job in their search | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | Worker clicks “More Info” button on a job |
|  | 2 | Server retrieves information for Worker and displays the relative location of the job, its description, and the payment amount |
|  | 3 | User clicks “ok” to confirm their interest in the job |
|  | 4 | Server sends a notification to the User (Customer) who requested the job |
|  | 5 | Jobs are listed for the User to browse |
| **Extensions** | **Step** | **Branching Action** |
|  | 3a | User (Worker) decides instead to go back to search results instead of confirming interest in the job |
| **Open Issues** |  | |

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| **Number** | 6 | |
| **Name** | Submit a Review | |
| **Summary** | User submits a review of a job that has been completed | |
| **Priority** | 4 | |
| **Preconditions** | The job request has to be completed for a review to be filed | |
| **Postconditions** | The review is submitted and filed on the server | |
| **Primary Actor** | User | |
| **Secondary Actors** | Sever | |
| **Trigger** | User clicks the submit review button next to a job request | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | User clicks the submit a review button |
|  | 2 | User is prompted to fill out a form with a star rating and an optional comment box |
|  | 3 | User fills out the form |
|  | 4 | User hits the submit form button |
|  | 5 | Form is sent to the server for filing |
|  | 6 | User has submitted a review |
| **Extensions** | **Step** | **Branching Action** |
|  | 1a | User fails to enter the required star rating: prompt user that the star rating has to be filled in before submitting |
| **Open Issues** |  | |

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| **Number** | 7 | |
| Name | Contacting an Admin | |
| **Summary** | User sends a message/complaint to the Admins | |
| **Priority** | 4 | |
| **Preconditions** | User must be logged in | |
| **Postconditions** | Admin receives a message from the User | |
| **Primary Actor** | User | |
| **Secondary Actors** | Admin | |
| **Trigger** | User clicks the 'Contact Admin' link/button | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | User clicks contact button |
|  | 2 | User is prompted with a form (Reason for message, comments) |
|  | 3 | User fills out the form |
|  | 4 | User clicks submit |
|  | 5 | Admin receives message |
| **Extensions** | **Step** | **Branching Action** |
|  | 4a | User fails to fill out the required form fields |
| **Open Issues** |  | |

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| **Number** | 8 | |
| Name | Admin Window | |
| **Summary** | Administrator user can view all users' reviews, complaints, and frozen accounts. | |
| **Priority** | 3 | |
| **Preconditions** | User is admin and logged in | |
| **Postconditions** | Admin user can see the admin window and use its features | |
| **Primary Actor** | Admin User | |
| **Secondary Actors** | Server | |
| **Trigger** | Admin user logs in, or loads the homepage while still being logged in | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | Admin user logs in |
|  | 2 | Admin user can then see their homepage |
|  | 3 | Admin user can view user reviews |
|  | 4 | Admin user can see complaints (if any) |
|  | 5 | Admin user can see frozen accounts |
| **Extensions** | **Step** | **Branching Action** |
|  | 4a | If an admin user wants to act on a complaint, they can do so by clicking on it. |
|  | 5a | Admin user can unfreeze an account |
| **Open Issues** |  | |

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| **Number** | 9 | |
| Name | View Transaction History | |
| **Summary** | User views their history of work or requested work | |
| **Priority** | 3 | |
| **Preconditions** | User has requested work in the past or responded to work requests | |
| **Postconditions** | User is given a list of jobs they have been involved in previously | |
| **Primary Actor** | User | |
| **Secondary Actors** | Server, Other Users | |
| **Trigger** | User clicks “View History” | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | Worker clicks “View History” |
|  | 2 | Server retrieves information about previous jobs the user has been involved with, the other users involved in those jobs, and the current User’s role in those jobs |
|  | 3 | User is given a list representing their job history through a display |
| **Extensions** | **Step** | **Branching Action** |
|  | 2a | User may not have a history of jobs. In this case, the server will not return any information, and a page will display instead explaining the user does not have a history of jobs. |
| **Open Issues** |  | |

