

SWEE

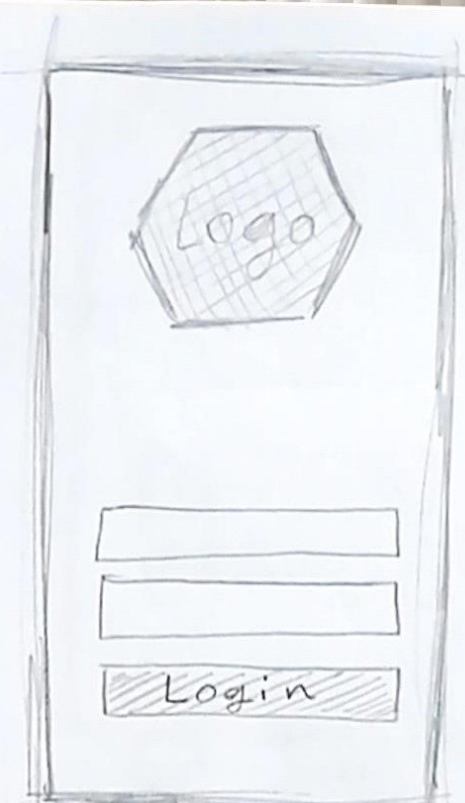
215

⊙ Prototype Screens ⊙

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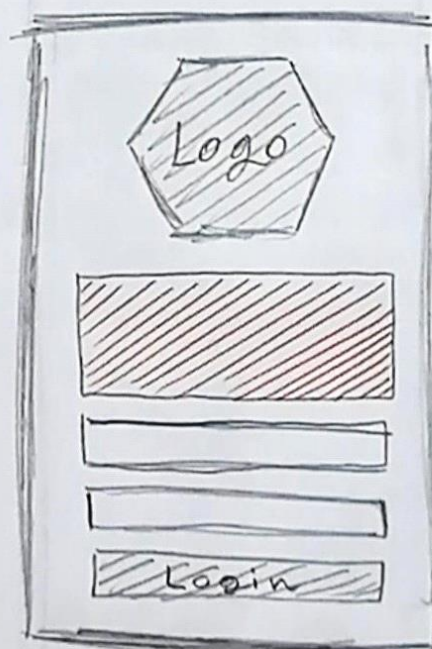
# USER

Screens 1 & 1.1 are valid for both User and Serviceman



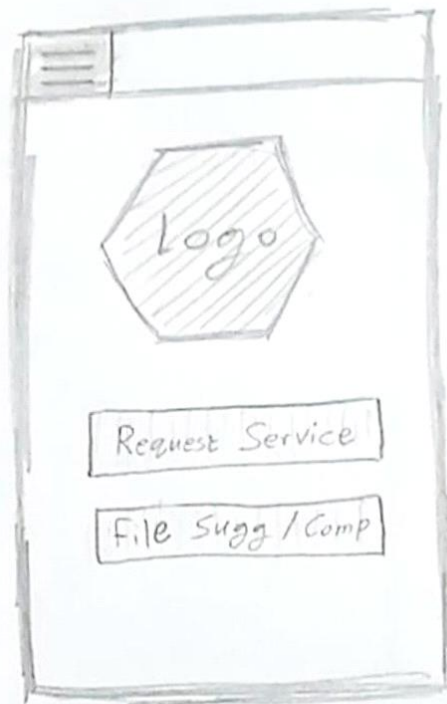
## 1. Login Screen

The user will use this screen to log in to the system using his KFUPM credentials.



