Interação Pessoa-Máquina

2023/2024

TOGO

Stage 2: User and Task Analysis

Authors:

60005, Alexandre Lebre
59778, Bernardo Brito
68882, Gonçalo Cerveira
68881, Martim Gamboa

Lab class Nº P4

Group Nº 28

Professor:
Teresa Romão

October 9, 2023

Users

- **Looking to adopt,** anyone who is currently on the lookout for a companion. The search function is designed for users of all age groups although only users above the age of 18 will be able to complete the adoption process.

- **Looking to rehome their pet or a lost one,** someone above the age of 18 who has the need to either find a new home for their pet, due to various potential reasons, or has found a lost one which they are unable to care for.

- **Pet Owners,** a user who already owns a pet and requires help either in the form of a service, for which they must be above the age of 18, or as a question, available to all age groups.

- **Pet Sitters,** an individual or a group who wishes to provide a service to pet owners, must be above the age of 18, no previous experience is required.

- **Animal Shelters,** who desire more exposure for their animals.

Tasks

1. **Goal: 0. User Registration**

   Preconditions:
   - User is not registered.
   Sub-tasks:
       1. Click the "Register" button.
       2. Fill in data:
           - Insert name.
           - Insert type (Individual or Organization).
           2.1. If Individual:
               - Insert birthdate.
               - Insert gender.
           - Insert email address.
           - Insert phone number.
           - Insert password.
           - Insert password confirmation.
       3. Click checkbox to accept terms of service.
       4. Click the "Sign Up" button.
   Exceptions:
   - Email is already in use.
   - Invalid password does not meet requirements.
   - Password confirmation does not match password.
   - One or more of the required fields are empty.
   Characteristics:
   - Should only be performed when the user first utilizes the website.

2. Goal: 0. Search for a pet

Preconditions: (N/A)
Sub-tasks:
1. Click the "Adopt" button at the top of the page.
2. Select filters (optional):
   - Sort by, choose one:
     - New, orders by most recent date posted.
     - Oldest, orders by oldest date posted.
     - Popular, most popular posts.
     - Recommended, based on the user.
   - Species, choose one or more.
     b.1) Breed, depending on the species selected, choose one or more.
   - Location.
   - Gender.
   - Age.
   - Size.
     2.1. Click the "Search" button.
3. Press the desired pet to view their page.

Exceptions:
- There are no pets matching the current filters.

Characteristics:
- Performed regularly by all users.

3. Goal: 0. Put a pet for adoption

Preconditions:
- User is logged in.
- User has a pet.

Sub-tasks:
1. Click the "Put for adoption" button at the top of the page.
2. Fill in pet data:
   - Name.
   - Age.
   - Gender.
   - Image, at least one is required.
   - Size.
   - Species.
     e.1) Breed, depending on the species selected.
   - Location.
   - Additional contact information (optional).
   - Description.
   - Pet traits.
3. Click the "Post" button.

Exceptions:
- Invalid age.
- One or more of the required fields are empty.

Characteristics:
- Performed regularly, although only occasionally by each user, while frequently by organizations.

4. **Goal: 0. Contact User**

Preconditions:
- User is logged in.
- User has selected a pet to adopt.

Sub-tasks:
    Alternative 1:
1. Use one of the contacts displayed.

    Alternative 2:
1. Click the "Message User" button.
2. Write the desired message.
3. Click the "Send message" button.

Exceptions:
- Message body is empty.

Characteristics:
- Performed often by users looking to adopt.

5. **Goal: 0. Post help request**

Preconditions:
- User is logged in.

Sub-tasks:
1. Click the "Help Forum" button at the top of the page.
2. Write your help post:
   - Title.
   - Description.
   - Pet species.
   - Topic.
   - Images (optional).
3. Click the Post button.

Exceptions:
- One or more of the required fields are empty.

Characteristics:
- Performed often by some users.

6. **Goal: 0. Post a service**

Preconditions:
- User is logged in.

Sub-tasks:
1. Click the "Services" button at the top of the page.
2. Click the "Post Service" button:
3. Fill in your service information:
   - Description.
   - Pet species accepted.
   - Price.
   - Type of service.
   - Location.
   - Additional contact information (optional).
   - Images (optional).
4. Click the "Confirm" button.

Exceptions:
- One or more of the required fields are empty.

Characteristics:
- Frequently performed by some users.

Scenarios

Introduction

"A couple of days ago Steve found a lost kitten on the street and has been taking care of it, unfortunately he is allergic to cats, so he won't be able to keep him, but he has now realized the importance of a companion, so he has decided to adopt a pet for himself."

Registration

"He searches the web and finds a website called TOGO. It's exactly what he needed to find a new home for his kitten, but first he needs to create an account. He clicks the "Register" button at the top right of the page and fills out the required information:
- Name: Steve
- Type: Individual.
- Birthdate: 09/06/1991
- Gender: Male
- Email: steve@gmail.com
- Phone: 919073295
- Password: password123.
- Confirmation: password122.

