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 the 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.

You can also make complaints if you witness any one miss behaving or harassing their own pets or other pets though our site even if 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 matter to a technical team.

Marketing manager-can introduce new products, promotions, services, and business propositions
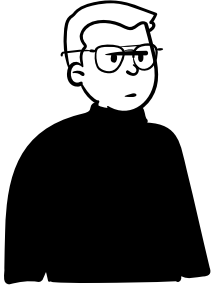
Technician-can follow up on complaints that have been forwarded to you by a customer service representative.

Overall, our website provides an all-in-one interface for customers and organization leaders to communicate and give the best pet care service possible.
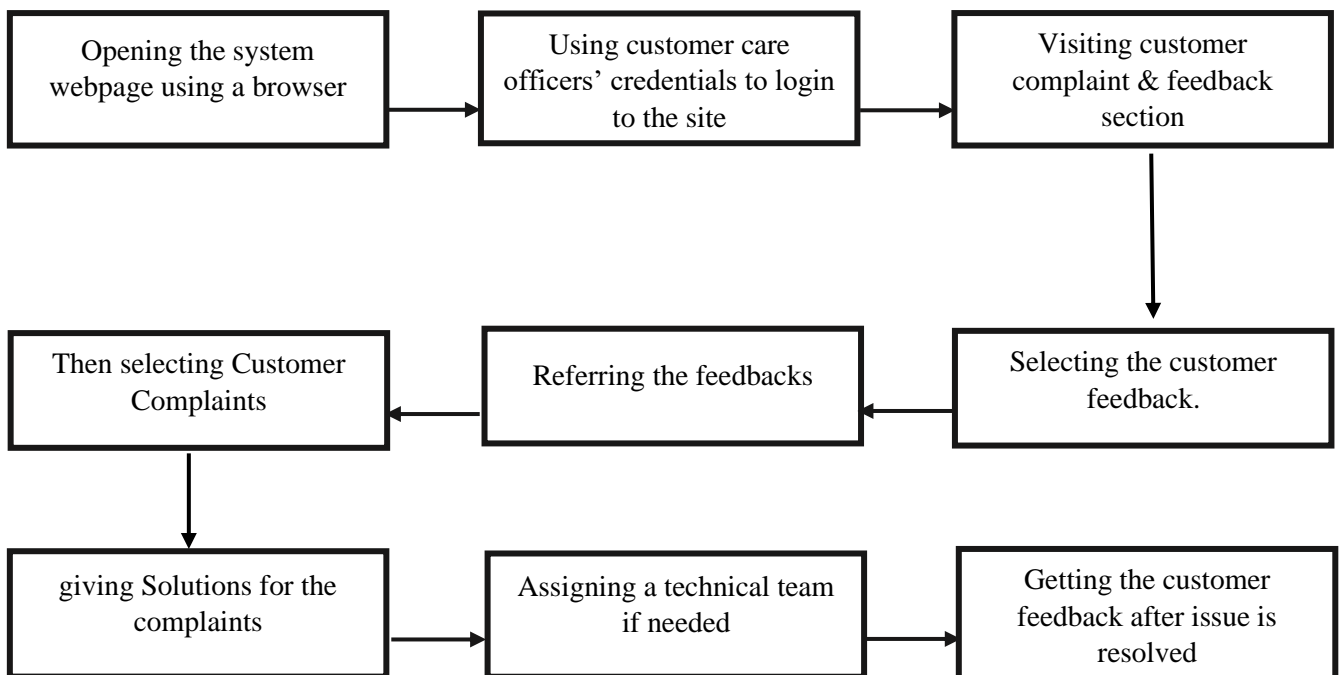
(2/3) Personas/User Journeys

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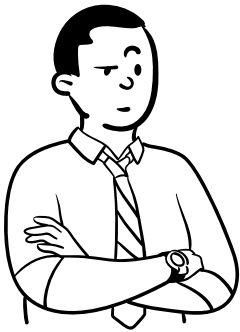
- **Persona – Customer Care Officer**

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.

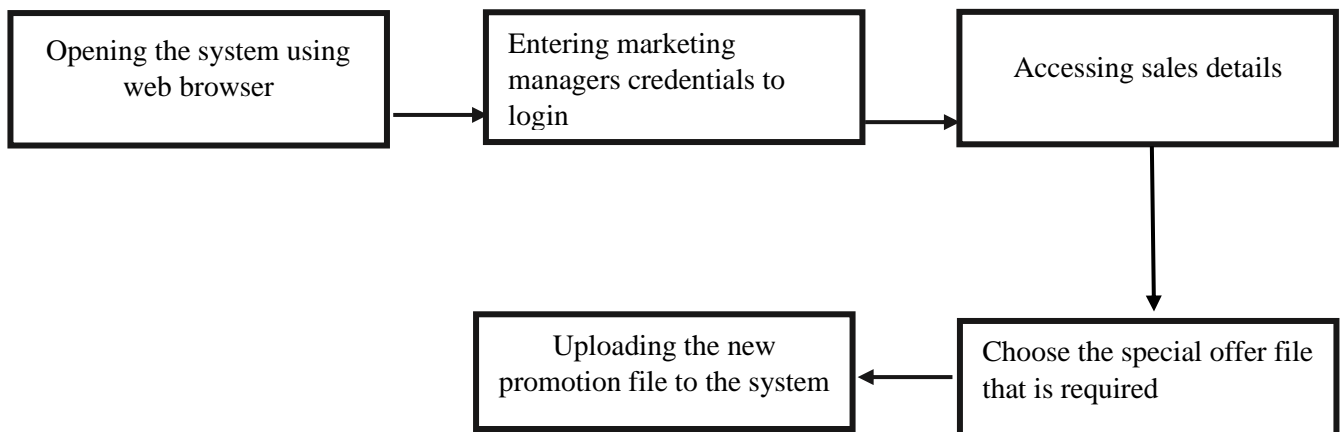- **User journey – Giving solutions for customers complaints & referring feedbacks.**

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

2.DILSHAN O.A.P (IT21302480)

- **Persona – Marketing manager**

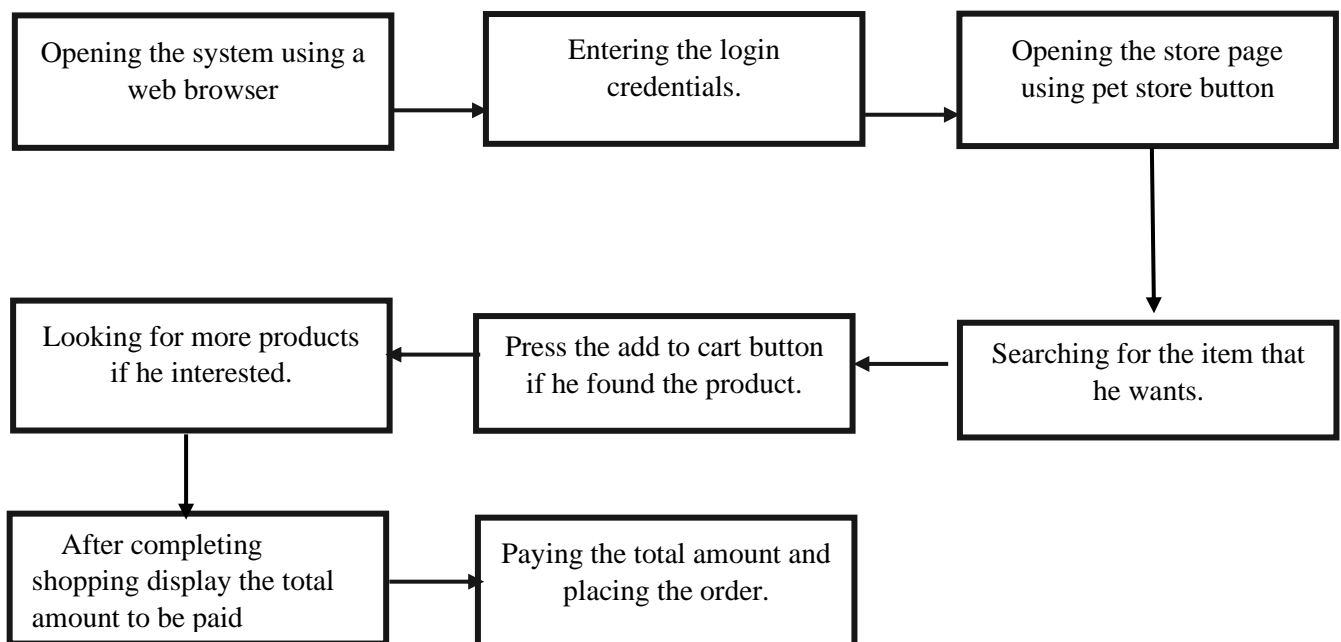| Online Pet Care System-User Account Details	
	Name: Mr. Hasantha samarathunga
	Age: 35
	Motivation: Provide New services and products to customers
	Goals: Find new ways to promote the business and make attractive offers.
