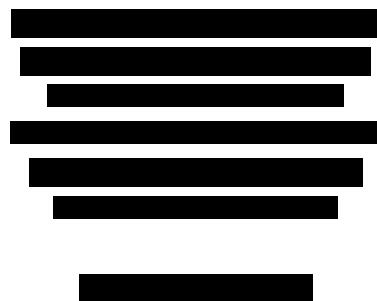


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# User Documentation

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System Glossary	
<b>Customer/User</b>	The user of website who is able to view, select and purchase good.
<b>Employee</b>	The shop staff who can add/delete category, add/delete product and so on.
<b>Product/good</b>	The musical instruments that <b>customer</b> can buy
<b>Order</b>	The record of a group of products that <b>customer</b> bought at a time
<b>State/Status</b>	The condition of an order, which can be changed by customer and staff
<b>Shop state</b>	The condition of the shop, indicating whether the way of picking up is feasible or not

Table 1: System glossary

## 1 Introduction

In this section, we will introduce why this system is founded, who is the user of this website, and how to use the system as a customer and employee. **The red letters in the figures are just for guidance, and the caption in red is the modification we made.**

### 1.1 Purpose

**Readers:** This user documentation is divided into 2 parts. The first part is written for user customer and describes the services that this website offers. The second part is written for my customer, user shop, and will teach user shop's employees how to use this website, as well as where to offer user services.

### 1.2 Background

**Summary:** Nowadays, an increasing number of people choose to buy things online under the considerable pressure of pandemics. However, we have noticed that user company has always been a local musical instrument store, which will lead to many problems like losing customers and unsalable goods. Here, our team Very would love to build a website for user company to help user retain user original customers and even expand to international markets.

This website can offer a group of basic and powerful services such as supporting both delivery and pickup of music instruments and providing a Chinese and English interface, which is convenient for local and Chinese customers. Besides these, this website will have some novel features to attract more customers who need musical instruments.

### 1.3 System Glossary

This is system glossary1, which describes some information that readers may need.

### 1.4 How to access this system

**URL:** When the user wants to access the project directly over the network, please type IP: **[REDACTED]** in your browser. Our website is deployed on the UCD server so that it could be easily tested.

**Accounts:** There are 2 suggested testing accounts, one for staff, the other for customer:

- Staff Account
  - username: 1234567
  - password: 12345678
- User Account
  - username: bjjjjjj
  - password: bqhbqhbqh

In addition, users can register for their own customer account for testing the authentication functionality. (detail in register part)

## 2 Customer Instruction

This section will describe what customers could do on this site. First of all, the navigation bar at the top of the window has all our core functionalities if accessed by using laptop; In contrast, the navigation bar is toggled into the right top side if using mobile devices where user could just click the right top button to expand the service options.

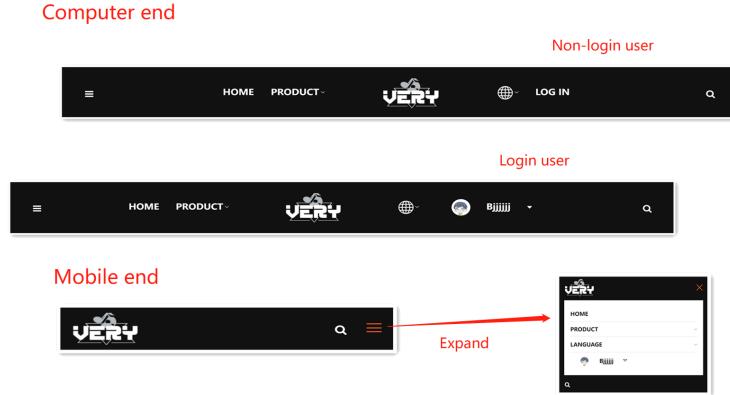


Figure 1: The introduction to navigation bar

### 2.1 Product Display

Overall, viewing products for the customers is one of our core functionalities. On this website, musical instruments are divided into 2 regions, Western and Chinese. After entering the website, user could select one corresponding drop-down button — all, Western and Chinese — from the navigation bar.