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| **Number** | 10 | |
| Name | Change account info | |
| **Summary** | User/Admin changes information on their account (picture, address, email, password) | |
| **Priority** | 4 | |
| **Preconditions** | User is logged in | |
| **Postconditions** | New user account information shows on the webpage | |
| **Primary Actor** | User/Admin | |
| **Secondary Actors** | Server | |
| **Trigger** | User clicks the “Change Account info” button/link | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | User clicks the Change info button |
|  | 2 | User is prompted with changeable account information fields |
|  | 3 | User makes the desired changes |
|  | 4 | User clicks the Submit button |
|  | 5 | Updated information is pushed to the server |
| **Extensions** | **Step** | **Branching Action** |
|  | 4a | User enters malformed information and must fix it |
| **Open Issues** |  | |

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| **Number** | 11 | |
| **Name** | Job Approval | |
| **Summary** | Customer approves a job acceptance for the worker | |
| **Priority** | 5 (Highest) | |
| **Preconditions** | Worker accepted a job that was requested by the customer | |
| **Postconditions** | Job information is sent to the worker upon approval from the customer | |
| **Primary Actor** | Customer | |
| **Secondary Actors** | Worker, Server | |
| **Trigger** | Customer clicks the approve button on their job | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | Customer clicks the approve job button next to a job request |
|  | 2 | Acceptance of the job is sent to the server |
|  | 3 | Sever sends job information to the worker |
|  | 4 | Worker receives information on the job from server |
|  | 5 | Worker can then go complete the job |
| **Extensions** | **Step** | **Branching Action** |
|  | 1a | Customer does not click the approve button. |
| **Open Issues** |  | |

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| **Number** | 12 | |
| Name | Job Finalization | |
| **Summary** | After approval by customer, worker receives the full address and contact information | |
| **Priority** | 5 | |
| **Preconditions** | User is logged in, applied to work for a job, and the other user has accepted the work. | |
| **Postconditions** | Working user can view their client's address and contact information | |
| **Primary Actor** | User | |
| **Secondary Actors** | Server | |
| **Trigger** | Job-having user clicks an “Accept Work” button | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | Worker receives notification of the client's response |
|  | 2 | Worker can then act on the job (start it or message user for more information, or ignore it if denied) |
| **Extensions** | **Step** | **Branching Action** |
|  | 2a | If the client accepts the worker's request, the worker receives notification with the contact information. |
|  | 2b | If the client denies the worker's request, the worker is sent a notification saying that they have been denied with no further information. |
| **Open Issues** |  | |

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| **Number** | 13 | |
| Name | Report a User / File a Complaint | |
| **Summary** | User submits a report of another user or a complaint over a job | |
| **Priority** | 4 | |
| **Preconditions** | User is logged in  User and Worker have completed a job (optional) | |
| **Postconditions** | Admin receives User report | |
| **Primary Actor** | User | |
| **Secondary Actors** | Admin | |
| **Trigger** | User clicks the “File a Complaint” button | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | User clicks the button |
|  | 2 | User fills out the complaint form (Reason for complaint, description of issue) |
|  | 3 | User hits the Submit button |
|  | 4 | Admin receives the complaint message and takes appropriate action |
| **Extensions** | **Step** | **Branching Action** |
|  | 3a | User fails to fill out the form properly and must fix it |
| **Open Issues** |  | |

