Sri Lanka Institute of Information Technology

Assignment 1

MLB_05.02_01

Online Pet Care System

Internet and Web Technologies – IT1100

B.Sc. (Hons) in Information Technology

Group Details

Group Number: MLB_05_02_01

Project Title: Online Pet Care System

	Student ID	**Student Name**	**Email**	**Contact Number**
1	**IT21299902**	**ZAKEY.M.S.M. A**	**IT21299902@MY.SLIIT.LK**	**0701563283**
2	IT21302480	DILSHAN O. A. P	IT21302480@MY.SLIIT.LK	0772930198
3	IT21301704	DE SILVA L. M. C	IT21301704@MY.SLIIT.LK	0712761301
4	IT21299452	DILHARA W.M. A	IT21299452@MY.SLIIT.LK	0772229907
5	IT21301018	PADUKKA P.V.G. G	IT21301018@MY.SLIIT.LK	0710748638

1.Introduction

This is a website for an online Pet Care system named "Best Care". The website provides an interface for pet owners to register to the system and become a registered customer.

A registered customer can get OPD treatments to their little four-legged animals & vaccination, surgeries, Grooming, Dental Care, Pet boarding & Hospitalization, Pet taxi & Mobile Veterinary service, Laboratory families, Digital X-ray, and scanning.

Also, you can complaint any one miss behavior with his/her or other pets though our site still you are not a registered customer.

We also provide quality products for your little friends and accept donations to help the stray animals, online payments, request for help and provide feedback. Further, we have an all-in-one pet shop where you can purchase all of the pet products at a convenient price.

The customer can also access his or her profile and acquire necessary information.
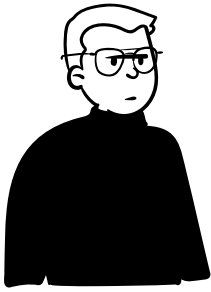
Apart from that, customers and authorities of organizations can utilize the system to perform the following tasks.

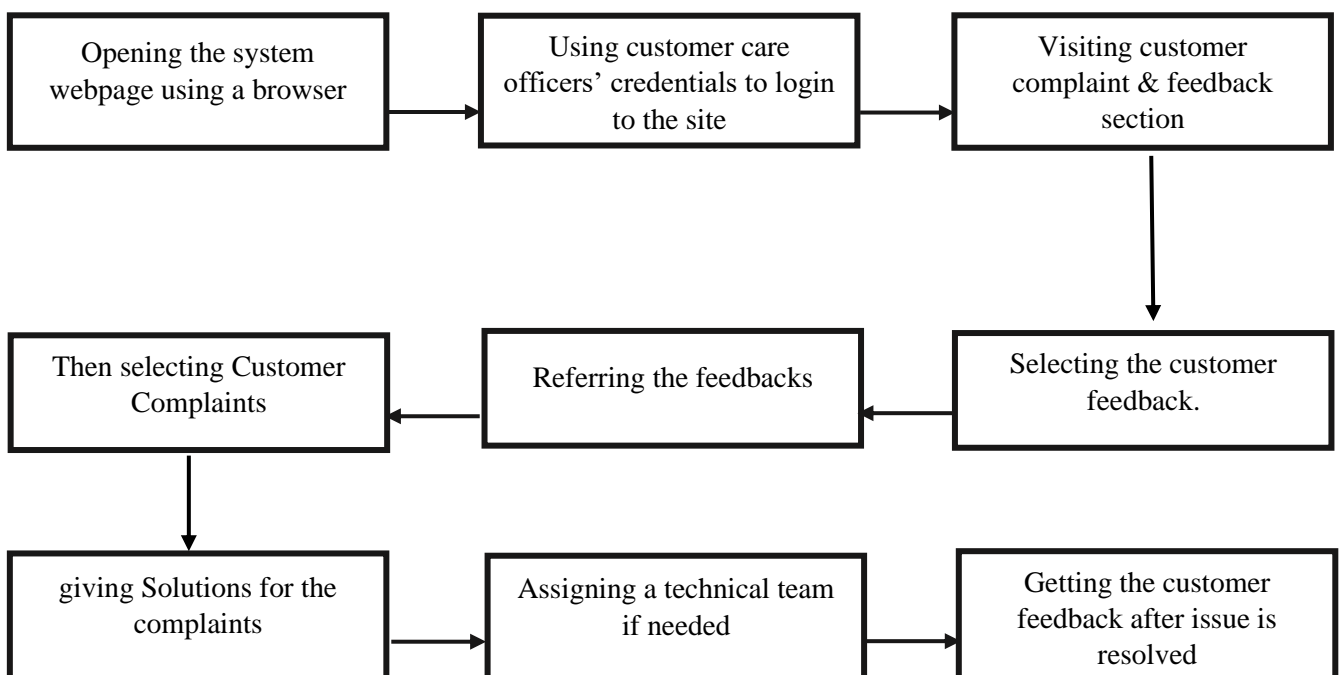The Customer care officer-can accept complaints and provide online solutions using the system, or send the matt

(2/3)Personas/User Journeys

1.DE SILVA L. M. C (IT21301704)
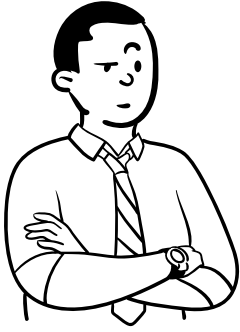
- **Persona – Customer Care Officer**

Online Pet Care System– User account Details	
	Name: Mr. Sudith Kumara
	Age: 40
	Motivation: Gratification of customer needs
	Goals: Directly contributing to complaints received and deploying as expert.
	Technical Ability: Ability to sort out complaints and feedbacks from the system.

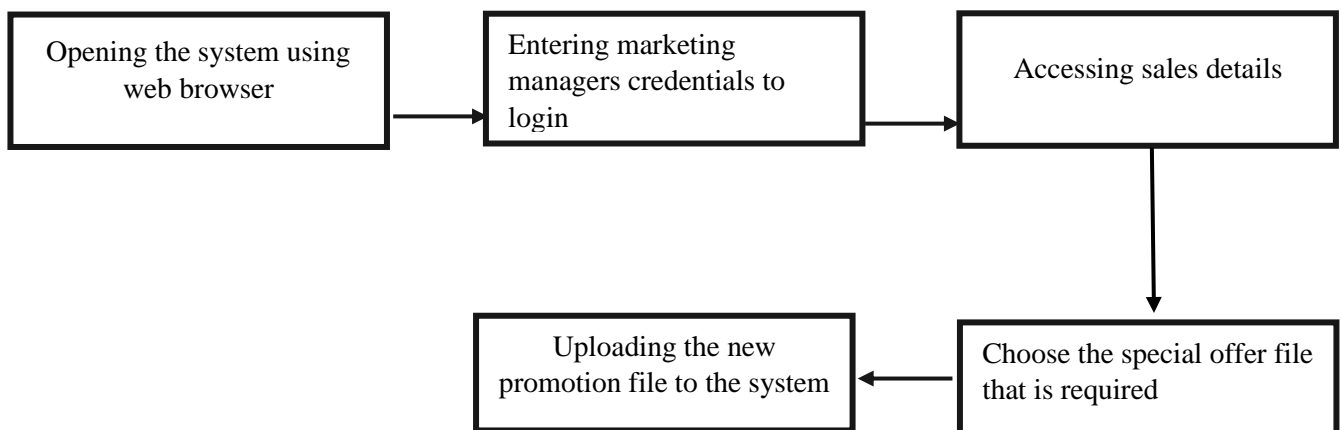- **User journey – Giving solutions for customers complaints & referring feedbacks.**

```
┌──────────────────┐     ┌──────────────────┐     ┌──────────────────┐
│ Opening the system│ ──> │ Using customer    │ ──> │ Visiting customer │
│ webpage using a   │     │ care officers'    │     │ complaint &       │
│ browser           │     │ credentials to    │     │ feedback section  │
│                   │     │ login to the site │     │                   │
└──────────────────┘     └──────────────────┘     └──────────────────┘
                                                            │
                                                            ▼
┌──────────────────┐     ┌──────────────────┐     ┌──────────────────┐
│ Then selecting   │ <── │ Referring the     │ <── │ Selecting the     │
│ Customer         │     │ feedbacks         │     │ customer feedback.│
│ Complaints       │     │                   │     │                   │
└──────────────────┘     └──────────────────┘     └──────────────────┘
        │
        ▼
┌──────────────────┐     ┌──────────────────┐     ┌──────────────────┐
│ giving Solutions │ ──> │ Assigning a       │ ──> │ Getting the       │
│ for the          │     │ technical team    │     │ customer feedback │
│ complaints       │     │ if needed         │     │ after issue is    │
│                  │     │                   │     │ resolved          │
└──────────────────┘     └──────────────────┘     └──────────────────┘
```