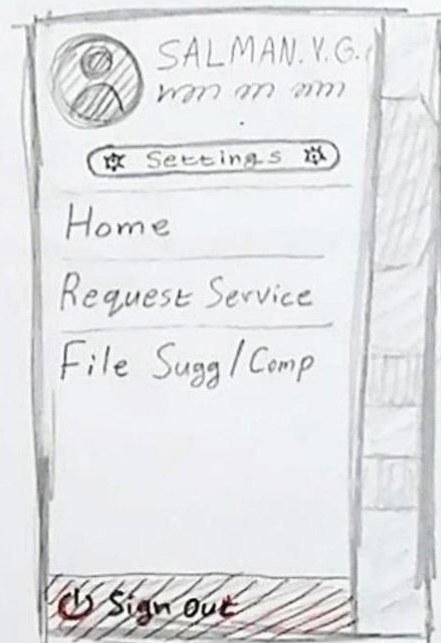
## 1.1 Invalid Login

if his credentials doesn't match the ICTC database, he'll be asked to enter his data again.



## 2. Main Screen

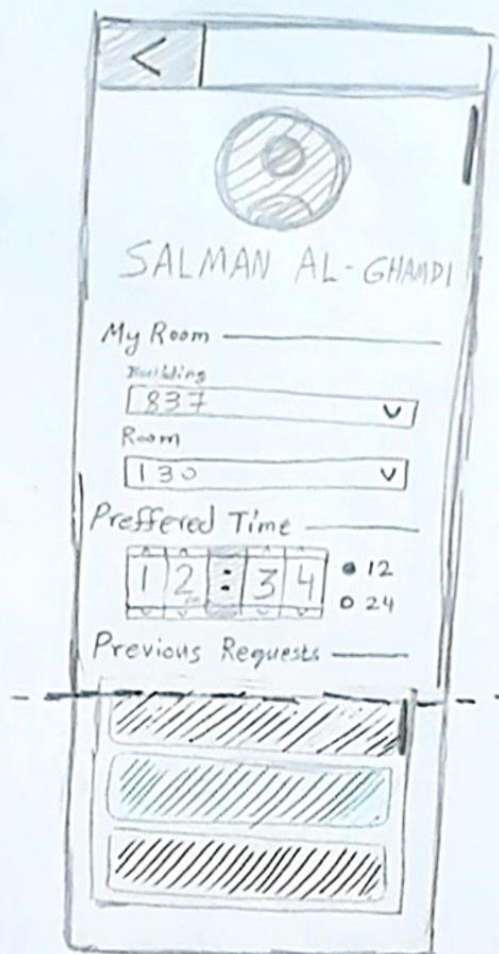
This is the main screen where the user will navigate through the system using it.



### A. Burger Menu

From here, the user can access multiple page from anywhere in the app.





### 3. Profile Settings

here, the user can edit his info like his current building and room (in the dormitory) and chooses a preferred time as well as access his previous requests.

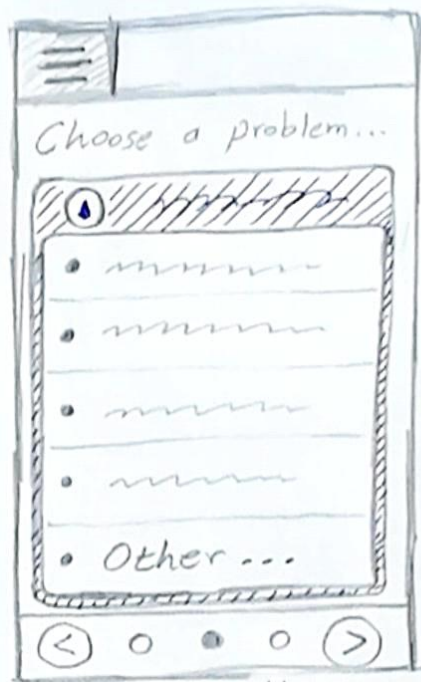
Hand-drawn sketch of a mobile app screen titled "File Sugg/Comp". The screen includes a back arrow in the top left corner. Below the title, there are two radio buttons: "Suggestion" (which is selected) and "Complaint". Below these, there is a "Title" label followed by a single-line text input field. Underneath is a "Description" label followed by a multi-line text area. At the bottom of the screen is a "SUBMIT" button.

