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# Use Cases

for

# HelpMe

Version 1.02 approved

Prepared by <author>

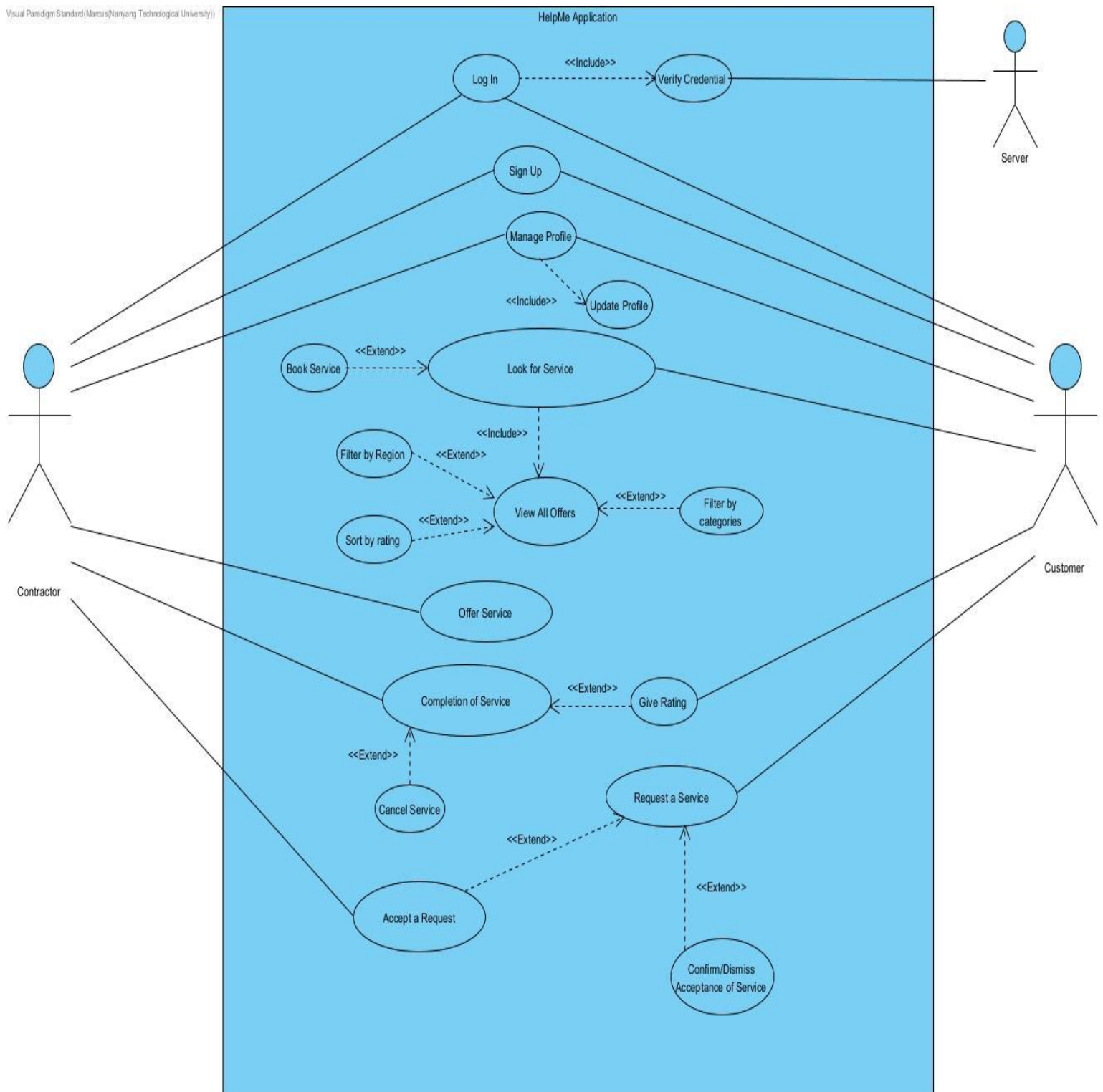
Think2

22/8/2022

## Revision History

Name	Date	Reason For Changes	Version
Antoine, Marcus, Seph, Jin Xuan	25/08/22	Added initial Use Case Diagram, Descriptions and Use Case List	1.0
Jin Xuan, Seph	28/08/22	Edited All Use Cases	1.01
Seph	30/08/22	Edited UC3, 3.2 and 5	1.02