2.DILSHAN O.A.P (IT21302480)

- **Persona – Marketing manager**

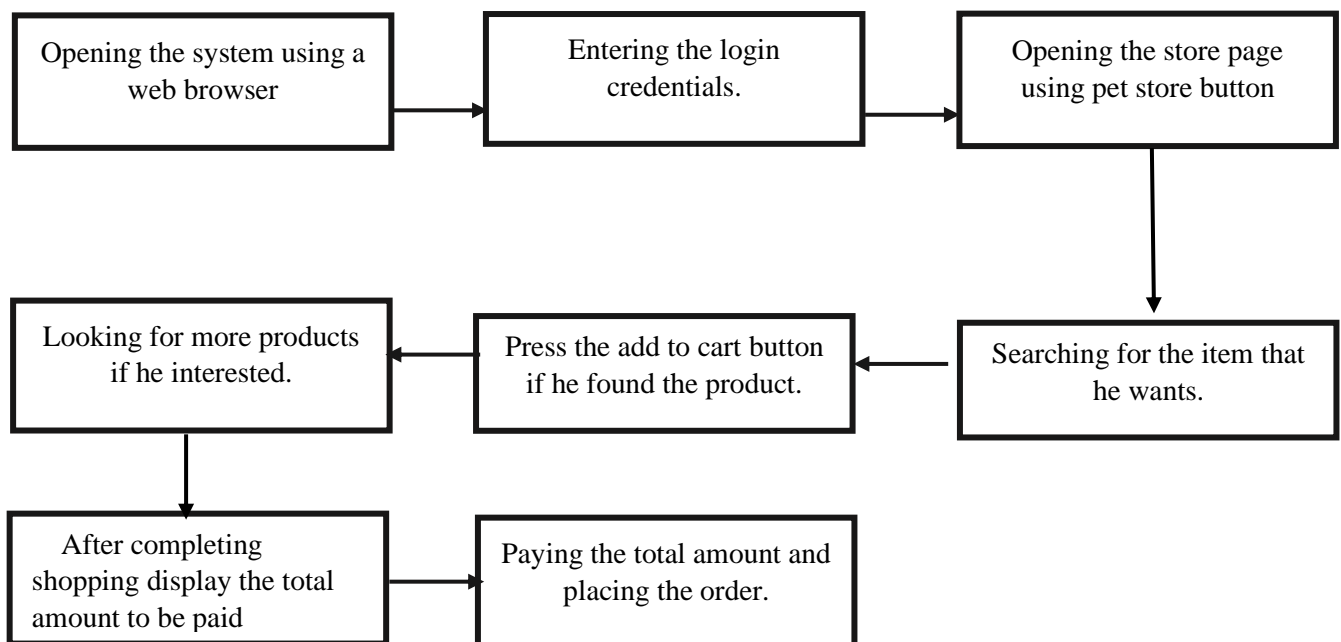| Online Pet Care System-User Account Details	
	Name: Mr. Hasantha samarathunga
	Age: 35
	Motivation: Provide New services and products to customers
	Goals: Find new ways to promote the business and make attractive offers.
	Technical Ability: basic knowledge of marketing and able to upload and request promotions.

- **User Journey - Adding new sales and products to the system**.

```
┌────────────────────┐     ┌────────────────────┐     ┌────────────────────┐
│ Opening the system │ ──> │ Entering marketing │ ──> │ Accessing sales    │
│ using web browser  │     │ managers           │     │ details            │
│                    │     │ credentials to     │     │                    │
│                    │     │ login              │     │                    │
└────────────────────┘     └────────────────────┘     └────────────────────┘
                                                                 │
                                                                 v
┌────────────────────┐     ┌────────────────────┐
│ Uploading the new  │ <── │ Choose the special │
│ promotion file to  │     │ offer file that is │
│ the system         │     │ required           │
└────────────────────┘     └────────────────────┘
```

3.ZAKEY.M.S.M. A (IT21299902)

- **Persona – Registered User**
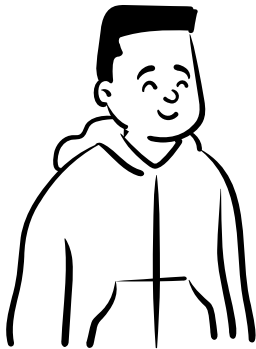
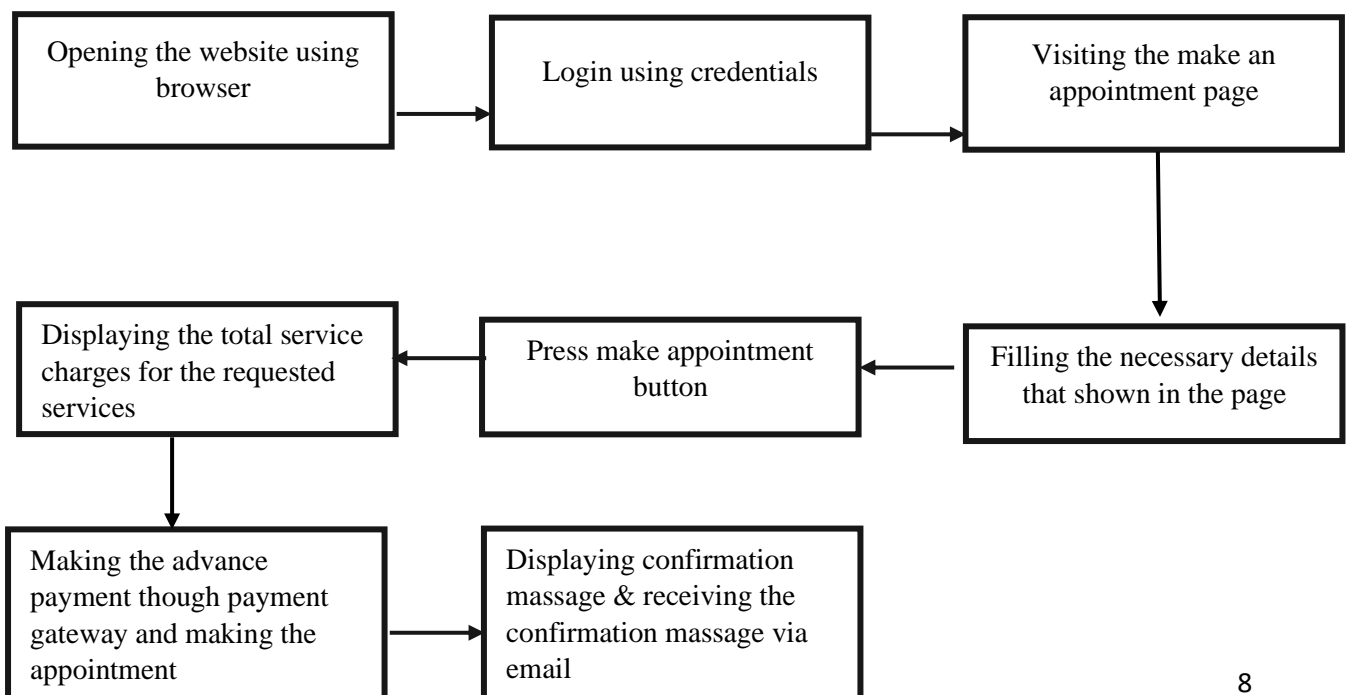| Online Pet Care System-User Account Details	
	Name: Mr. Asanka Sampath
	Age: 25
	Motivation: To get basic services from the system
	Goals: Buy a product from the store
	Refer the Pet Care guidance articles
	Donate us
	Technical Ability: ability to use a basic web-based system

- **User Journey - Buying products form the store**

Opening the system using a web browser	→	Entering the login credentials.	→	Opening the store page using pet store button

Looking for more products if he interested.	←	Press the add to cart button if he found the product.	←	Searching for the item that he wants.