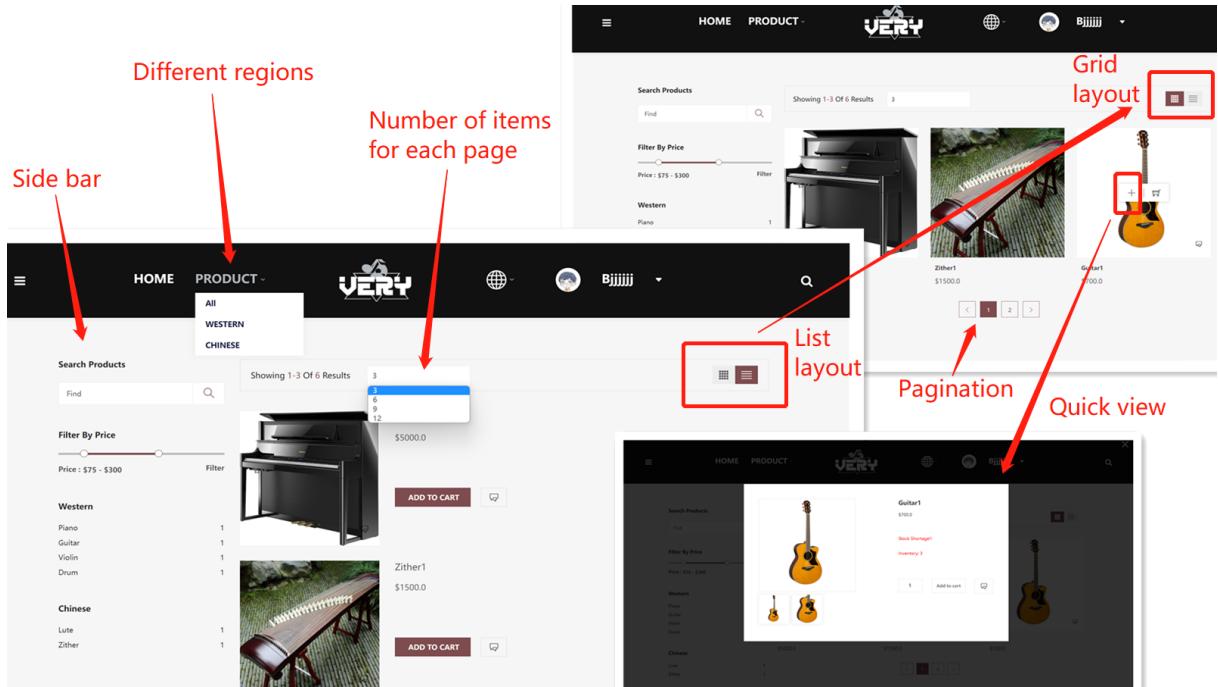


Figure 2: Product display

#### 2.1.1 Layout change and pagination

User could choose the preference of product layout.

**Layout change** The number of products within a single page can be changed, and they can be displayed using a grid or list layout. Both of them are above the products. user could choose 3, 6, 9, or 12 products on each page. In addition, grid mode or list mode is determined by choosing one of the right two buttons.

**Pagination of product** If a single page can not contain the total amount of products, it will be divided into several pages according to the number of products within a single page. The pagination bar is under the products so that when user finish viewing all products on that page click another page where different products are shown.

### 2.1.2 Quick view

The product name and its price are easily found during viewing the shop page, but if user want to read more quickly, such as inventory, and unwilling to go to a new blank page. In the grid layout, user can hover over the product picture, and at that time two buttons will show. Click the left button, and that is the "Quick View" button. More pictures, as well as inventory related to the products, could be seen by user.

### 2.1.3 Filter product

A sidebar is an excellent tool for users to filter. Products can be filtered by category, keyword, price, and even their combination. Please pay attention that the computer end could see the sidebar left to the products, while the mobile end sees it under the products.

**Filter by category** Music instruments can be filtered by categorise such as guitar and piano. Besides this, products are divided into two groups, Western and Chinese, for users to select

**Filter by keyword** On the top of the sidebar, the search product label is shown above the text input that is used for keyword search. Enter the product name user want to search for in the input.