4. Sugg/comp Screen  
 the user can file  
 a complaint about  
 a certain service  
 or make a suggestion  
 to improve the system.

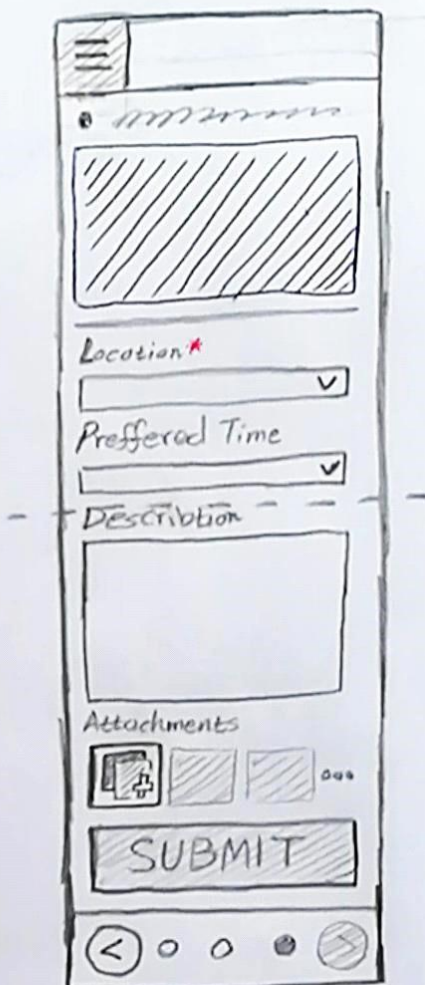
Hand-drawn sketch of a mobile app screen titled "Choose the type of your request...". The screen has a hamburger menu icon in the top left corner. Below the title, there are four radio button options, each with a colored icon and a label: a blue drop icon for "Suggestion", a green eye icon for "Complaint", a red apple icon for "Request", and a black lightning bolt icon for "Feedback". At the bottom of the screen is a navigation bar with a back arrow, a home circle, and a forward arrow.

5. Request Type  
 here, the user  
 will choose a  
 type of the  
 request

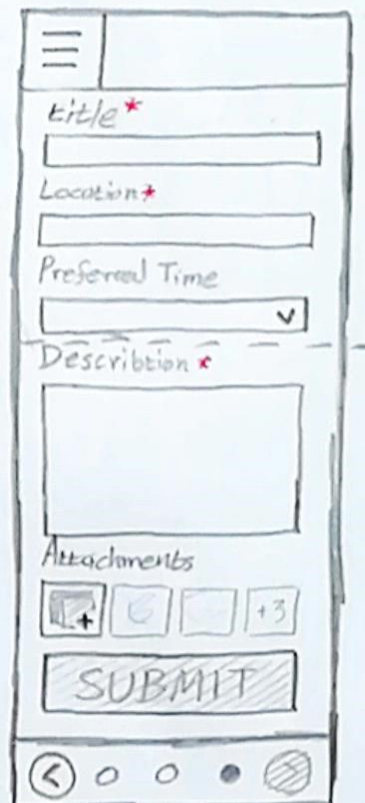




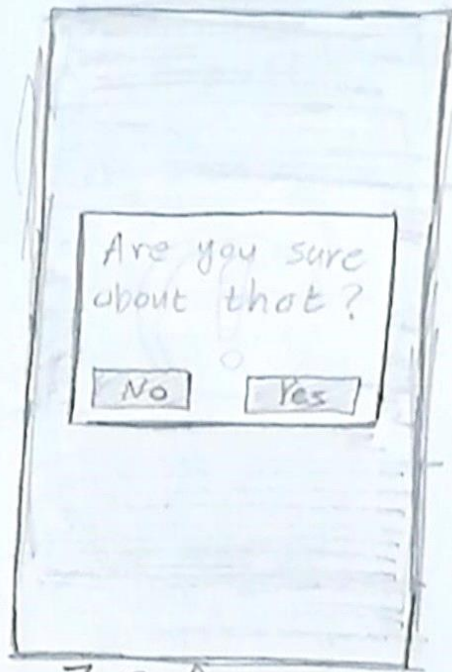
6.0 specific problem screen  
the user will choose  
a certain problem that  
matches his problem, or  
simply choose "other...",  
if his problem isn't there.