# 1. Use Case Diagram



<b>Primary Actor</b>	<b>Use Cases (Includes/Extends : - / +)</b>
User	Sign Up
User	Log In - Verify Credentials
User	Manage Profile - Update Profile
Customer	Looking for Services + View All Service - Sort by Rating - Filter by Categories - Sort by Location + Book Service
Contractor	Offer Services
Contractor	Complete of Service - Give Rating
Customer	Requesting for Service + Send Notification

## 2. Use Case Identification

1. Sign Up
2. Log In
3. Request a Service
  - a.
4. etc

### Format for certain things:

- 1) Mentioning of button use “...” eg: User press on “Login”
- 2) Mentioning of pages use *Italics* eg: User enters *homepage*
- 3) Customer and contractors, use User when it applies to both
- 4) Flow should be ordered lists. Same with alternative flows
- 5) Frequency of use should be in appropriate unit of time?

Use Case ID:	1		
Use Case Name:	Sign Up		
Created By:	Jin Xuan	Last Updated By:	Jin Xuan
Date Created:	25/08/22	Date Last Updated:	28/08/22

Actors:	User, Server
Description:	This use case allows users to sign up for an account to access certain features.
Trigger:	User press on Sign Up button
Preconditions:	1. User wants to use the exclusive features of the application
Postconditions:	1. User has an account. 2. Users can access features like offering/requesting services.
Normal Flow:	1. The user press on sign up 2. The system directs user to the <i>Signup</i> page 3. The user enters their personal details 4. The user submits their details 5. The system verifies the details submitted 6. The system creates an account based on the details provided 7. The system directs user to the <i>Homepage</i>
Alternative Flows:	<p>AF-S5.1: If the email has already been used</p> <ol style="list-style-type: none"> <li>1. The system displays an error message</li> <li>2. The use case returns to step 5</li> </ol> <p>AF-S5.2: If the email is in the wrong format</p> <ol style="list-style-type: none"> <li>1. The system displays an error message</li> <li>2. The use case returns to step 5.</li> </ol> <p>AF-S5.3: If the password doesn't meet the required format</p> <ol style="list-style-type: none"> <li>1. The system displays an error message.</li> <li>2. The use case returns to step 5.</li> </ol>
Exceptions:	
Includes:	
Priority:	10
Frequency of Use:	Once per account.
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	2		
Use Case Name:	Log In		
Created By:	Jin Xuan	Last Updated By:	Jin Xuan
Date Created:	25/8/22	Date Last Updated:	28/08/22

Actors:	User
Description:	Authenticate User's credentials by cross-checking the user's input against the username and password in the database
Trigger:	pressing on "Login" button
Preconditions:	1. User already registered an account
Postconditions:	1. User logs into the application 2. System displays the "Homepage"
Normal Flow:	1. The user press on "Login" button 2. The system displays the login form 3. The user enters the username and password 4. The system validates the credential with the database 5. The system directs user to the <i>Homepage</i>
Alternative Flows:	AF-S4: If the user enters the wrong credentials. 1. The system prompts the user to re-enter credentials 2. The use case returns to step 2
Exceptions:	
Includes:	Verify Credential
Priority:	10
Frequency of Use:	Each time user uses the application
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	3		
Use Case Name:	Request a service		
Created By:	Antoine	Last Updated By:	Seph
Date Created:	25/08/22	Date Last Updated:	30/08/22

