Team Nerdvana
Milestone Four ⇒ Team Project: Petopia! ⇒
1st Refinement → List of Needs & Features

(1st Refinement) List of Needs & Features:

1) A visually appealing site that evokes a love and enjoyment of pets and life with them -- cute but not "cutesy" -- and that gives visitors and users an enjoyable experience

   a) Our original/primary focus is dogs but we do not want to leave out other kinds of pets!

      i) So we want cute pet images… decide if we want to go with photos or illustrations -- there are some great pet illustrations and they may be more "inclusive"

   b) Determine a pleasing color scheme to be used throughout the app

   c) Incorporate consistent and easy-to-use, intuitive navigation across site/app

      i) With obvious link to login or register

   d) Obviously the site needs to be responsive and look good on various sizes and types of devices

2) Anyone can browse pet care provider profiles

   a) To see if there are providers in their area that match their needs before they register -- see if they *want* to register!

3) Only registered/logged in users can view pet owner and/or pet profiles

   a) For the purpose of social interaction/community development and later growth/development of app features

4) Some registered users will be designated "admins"

    a) Admins will have authority to enter, edit, delete data from database

    b) Admins will be added "manually" by app staff -- and will BE part of app staff!

5) Registered/logged-in users have authority to create/enter, edit, and delete their own (and/or their pets') profile information in the database

    a) Including to delete their profile/data altogether should they decide to leave the app

6) When a user registers with the site, they will be given the option of designating themselves as "pet owner" or "pet care provider"

    a) It will be possible to register as both -- it is perfectly reasonable that someone may want to be both!

7) Users registering as "pet care providers" will have to undergo a background check before they can create their app profile

    a) And eventually/optionally proof of insurance/bonding

    b) Once they can create their profile, they can edit/update as they wish

    c) Pet care providers can add "badges" to their profile to indicate what types of pets they are experienced with

    d) Pet care provider profiles will have fields for them to describe their experience and expertise -- like a "mini resume" that they can tailor as they need/wish

    e) They can also delete their profile if they no longer wish to be a pet care provider

    f) Work with a well-established/reputable online background check service provider -- signify on profile they passed

8) Users registering as "pet owners" will be able to create their in-app profile as soon as registration is complete

    a) They will then have the option to enter pet profiles now or later

  i) The option for a pet owner to create a pet profile will always be available, as they may acquire a new pet

   b) Pet owners can edit/update their profile (and/or their pets!) as they wish

   c) Pet owners can also delete their profile if they no longer with to be a member of the app

9) Before a pet owner can request services for their pet, they must have created a profile for that pet

   a) Because services will be arranged for a particular pet (or pets) of a Pet Owner, so the Pet Care Provider knows what type of pet is involved

10) Before a pet care provider can accept jobs, they must input their availability on the app's scheduling/calendaring system

   a) Scheduling/calendaring for each pet care provider, accessible from that provider's profile page

   b) An "overall" or general calendar showing the availability of all pet care providers in a pet owner's specified zip code range

   c) Pet Owners can then view when the Pet Care Provider they prefer is available (or not) and request services from among the available dates/times

   d) Pet Care Provider can then accept the appointment

11) Pet Owners and Pet Care Providers will have the option/ability to private message each other within the app

   a) Both types of users will have the ability/option to private message site/app admin within the app

   b) This will allow Pet Care Providers to do "check-ins": arrival, completion of services; a little report on how the pet did -- allow them to provide good customer service/establish rapport

12) Pet Owners and Pet Care Providers will have the opportunity to rate each other on the app

   a) Pet Owners: obviously, rate the level of care and service provided to their pet(s) -- and if they show up!

   b) Pet Care Providers: can rate lower if, for instance, the pet owner has frequent cancellations (one or two is to be expected, in case of emergency)... or if the pet and the care required was not as described... things like that

   c) There will be a comment field so ratings can be explained

   d) Ratings can be responded to, like to explain a cancellation or no-show (got in a wreck on the way there, etc)

13) We will use standard log-ins for all accounts

   a) We'll use emails for the username

   b) Passwords should be the standard 8+ characters

   c) Users can select a "handle" to identify themselves within the app

   d) Eventually confirm emails of newly-registered users

   e) Admin users will be manually confirmed/added by app owners

14) Specific information pages -- accessible to all:

   a) Page describing what is required to become registered as a pet care provider with the app -- with a prominent link to do so

   b) Page describing the benefits for pet owners (and their pets!), of registering with the app -- with a prominent link to register

15) Specific information pages -- accessible only to registered users:

   a) instructions/FAQ's about how to use the app in case there are any questions

   i)   With prominent link to contact support if necessary

Summary ⇒ the "Reader's Digest" version of Needs+Features:

➔ Foundational underlying relational database

➔ Awesome-looking website that's easy to use & navigate

➔ Ability for visitors to register and then log in as a user

➔ Profiles for: Pet Owners   *pet owners make their own*
                      ^-- and their Pets   *and for each pet too*
                    Pet Care Providers   *they make their own too*

   ➔ Profiles for Pets: to request service for THAT pet, and Pet Care
     Providers can get an overview of the pet and it's needs

   ➔ Profiles for Pet Care Providers: overview of their expertise and
     experience -- what species, special situations/needs they are capable of
     handling

➔ Calendaring/scheduling capabilities

   ➔ Appointments can be booked online

     ➔ Requested by Pet Owner <==> Accepted by Pet Care Provider

➔ Means to accept and disburse payments

   ➔ From Pet Owners <==> to Pet Care Providers

➔ Means to conduct background checks on prospective Pet Care Providers

➔ Search functionality -- for Pet Owners to find suitable Pet Care Providers

   ➔ As they search, it filters for closest-match results

   ➔ Search/filter by pet type/needs and geographical nearness

➔ Means of private messaging within the app/website

   ➔ So that Pet Owners and Pet Care Providers can communicate
     before/during/after each time service is provided

   ➔ Provide means of a "check-in" that the Pet Care Provider has arrived,
     that they have completed service, any notes Pet Owner may want