6.1. Specific problem  
if he chooses a pre-set  
problem, there'll be trouble-  
shooting tips to help  
fix the problem



6.2 other problem  
if his problem isn't  
available, he'd be  
asked to submit  
the title of his  
problem and a description  
along side the rest of  
the info.

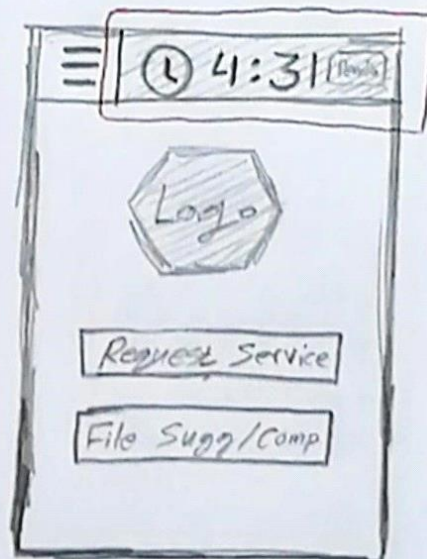


### 7. Confirmation for request

the user'll be asked to confirm his request.

Yes → screen 8

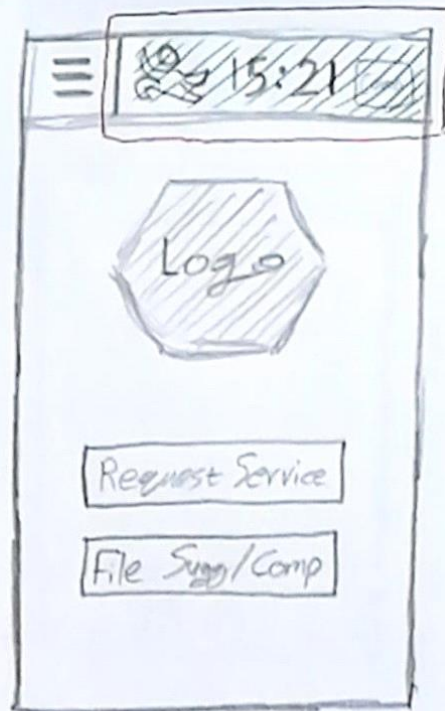
No → screen 6.1 or 6.2



### 8. Pending Screen

In the red rectangle, there'll be a timer of your request is pending.





#### 9. Accepted Request

if your request is accepted, then the rectangle will turn green with a timer of how long will the serviceman take to arrive.

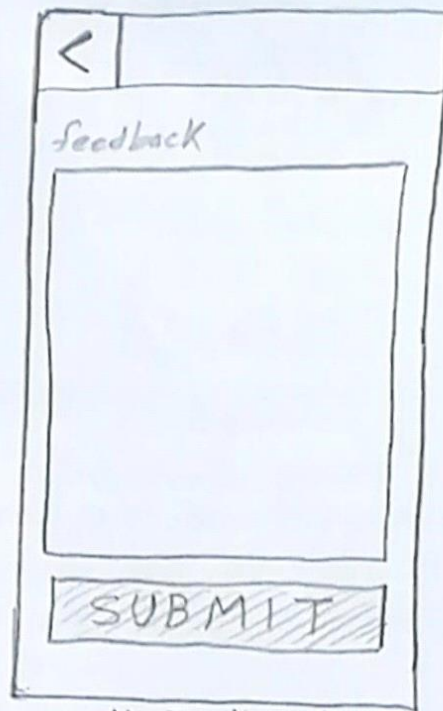


#### 10. Rating

if the request has been handled, this window will appear. Your feedback will be asked.

