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| |  | | --- | | **DRAFT** | | Mobile Application  Use cases for  Portnoff  Macintosh HD:Users:yikexue:.Trash:portnoff 12-57-34-235.png | |
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# Introduction

Mobile Applications are developed in support of worker productivity; an important aspect of application life cycle development is – rapid development, modularized coding, efficient and secure distribution, control and management of mobile applications to facilitate that applications meet quality standards, are secure and that corporate change management and governance policies are adhered to.

To provide an understanding of the implementation and how it would be used, the team developed few use cases to define how the process would work.

# Use Cases Survey

# Customer Mobile application

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| No. | Use Case Name | Description | Benefits |
| 1 | Company Information | * Company information of Portnoff * Company image | Give users a brief introduction of the company and show the picture and the logo |
| 2 | View Main Menu | * Main Menu list some services provide by Portnoff * Click one of them and continue to the detail application | Clear and organized table view for all services |
| 3 | Make Payment | * Payment by ACH * Payment by Credit/Debit Card * Payment by Apple Pay * View other payment options | Multiple choices of payments let users pick the one they like |
| 4 | Balance Inquiry | Before Inquiry, view the instructions.  There are tips for users during their search process.  Input Tax Parcel Number  Input File Number  Input Captcha code(to prove you are not a robot) | Let users do the file search conveniently and accurately.  click the image to change a captcha code |
| 5 | Show the balance result | Show the balance detail including the property address, property holder name and so on.  Short cut button to Payment page | It’s easy to pay after balance inquiry |
| 6 | Property Owner Services | * Show basic information about these services * Hardship Application * Frequently Asked questions(click question to view the answer) * Local bar associations | Easy to get access to the website and get the necessary documents  One-to-one qa table, easy to find some frequently asked questions and get the answers  Shortcut(blue link) to the associations |
| 7 | Show Title Insurance Firm Inquiries | Web view of title insurance firm inquiries | -Publicity |
| 8 | Show Free & Clear Sales | Web view of the sales, there is a calendar  Events could be zoomed out | View the real time events on the website |
| 9 | Show contact information | Provided all methods of contacts of Portnoff | -Publicity |
| 10 | Core Data | Balance quiries could be tested on local database with core data | -Publicity |
| 11 | Web services | Ask for the response of inquiries from the Internet | -Publicity |

# Suggestions or future uses (market trends, for both apps)

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| No. | Use Case Name | Description | Benefits |
| 1 | Calendar Page | Some pages involving webview could be rebuilt in the app instead of viewing them on the Internet | More reliable especially for the area has poor network signal |
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