

Booking System of Pet Stores

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01

Introduction



Project Background

Shop Name:

- **Care Pet Hotel** (A large chain store for pet)

Shop Information:

- **Main store** (Kowloon) : Beauty (redevelopment), Homestay (redevelopment), Cafe, Sports (indoor swimming pool/sports field) (new expansion)
 - **Side shop**: beauty service shop x5, pet coffee shop x2
-



Objective



provides an approach to **build connection** with client



Project aim: **introduce** services and recreation in company and enhance the **relationship** of people and pet

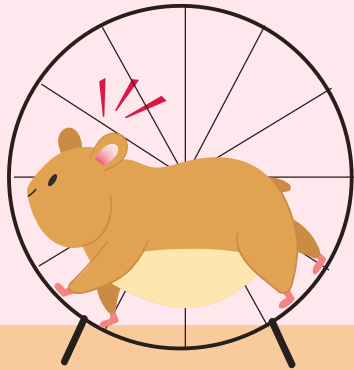


Due to the **expansion** and **reconstruction** of hotel facilities and addition of membership services, a new webpage needs to be **redesigned**



02

Requirement Analysis



Target user with Persona



Pet Owner



Pet Store Staff



Pet Store Manager



Pet Groomer



Pet Trainer

Pet Trainer		
Pet Groomers		
Pet Store Manager		
Pet Store Staff		
Pet Owner		
<p>Name: John Doe</p> 		
<p>Background Age: 45 Family: Married, have one child Residence: Kowloon Tong Gender: Male</p>	<p>Goal</p> <ul style="list-style-type: none"> Provide high-quality care for pets building relationship with pets 	<p>How to Solve</p> <ul style="list-style-type: none"> Provide information for how to care pet Provide more timeslot for booking service
<p>Identifier External / Internal Quiet / Proactive Irresponsible / Responsible Careful / Careless</p>	<p>Challenge</p> <ul style="list-style-type: none"> Insufficient time to take care pets Lack of knowledge to take care pets 	<p>Objections</p> <ul style="list-style-type: none"> Price of service Quality of service Knowledge of staffs

Method for Analysis

Direct Observation

- Observe the behavior of target audience
- Get insight from their task

Indirect Observation

- Observe the behavior / requirement by reviewing their work document (report & statistic)



Major Functional Requirement

Customer Side:

- Navigation Menu
- Service
- Event
- Contact
- Comment

Session: Comment	Priority: Low	No. #5
User stories: As a customer I want to see comments from other customers So that I can make decision on whether using the pet hotel services		
Scenario: Given I am interested in knowing about other perspective from the customer When I visit the comment session and browse the comment of another user Then I can make a decision whether having the service of pet hotel		
Functional Requirement: <ol style="list-style-type: none">1. The website should provide the username of customer who left the comment2. The website should show the content of customer who left the comment3. Should provide a ">" and "<" button so that user can watch other comments		
Non-functional Requirement: <ol style="list-style-type: none">1. Speed: The respond time for switching comments should be less than 500ms2. Accurately: The redirection should be accurate to next comment		

Major Functional Requirement

Booking System:

- Sign Up
- Sign In
- Booking
- Payment

Session: Payment	Priority: High	No. #9
User stories: As a customer I want to finish the booking and have payment online So that I can complete booking effectively		
Scenario: Given customer is making a booking on the website have booked an appointment When customer want to have payment and enter payment information Then customer can complete the booking with payment		
Functional requirement: <ol style="list-style-type: none">1. A various payment method with the redirection of system server respectively2. The website should display the payment information (username, price, service) in a block3. The website should provide a button to redirect the previous page for correction4. The completion of the payment should be less than 3 steps.		
Non-functional requirement: <ol style="list-style-type: none">1. Speed: The respond time of payment should be less than 5000ms2. Accurately: The redirection of payment should be accurate.3. Security: The personal information should not be exposed and encrypted		

Non - Functional Requirement

Speed

- The redirection of **URL** must response within 4000ms.
- The respond time of **payment** should be less than 5000ms
- The respond time for swathing **comments** should be less than 500ms