X → Screen 2  
Send Feedback → Screen 11

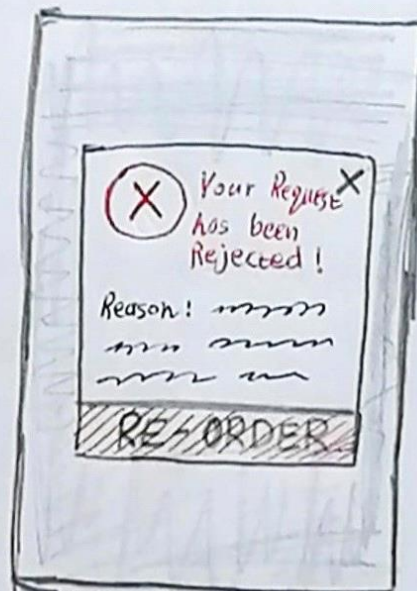




### 11. Feedback

here, the user will write his feedback about the service.

Submit → Screen 2



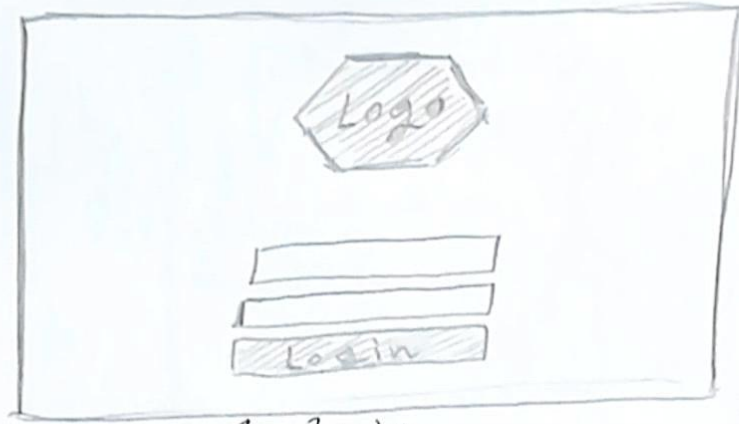
### 12. Reject Screen or 9.1

if your request has been rejected, this window will pop-up.

X → Screen 2

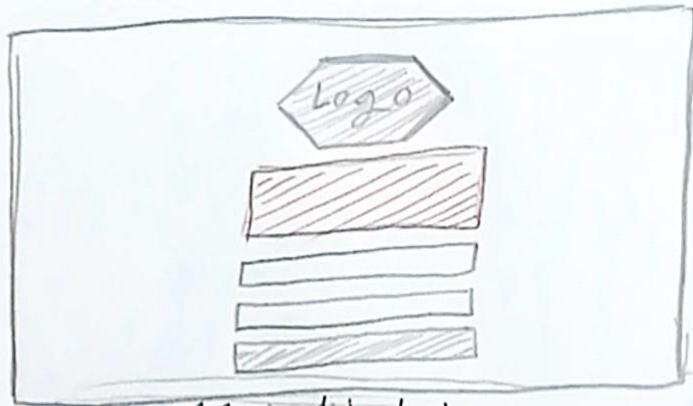
Re-order → Screen 6

# ADMIN

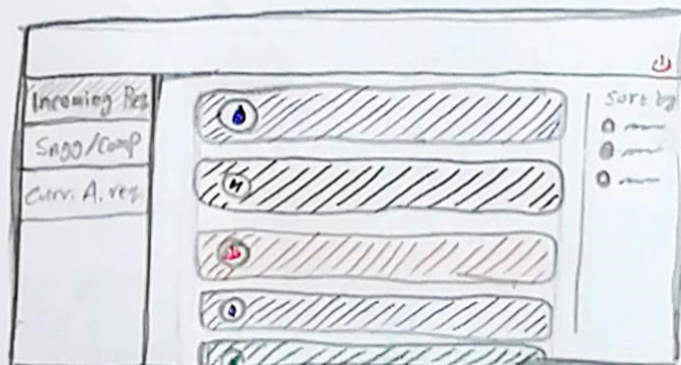


## 1. Login

the admin will access the system from his PC/Laptop.  
the admin will be asked to enter his KFUPM credentials