After completing shopping display the total amount to be paid	→	Paying the total amount and placing the order.

4.DILHARA. W.M.A (IT21299452)

- **Persona – Registered Customer**

Online Pet Care System- User Account Details	
	Name: Mr. Anusara Perera
	Age: 25
	Motivation: To access the system services
	Goals: Make an appointment to their Pet. Access the Pet store. Look for pet adoption. To donate.
	Technical Ability: Ability to use basic system.

- **User Journey – making an appointment to meet the pet veteran.**

```
┌──────────────────────┐     ┌──────────────────────┐     ┌──────────────────────┐
│ Opening the website  │ ──> │ Login using          │ ──> │ Visiting the make an │
│ using browser        │     │ credentials          │     │ appointment page     │
└──────────────────────┘     └──────────────────────┘     └──────────────────────┘
                                                                       │
                                                                       v
┌──────────────────────┐     ┌──────────────────────┐     ┌──────────────────────┐
│ Displaying the total │ <── │ Press make           │ <── │ Filling the          │
│ service charges for  │     │ appointment button   │     │ necessary details    │
│ the requested        │     │                      │     │ that shown in the    │
│ services             │     │                      │     │ page                 │
└──────────────────────┘     └──────────────────────┘     └──────────────────────┘
         │
         v
┌──────────────────────┐     ┌──────────────────────┐
│ Making the advance   │ ──> │ Displaying           │
│ payment though       │     │ confirmation massage │
│ payment gateway and  │     │ & receiving the      │
│ making the           │     │ confirmation massage │
│ appointment          │     │ via email            │
└──────────────────────┘     └──────────────────────┘
```

5.PADUKKA P.V.G.G (IT21301018)

- **Persona - Accountant**

Online Pet Care System-User Account Details	
	Name: Mrs. Udani Perera
	Age: 28
	Motivation: To provide the organization with payment details and the invoices
	Goals: Obtaining Client Transaction information.
	Technical Ability: The ability to get customer details from the system and expertise in database reporting, financial reporting and analysis and financial statements.

- **User journey – Generating transaction report of customers**.

```
┌──────────────────────┐     ┌──────────────────────┐     ┌──────────────────────┐
│ Opening the system    │     │ Using accountant's    │     │ Entering the user     │
│ using a web browser.  │ ──► │ login credential to   │ ──► │ identification number │
│                       │     │ login to site         │     │                       │
└──────────────────────┘     └──────────────────────┘     └──────────────────────┘
                                                                      │
                                                                      ▼
┌──────────────────────┐     ┌──────────────────────┐     ┌──────────────────────┐
│ Generate transaction  │     │ Obtaining the         │     │ Visiting customer     │
│ report                │ ◄── │ customer transaction  │ ◄── │ transaction details   │
│                       │     │ details page          │     │ page                  │
└──────────────────────┘     └──────────────────────┘     └──────────────────────┘
```
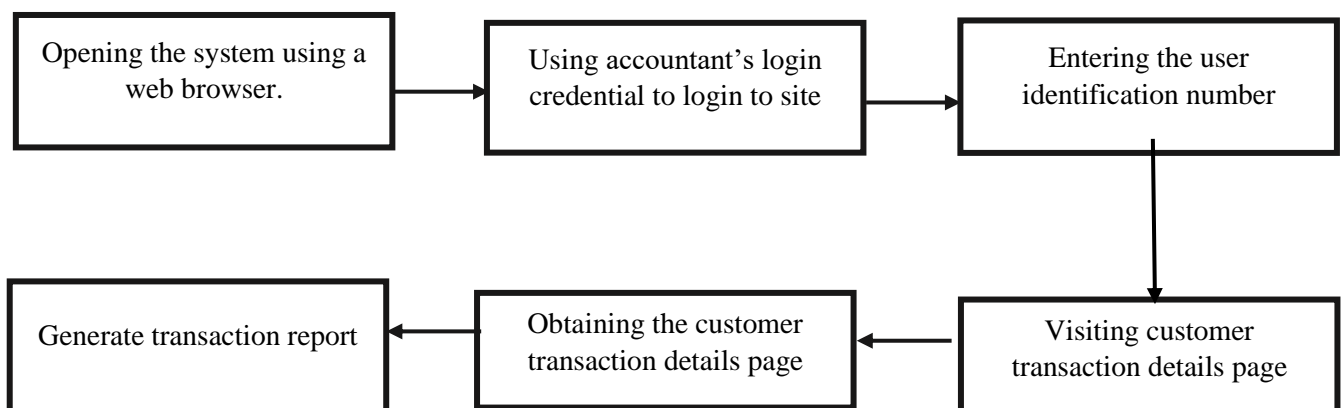
4.WIREFRAMES

1.DILHARA. W.M.A (IT21299452)