He clicks the "Register" button, after accepting the terms of service, but an error message is displayed "Passwords do not match.", he quickly corrects his mistake and after clicking the "Register" button once more is greeted with a pop up "Registration Successful. Welcome Steve." and is redirected to the home page.

Put a pet for adoption.

"His priority is to find his kitten a new home. He clicks the "Put for adoption" button at the top of the page. After being redirected he fills out the form with his kitten's information:
- Name: Boots.
- Age: Baby.
- Gender: Male.
- (Three images).
- Size: Small.
- Species: Cat.
- Breed: Unknown.
- Location: Lisbon.
- Additional contact information: (Facebook page).
- Description: "Black kitten with white paws, very docile, full of energy and playful. Found him on the street, unfortunately I'm allergic to cats, so I'm looking for a loving family to take care of him.".
- Pet traits:
    - Energy: 4/5.
    - Playfulness: 5/5.
    - Noise: 3/5.
    - Messiness: 3/5.

Search for a pet.

"After putting his kitten for adoption, he notices the "Adopt" section at the top of the page, since he wants to adopt a companion for himself, specifically a Galah Cockatoo as he has always been fascinated by them. After being redirected he sees all these adoption listings with all kinds of animals, thankfully, there are filters to help him in his search, so he makes use of them:
- Sort by: Recommended.
- Species: Bird.
- Breed: Galah Cockatoo.
- Location: Lisbon.
- Gender: Any.
- Age: Any.
- Size: Any.

After clicking "Search" five results show up, he clicks the first one, and after being redirected reads the information displayed: It's an older male bird, whose owner had passed away and now the family are trying to rehome him. It's exactly what he was searching for."

Contact User.

"Now that he has found his ideal companion, all that is left is to contact the owner. He clicks the "Message" button and starts typing it out: "Hello, my name is Steve, I'm interested in adopting your bird is he still up for adoption?". After that, he clicks "send" and now just needs to wait for the owner to get back to him."

Post Help Request.

"His kitten has been having trouble learning to use the litterbox and Steve wants to make sure he teaches him before he finds a new family. He clicks the "Help Forum" at the top of the page and after being redirected clicks the "Post" button. He now fills out the necessary information:
- Title: Help teaching kitten to use the litterbox.
- Description: "I've had this kitten for a few days, but I still haven't managed to teach him how to use the litterbox, could someone tell me what steps I should take?".
- Pet species: Cat.
- Topic: Training.
- Images: (N/A)

Finally, he clicks the "Post" button and it's submitted to the forum.

Post a Service.

"Years have passed since Steve adopted his first Galah Cockatoo, he is now retired living by himself with a lot of free time to spare, so he decides to go back once more to TOGO, now with a different goal. He is looking to pet sit for others, specifically birds, since that's what he has the most experience with. He clicks the "Login" button at the top right of the page and fills in the required fields:

- Email: steve@gmail.com.
- Password: password123.

Once logged in, he clicks the "Services" button at the top, after being redirected he clicks the "Post new service" button and fills in the information:

- Description: "Years of experience caring for a Galah Cockatoo, I will make sure to care for your pets as if they were my own, making sure they have everything they need and go home as happy as they came in.".
- Pet species accepted: Birds."
- Price: 10€ a day.
- Type of service: Pet Sitting.
- Location: Lisbon.
- Additional contact information: (Facebook page).
- Images: (3 images of his house, 1 image with Boots and 1 image with his cockatoo).

Steve clicks the "Confirm" button and it now appears on the "Services" page.

Finally, Steve can now rest, for his work is done.

Interviews

We interviewed three different types of potential users about what they would like to see on a pet adoption website. Their feedback was invaluable as we feel it's of utmost importance to make sure we build a product focused on the user's needs.

Those who wish to adopt a pet highlighted the importance of including a diverse array of species, beyond dogs and cats. They had to rely on direct connections with the owners as there isn't an established system to support those adoptions. We feel this strengthens our belief that there is a demand for other species of animals, which is something we want to make stand out.

Users looking to rehome a pet expressed their desire for an innovative design that would give animals a better chance of finding a compatible home. The consensus was that there are a lot of animals being put up for adoption every day, and users having to go through so many listings makes it less appealing to find a companion and gives less exposure to older listings. With this we understood that we would need to reinvent the idea of an adoption website to create a more intuitive and modern design for finding a companion.

We also received valuable suggestions from pet owners who felt there was a lack of support, they described something similar to a supportive ecosystem they could engage in even after the adoption process, so we want to make sure we build a platform where users could engage with each other and express their concerns and needs, this would also be an opportunity for us to understand what we could improve in our website.