Actors:	Customer
Description:	<p>Allows customers to create a new request</p> <p>A request should contain the following elements:</p> <ul style="list-style-type: none"> <li>- Category (Food, Pet care, Drive, etc)</li> <li>- Involved desired location (if applicable)</li> <li>- Request validity period (i.e when is it too late to accept it)</li> <li>- Description of the request</li> <li>- Acceptable price range, method of payment</li> <li>- Contact Details</li> </ul>
Trigger:	User pressing the “Request of service” button in the <i>Main Page</i> .
Preconditions:	1. User must be logged-in
Postconditions:	1. The request is successfully posted.
Normal Flow:	<ol style="list-style-type: none"> <li>1. The user press on the “Create Request” button</li> <li>2. The user fills up a form with all the required elements</li> <li>3. The user submits their request</li> <li>4. The system creates a new entry of the request in the database</li> <li>5. The system displays the newly added request in the <i>View Request/Offer Page</i>.</li> </ol>
Alternative Flows:	<p>AF-S2: If the user forgets to fill one of the required elements</p> <ol style="list-style-type: none"> <li>1. The system disables the submit button</li> <li>2. The use case returns to step 2</li> </ol>
Exceptions:	
Includes:	
Priority:	10
Frequency of Use:	Very frequent
Business Rules:	
Special Requirements:	Usability: The interface must be very easy to use and simple
Assumptions:	
Notes and Issues:	

Use Case ID:	3.1		
Use Case Name:	Accept a request		
Created By:	Antoine	Last Updated By:	Jin Xuan
Date Created:	25/08/22	Date Last Updated:	28/08/22

Actors:	Contractors
Description:	<p>Allows contractors to accept a customer request. Contractors reply to a request by filling an acceptance of offer form, containing the following elements:</p> <ul style="list-style-type: none"> <li>- Available time slot and location (if applicable)</li> <li>- Details of offer</li> <li>- Price (if applicable)</li> <li>- Contact details</li> <li>- Category</li> </ul>
Trigger:	The user press the “Accept request” button, after pressing on the request in the “Requested services” tab
Preconditions:	<ol style="list-style-type: none"> <li>1. User must be logged-in</li> <li>2. User cannot accept self-posted request</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. The customer receives the acceptance of offer</li> </ol>
Normal Flow:	<ol style="list-style-type: none"> <li>1. The contractor goes to the “Requested Services” tab.</li> <li>1. The system displays the available requests</li> <li>2. The contractor press on the request they want to fulfil</li> <li>3. The system displays the selected request</li> <li>4. The contractor press “Accept request”</li> <li>5. The contractor fills up a form with all the required elements</li> <li>6. The contractor submits their acceptance offer</li> <li>7. The system sends a notification to the customer</li> </ol>
Alternative Flows:	<p>AF-S6: If the contractor forgets to fill one of the required elements</p> <ol style="list-style-type: none"> <li>1. The system disables the submit button</li> <li>2. The use case returns to step 6</li> </ol>
Exceptions:	
Includes:	
Priority:	10
Frequency of Use:	Very frequent
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	3.2		
Use Case Name:	Confirm/Dismiss acceptance of service offer by contractor		
Created By:	Antoine	Last Updated By:	Seph
Date Created:	25/08/22	Date Last Updated:	30/08/22

Actors:	Customers
Description:	Allows customers to view the list of offers by various contractors based on customers' original posted service request.
Trigger:	Notification sent to the customer every time a offer on services is received.
Preconditions:	User must be logged-in.
Postconditions:	Acceptance or Dismissal of service offer on its service request.
Normal Flow:	<ol style="list-style-type: none"> <li>1. User received notification on service offer on his/her posted service request.</li> <li>2. User enter the application.</li> <li>3. User directed to the Main <i>Page</i> and click on his/her posted service requests.</li> <li>4. Details of the service request are shown. It will display the current offers by various contractors on the application.</li> <li>5. User can choose from various offers and select one to accept by clicking "Accept Offer".</li> </ol>
Alternative Flows:	AF-S5: User choose "Dismiss" on certain offer on the offer list.
Exceptions:	
Includes:	Upon NF5 or AF-S5, Contractor on the services will receive notification on the particular service.
Priority:	10
Frequency of Use:	Very frequent
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	