01.Home Page
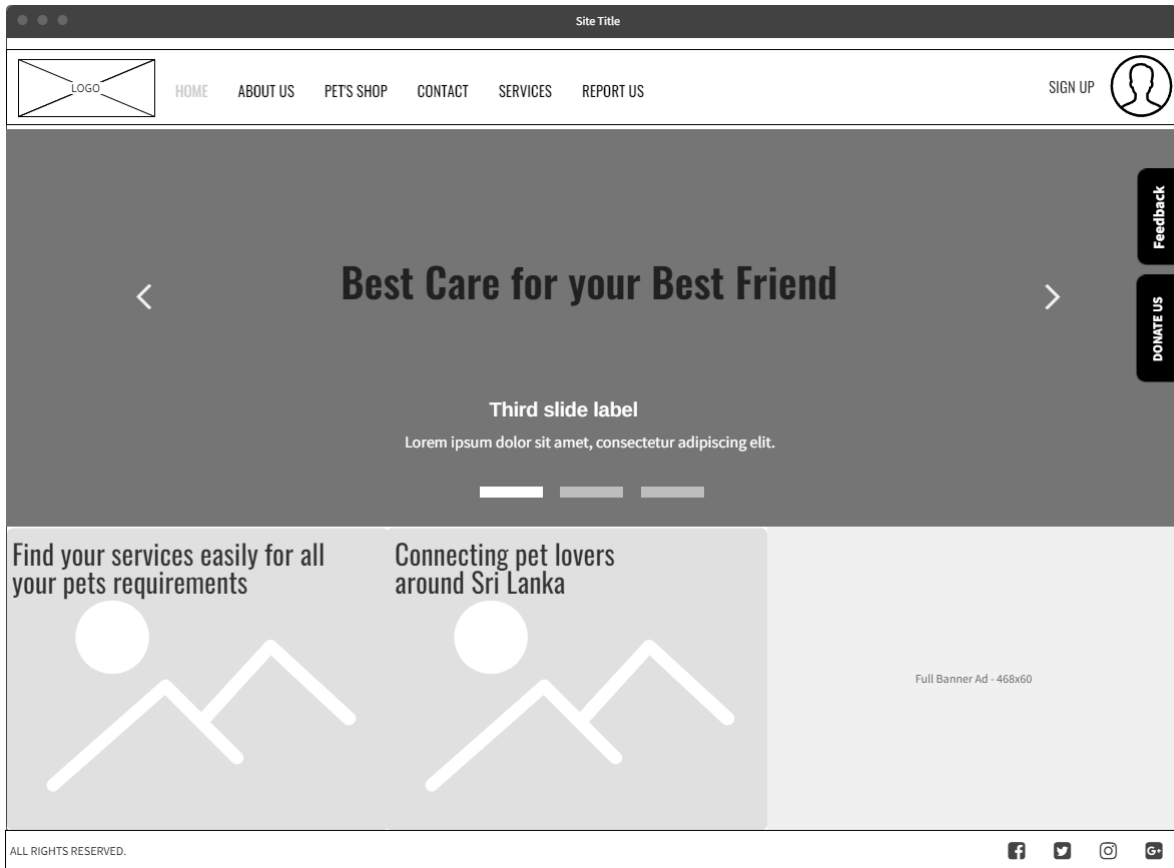
02.Registration Page

03.User Login

Site Title

BACK TO HOME

USER LOGIN

USER NAME OR EMAIL ADDRESS

PASSWORD

FOGOT PASSWORD ?

LOGIN

Login in with Twitter   G   Sign in with Google

Login in with Facebook

OR
SIGN UP USING

13

04.Pet Clinic Page (services)

Site Title

logo | HOME | ABOUT US | PET'S SHOP | CONTACT | SERVICES | REPORT US | LOG OUT

OPEN 7 DAYS A WEEK , HELPING PETS SINCE 2001

A NEW KIND OF PET CLINIC IN SRILANKA
Your pet's well-being comes first.

Pets vaccinations
BOOK NOW

Blood tests
BOOK NOW

Grooming & bathing
BOOK NOW

Home visit facility
BOOK NOW

Desexing
BOOK NOW

Pets dental scalling
BOOK NOW

Pets consultancy
BOOK NOW

Dermatology & cytology examintion
BOOK NOW

05.Pet Medicines page(store)

logo   HOME   ABOUT US   PET'S SHOP   CONTACT   SERVICES   REPORT US   LOG OUT

PET MEDICINES

🔍 SEARCH FOR MEDICINES

‹   ›

PRICE   ADD TO CART
PRICE   ADD TO CART
PRICE   ADD TO CART
PRICE   ADD TO CART

PRICE   ADD TO CART
PRICE   ADD TO CART
PRICE   ADD TO CART
PRICE   ADD TO CART
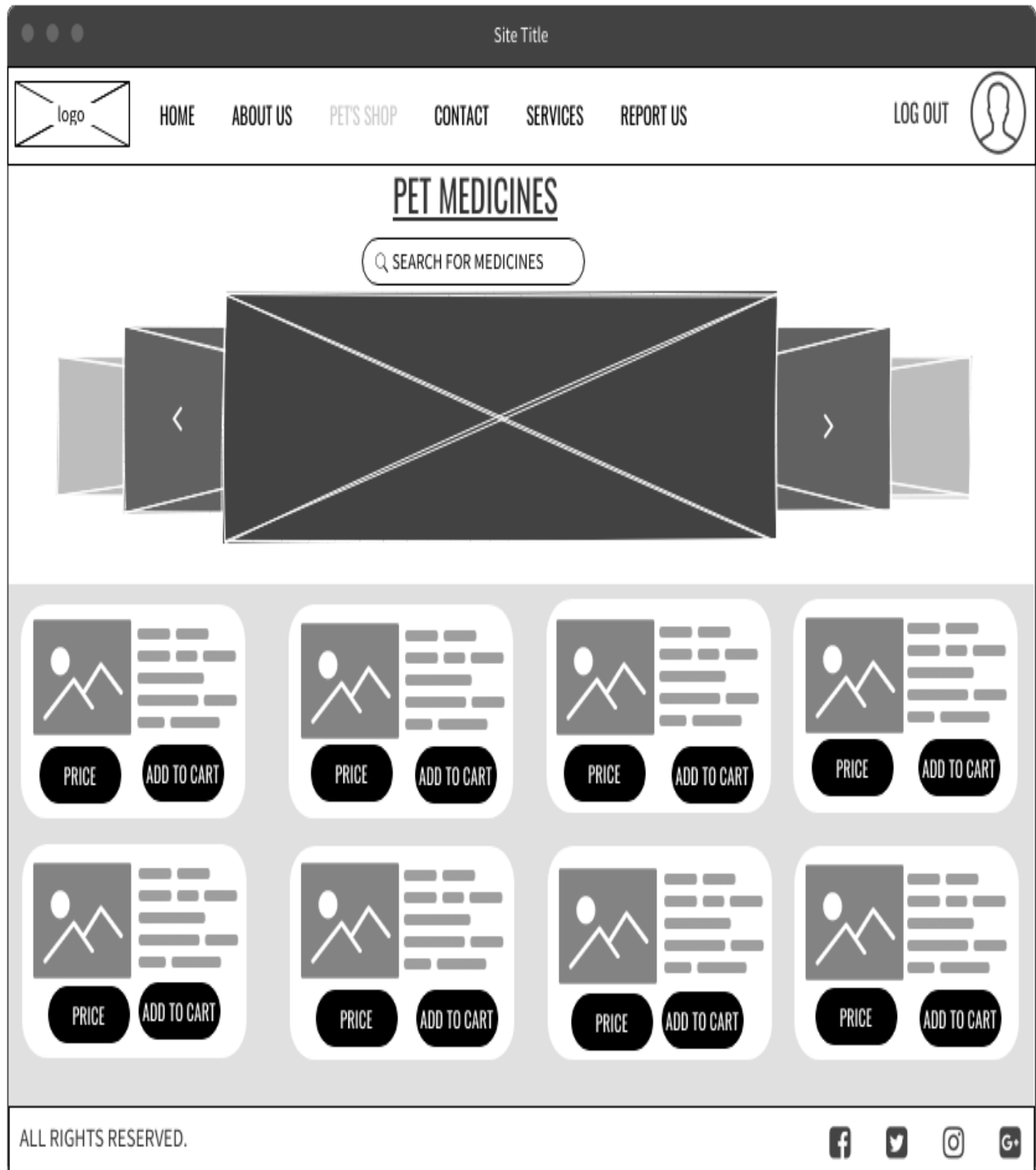
2. ZAKEY.M.S.M. A (IT21299902)