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| --- | --- | --- |
| **Number** | 14 | |
| **Name** | Message/Complaint Review | |
| **Summary** | Admin reviews a complaint | |
| **Priority** | 2 | |
| **Preconditions** | User has submitted a message or complaint to the Admins | |
| **Postconditions** | Admin has viewed the message or complaint | |
| **Primary Actor** | Admin | |
| **Secondary Actors** | Server | |
| **Trigger** | Admin clicks on the view messages & complaints button | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | Admin clicks on the messages & complaints button |
|  | 2 | Server receives request to all messages and complaints |
|  | 3 | Server sends the list of messages and complaints to the admin |
|  | 4 | Admin chooses a message or complaint to view |
|  | 5 | Server receives request for a certain message or complaint |
|  | 6 | Server sends the details of the message or complaint to the Admin |
|  | 7 | Admin can then see the message or complaint that was requested |
| **Extensions** | **Step** | **Branching Action** |
|  |  |  |
| **Open Issues** |  | |

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| **Number** | 15 | |
| Name | Unfreeze Account | |
| **Summary** | An admin user decides to unfreeze a frozen account | |
| **Priority** | 3 | |
| **Preconditions** | Admin user is logged in, there is a frozen account that is desired to be unfrozen | |
| **Postconditions** | Frozen account is now not frozen | |
| **Primary Actor** | Admin User | |
| **Secondary Actors** | Server | |
| **Trigger** | An account is frozen, and an admin decides to unfreeze it | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | Admin clicks on the user in the “Frozen Accounts” section of the admin panel |
|  | 2 | Admin clicks the “Unfreeze” button |
| **Extensions** | **Step** | **Branching Action** |
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| **Open Issues** |  | |

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| **Number** | 16 | |
| Name | Freeze Account | |
| **Summary** | The user’s account is Frozen until an administrator has reviewed | |
| **Priority** | 3 | |
| **Preconditions** | User’s overall rating is under a 3 (out of 5) and has more than 5 rates by different customers / workers | |
| **Postconditions** | User is no longer able to access the account | |
| **Primary Actor** | User | |
| **Secondary Actors** | Server, Other Users, Admins | |
| **Trigger** | Other user gives poor rating | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | Other user finishes their rating of current user |
|  | 2 | The server calculates the overall rating of the current user |
|  | 3 | The server sets a flag to freeze the account, and the user is no longer able to log in |
| **Extensions** | **Step** | **Branching Action** |
|  | 2a | The user’s rating is over 3 average, or the user has less than 5 overall ratings |
|  | 3a | If the user tries to log in while frozen, they are prompted and informed that the account is under review. |
| **Open Issues** |  | |

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| **Number** | 17 | |
| Name | Setting Job Completion | |
| **Summary** | Users confirm that the job is complete and transaction is finalized | |
| **Priority** | 5 | |
| **Preconditions** | Worker and Customer are matched up, and the job has been approved | |
| **Postconditions** | Worker no longer sees Customer’s credentials and information. An option to rate each other has been prompted | |
| **Primary Actor** | Users | |
| **Secondary Actors** | Server, Other Users | |
| **Trigger** | Both user’s click “Job Complete” | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | Both user’s click “Job Complete” |
|  | 2 | Server removes personal access to the other user’s credentials |
|  | 3 | Rating UseCase is triggered |
| **Extensions** | **Step** | **Branching Action** |
|  | 1a | After one user has selected “Job Complete” the job interaction will auto terminate after 48 hours, in case the other user has neglected selecting the option. |
| **Open Issues** |  | |

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| **Number** | 18 | |
| Name | Customer views their own job listings | |
| **Summary** | Displays active jobs by customer | |
| **Priority** | 3 | |
| **Preconditions** | User is logged in and has active jobs | |
| **Postconditions** | UI shows active jobs and descriptions | |
| **Primary Actor** | User | |
| **Secondary Actors** | Server | |
| **Trigger** | User clicks “View Active Jobs” | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | Customer clicks “View Active Jobs” |
|  | 2 | Server retrieves information about the Customers active jobs and confirms that the customer indeed has active job listing(s) |
|  | 3 | Server display’s UI showing active job listings and their descriptions |
| **Extensions** | **Step** | **Branching Action** |
|  | 2a | User may not have actives. In this case, the server will not return any information, and a page will display instead explaining the user does not have active jobs. |