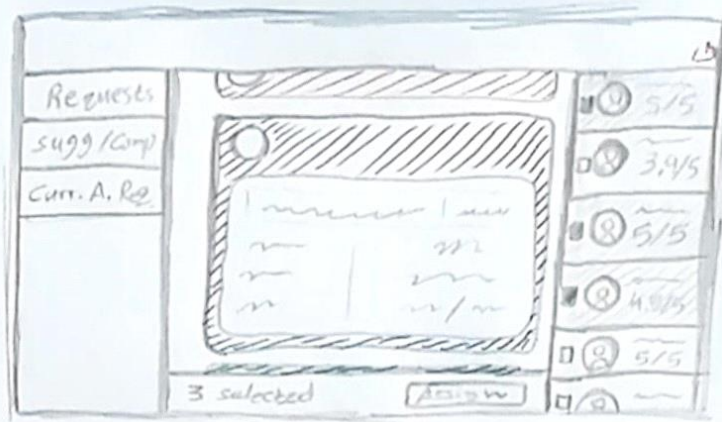
## 1.1 invalid login



## 2. Incoming requests

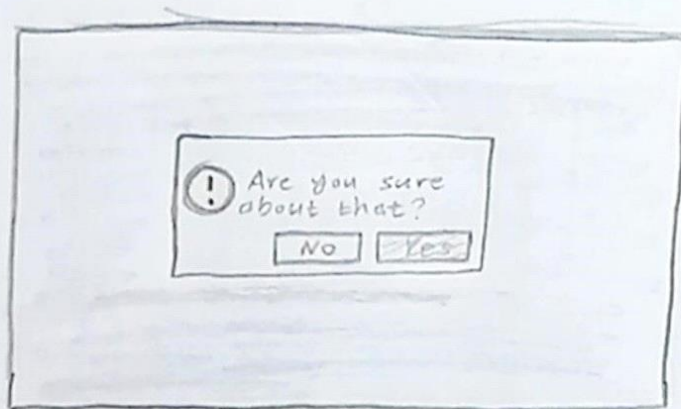
the admin'll be able to view the incoming requests while sorting them using multiple ways.





### 3. Selecting

The admin'll choose a request then will choose one to many service-men to complete the job.