Use Case ID:	4		
Use Case Name:	Look for Service Offers		
Created By:	Marcus	Last Updated By:	Jin Xuan
Date Created:	25/08/22	Date Last Updated:	28/08/22

Actors:	Customer
Description:	Allow customers to see details of a specific service
Trigger:	The user press into <i>a particular service</i>
Preconditions:	1. User must be logged-in
Postconditions:	1. The system displays all of the available services
Normal Flow:	1. The customer press on “View Services/Offers” 2. The system displays all the service/offer in the <i>View Services/Offers</i> page 3. The customer then presses on the service they want to know more about 4. The system directs the customer to the service details page
Alternative Flows:	AF-S2.1: If the customer wants to sort the services by ratings 1. The use case extends to Use Case ID 4.1 2. The use case returns to step 2 AF-S2.2: If the customer wants to filter the services by categories 1. The use case extends to Use Case ID 4.2 2. The use case returns to step 2 AF-S2.3: If the customer wants to filter the services by regions 3. The use case extends to Use Case ID 4.3 4. The use case returns to step 2
Exceptions:	
Includes:	
Priority:	10
Frequency of Use:	Frequent
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	4.1		
Use Case Name:	Sort by Rating		
Created By:	Marcus	Last Updated By:	Jin Xuan
Date Created:	25/08/22	Date Last Updated:	28/08/22

Actors:	Customer
Description:	Allow customers to search services by sorting them by rating
Trigger:	press on “by rating” under “search” options
Preconditions:	1. User must be logged-in
Postconditions:	1. Services sorted by ratings will be displayed
Normal Flow:	1. This use case extends from Use Case ID 4 2. The customer press “by rating” under “search” option 3. The system displays the <i>View Services</i> page with services sorted by their contractor’s rating
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	9
Frequency of Use:	Moderate
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	4.2		
Use Case Name:	Filter by Categories		
Created By:	Marcus	Last Updated By:	Jin Xuan
Date Created:	25/08/22	Date Last Updated:	28/08/22

Actors:	Customer
Description:	Allow customers to search services by sorting them by categories
Trigger:	press on “by categories” under “filter” options
Preconditions:	3. User must be logged-in
Postconditions:	1. Services sorted by categories will be displayed
Normal Flow:	1. This use case extends from Use Case ID 4 2. The customer press “by categories” under “filter” option 3. The system displays <i>View Services</i> page with services filtered by their categories
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	9
Frequency of Use:	Moderate
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	4.3		
Use Case Name:	Filter by Region		
Created By:	Marcus	Last Updated By:	Jin Xuan
Date Created:	25/08/22	Date Last Updated:	28/08/22

Actors:	Customer
Description:	Allow customers to search services by filtering them by cardinal directions (North, Central, East and West).
Trigger:	press on “by location” under “search” options
Preconditions:	<ol style="list-style-type: none"> <li>1. User must be logged-in</li> <li>2. User must switch to “customer mode”</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. Services filtered by regions will be displayed</li> </ol>
Normal Flow:	<ol style="list-style-type: none"> <li>1. This use case extends from Use Case ID 4</li> <li>2. The customer press “by region” under “filter” option</li> <li>3. The system displays <i>View Services</i> page with services filtered by their contractor’s location</li> </ol>
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	9
Frequency of Use:	Moderate
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	5		
Use Case Name:	Book Services		
Created By:	Marcus	Last Updated By:	Seph
Date Created:	25/08/22	Date Last Updated:	30/08/22

Actors:	Customer, Contractor
Description:	Allow customers to book for existing services
Trigger:	press on “book services”
Preconditions:	<ol style="list-style-type: none"> <li>1. User must be logged-in</li> <li>2. User in <i>View Services</i> page.</li> <li>3. User cannot book self-posted services</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. Customer books their choice of service</li> <li>2. Booked Service can be viewed in the <i>Main Page</i>.</li> </ol>
Normal Flow:	<ol style="list-style-type: none"> <li>1. This use case extends from Use Case ID 4</li> <li>2. The customer press on a particular service</li> <li>3. The system displays the details of the service</li> <li>4. The customer press on “Book Service”</li> <li>5. The system notifies the contractor that their service has been booked.</li> </ol>
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	9
Frequency of Use:	Moderate
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	6		
Use Case Name:	Manage Profile		
Created By:	Seph	Last Updated By:	Jin Xuan
Date Created:	25/08/22	Date Last Updated:	28/08/22