Usability

- Embedded google map should be zoom in and zoom out to **find the location**

Accurately

- The redirection should be accurate to **right** position

Maintainability

- The **update time** of the website should be held once per month

Security

- The personal information should not be **exposed** and **encrypted**



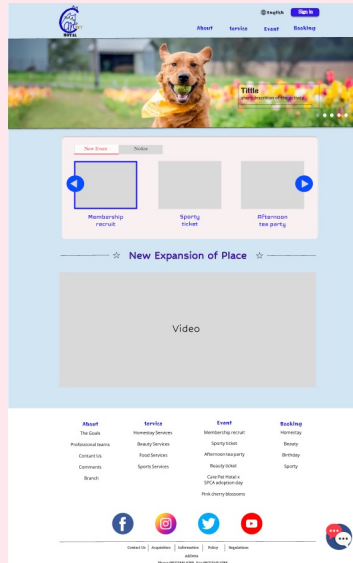
03

Process Development



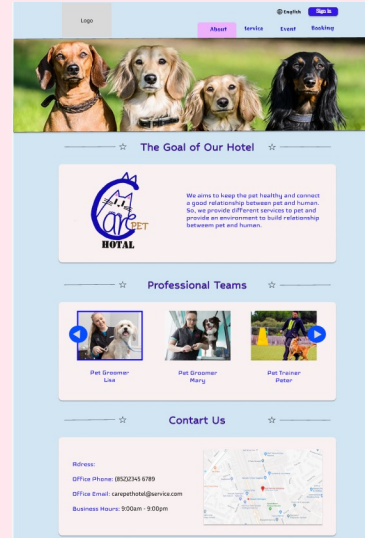
Wireframe

Home Page

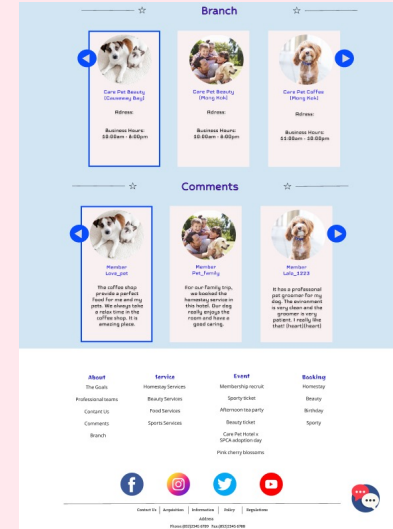


- Allows user to have an **overview** on hotel's new projects

About Page

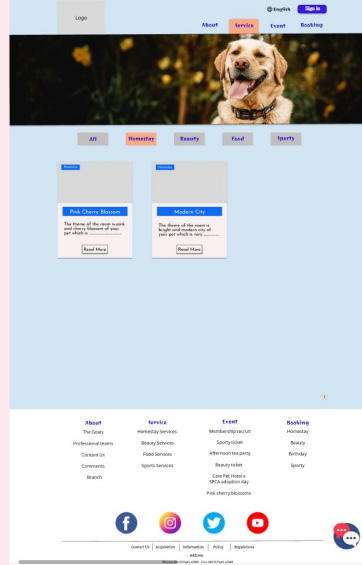
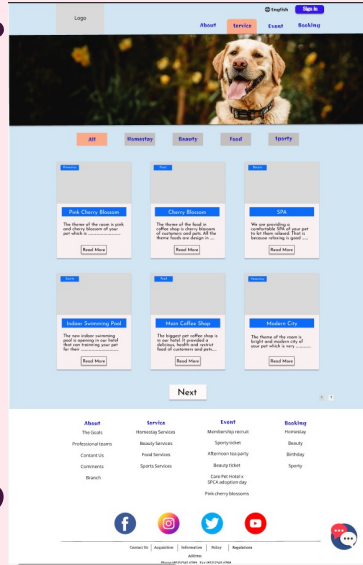


- Have a deep **understanding** of hotel's service and objectives
- Provide some contact information for further **interaction** with client