**Filter by price range** Price search is under the keyword search. user could directly drag two dots that represent the lower and upper boundary, respectively. Besides, if the upper boundary user want to set is higher than \$2000, it is possible to enter the number of ranges in the place where user could see the price and it is under the slider.

**Filter by combination** It is feasible to combine different conditions (e.g., (region/category)+(keyword/price)) to filter. Price and keyword are at the same level, so user could only choose one of them. However, every time user select a new category, the filter condition becomes clear. It means that user could search for a specific category with desired product name or within a particular price range.

### 2.1.4 Product detail

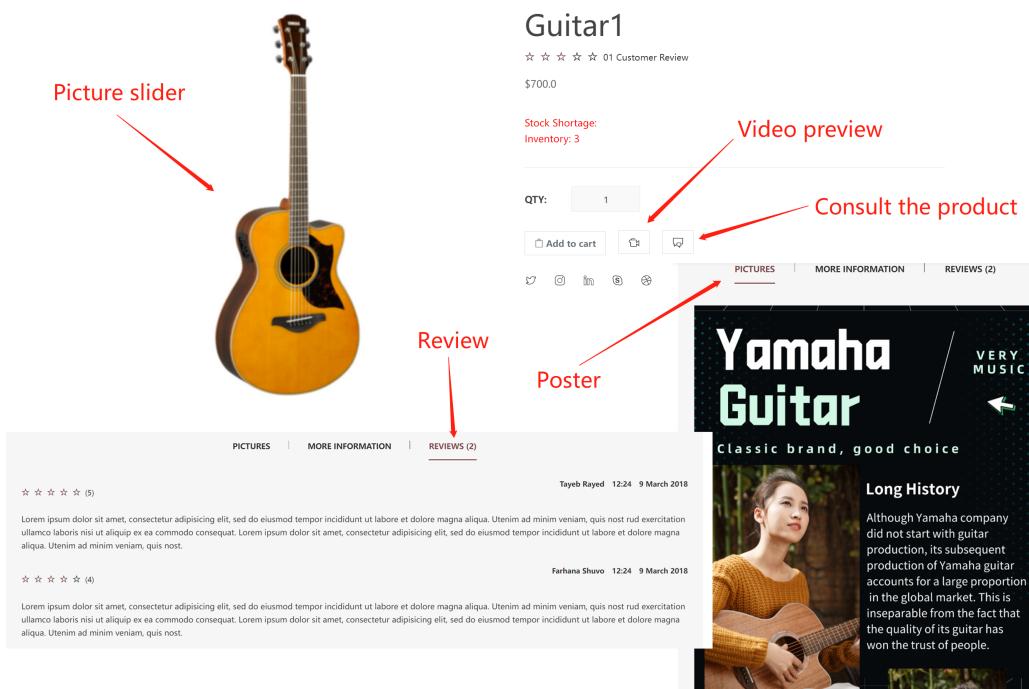


Figure 3: Product details page

**Picture slider** The pictures can be automatically played. Besides, it is possible for users to drag pictures wherever on laptop or mobile devices, which can enhance user experiences.

**Video preview** If the staff prepares the preview video for the product, users are able to see the camera icon appears around the chat icon(e.g. Guitar1).

**Poster, features, reviews** Users are able to view the poster that is under the product overview. It describes the detailed information, and is like an advertisement for that product. Besides, more information shows the features of that product. Finally, reviews gives the customers' comments.

## 2.2 Login/Register

Login and registration are key ways to access and use this system more deeply. If user have not logged in, the most right option of the navigation bar is Logging in for the user to click.

**Login** Once the user enters a new page, they could use their account to log in (if test, use 1.4).

**Register** If customers are still tourist, they can go to the registration page by clicking the register heading right to the login heading. The account name should be between 6 to 30 characters (except for space). Enter a correct e-mail address to receive a verification code to activate the account, and enter the code to the next blank. Following this, they are required to enter the password and confirm it again. Finally, their address can be filled here for the following delivery service.