01. Pet Accessories Page (store)
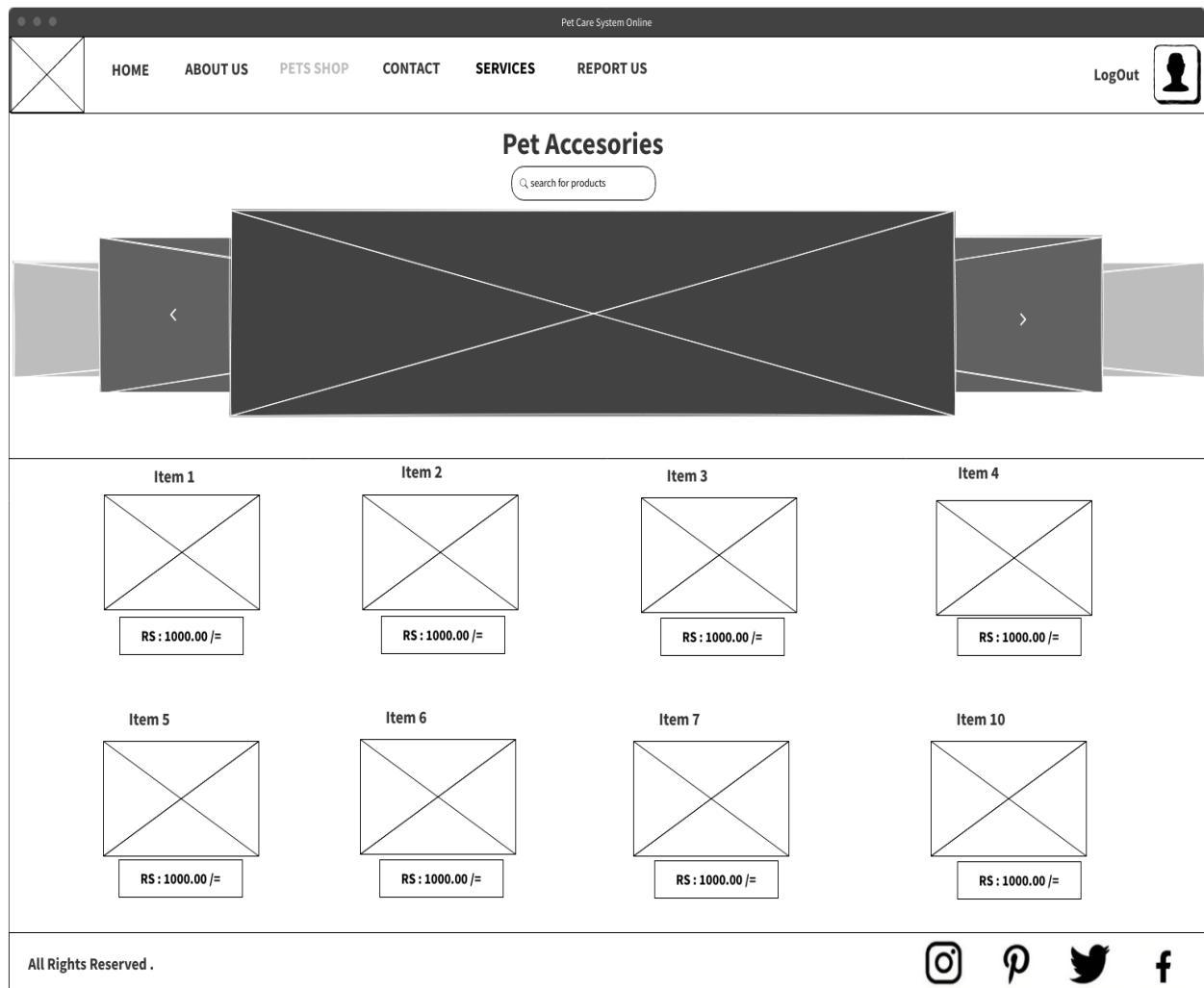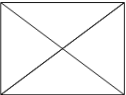
02.Pet Adoption Page (Services)

Pet Care System Online
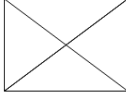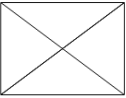
HOME   ABOUT US   PETS SHOP   CONTACT   SERVICES   REPORT US   LogOut

Adopt A Pet

Rescue is a Lifestyle
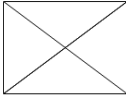
Its's not a hobby its not a passion fad.You live it.....breath if love it 24/7. Your pupose for living is to change the
lives of a shelter pet....one at a time
Adopt.Dont Stop.

PET ID : C001
BREED: Beagle
AGE   : 4
CONTACT : Adoptme@outlook.com

PET ID : C001
BREED: Beagle
AGE   : 4
CONTACT : Adoptme@outlook.com

PET ID : C001
BREED: Beagle
AGE   : 4
CONTACT : Adoptme@outlook.com

PET ID : C001
BREED: Beagle
AGE   : 4
CONTACT : Adoptme@outlook.com
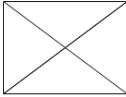
PET ID : C001
BREED: Beagle
AGE   : 4
CONTACT : Adoptme@outlook.com

PET ID : C001
BREED: Beagle
AGE   : 4
CONTACT : Adoptme@outlook.com

PET ID : C001
BREED: Beagle
AGE   : 4
CONTACT : Adoptme@outlook.com

PET ID : C001
BREED: Beagle
AGE   : 4
CONTACT : Adoptme@outlook.com

All Rights Reserved .

03.Invoice

HOME   ABOUT US   PETS SHOP   CONTACT   **SERVICES**   REPORT US   LogOut

INVOICE

BILL TO

customer name

ADDRESS

customer Address

Email

Customer email

INVOICE NUMER   :

P.O/ S.O NUMKBER :

INVOICE DATE   :

PET ID   :

PAYMENT DUE   :

Amount Due (LKR) : RS : 00.00

SERVICES	QUANTITY	PRICE	TOTAL AMOUNT

Sub total :

Tax 0% :

Total   :   RS :00.00/=

04. Feedback Page

Pet Care System Online

HOME   ABOUT US   PETS SHOP   CONTACT   SERVICES   REPORT US   LogOut

Feel free to drop us your feedback.

How satisfied are you overall with our service ?

★ ☆ ☆ ☆ ☆

Not Satisfied   **Extremely sstisfied**

How satisfied are you overall with our Deliver partner ?

★ ☆ ☆ ☆ ☆

Not Satisfied   **Extremely sstisfied**

Tell Us more about your Issue. (optional)

Send Feedback

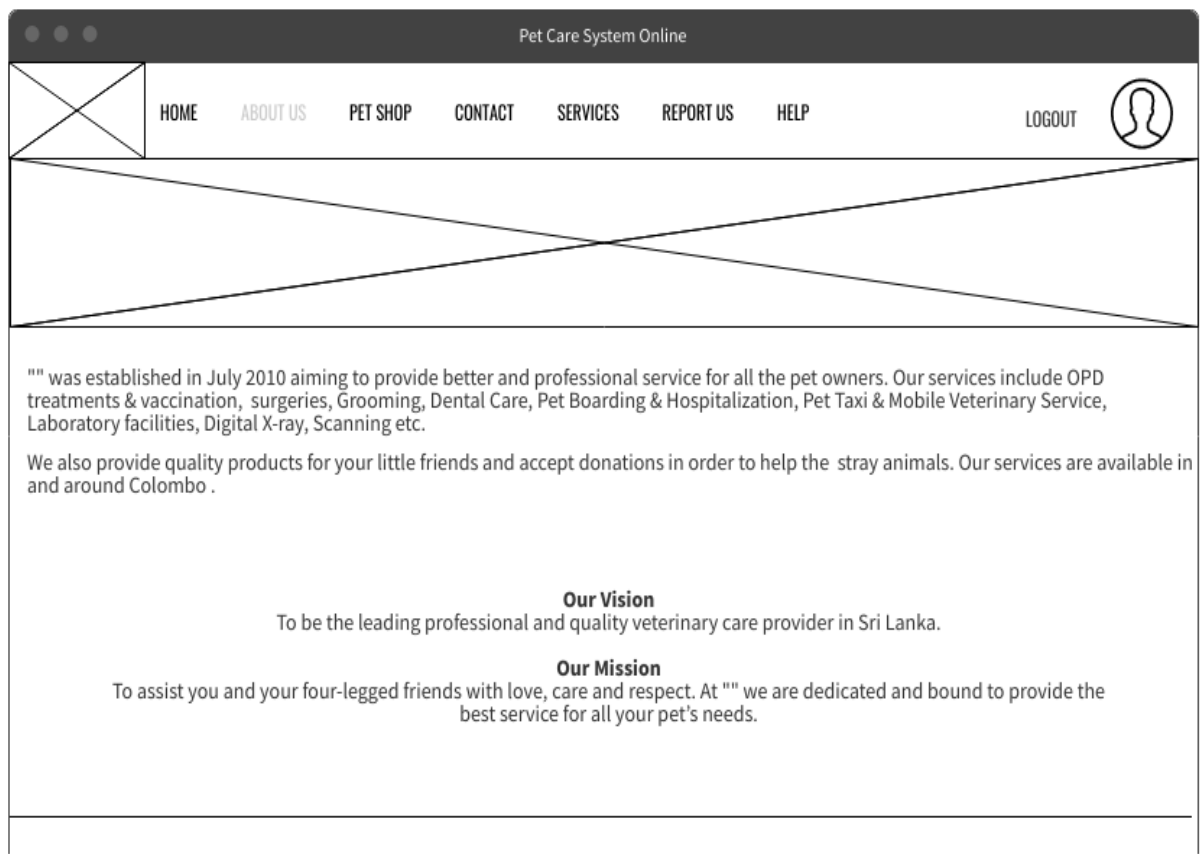**All Rights Reserved .**

3.PADUKKA P.V.G.G (IT21301018)

