Use Cases

for

HelpMe

Version 1.1 approved

Prepared by <author>

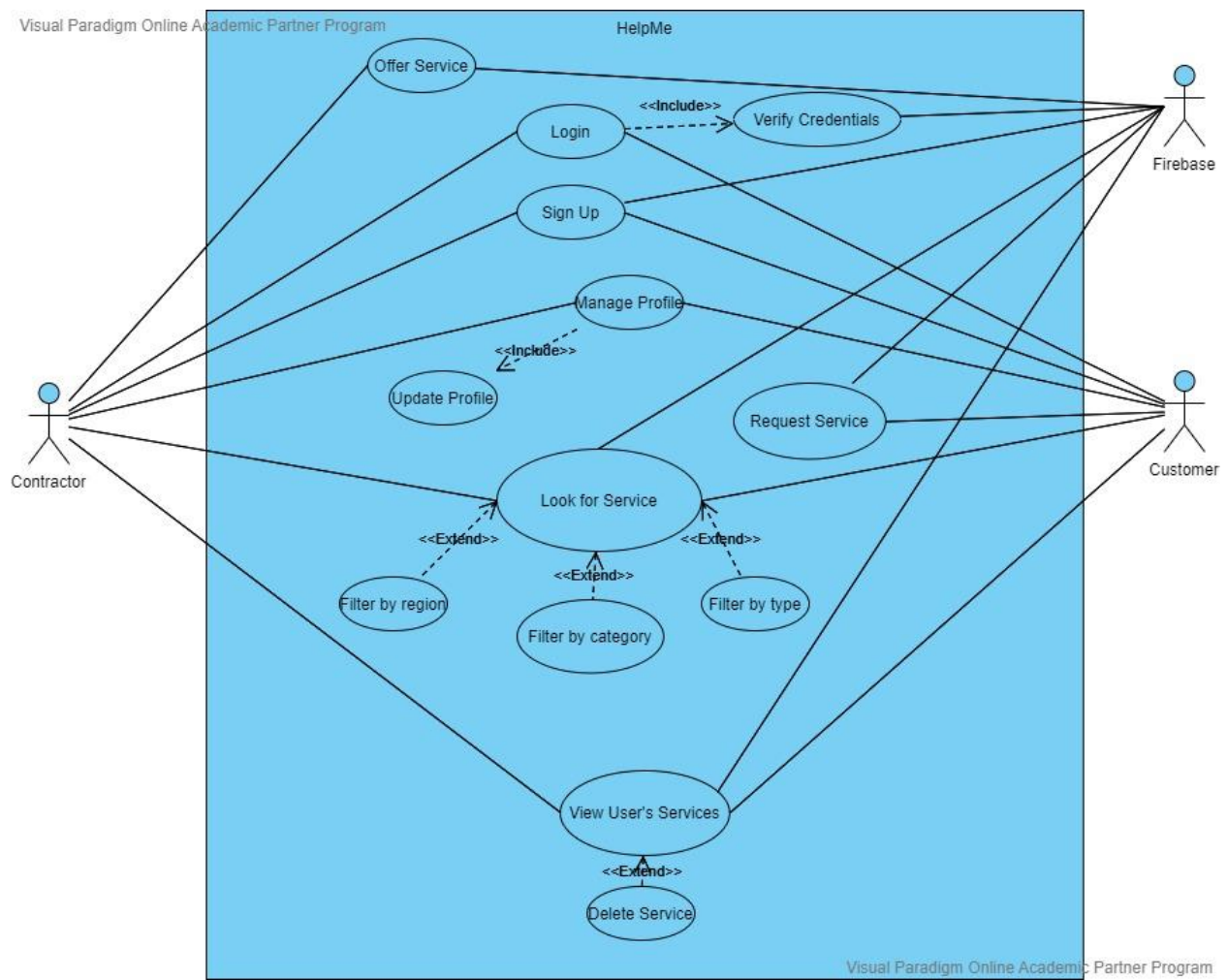**Think2**

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
Jin Xuan	20/09/22	Removed Use Cases and Added UC 7,8	1.1

Use Case Diagram

Primary Actor	Use Cases (Includes/Extends : - / +)
User	Sign Up
User	Log In - Verify Credentials

User	Manage Profile
	   - Update Profile
	View user service
	   - Delete service post

Customer	Looking for Services
	   + View All Service
	      - Filter by Categories
	      - Filter by Region
	      - Filter by Offer/Request

Contractor	Offer Services

1.   Use Case Identification

1.   Sign Up
2.   Log In
3.   Request a Service
4.   Look for Services
    4.1.   Filter by category
    4.2.   Filter by region
5.   Manage Profile
6.   Offer a Service
7.   View User's Services
8.   Delete a Service

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
Trigger:	User press on the register button
Preconditions:	1. User wants to use the application
Postconditions:	1. User has an account. 2. Users can access the features of the application
Normal Flow:	1. The user press on the "Register" button 2. The system directs user to the *Signup* 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 *Homepage*

Alternative Flows:	AF-S5.1: If the email has already been used
	    1. The system displays an error message
	    2. The use case returns to step 5
	
	AF-S5.2: If the email is in the wrong format
	    1. The system displays an error message
	    2. The use case returns to step 5.
	