	Technical Ability: basic knowledge of marketing and able to upload and request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

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

```
┌─────────────────────┐    ┌─────────────────────┐    ┌─────────────────────┐
│ Opening the system  │    │ Entering marketing  │    │                     │
│ using web browser   │───▶│ managers credentials│───▶│ Accessing sales     │
│                     │    │ to login            │    │ details             │
└─────────────────────┘    └─────────────────────┘    └─────────────────────┘
                                                                  │
                                                                  ▼
        ┌─────────────────────┐            ┌─────────────────────┐
        │ 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**
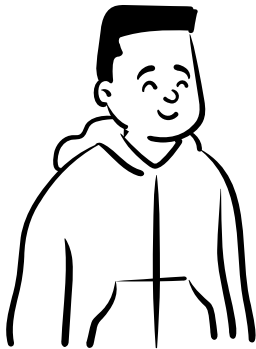
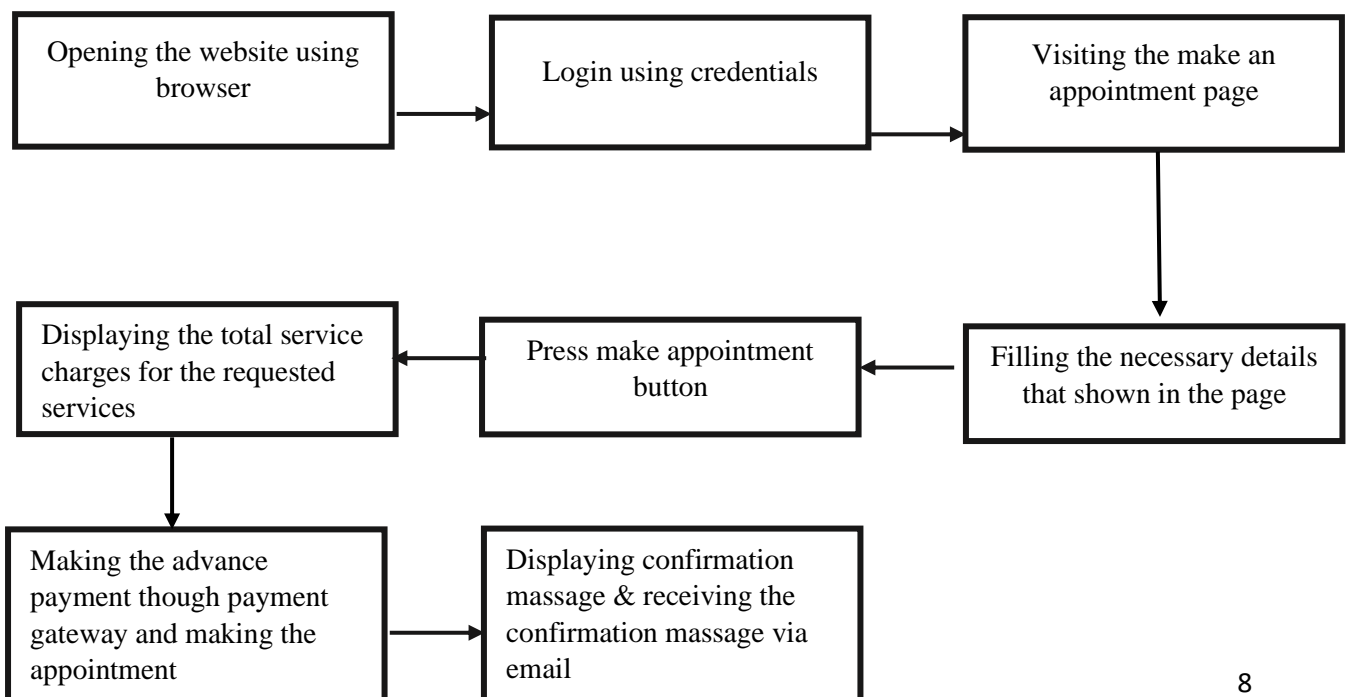| Online Pet Care System-User Account Details	
	Name: Mr. Asanka Sampath
	Age: 25
	Motivation: To get basic services from the system
	Goals: Buy a product from the store Refer the Pet Care guidance articles Donate us
	Technical Ability: ability to use a basic web-based system

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

```
┌──────────────────────┐      ┌──────────────────────┐      ┌──────────────────────┐
│ Opening the system    │      │ Entering the login    │      │ Opening the store page│