01. About Us page

Pet Care System Online

HOME   ABOUT US   PET SHOP   CONTACT   SERVICES   REPORT US   HELP   LOGOUT

"" was established in July 2010 aiming to provide better and professional service for all the pet owners. Our services include OPD treatments & vaccination, surgeries, Grooming, Dental Care, Pet Boarding & Hospitalization, Pet Taxi & Mobile Veterinary Service, Laboratory facilities, Digital X-ray, Scanning etc.

We also provide quality products for your little friends and accept donations in order to help the stray animals. Our services are available in and around Colombo .

Our Vision
To be the leading professional and quality veterinary care provider in Sri Lanka.

Our Mission
To assist you and your four-legged friends with love, care and respect. At "" we are dedicated and bound to provide the best service for all your pet's needs.

02.Contact Us page

Pet Care System Online

HOME   ABOUT US   PET SHOP   CONTACT   SERVICES   REPORT US   HELP   LOGOUT

GET IN TOUCH WITH US

+94715236859

petcaresyst@gmail.com

No 36,Flower road , Malabe

Google Maps Location

Send us a Message

Name :

Email:

Your Message:

Business Hours:

Monday-Friday - 8.00-5.00

Saturday-10.00-6.00

SEND

03.Report Us page

Pet Care System Online

HOME   ABOUT US   PET SHOP   CONTACT   SERVICES   REPORT US   HELP   LOGOUT

FAQ's

What are your payment methods ?

We Accept Cash, Cheques , VISA ,Master and American Express Debit -Credit cards.

Do you make house calls?

Yes. We do. You can call our hotline +94715236859 for an appointment.

Are you importing Products ?

Yes, we do.

HAVE MORE PROBLEMS ? COMPLETE THIS FORM TO REPORT YOUR PROBLEM TO US. OUR AGENTS WILL GET BACK TO YOU SOON.

Name:

Pet ID:

Address:

Contact Number:

Request / Inquiry type :   Select   ▼

Report

04.Pet Harassment Complaints Page (Services)

Pet Care System Online

HOME   ABOUT US   PET SHOP   CONTACT   SERVICES   REPORT US   HELP   LOGOUT

PET ATTACKS OR HARRASSEMENTS ?
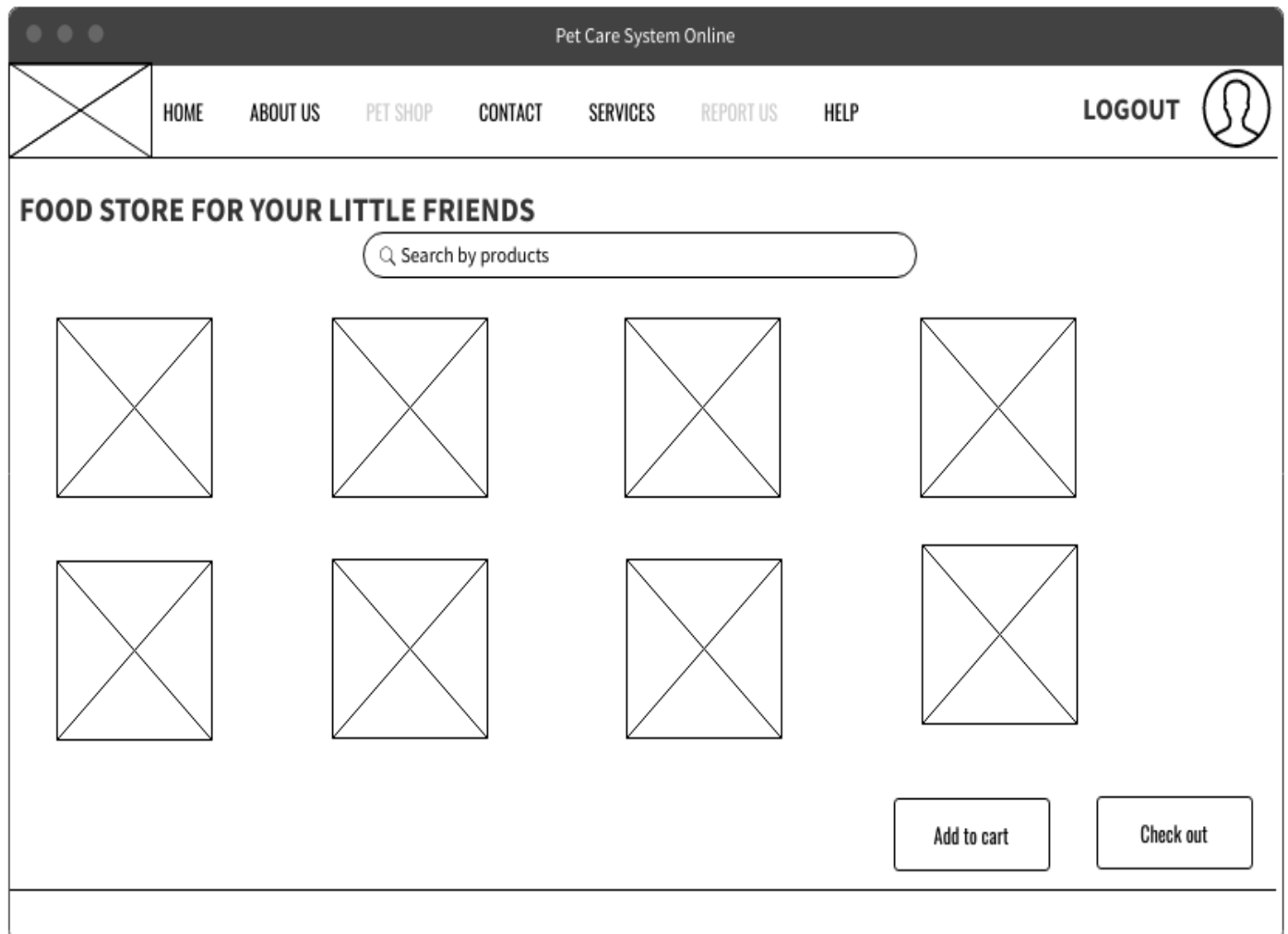
We will require the following information:

-Full name :

-Name and address details of the pet owner (if known):

-Date and time of attack:

-Location of attack:

-Breed/s of pet/s:

-Briefly state what happened :

All of the complainant's and witness' details will **remain confidential.

Make the complaint

For further information
+94715236859
petcaresyst@gmail.com

05.Pet Foods page (Store)

Pet Care System Online

HOME   ABOUT US   PET SHOP   CONTACT   SERVICES   REPORT US   HELP   LOGOUT

FOOD STORE FOR YOUR LITTLE FRIENDS

Q Search by products

Add to cart   Check out

4.DE SILVA L. M. C (IT21301704)

01. User Account page

Site Title

LOGO   HOME   ABOUT US   PET'S SHOP   CONTACT   SERVICES   REPORT US   LOGOUT

DASHBOARD

Profile Information
view and update your account details profile and more.

