Sydney Pearce

Individual Project

COSC-412

**Use Cases**

Home Buyers (client):

1. The client initiates a request to make an appointment from the option to do so on the booking tab. They need to choose the date, time, and employee. They have the option of viewing a specific employee’s availability, or simply the next available time. They must then provide their full name, email, phone number, property address, and size of property. A deposit is also required to book the appointment.
2. Once the appointment is approved, a confirmation message should be displayed on the screen to show the customer the request was successful. A confirmation email should also be sent to the provided client email address.
3. The customer should have full functionality of website: home tab, about us tab, services (drop down) tab, licenses tab, booking tab, and contact tab.

Real-Estate Agents:

1. The agent may initiate messaging with the company through the messaging platform on the contact tab.
2. The agent should have full functionality of website: home tab, about us tab, services (drop down) tab, licenses tab, booking tab, and contact tab.

Employees/Owner:

1. The employee should be able to initiate a request to view the appointments booked and the information supplied with them.
2. Owner should be able to input the availability of all employees for upcoming months.
3. The owner should be able to view messages sent via website from customers, and see the information supplied by the customer with the message for call back purposes.