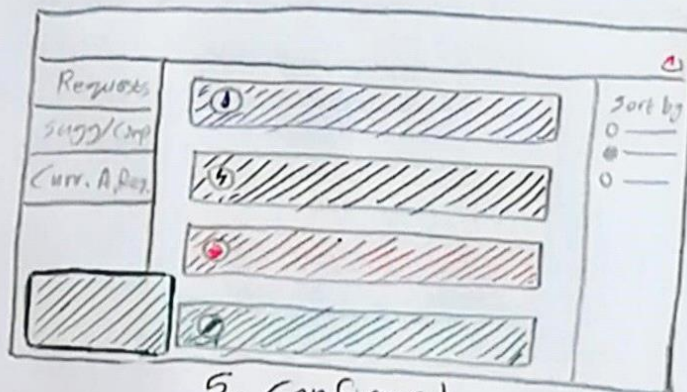


### 4. Confirmation

The admin will be asked to confirm his decision

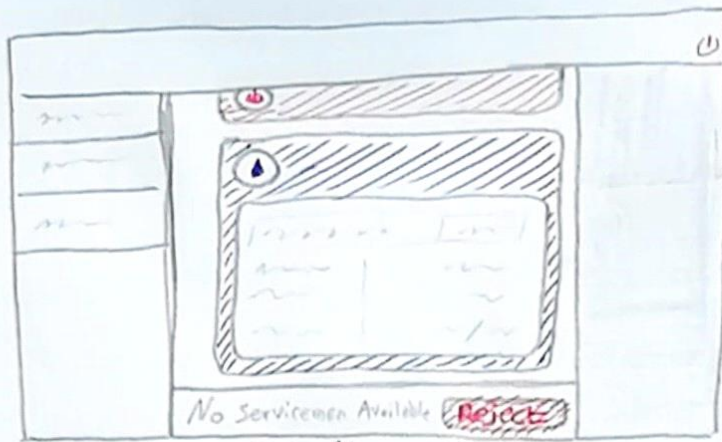
Yes → Screen 4

No → Screen 3



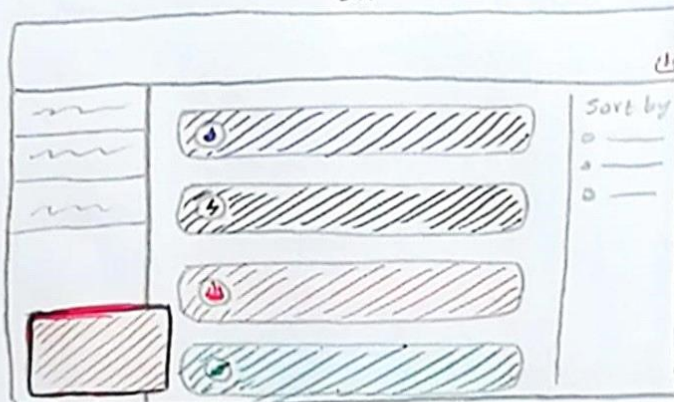
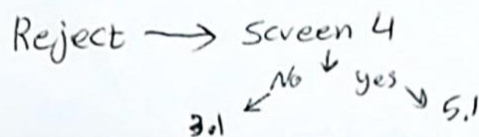
### 5. Confirmed

The system will display a confirmed message to let the admin know.



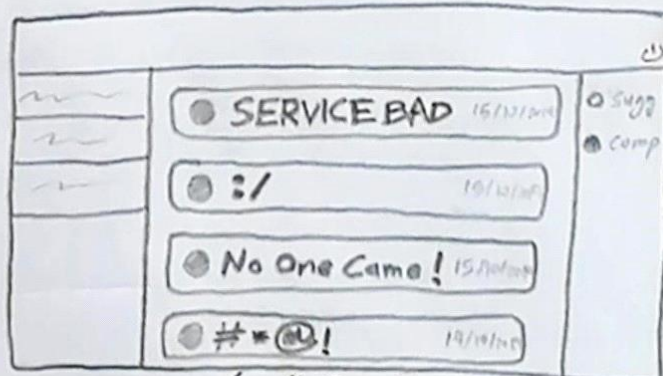
### 3.1 Non available

if no one serviceman is currently available, then the admin can reject a request



### 5.2 Confirmed

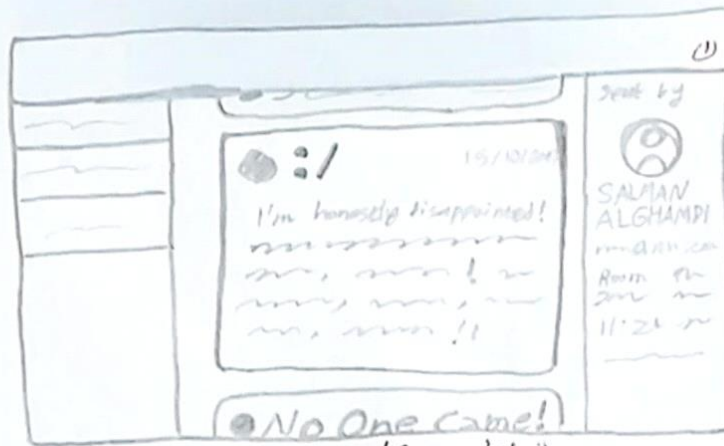
the system will let the admin that his decision is complete by a pop-up message.