Figure 4: Login and registration

## 2.3 Shopping

Shopping is an important core functionality for users to buy products. Handling shopping cart and purchases constitute shopping functionality.

### 2.3.1 Shopping cart

A shopping cart helps logged-in users keep and select their desirable products temporarily.

**View shopping cart** Click the user's avatar on the navigation, and then click My Cart service to enter the shopping cart. user will see all items that have been added to their shopping cart.

**Add products into shopping cart** If user desire to purchase a specific product, user could click add to cart button to put it. If the item is not in the cart, user are notified that it is successfully added, while if the cart has already had that product, user will be notified not to put it again.

There are four ways to add. The first three are like consult 2.6.2 but are just to click **add to cart** button.

1. On the shop page, click the **add to cart** button on the right bottom side of the image.
2. At the quick view page2.1.2, click the **add to cart** button.
3. Go into the product detail page and click the **add to cart** button that is left to the add into cart button.
4. The last one is to hover over the product image, and then it shows two buttons, and finally choose the right one, a cart icon.

**Delete product from shopping cart** Enter the shopping cart first2.3.1. And then users will see their cart items. On the right of each item, they will find a trash icon for deleting. It is also possible to delete the product by selecting a product and pressing the delete selected button.

**Handle product number** On shopping cart page2.3.1, each item has the quantity that users want to buy. they can directly modify the number by the click the left or right button around the number.

### 2.3.2 Purchase

Enter the shopping cart page2.3.1, and select the products users want to choose in their shopping cart or select all. After that, press the purchase button to buy the things user have selected. Then, automatically enter the confirmation page.

**Select service** Since our website offers delivery and pick-up services, users have to choose a corresponding service at this point. Finally, click the purchase button.

- **Pick up**

If the pickup service is selected, users only need to fill in the recipient's name. **If the physical shop is closed, users can't choose pick up service.**

- **Delivery**

If the delivery service is selected, users are required to confirm the address they have filled before2.4.

### 2.3.3 Review

After receiving the products, users could finish their order and start reviews.

**Review each product** Since sometimes user have bought several goods in a single order, it is required to make comments on different goods, considering different goods may have different quality. user should click add a comment on that order, and it will show user the products user are required to ratify and comment on. After reviewing all of them, click confirm button and the review has been done.

## 2.4 Personal Space as a center

Personal space, also known as profile, helps users to know what information they have entered, what orders have been put, and to check their progress.

### 2.4.1 Update information

On the right-hand side of the window and under the navigation bar, the note icon is used for editing personal information. Firstly, users could change their e-mail address in case the old e-mail is depreciated. Secondly, the shopping address that has been recorded in registration could be edited. Last but not least, the password, the security for users, can be changed by entering the old password and new password. Password is tightly related to the security of the system, and if users can regularly change their password, the level of security highly rises.

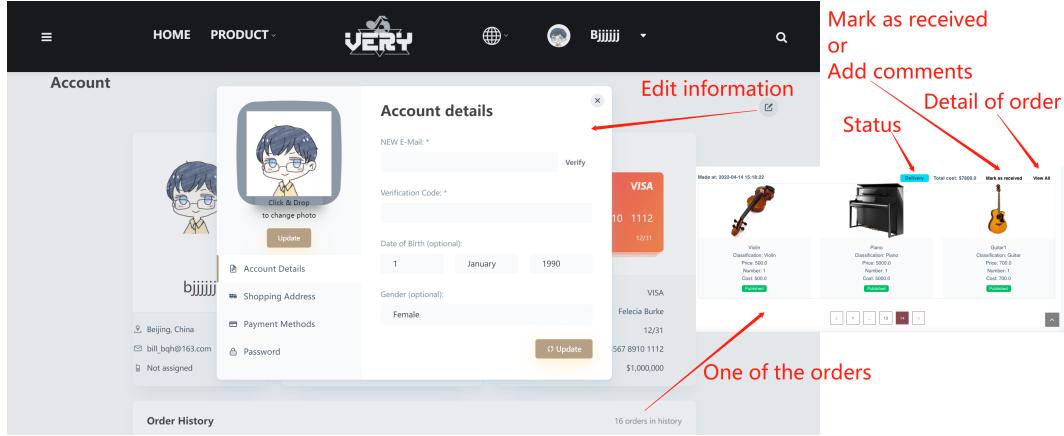


Figure 5: Update information and orders

#### 2.4.2 Orders

Order functionality assists users to finish an important procedure. It helps users to know their order history, to handle orders, and to complete orders.