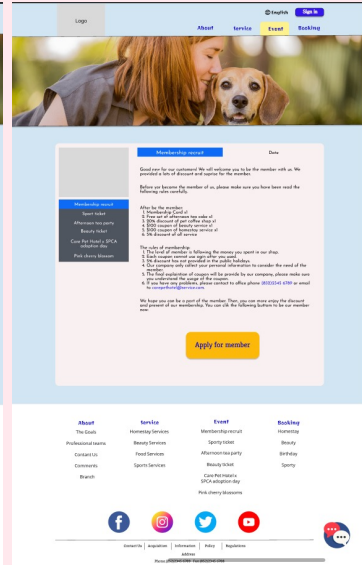
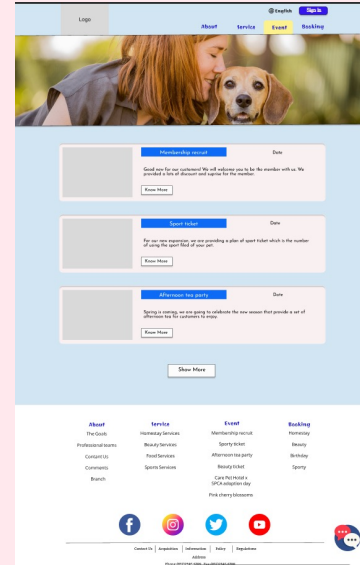
Wireframe

Service Page



- Understand the **details** of services that provided by the pet hotel

Event Page



- Navigate and Understand **details** of project
- Give **inspiration** on the appointment

Wireframe

Booking Page

The wireframe for the Booking Page is divided into two main sections. The top section, titled 'BOOKING TIME', contains a navigation bar with 'Login', 'Select service', 'Confirmation', 'Payment', and 'Receipt'. Below this is a form titled 'Enter Information' with fields for Date, Type, Facilities, and Venue, accompanied by a placeholder image of a dog. The bottom section, titled 'Selecting a period of time', features a table for selecting a time slot and a 'Next' button. The table has columns for time slots (12:00-16:00, 16:00-20:00, 20:00-24:00, All day) and rows for Venue 1 and Venue 2. A 'Next' button is also present at the bottom right.

	12:00 - 16:00	16:00 - 20:00	20:00 - 24:00	All day (for pet hotel)
Venue 1				
Venue 2				

- Easier for users to choose the **right** place and time within the service, address, and time provided by pet hotel.

Login Page

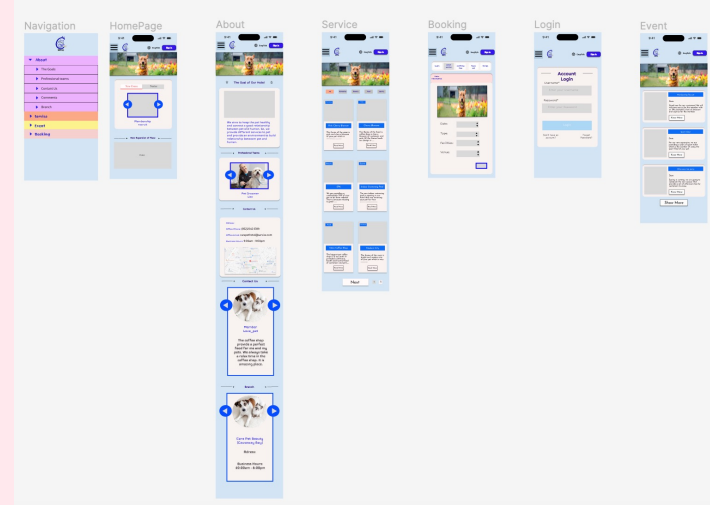
The wireframe for the Login Page is titled 'WELCOME MEMBER'. It features a navigation bar with 'Login', 'About', 'Service', 'Event', and 'Booking'. Below this is a form titled 'Account Login' with fields for Username and Password, a 'Login' button, and links for 'Don't have an account?' and 'Forgot Password?'. The bottom section contains a navigation bar with 'Service', 'Event', 'Cooperation', 'About', and 'Booking', followed by a footer with social media icons and contact information.