│ using a web browser   │ ───▶ │ credentials.          │ ───▶ │ using pet store button│
└──────────────────────┘      └──────────────────────┘      └──────────────────────┘
                                                                        │
                                                                        ▼
┌──────────────────────┐      ┌──────────────────────┐      ┌──────────────────────┐
│ Looking for more      │      │ Press the add to cart │      │ Searching for the item│
│ products if he        │ ◀─── │ button if he found    │ ◀─── │ that he wants.        │
│ interested.           │      │ the product.          │      │                       │
└──────────────────────┘      └──────────────────────┘      └──────────────────────┘
         │
         ▼
┌──────────────────────┐      ┌──────────────────────┐
│ After completing      │      │ Paying the total      │
│ shopping display the  │ ───▶ │ amount and placing    │
│ total amount to be    │      │ the order.            │
│ paid                  │      │                       │
└──────────────────────┘      └──────────────────────┘
```

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

- **Persona – Registered Customer**

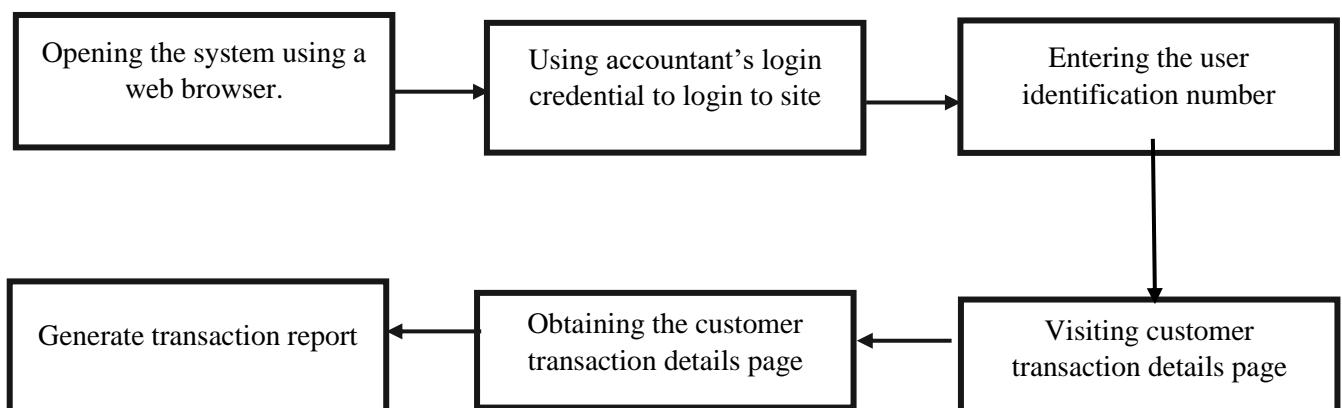| Online Pet Care System- User Account Details	
	Name: Mr. Anusara Perera
	Age: 25
	Motivation: To access the system services
	Goals: Make an appointment to their Pet. Access the Pet store. Look for pet adoption. To donate.
	Technical Ability: Ability to use basic system.