**Order history** users can see their order history under the personal information. Each order shows **the products they purchased, the time it is made, the total cost, and the status at this moment**. Additionally, user will see two orders per page. The pagination 2.1.1is used for this, and user could choose which page user want.

**View orders** If users click the view all button, they will see the details of that order. If the order is a pick-up service, user can know the **pick-up code** that is used for purchasers to accept their products.

**Cancel order** The order can only be cancelled by user if the status of order is 'Paid(delivery)' or 'Paid(pick up)' . It's necessary to enter the reason so that the staff accept the cancel request.

**Finish order** If the pick-up/delivery order is finished, user should click mark as received button.

### 2.5 English/Chinese interface switch

Our website designs two different interfaces for users that speak English and Chinese. By clicking the globe icon (computer end) or language label (mobile end) on the navigation bar, the user could select the language he/she is familiar with.

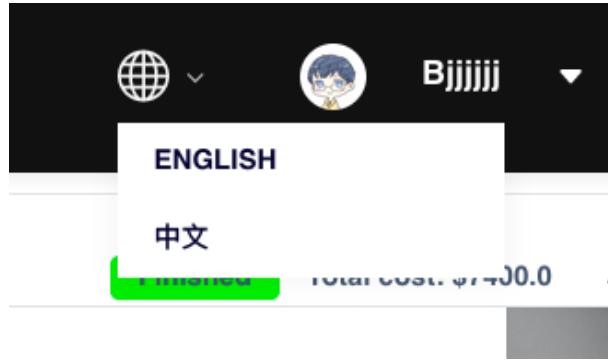


Figure 6: Translation icon

#### 2.5.1 Routine view

Once users select the corresponding language, it is possible to view almost all information easily, except for chat messages and reviews by users.

### 2.5.2 Extension Functionalities

**Chat translation** Since employees are assumed as English speakers, if employees send a English message, customers who speak Chinese could translate it into Chinese by clicking the translation button.

**Review translation** If users are interested in knowing some particular products deeply, they often choose to see the reviews by other customers so that they know what the real quality is. However, if other users use a different language, which troubles users, the viewer can translate it by clicking the translation button.

## 2.6 Customer Service

Customer service is one of our key functionalities. The customer can talk to the employee in real-time.

### 2.6.1 Ask questions to staff

users are assumed that they have logged in. Click the their avatar to expand the services, and then choose 'My Chat' to ask questions to the employee.

**Auto-Reply** Once entering the chat room, the employee will automatically ask some questions that users may want to ask. If users are interested in one of these questions, they could click one of options, and receive the answer. After that, he/she will ask whether they have another questions.