- Allow user to **login** the webpage
- Enter account number and login

Wireframe

Medium:

- It is a **High-fidelity** wireframe
- provides a **detailed** interface to show the content of webpage
- Better **communication** with programming team without misunderstanding



- **Mobile Version** of Wireframe

Technology Used

HTML



Used for **creating** web pages



Used to structure content on a web page



Defines **layout** and **content** of web page



Supports various **tags** and **attributes** for creating content

JavaScript



Scripting language that runs in a web browser



Creating dynamic and interactive web pages and using **Ajax** (jQuery)



Add animations, form validation, and other interactive features

Technology Used

CSS



Used for **styling** and **formatting** web pages



Defines **appearance** of HTML elements



Change font styles, background colors, and layout of web page



Supports various **selectors** and **properties** for customizing page styles

Figma



Create wireframes serve as **prototypes**



Show **flow** of our webpage



Offering a wide range of **features** functions to simplify development process



Web – based software: easier to collaborate with team members

Use Case

Customer Side:

- **Navigation Menu**

- **Service**

- **Event**

- **Contact**

- **Comment**

Use Case	Comment, No # 5	
Actor	Pet Owner (Primary), Pet Store Staff, Pet Store Manager, Pet Groomer, Pet Trainer	
Description	Provide a medium for client to watch comments from other customers and give a help hand to attract the customer	
Assumption	Assume the comment of user is collected by the physical store and filtered by the analysis	
Steps	<ol style="list-style-type: none">1. User navigate the about page2. System shows the content of about page3. User reaches the block of comment and changes by pressing "<" and ">" button4. System display the related comment	
Non – functional Requirement	<ol style="list-style-type: none">1. The respond time for swathing comments should be less than 500ms2. Accurately: The redirection should be accurate to right position	
Issues	What information should be showed in webpage? How to prove the authentic of comment? How to present the information?	

Use Case

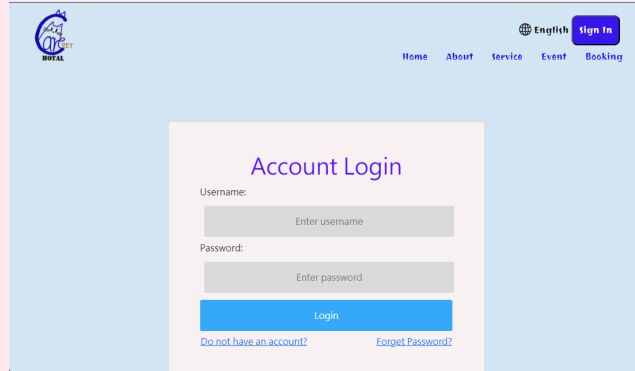
Booking System:

- Sign up
- Sign In
- Booking
- Payment

Use Case	Payment, No #9
Actor	Pet Owner
Description	A system for the user to have payment after finished the service booking
Assumption	Assume the payment method is limited and the information of payment should be stated on the interface
Steps	<ol style="list-style-type: none">1. User confirms the information and press "Next" button2. System responses payment page and display3. User enter credit card information4. System shows the related information5. User click the "Confirm" button6. System received and display the "recipe" page
Non – functional Requirement	<ol style="list-style-type: none">1. The respond time of payment should be less than 5000ms2. The redirection of payment should be accurate
Issues	What information should be stated on the interface? What payment should be used in the system? How to present the information? If the user wants to correct the information, how to correct?

Prototype

Familiar Design



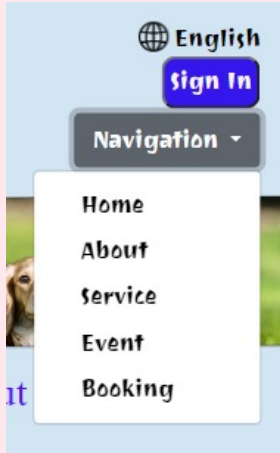
- Similar color tone
- Maintain **consistency** of the webpage



- Control of **carousel** make user feel familiar to another website
- Less learning time

Prototype

Navigation Menu



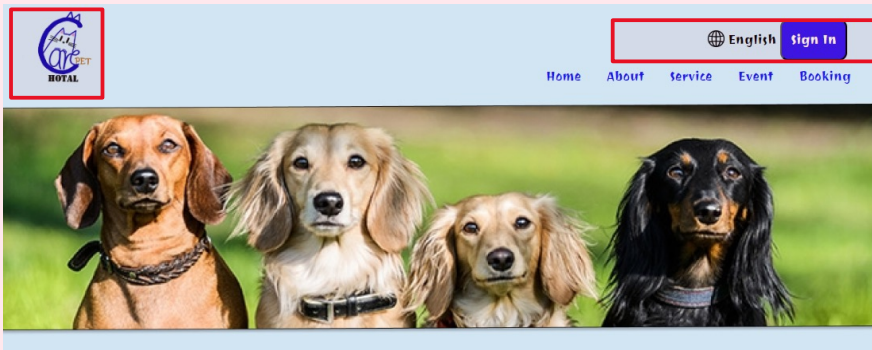
- Navigation Menu on **right** are similar to other popular website