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

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

8

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
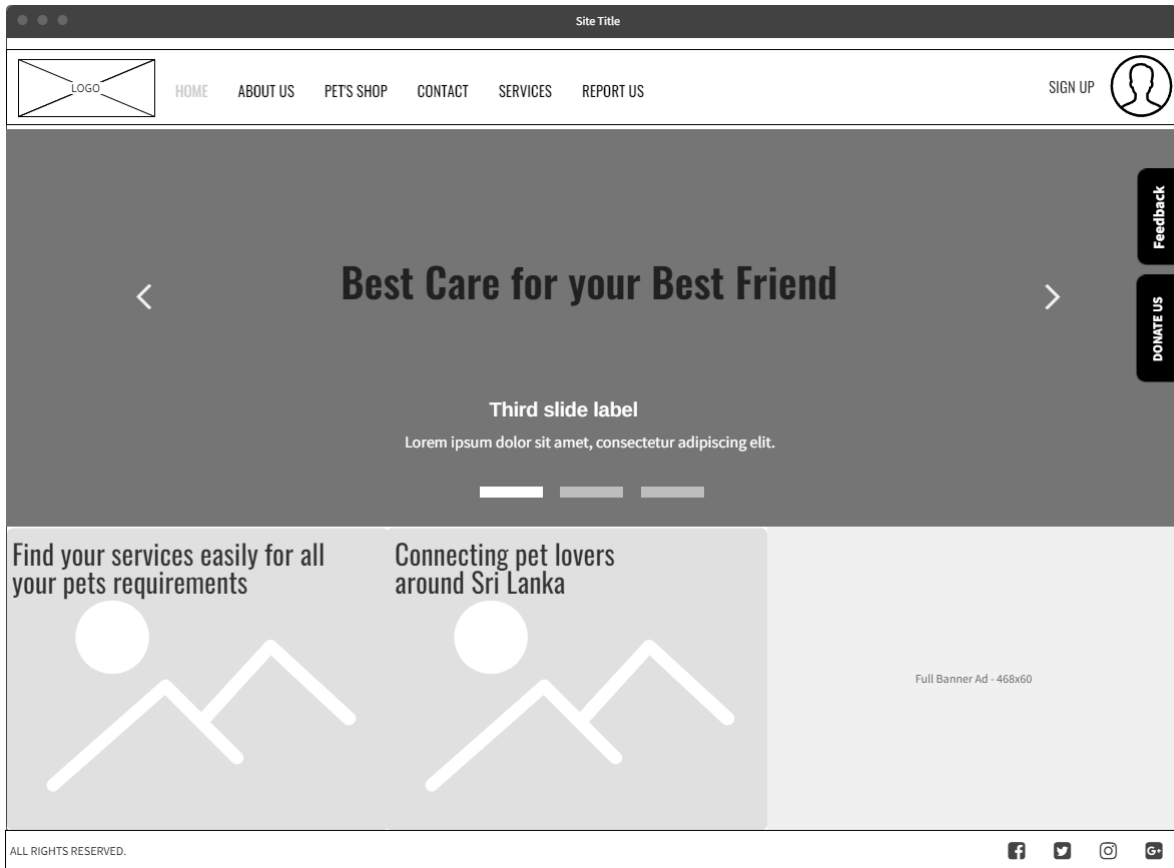
02.Registration Page

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

f   Login in with Facebook

OR
SIGN UP USING

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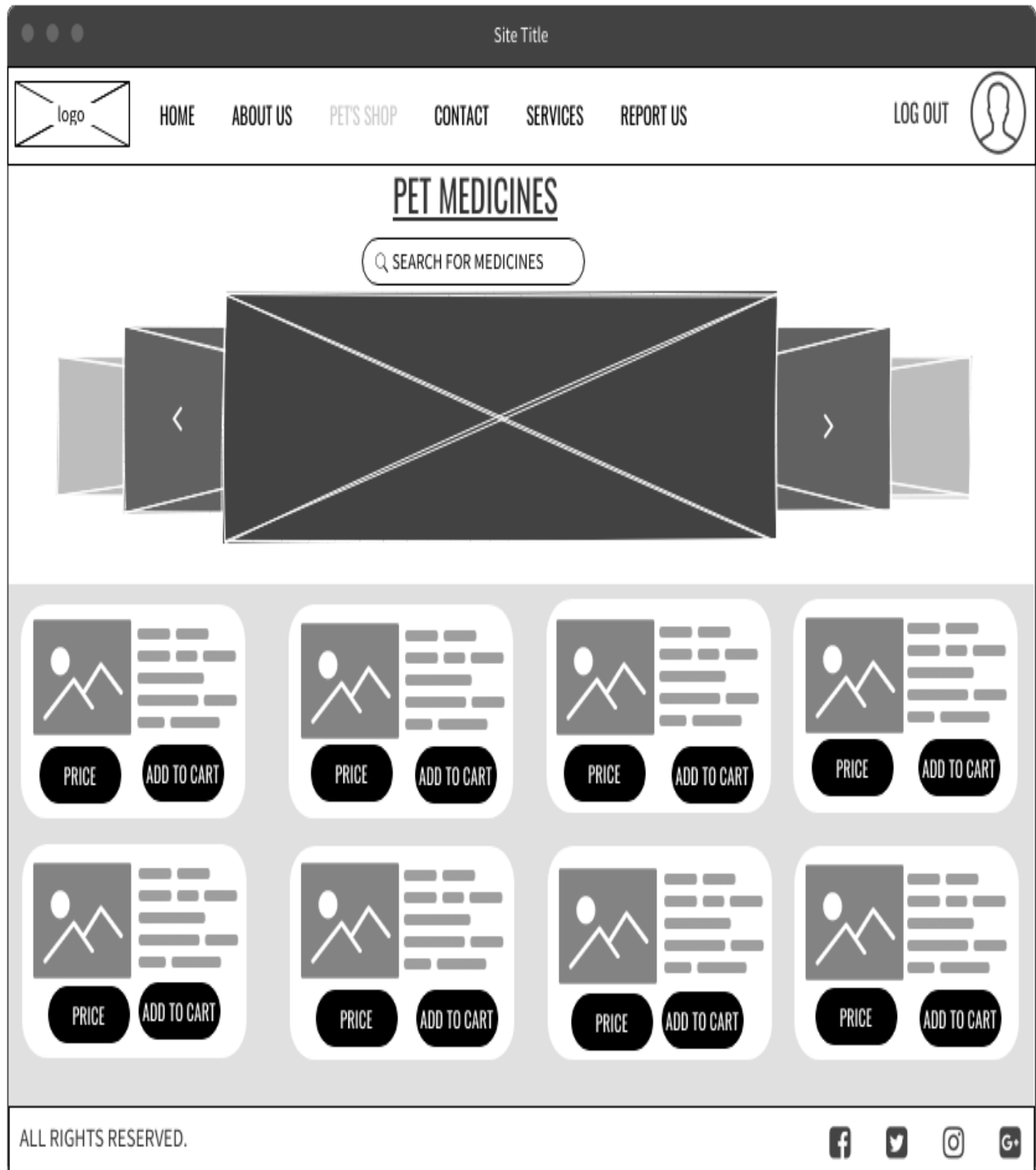
2. ZAKEY.M.S.M. A (IT21299902)

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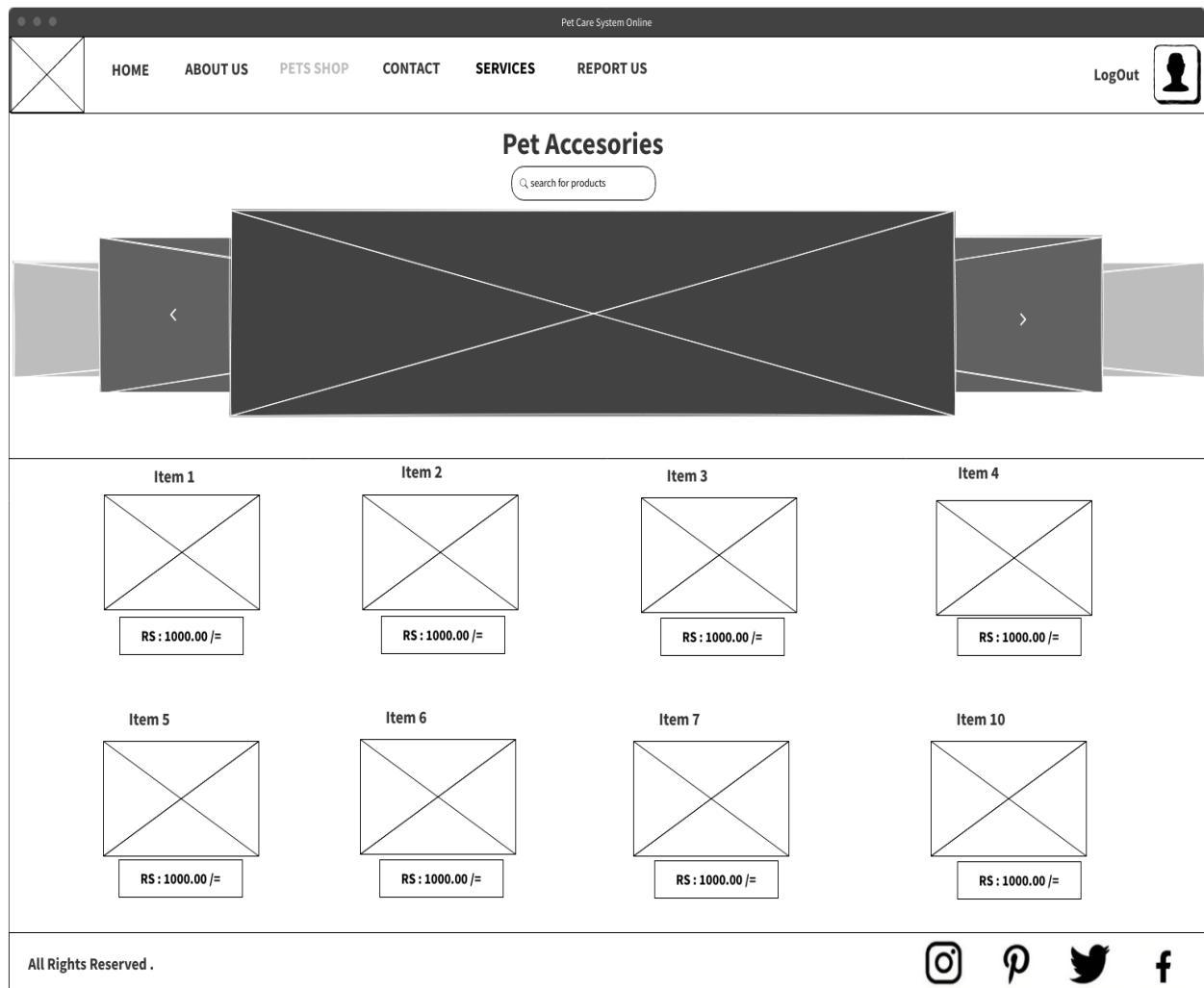
02.Pet Adoption Page (Services)

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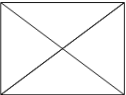