	AF-S5.3: If the password doesn't meet the required format
	    1. The system displays an error message.
	    2. The use case returns to step 5.

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 the application
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 the application 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 *Homepage*
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:	Allows customers to create a new request A request should contain the following elements: - Category (Food, Pet care, Drive, etc) - Involved desired location (if applicable) - Description of the request - Acceptable price range, method of payment - Request - Service Title
Trigger:	User pressing the "New Service" button in the *Main Page*.
Preconditions:	1. User must be logged-in
Postconditions:	1. The request is successfully posted.
Normal Flow:	1. The user press on the "New Service" button 2. The user fills up a form with all the required elements 3. The user submits their request 4. The system creates a new entry of the request in the database 5. The system displays the newly added request in the *Explore Page*.
Alternative Flows:	AF-S2: If the user forgets to fill one of the required elements 1. The system disables the submit button 2. The use case returns to step 2
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:	4		
Use Case Name:	Look for Service		
Created By:	Marcus	Last Updated By:	Jin Xuan
Date Created:	25/08/22	Date Last Updated:	28/08/22

Actors:	Users
Description:	Allow users to see details of a specific service
Trigger:	The user press into *a particular service*
Preconditions:	1. User must be logged-in
Postconditions:	1. The system displays all of the available services
Normal Flow:	1. The customer press on "Explore" 2. The system displays all the service/offer in the *Explore* page 3. The user then presses on the service they want to know more about 4. The system directs the user 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:	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:	1. 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 *Explore* page with services filtered by their categories
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	9
Frequency of Use:	Frequent
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	4.2		
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:	1. User must be logged-in 2. User must switch to "customer mode"
Postconditions:	1. Services filtered by regions will be displayed
Normal Flow:	1. This use case extends from Use Case ID 4 2. The customer press "by region" under "filter" option 3. The system displays *Explore* page with services filtered by their contractor's location
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	9
Frequency of Use:	Frequent
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	5		
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 "Edit 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 "Profile" icon 2. The system directs the user to the *User Profile* page 3. The user selects "Edit 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
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	7
Frequency of Use:	Low
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	6		
Use Case Name:	Offer Services		
Created By:	Marcus	Last Updated By:	Jin Xuan
Date Created:	25/08/22	Date Last Updated:	20/09/2022

Actors:	Customer, Contractor
Description:	Allow contractors to offer their services by filling an offer form, containing the following elements: - Price (if applicable) - Category - Service Title - Description of offer - Offer
Trigger:	Press on "New Service"
Preconditions:	1. User must be logged-in 2. User in *New Service* page.
Postconditions:	1. The contractor posts the service on the platform
Normal Flow:	1. The contractor press on "New Service" 2. The system displays the form for the contractor to fill up 3. The contractor submits the form 4. The service is submitted and displayed on *Explore* page
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	9
Frequency of Use:	Frequent
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	7		
Use Case Name:	View User's Services		
Created By:	Jin Xuan	Last Updated By:	
Date Created:	20/09/22	Date Last Updated:	

Actors:	Customer, Contractor
Description:	Allow users to view all their service posts.
Trigger:	Click on *myService* page
Preconditions:	1. User must be logged-in. 2. User has posted a service before
Postconditions:	1. User able to view all of their services that they have posted
Normal Flow:	1. The user clicks on the "My Service" button. 2. The system re-directs the user to the *myService* page.
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	7
Frequency of Use:	Moderate
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	8		
Use Case Name:	Delete Service		
Created By:	Jin Xuan	Last Updated By:	
Date Created:	20/09/22	Date Last Updated:	

Actors:	Customer, Contractor
Description:	Allow users to delete their service posts at their discretion.
Trigger:	Press on "Delete" button in the target service post
Preconditions:	3. User must be logged-in. 4. User is in the target service's post page. 5. User must be the poster of the service.
Postconditions:	2. User deletes the post from the database
Normal Flow:	3. This use case extends from Use Case ID 7 4. The user presses on the "Delete" button in the service details page 5. The system deletes the service post from the database 6. The system re-directs the user back to the *Explore page*
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	7
Frequency of Use:	Moderate
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	