Actors:	User
Description:	Allow users to modify user particulars.
Trigger:	press on “Profile” Icon press on “Update Profile” button
Preconditions:	1. User must be logged-in
Postconditions:	1. User is able to check/modify their profile 2. Changes if made, will be saved
Normal Flow:	1. The user press on “User Profile” icon 2. The system directs the user to the <i>User Profile</i> page 3. The user selects “Update Profile” button 4. The system enables editing of user information 5. The user press on the “Save” button 6. The system updates the new information to the database 7. The system disables editing of user information.
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	7
Frequency of Use:	Low
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	7		
Use Case Name:	Completion of Service		
Created By:	Jin Xuan	Last Updated By:	Seph
Date Created:	25/08/22	Date Last Updated:	28/08/22

Actors:	Contractor
Description:	Allow contractors to mark a service that they have done as completed. Users will then be able to rate the completed service.
Trigger:	press on “Complete” under the completed service
Preconditions:	1. User must be logged-in
Postconditions:	1. Service will be mark as completed 2. Customers will be allowed to rate the completed service
Normal Flow:	1. The contractor press on <i>In-Service</i> page 2. The system displays the current accepted services 3. The contractor press on the service that has been completed 4. The contractor marks the service as completed 5. The system notifies the customer of the completed service 6. The customer can now rate the service in Use Case ID 8.1
Alternative Flows:	
Exceptions:	EX-S4: If the contractor/customer wants to cancel the pending service 1. The contractor/customer press on the “Cancel Service” button 2. The system notifies customer/contractor on the cancellation 3. The use case ends
Includes:	
Priority:	10
Frequency of Use:	Every accepted service
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	7.1		
Use Case Name:	Give Ratings		
Created By:	Jin Xuan	Last Updated By:	Jin Xuan
Date Created:	25/08/22	Date Last Updated:	28/08/22

Actors:	Customer
Description:	Allow customers to rate the service provided by the contractor
Trigger:	Customer press on the completed service notification.
Preconditions:	1. User must be logged-in
Postconditions:	1. Users are able to rate the service of the contractor that has completed the related service.
Normal Flow:	<ol style="list-style-type: none"> <li>1. The user press on the notification on the completed service</li> <li>2. The system displays the rating system</li> <li>3. The user rates the service done by the contractor</li> <li>4. The system notifies the contractor that a rating has been given</li> </ol>
Alternative Flows:	
Exceptions:	EX-S3: If the customer does not want to give any ratings <ol style="list-style-type: none"> <li>1. Customer cancels the rating pop-up</li> <li>2. The use case ends</li> </ol>
Includes:	
Priority:	7
Frequency of Use:	Every completed service
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	8		
Use Case Name:	Offer Services		
Created By:	Marcus	Last Updated By:	
Date Created:	25/08/22	Date Last Updated:	

Actors:	Customer, Contractor
Description:	Allow contractors to offer their services by filling an offer form, containing the following elements: <ul style="list-style-type: none"> <li>- Details of offer</li> <li>- Price (if applicable)</li> <li>- Contact details</li> <li>- Category</li> </ul>
Trigger:	Press on “offer services”
Preconditions:	<ol style="list-style-type: none"> <li>1. User must be logged-in</li> <li>2. User in <i>Offer Services</i> page.</li> </ol>
Postconditions:	1. The contractor posts the service on the platform
Normal Flow:	<ol style="list-style-type: none"> <li>1. The contractor press on offer service</li> <li>2. The system displays the form for the contractor to fill up</li> </ol>



	3. The contractor submits the form 4. The service is submitted and displayed on view services
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	9
Frequency of Use:	Moderate
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	