**Language issues** If user have any language issues during chatting, user could check 2.5.2.

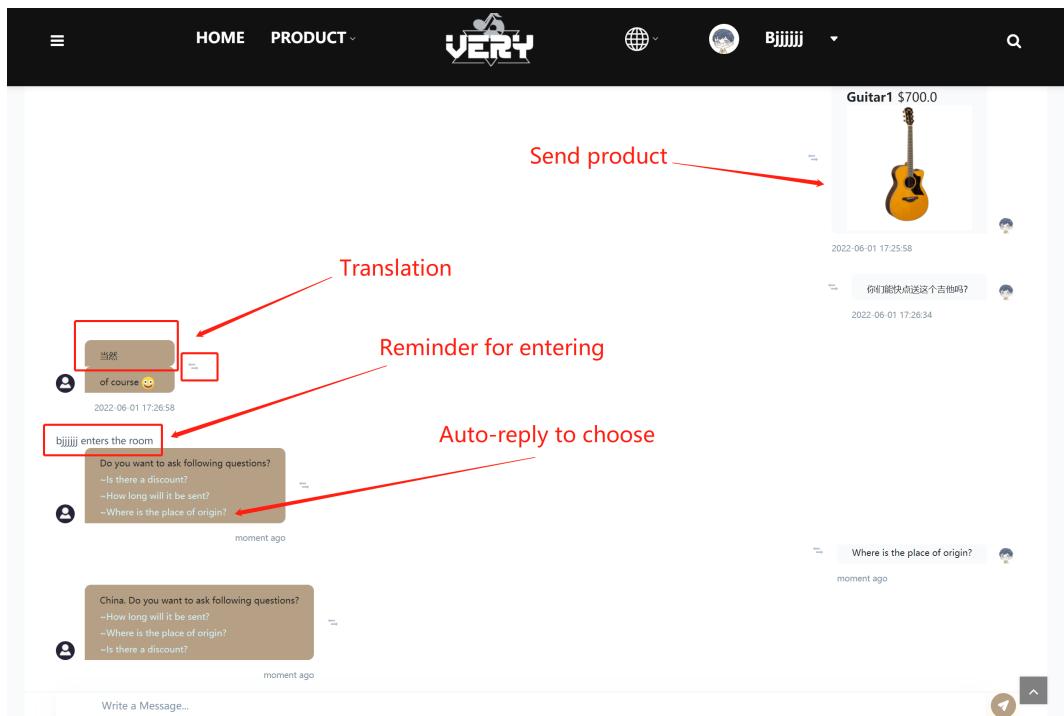


Figure 7: Chat, auto-reply and translation

### 2.6.2 Consult related product

Sometimes, to know more details about that product could be achieved by asking staff. For users to conveniently describe which product they consult, we provide sending product information service. Three ways to ask. First, on the shop page, click the consult button on the right bottom side of the image. Second, at quick view page2.1.2, click the consult button. Third, go into the product page and click the consult button that is right to the add into cart button. After that, user will see that the product, its price, and name have been sent to the support staff.

### 3 Employee Instruction

This section will instruct the shop's employees on how they could operate and maintain this website. The navigation bar of the staff portal is on the left side. user could choose to add/delete categories, view products, add products, and orders, and add automatic replies as well as customer services.

#### 3.1 Category

Products are divided into Western and Chinese region instruments, and it is possible to add or delete different categories into and from these two parts.

**Add Category** Employees could expand the navigation bar and then select Add Categories button. The employee fills the category name, its Chinese name, and its region.

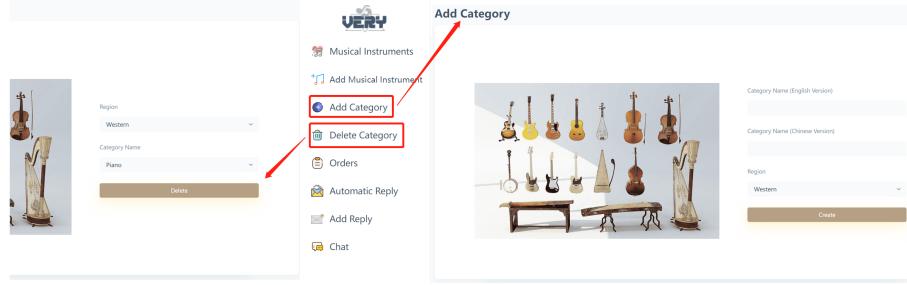


Figure 8: Category

**Delete Category** If some categories are depreciated, employees could choose to delete category service from the navigation bar. After that, select the category that is not needed.

#### 3.2 Product

Product is the key functionality of this website for employees. If user have an idea to view or adjust user shop's product, please use the related product functionalities.

