

Interação Pessoa-Máquina**2023/2024****FurrEver Friends**

Stage 2: User and Task Analysis**Authors:**

59812, David Pestana
68771, Artur Vázquez
68846, Julia Cwynar
68859, Filip Brna

Lab class Nº P1**Group Nº 4****Professor:**
Teresa Romão

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Problem Description:

In an ideal world, there would be no need for animal shelters. But as that world does not exist, our goal is to try to make ours better. We aim to improve the quality of life for animals in shelters. We also want to make it possible for the general public to help these institutions and find easy ways to interact with them.

The main goal of our project is to provide a tool that makes the “Shelter-User” interaction easier. And that way, improve the animals’ life. This tool will be an online website.

USERS:

– Shelter

- Users will be acting as representatives in the shelter's behalf.
- Most should have a reasonable experience with computers and be able to complete basic tasks without any difficulties.
- Users are expected to become familiar with the platform after some time.
- Educational background: may vary.
- Motivation: Higher at initial stages (registering shelter, early use), may lower as use becomes more of a routine task.
- Experience working with animal as part of the shelter organization.
- Experience with the shelter's inner working and adoption process.

– Adopters

- Age range typically between 16-60.
- Varying range of experience with computers, from experienced to little contact. But it's assumed they know how to use web pages.
- No previous training for using this page.
- Educational background: may have minimal or none.
- Motivation: normally a highly motivated user, looking forward to adoption.

– People who want to help

- Age range typically between 16-40.
- Varying financial backgrounds but prioritize their love for animals.
- Already adept at using web pages.
- Different educational backgrounds: may have minimal or none, or a high level.
- Experienced in animal care.
- Determined to spend their free time to improve the lives of animals.
- Create/maintain relationships with other shelter volunteers.

TASKS:

– Adding the shelter to the web.

- Objective:
 - The objective of this task is to add a new shelter to the pet shelter website, making it visible to potential users who are looking for shelters to support or adopt animals from.
- Pre-conditions:
 - User must have an account and be logged in to the pet shelter website as institution.
 - User should have all the necessary information about the shelter, including its name, address, contact details, description.
 - User should have appropriate permissions to add a new shelter.
- Sub-task:
 - add shelter.
 - add description.
 - add pets.
- Exceptions:
 - Technical Errors: Various technical errors can occur during the process, such as server issues, database connection problems, or unexpected errors in the code. The system should be equipped to handle these errors gracefully, displaying user-friendly error messages and logging details for troubleshooting.
 - Duplicate Shelter: There might be a situation where a shelter with the same name or address already exists in the system.
- Frequency:
 - This task is typically performed on an as-needed basis whenever a new shelter needs to be added to the website. It is not a frequent task but can occur periodically as new shelters join the platform.
- Users
 - Users who have admin or moderator privileges on the pet shelter website will typically perform this task. These users are responsible for maintaining and updating the website's content and information about shelters.

- **Adding the pets / a volunteer event.**
 - Objective:
 - The objective of this task is for the shelter to add a new pet or volunteer event to the web, so that the users can see it and adopt or take part in the event.
 - Pre-conditions:
 - The shelter must have a profile already created.
 - The person in charge of doing this task must be logged in with the shelter's credentials.
 - Sub-task:
 - Choose the action desired (click in the button).
 - Fill in the needed information.
 - Upload the new pet/activity.
 - Exceptions:
 - Technical Errors: issues related to the internet connection, database, or server. This may cause the upload of the new pet/activity to fail.
 - Frequency:
 - It depends on the size of the shelter, but it will be quite frequent, varying from more than once a day to a few times a week.
 - Users
 - Shelter
- **Apply for adoption.**
 - Objective:
 - The objective of this task consists in the choice and submission of an animal's adoption proposal by a user to the shelter.
 - Pre-conditions:
 - The user must be logged in with a valid account.
 - There must be at least one registered shelter with at least one animal available to adoption.
 - Sub-task:
 - The user must select a shelter.
 - The user must, after browsing the animals available to adopt in the shelter, select one of them.
 - The user must submit an adoption application and enter in contact with the shelter.
 - Exceptions:
 - Application rejection: The shelter may reject the application in accordance with their particular criterions and preferences. The

adequacy of a concrete adoption application is left to be evaluated and vetted solely by the shelter itself, without the platform being involved in the process.