HOME   ABOUT US   PETS SHOP   CONTACT   SERVICES   REPORT US   LogOut

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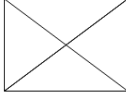
PET ID : C001
BREED: Beagle
AGE   : 4
CONTACT : Adoptme@outlook.com

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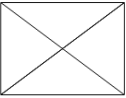
PET ID : C001
BREED: Beagle
AGE   : 4
CONTACT : Adoptme@outlook.com

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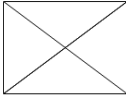
PET ID : C001
BREED: Beagle
AGE   : 4
CONTACT : Adoptme@outlook.com

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

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
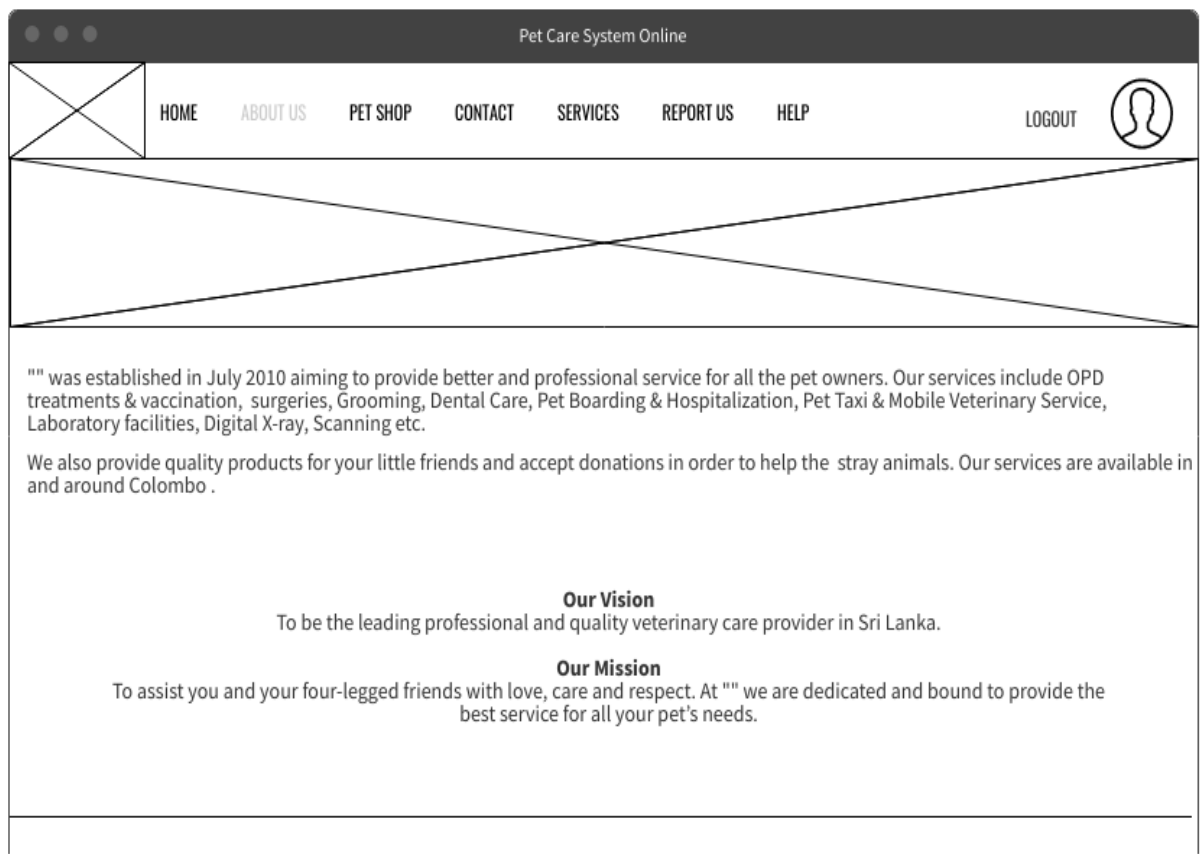
All Rights Reserved .

