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| Project name | Online services |

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| 1. Short project description (Business needs and system features) |
| Site for people to list and book different services. You can browse posts for services in deferent categories. You can give a rating and comment after a service has been booked and completed. You can also look through all comments and the rating of a service provider. Will be developed as console app using Java.  The main user roles (actors in UML) are:  • *User* – can view all the service posts, comments and rating of a service provider. Can message the service provider. Can create appointment. Can apply to become service provider.  • *Service provider –* Can browse direct messages from users and respond. Can view, accept, decline or finish appointment. Can create new posts, and update or delete old.  • A*pplication moderator* – will review all the applications for service providers, and will manage the services posts and comments.  • *Administrator* – can manage (create, edit user data and delete) all *Registered Users*, as well as *posts for service.* Can create new Categories |

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| 1. Main Use Cases / Scenarios | | |
| **Use case name** | **Brief Descriptions** | **Actors Involved** |
| * 1. **Browse services /categories/ posts** | Can go through categories and posts. Can search for service. See posts, and reviews for service provider | All users |
| * 1. **Login** | User can login in the site | All |
| * 1. **Register** | *Anonymous User* can register in the system by providing a valid e-mail address, first and last name, phone and choosing password. By default all new registered users have User role.  *Administrator* can register new by entering *User Data* and choosing a Role (*User, Service Provider, moderator* or *Administrator*). | *Anonymous User, Administrator* |
| * 1. **Change User Data** | *Registered User* can view and edit her personal *User Data*.  *Administrator* can view and edit *User Data* of all *Users* and assign them *Roles*: *User, Service Provider, Moderator*, or *Administrator*. | *Registered Users(user, serv.Provider, moderator), Administrator* |
| * 1. **Add/Edit/Delete Post** | *Service provider can and add new posts, edit, or delete them*  *Moderators and admins can delete posts* | *Service provider, moderators, admin* |
| * 1. **Manage Users** | *Administrator* can browse users  *Administrator* can choose a *User* to manage and can manage the chosen User - edit (using Change User Data UC) or delete.  *Administrator* can create a new user using *Register UC*. | *Administrator* |
| * 1. **Manage Posts and Service Providers** | *Moderator* can browse Posts, view thePost and edit/delete it. Can view Service Providers and their reviews, and can demote them to Basic user (won’t delete reviews for user) | *Moderator, Administrator* |
| * 1. **Promote to Serv.Provider** | Moderators and Admins can go through applications from users | *Moderators* |
| * 1. **Send messages** | Users can send messages to Serv. Provides from post when for the first time, can go through messages with providers and continue the chat.  Service Providers can go through incoming messages from users, and respond | *Users, Service Providers* |
| * 1. **Create Appointment** | *Can book appointment with service provider* | *User* |
| * 1. **Accept/Decline appointment**   **Mark as done** | Service providers can see booked appointments and accept or decline.  After accepted appointment, serv. Provider can mark as completed | Service provider |
| * 1. **Giving a review** | After appointment is completed, user can give review for Service Provider. | *User* |
| * 1. **Looking the reviews of Serv.Provider** | When you open a post for service, you can go and look the reviews of a person | *User, Service Provider, Moderator, Admin* |

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| 1. Main Views | |
| **View name** | **Brief Descriptions** |
| * 1. **Initial page** | Presents the introductory information for the purpose of the system. Prominently offers ability to register or login or browse all the posts for services and filter through categories. After login, the deferent roles will be presented with deferent menus for actions. |
| * 1. **Login** | Login form |
| * 1. **Registration** | Registration form |
| * 1. **Home for User**   **Home for Service Provider**    **Home for moderator and admin** | Presents ability to: search for service; browse through categories to display service; direct messages with service providers; change personal data; look the progress of appointments; Apply to become provider  Presents options for: browse through own posts and edit if desired; Add new post; Direct messages with Users. Menage appointments. Change behavior to basic user.  Presents ability to: look through posts and edit/delete; look through applications from Users to become service providers; Moderate comments.  Same as moderator, but can also menage users data. |
| * 1. **Services List options** | Views for searching and listing all the posts, as well as views for categories search |
| * 1. **CRUD for posts** | Views for creating new posts for services for Service Providers. |
| * 1. **Messages** | Views for messaging with a service provider, and ‘chat’ |
| * 1. **Booking** | Views for booking a Service Provider, as well as views for accepting and declining a booking. And marking it as done at the end |
| * 1. **Past jobs** | Views for service providers to see past bookings |
| * 1. **CRUD for users** | Views for admin to list/filter/search for user and them CRUD |
| * 1. **Reviewing applications** | Views for moderators to review applications for Service provider upgrade |
| * 1. **Moderation of posts and comments.** | Can moderate comments and posts. |

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