UERNAME
username@gmail.com

Profile information

Pets Information

Payments Details

Basic Info

First Name :   Enter your first name

Last Name :   Enter your last name

Address: Enter your last name

Profile Image ?

Login Info

Email: Enter your email address

Password: ●●●●●●   Edit Password

All Rights Reserved

02.Donate Us Page

LOGO   HOME   ABOUT US   PET'S SHOP   CONTACT   SERVICES   REPORT US   **Donate**

You were born with the ability to change someone's life Don't ever waste it.

Donation Information

I would like to make a donation in the amount of (LKR)

○ Rs.1000   ○ Rs.2500   ○ Rs.3000   ○ Rs.10000   ○ Rs.20000

○ Others Rs. [   ]

Your Details

[First Name]   [Last Name]

[Email Address]

Payment

Card Number

[   ]

Expiration Date   **Security Code**

[MM ▼]   [YY ▼]   [   ]

Even if you are not subscribed, you will always receive an email receipt for your donation. Learn more about how we store and process your data by reading our privacy

🔒 **Complete Your Donation**

All Rights Reserved.   [Facebook] [Twitter] [Instagram] [G+]

03.Customer Care Page.

Site Title

LOGO | HOME | ABOUT US | PET'S SHOP | CONTACT | SERVICES | REPORT US | STAFF ACCESS | LOGOUT

HELP REQUEST

THE CLIENT DETAILS

NAME :

CLIENT DETAILS :

PROBLEM :

VIEW PROFILE

REPLY :

☑ Assign any officer

SEND

ALL RIGHTS RESERVED

04.Emergency Pet Rescue Page (Services)

LOGO

HOME   ABOUT US   PET'S SHOP   CONTACT   SERVICES   REPORT US

LOGIN/SIGNUP

Emergency pet rescue

FIRST NAME :

LAST NAME :

EMAIL :

TEL NO :
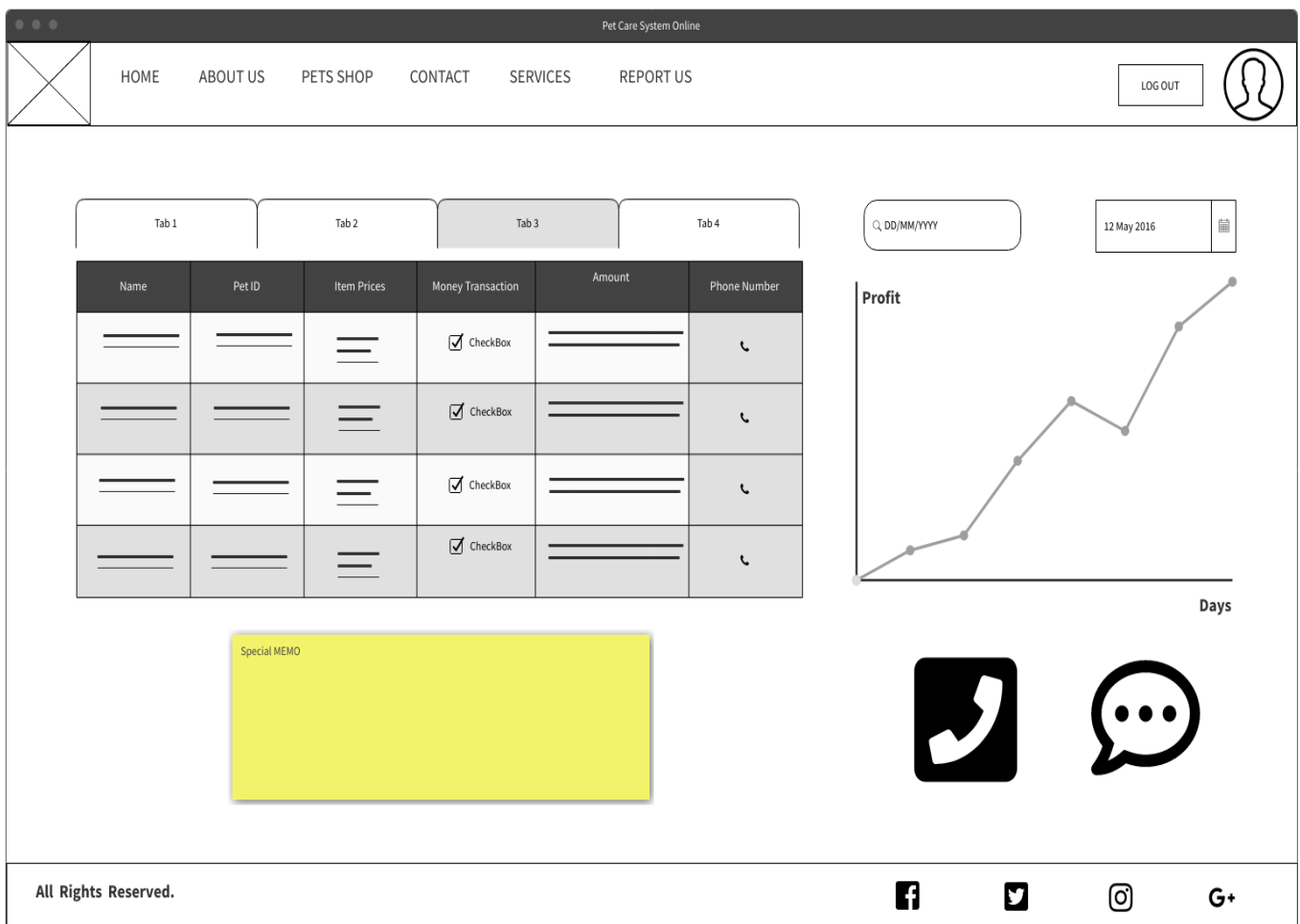
what is your emergency?

Location :