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:

SEND

Business Hours:

Monday-Friday - 8.00-5.00

Saturday-10.00-6.00

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:
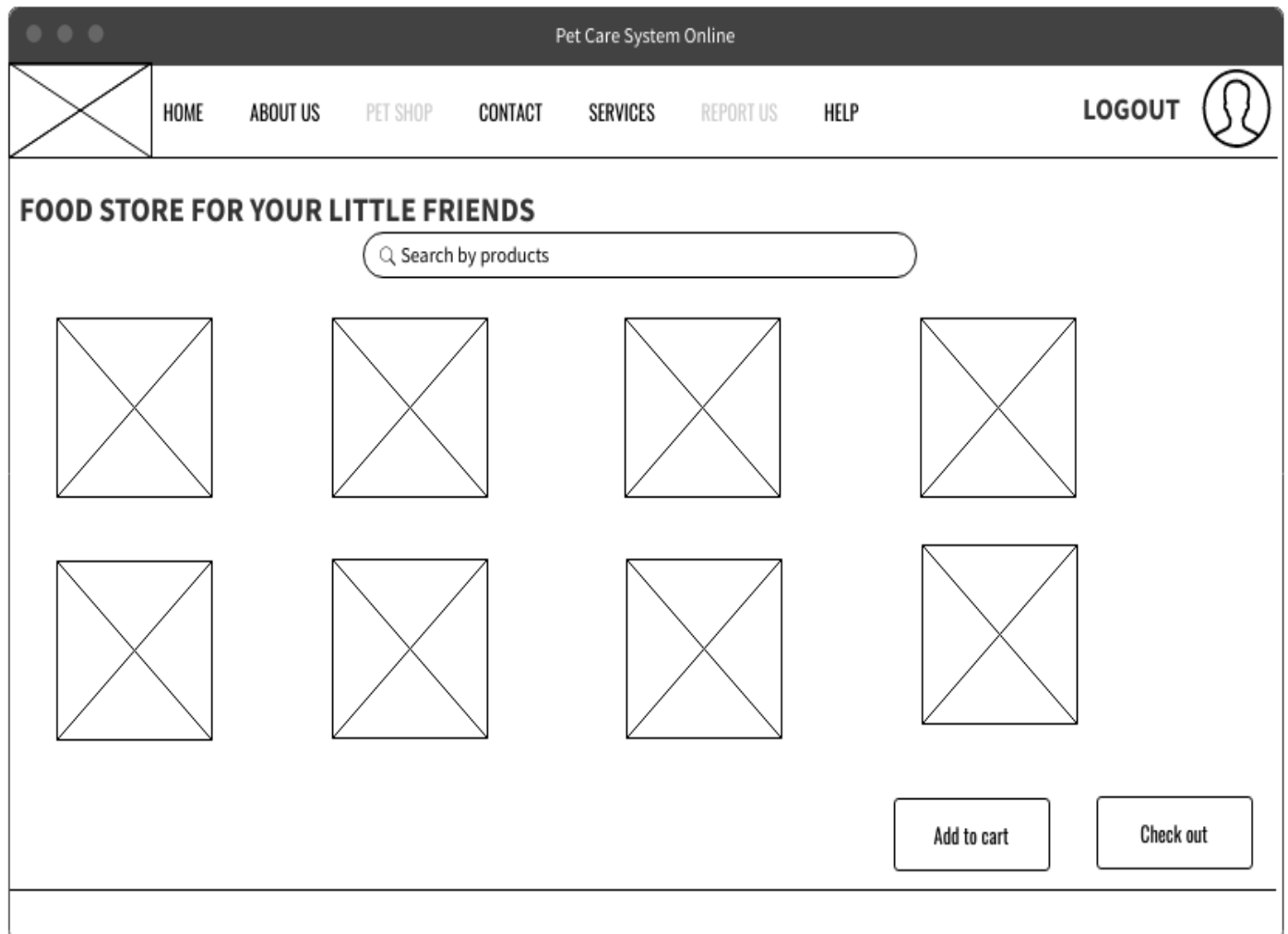
-Full name :

-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**

03.Customer Care Page.