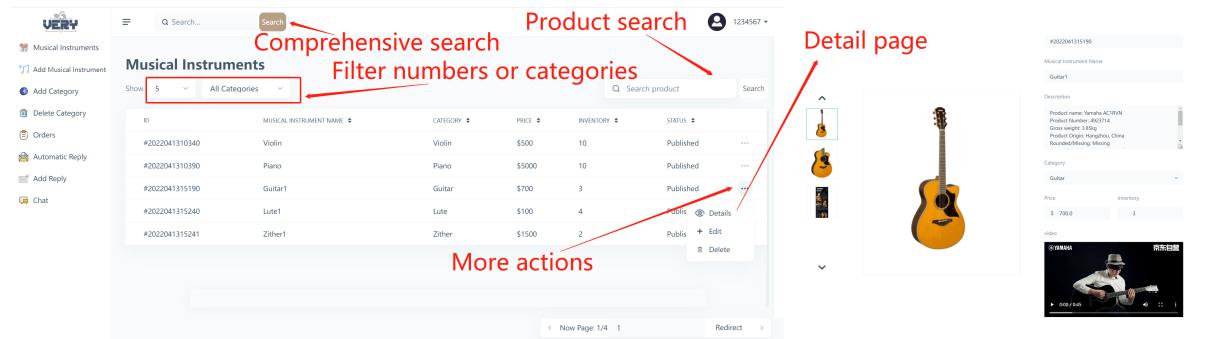


Figure 9: Products

##### 3.2.1 Add Product

If staff want to add musical instruments, staff could click add musical instruments to add. Next, they have to follow the instructions to fill products related information.

**Product name** First, it is important to make the customer know what the product name is, as well as its Chinese name since it will be used in the Chinese interface for a better experience, in case machine translation is not professional.

**Product description** Second, the description of a product gives information about some features of the product, which let the customer know whether they really need this product. What's more, it also requires a Chinese version.

**Product state** Third, if some products are temporarily not necessary, staff could initialize their state as removed so that customers can not access this product. If it is set published, the product will be soon shown to customers as the item is created successfully.

**Category, price, inventory** Staff can categorize the product and give its price and the inventory. If the product doesn't belong to any category, please check 3.1 to add a category.

**Poster, video preview, images** Pictures and videos are really interesting advertisements for users to quickly know. Following the instruction, staff could directly drag and add one or more image files simultaneously.

### 3.2.2 Edit Product

Deleting a product or editing the product information is an effective adjustment to the product if anything happens.

**Delete Product** To delete a product, user should click the most right button and then select the delete option.

**Edit related information** Select the edit option from the **action** button of that product row. User can see more detail about that product. The title of each input is the same as adding product, and if it is not clear enough, please check 3.2.1.

## 3.3 Keep Track of Orders

Every time a customer purchases something, the system will create an order for customers and staff to track.

### 3.3.1 View Orders

Click the orders button to view orders. Each order row tells information about the order's id, created time, total cost, and status. If staff want to know more about that order, user could click the detail option.

The screenshot shows the 'Orders' section of the application. On the left, there is a sidebar with buttons for 'Add Musical Instrument', 'Add Category', 'Delete Category', 'Orders' (which is highlighted with a red box), 'Automatic Reply', 'Add Reply', and 'Chat'. The main area has a search bar and a table titled 'Orders' with columns: ID, CUSTOMER NAME, TIME, TOTAL COST, STATUS, and PRIORITY. The table contains five rows of order data. A red box highlights the 'Details' button next to the first order (ID: &1). Another red box highlights the 'Priority' column header. A callout bubble with the text 'Priority orders are displayed first' points to the 'Priority' column. A red arrow points from the 'Details' button to a detailed view of order #1234567. This detailed view includes fields for Reason (Due to the epidemic, the physical store is closed.), Address (Chinaleijing), Total Cost (\$2200.00), and Status (Paid, Delivery, Finished). A red box highlights the 'Edit' button at the bottom of this view. A callout bubble with the text 'Two details pages with different statuses' points to the 'Edit' button. At the bottom, there is a table for MUSICAL INSTRUMENT ID, MUSICAL INSTRUMENT NAME, and NUMBER, with three items listed: Violin (1), Lute (2), and Zither (1).