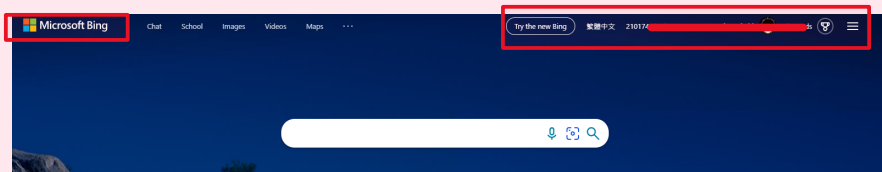
- Similar design to popular website

Prototype

Similar Design

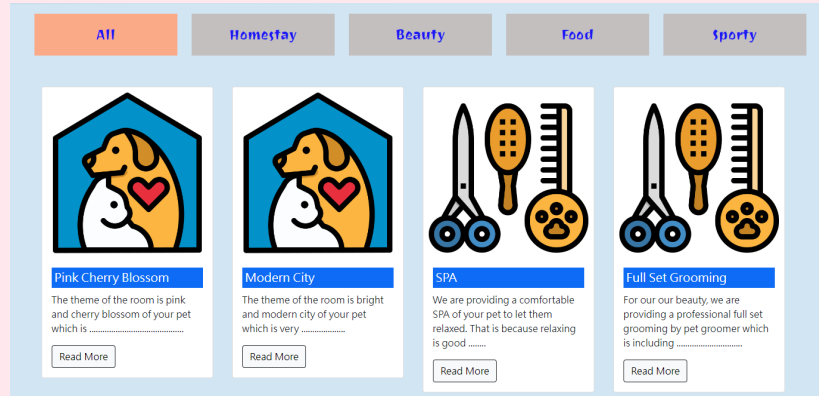


- Similar design to popular website



Prototype

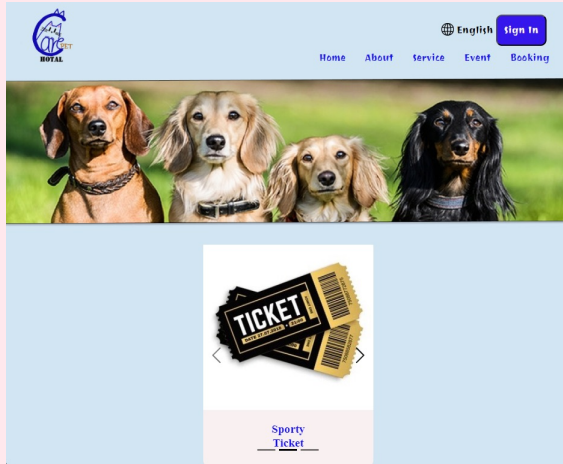
Tab Menu



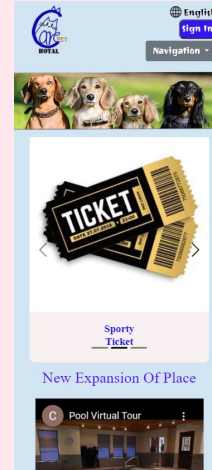
- Simple tab menu for **easy sorting** to user

Prototype

Responsive Web Design



- **Desktop** and **Tablet** version



- **Mobile** Version

04

Appendix



Appendix

Video: <https://www.carriagehillkennels.com/indoor-dog-swimming-pool>

Photo: <https://www.flaticon.com/>

Use Case Template:

<http://www.engr.sjsu.edu/fayad/current.courses/cmpe135-fall03/docs/2-UC-Template-Ex.pdf>

Timeline



Work Allocation

Member	Work Allocation
Anthony	Prototyping, Requirement Analysis
Ada	Wireframe Design, Prototyping
Elvis	Requirement Analysis, Process Development
Jacky	Group Leader, Prototyping
Gino	Requirement Analysis, Process Development
Natalie	Wireframe Design, Proofreading





Thank
You!!!