### 6. Sugg/Comp

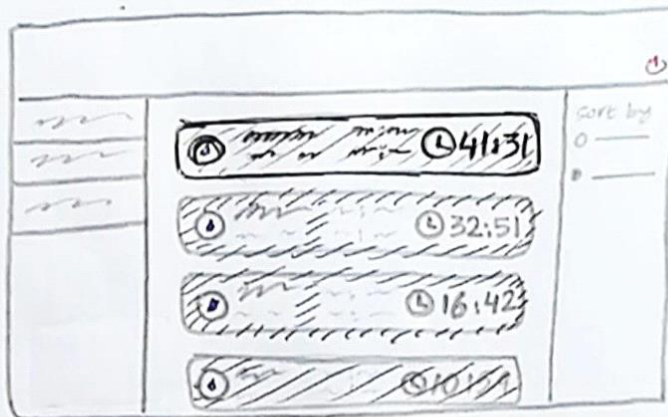
the admin can view the suggestion and complaints of the users, he can view them by sugg. only or comp. only





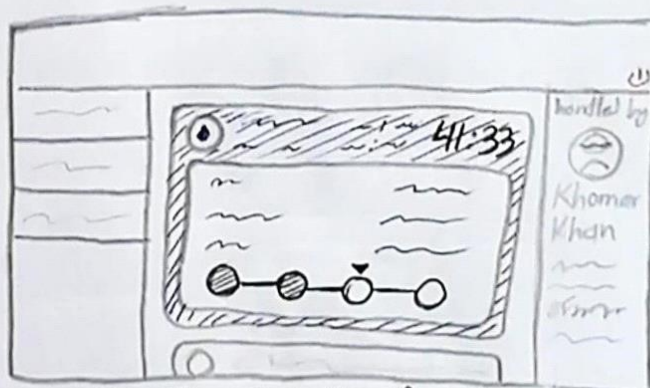
#### 7. Sugg/Comp details

The admin can view the details of the sugg/comp as well as the details of the sender.



#### 8. Current Assigned request

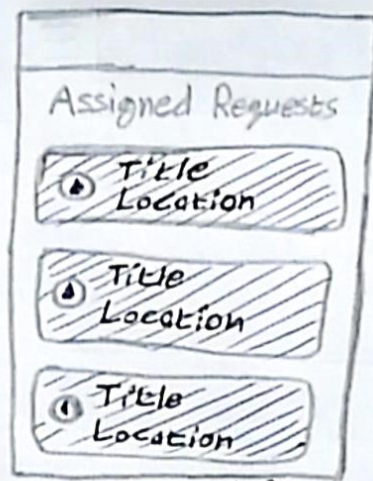
The admin can view how long each request is taking.



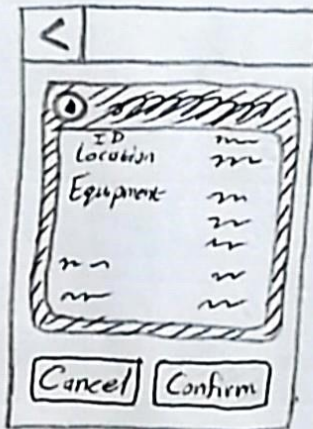
#### 9. Details of C.A.R.

The admin can view the details of the request, Serviceman, as well as the current progress of the Service.

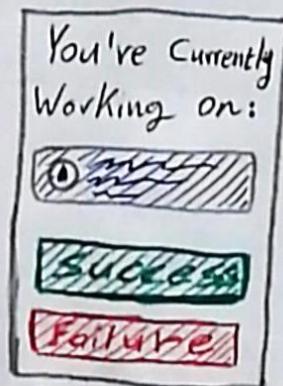
# Serviceman



1. Assigned Request  
the serviceman can see the requests assigned to him by the admin.



2. Details  
the serviceman can view the details and can confirm or reject.



3. status  
the serviceman can view the current request while also reporting either success or failure.