| 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

27

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 :
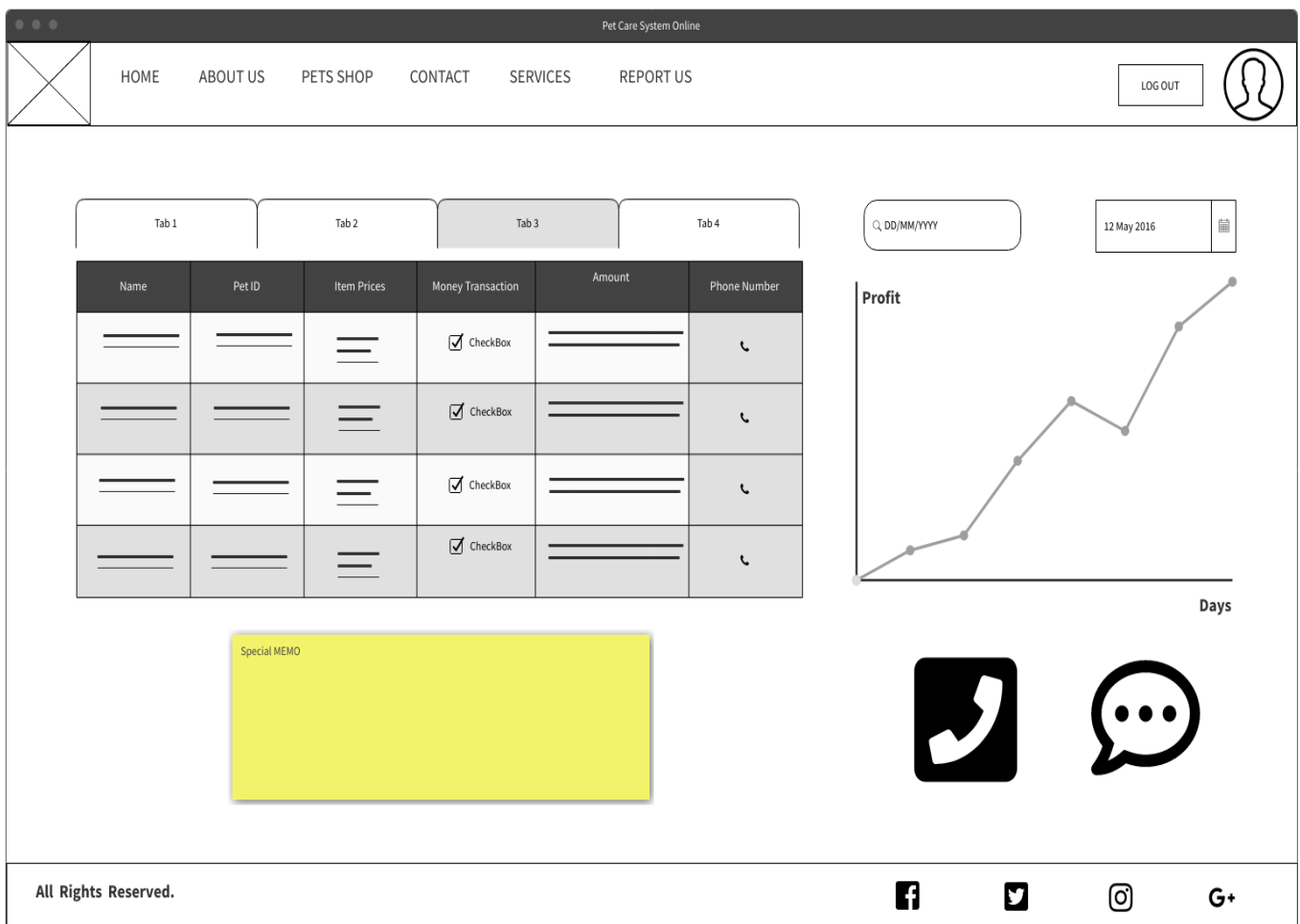
what is your emergency?   Location :

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

Pet Care System Online

HOME   ABOUT US   PETS SHOP   CONTACT   SERVICES   REPORT US

LOG OUT

| Tab 1 | Tab 2 | Tab 3 | Tab 4 |

Owner's Name	Pet ID	Email	Address	Phone Number
				☎
				☎
				☎
				☎

Move   Search   Complaints   Recycle Bin

Special

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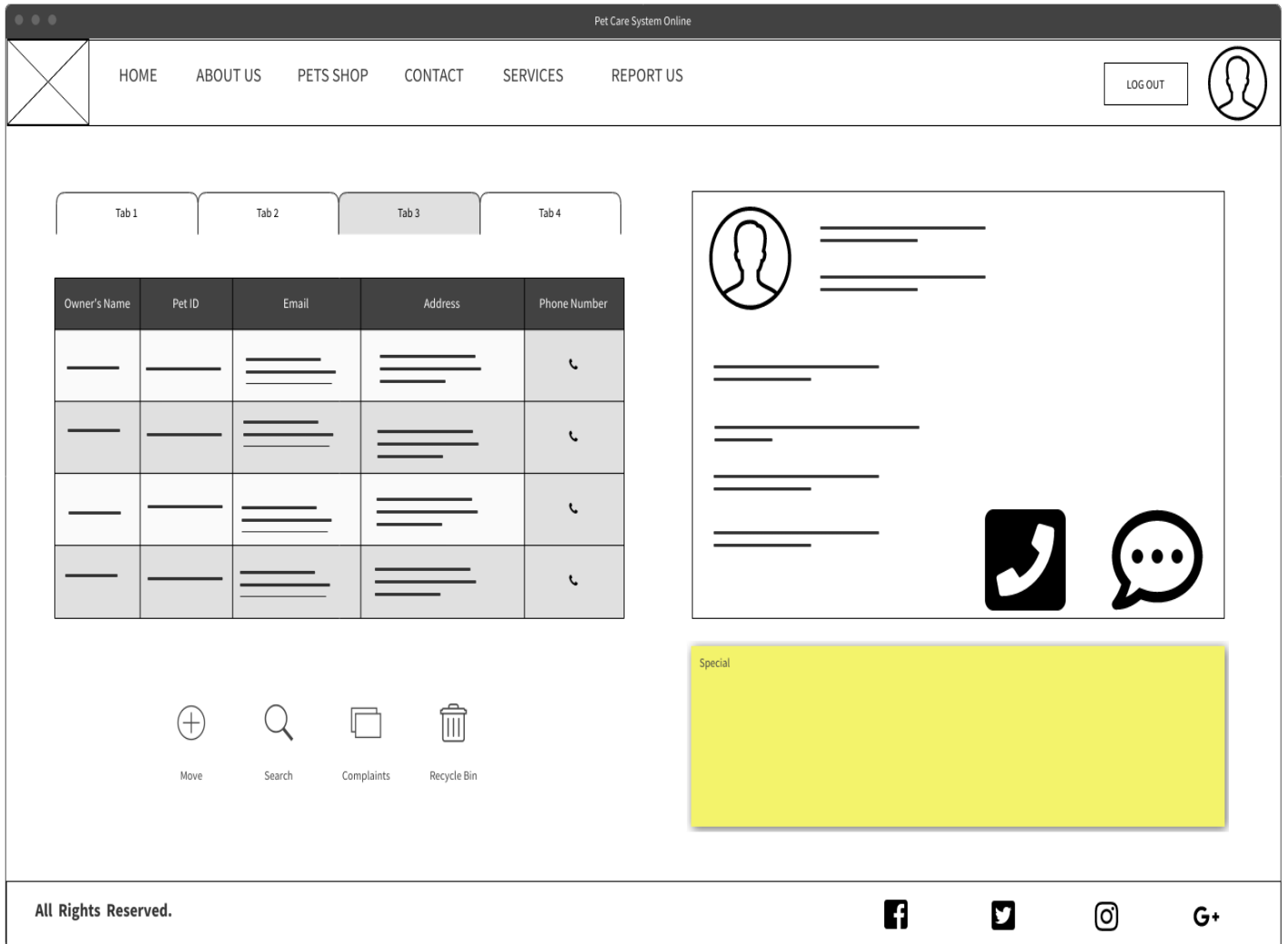
04.Pet Care Guidebooks Page (Store)

HOME   ABOUT US   PETS SHOP   CONTACT   SERVICES   REPORT US

LOG OUT

Pet Care Guide Books

🔍 Books...