Figure 10: Order detail

### 3.3.2 Edit/handle Orders

It is always necessary for the customer to track their orders before completion, and therefore for staff to change the status of orders in time. Staff can click the detail option to handle that order, and then click the edit button on the new page. There are several things that staff are capable of changing. The reception name, phone name, and address could be changed.

**Status handling** Besides, the status of the order could be changed. Select the state option, and choose the correct status that it is in.

**Exception status** Since sometimes quarantine happens, in case pick-up service is hard to solve. The shop is capable of changing the shop state from open to closed, which will cause the status of all pick-up services to become exception status. Next, staff could transform the pick-up service in exception status into a delivery service.

**Prioritize orders** If customers urge some orders through chat, the priority of orders could be changed into 'Yes'. After that, the order will be placed at the top of the list, and marked with a star.

### 3.4 Handle sales due to pandemic

The breakout of a pandemic sometimes occurs, and the physical shop is affected, which makes pick-up service impossible to complete. Thus, staff will switch the State of Physical Store at the index of the staff portal from open to closed. All pick up orders become exception, and can't be changed into pick up orders unless the shop is open again.

### 3.5 Customer services

In response to the inquiries from customers, chat functionality provides staff with a dialogue window to communicate with customers.

#### 3.5.1 Reply To Customers

After Click chat in the navigation bar. staff will see who has sent messages and select one of them to start replying to their questions.

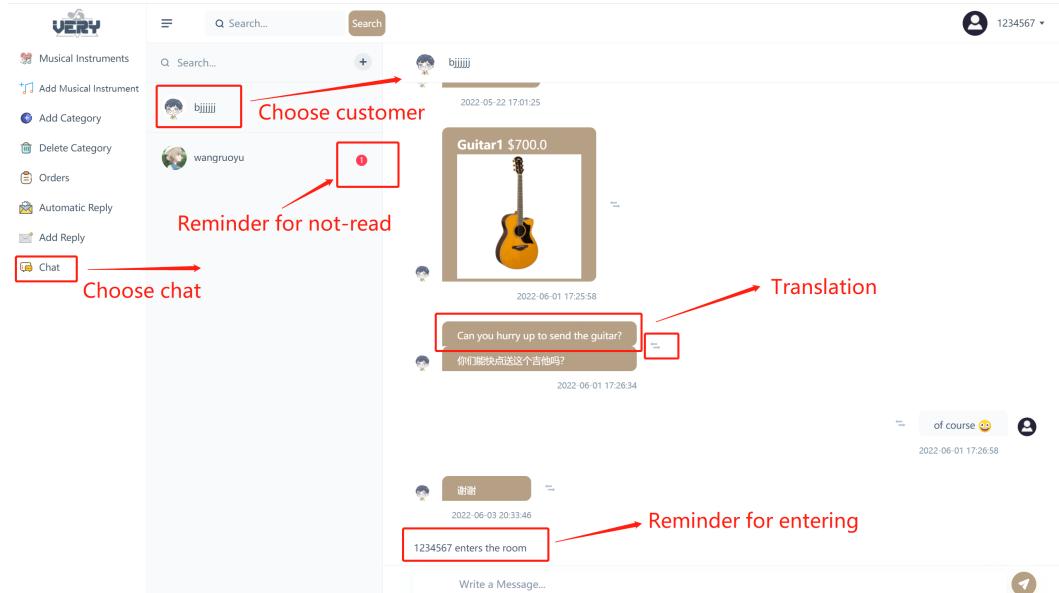


Figure 11: The customer services

#### 3.5.2 Chinese translation

Besides, since the staff is assumed an English speaker, if the customer is Chinese and sends user a Chinese message, they could click the translate button on the right side of each message. After clicking the translation button, Chinese will be translated into English.

#### 3.5.3 Automatic Reply

Sometimes, it is busy for staff to respond to all questions from customers, and it is a waste of human resources to respond to some questions at a low level. Staff can set questions that customers want to ask, and already known answers to these.

**View/delete reply** Choose automatic reply to know what questions have been set. In addition, staff could select the right button to know the detail or delete it.

**Add reply** Choose to Add reply service to add the helpful instructions that customers are very likely to ask.