- Technical problems: Diverse problems may arise at any step of the process and in a variety of forms.
- Frequency:
 - This should be a quite rare process, although in some cases the frequency could be higher (adoption of some smaller kinds of animals, users connected to other animal organizations, etc.).
- Users
 - Any user with a regular account.

– **Patronize a shelter.**

- Objective:
 - The objective of this task pertains to the direct donation of money by a user to a shelter specified by the first in an initial step.
- Pre-conditions:
 - The user must be logged in a valid account.
 - There must be at least one shelter already in the system.
- Sub-task:
 - Find and select desired shelter.
 - Introduce the amount the user wishes to donate.
 - Select payment method.
 - Confirm donation.
- Exceptions:
 - Payment not accepted: The payment effectuated by the user may not be valid or otherwise not accepted or confirmed by the payment services associated. Such donations will not be concluded without a valid payment.
 - Technical errors: A wide variety of errors can prevent the donation process from being successfully concluded. These errors can take diverse forms, from server to connectivity errors, issues with database, etc.
- Frequency:
 - Variable according to each user's individual wishes. Can range from a once in a lifetime donation to frequent recurrent donations. However, it's expected that most users will not do this task more than once or twice per month.
- Users
 - Any user with a regular account.

– **Volunteer for a task.**

- Objective:
 - The objective of this task is to allow users to volunteer in pet caring by taking them for a walk or donating food to them.
- Pre-conditions
 - User must have an account and be logged in to the pet shelter website as user.
 - There must be a shelter with available activities.
- Sub-task:
 - Choose shelter.
 - Choose animal.
 - Choose action.
 - Confirm request.
- Exceptions:
 - Technical Errors: Various technical errors can occur during the process, such as server issues, database connection problems, or unexpected errors in the code. Or in the time the user chooses an activity, it may reach its participants limit.
- Frequency:
 - This task is performed every time user wants to help an animal or shelter as an institution - very irregularly all regarding certain user.
- Users
 - Any user with a regular account.

SCENARIOS:

Scenario 1: Mrs. Kitty had always been a devoted cat lover. She had one beloved feline companion named Whiskers. She was motivated by the idea of giving another shelter cat a loving home and offering Whiskers a companion to keep him company in his golden years. Mrs. Kitty believed that not only would this new addition bring more joy to her life but also ensure that Whiskers had a friend to share his days with.

First of all, she will **search** for a shelter and scroll through their different **pets**. And there it is: HighPaw, a gorgeous white cat that lost her tail in a fight. After showing its photo to Whiskers and obtaining the cat's approval, she decides to **adopt** (she will need to **log in**, and, as it is her first time, she will have to **create a profile** first).

Scenario 2: Jorge's desire to take dogs for a walk grew stronger with each passing day as he loves pets. He longed for the companionship and unconditional love that only a furry friend could provide, but his mom's allergy to dog hair meant that having one at home was out of the question. Determined to fill the void in his heart, Jorge decided to volunteer at the local animal shelter, where he began taking shelter dogs on daily walks through the nearby park. This newfound routine not only provided him with the canine companionship he craved but also gave the shelter dogs a chance to stretch their legs and experience the joy of the outdoors.

So, Jorge went to the FurEverFriends website where he **created/logged** in his profile, **searched**, and chose one of the shelters near him. He was immediately drawn to the profile of a German Shepherd named Rex, who he decided to **take for a walk** tomorrow.

Scenario 3: João is the manager of a shelter. He loves his job and being companioned by animals every day. Nevertheless, he is unable to maintain this institution by himself. He is in a desperate need of help. Thus, he added his shelter to FurrEverFriends.com, where he can easily access not only volunteers who are willing to help, but also, he can create volunteer events which will help him in raising funds and support animals.

João as a manager just found out that they are running out of space for their incoming pets, so he decided to create a volunteer event, firstly he needs to **log** into shelter profile, then **create an event**, the purpose of which will be to build the new homes for pets and expand a capacity of shelter. He also wants to add a short description that says that they will need only human resources (not money), because time is ticking.

Scenario 4: Breixinho is going on a spiritual journey and wants to donate all his money to a shelter. And maybe adopt a dog (he will need some company when he ends up living in the streets in some Asian country).

He decides to **search** for a shelter that looks really bad. He will then **donate** all his money. For that he will need to **create an account** (he had this idea yesterday, so before that day he had never entered our website) and **login**. In the end he decided not to adopt, because he has just realised that he can't take his dog on the flight to Nepal (what he did not realise is that he should have bought that plane ticket before donating all his money). What a crazy man, Breixinho!