Item 1	Item 2	Item 3	Item 4
Rs :1000.00 /=	Rs :1000.00 /=	Rs :1000.00 /=	Rs :1000.00 /=
Item 5	Item 6	Item 7	Item 8
Rs :1000.00 /=	Rs :1000.00 /=	Rs :1000.00 /=	Rs :1000.00 /=

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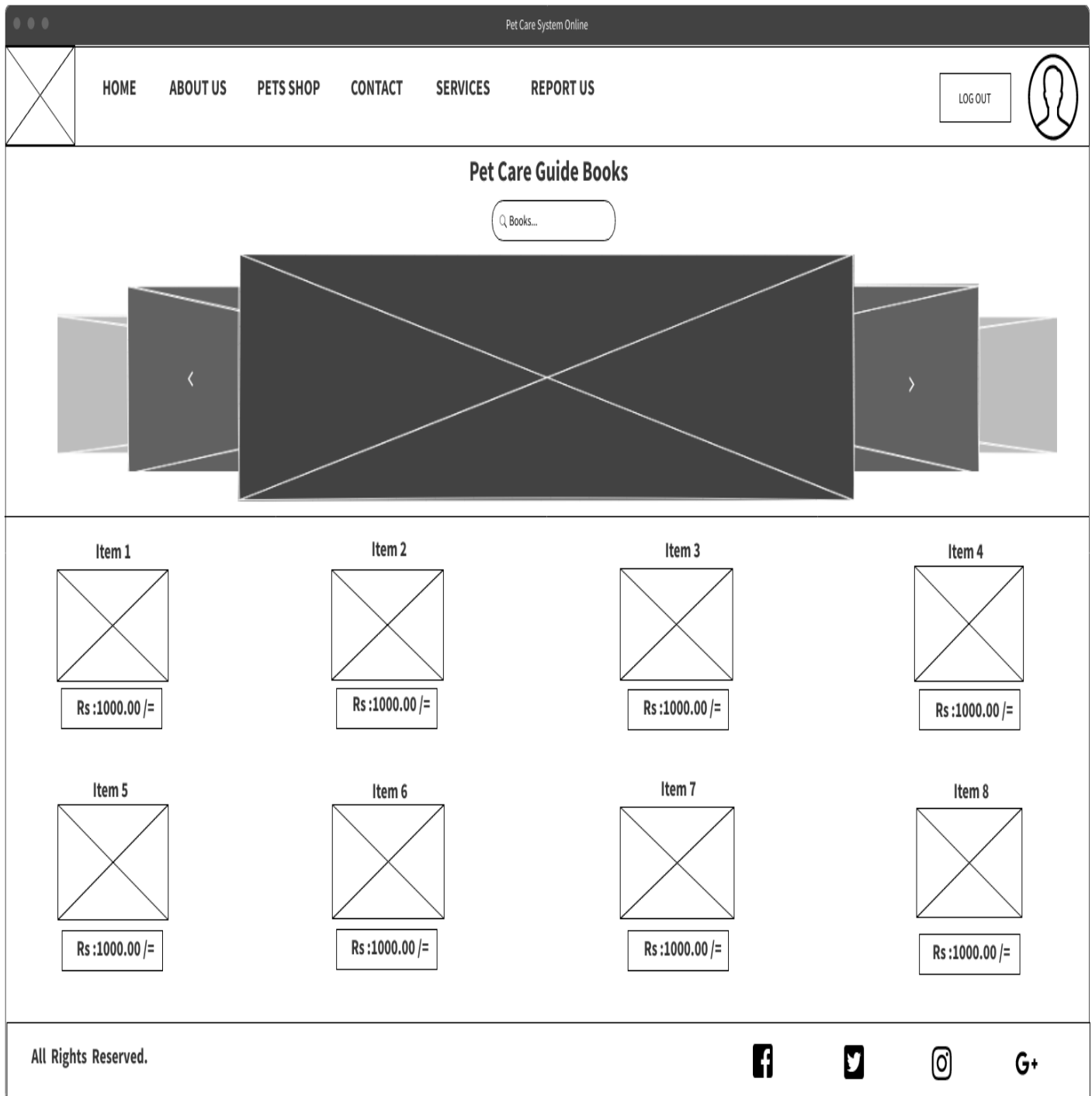
Individual Contribution

	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