CALL THE EMERGENCY
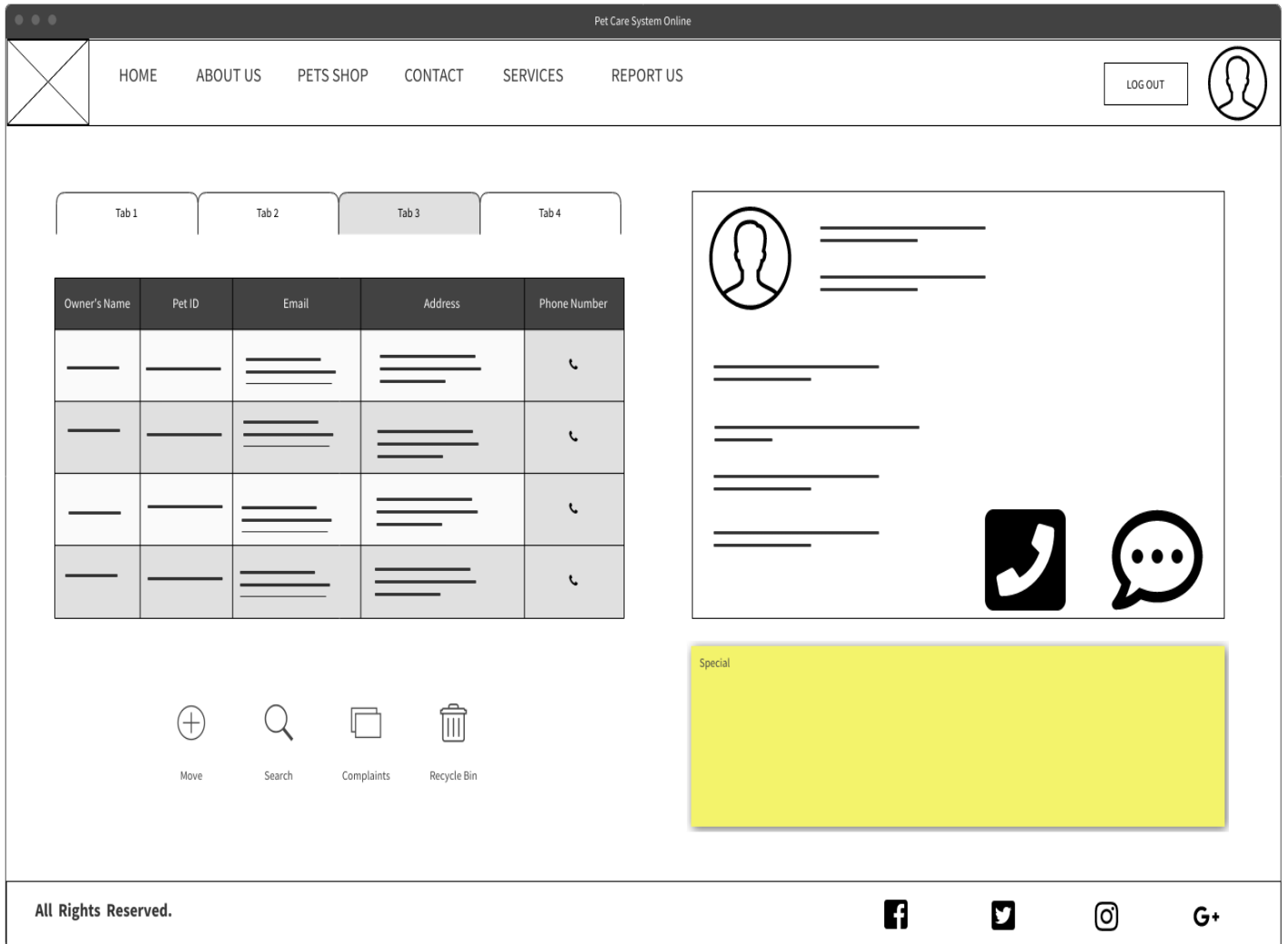
ALL RIGHTS RESERVED

5.DILSHAN O.A.P (IT21302480)
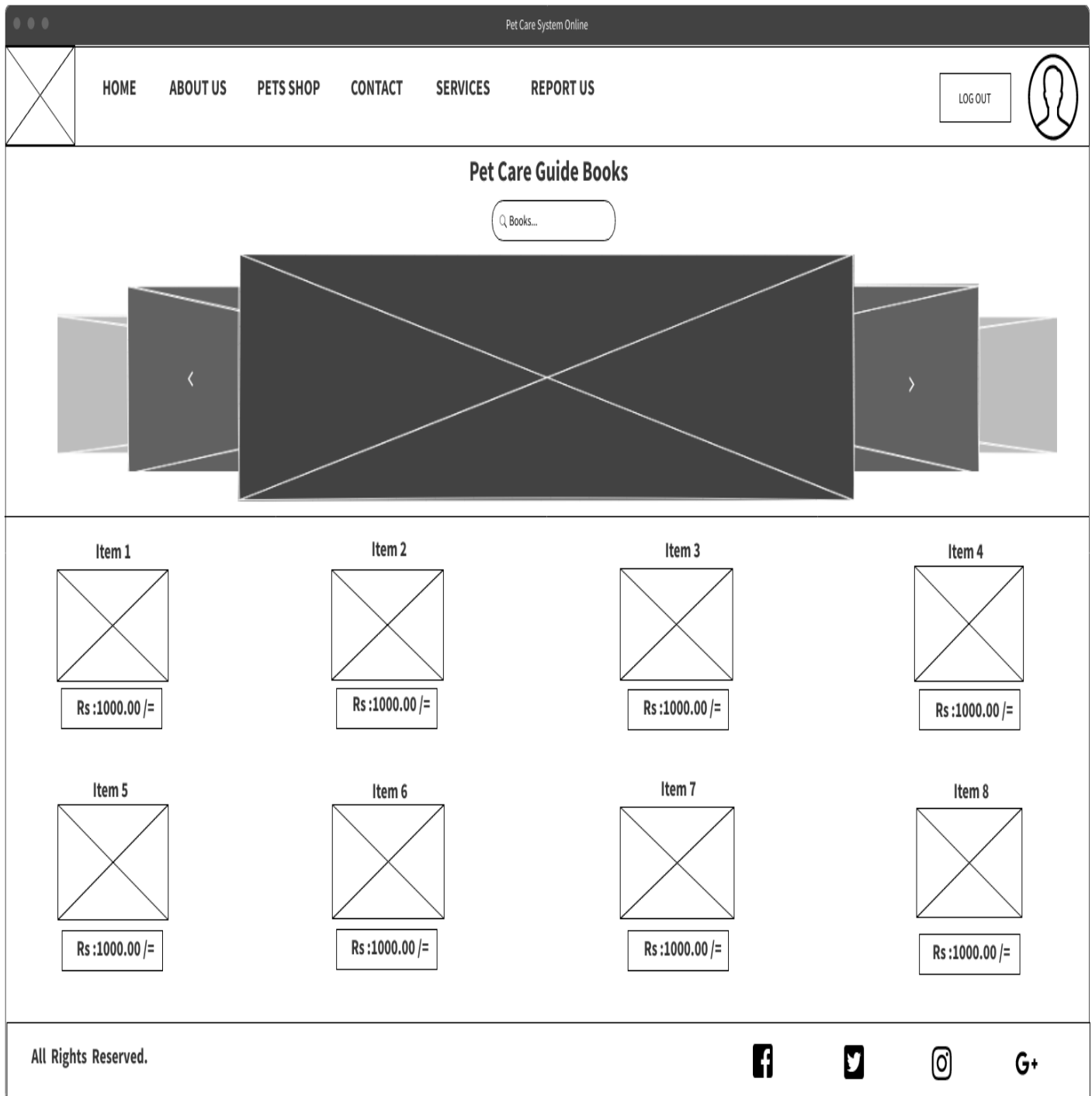
01. Accountant's Interface page.

02.Marketing Manager's Interface Page.

03.Technician's Interface Page

04.Pet Care Guidebooks Page (Store)

Individual Contribution

	Student ID	Student Name	Individual Contribution

1	**IT21299902**	**ZAKEY.M.S.M. A**	**Persona:** Customer Purchasing a product from the store (registered user) **User Journey:** Purchasing a product **Wireframe:** Feedback Page
			       Invoice
			       Pet Adoption Services Page
			       Pet Accessories Store page **Created the project Report.**

2	IT21302480	DILSHAN O.A. P	**Persona:** Marketing Manager **User Journey:** Adding new sales and products to the system **Wireframe:** Marketing manager's interface page
			       Accountant's interface page
			       Technician's interface page
			       Pet Care Guidebooks store page

3	IT212999452	W.M.A. DILHARA	**Persona:** Making an appointment for the doctor (Registered user) **User Journey**: Making an appointment to see the pet veteran **Wireframe:** User Login page
			       Home page
			       User Register page
			       Pet Clinic Services page
			       Pet medicines store page

4	IT21301704	DE SILVA L.M.C	**Persona:** customer care officer **User Journey**: Handling the user feedbacks and complaints. **Wireframe:** Customer Care page
			       Donate Us Page
			       User Account page
			       Emergency rescue Service Page

5	IT21301018	PADUKKA.P.V.G.G.	**Persona:** Accountant **User Journey:** generating customer transaction details. **Wireframe:** About Us
			       Contact Us
			       Report Us
			       Pet Harassment Complaints page
			       Pet foods store page

END.