Human Computer Interaction

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List of abbreviations

Email – electronic mail

FAQ   - Frequently ask questions

Chapter 01.

1.1 Introduction

There are two users and they have their own role in this application.

> 01. Admin
>
> 02. Customer

Admin is the owner or developer. So he can add, remove, edit, and view the system. He has the ability and power to make decisions about applications and users. If there are new products, he can add those. If there are out of product, then he might have removed it. If there are product updates or edits, then he might do it & also he can view the entire system step by step. Admin has a particular E mail and password to log in. Using those admin can access the application.

Customer is the particular role. They can be a stakeholder of this product and they can buy or get service from this app. For example, if some customers looking for a particular software for download, then they can sign into this app and get service. They can get knowledge through this also. They may ask questions from the community, e mail, or call. If someone hasn't technical knowledge, it is not a big problem. They can easily understand these services.

1.2 Introduction to Project

This project is one of the easiest, user user-friendly, and accurate products. We provide technical ideas, software, and hardware. If someone needs technical support or technical knowledge, then they can easily get those. We have a huge community. Furthermore, we have custom care officers and a Chatbot system.

There are some software available in our application. Users can easily download them without paying. For example, Games, open source software, operating systems, and so on. When they click one of them we provide those facilities. They may download them and they can rate us.

When someone wants hardware components, we sell those for inexpensive prices. Firstly, customers can select whatever product of hardware they want, then our officers give introductions about the product, how they can buy it, and deliver it to them. If someone wants to get help from us, they may contact one of our agents and solve their problems. Moreover, they can E mail, search from the web, and ask from the community.

1.3 Scope and Limitations

The main purpose will be to give technical knowledge to our community. We provide some research, newspapers, and articles as well. All of them are in the English language, then readers can improve their English language as well.

Furthermore, there are some limitations. Those are, can't share our videos, links, or intellectual properties among others. Also, there are rules for our community members. They can't publish wrong words, videos, photos articles, and so on. If there are any problems that we have reported, then their accounts will be banned.
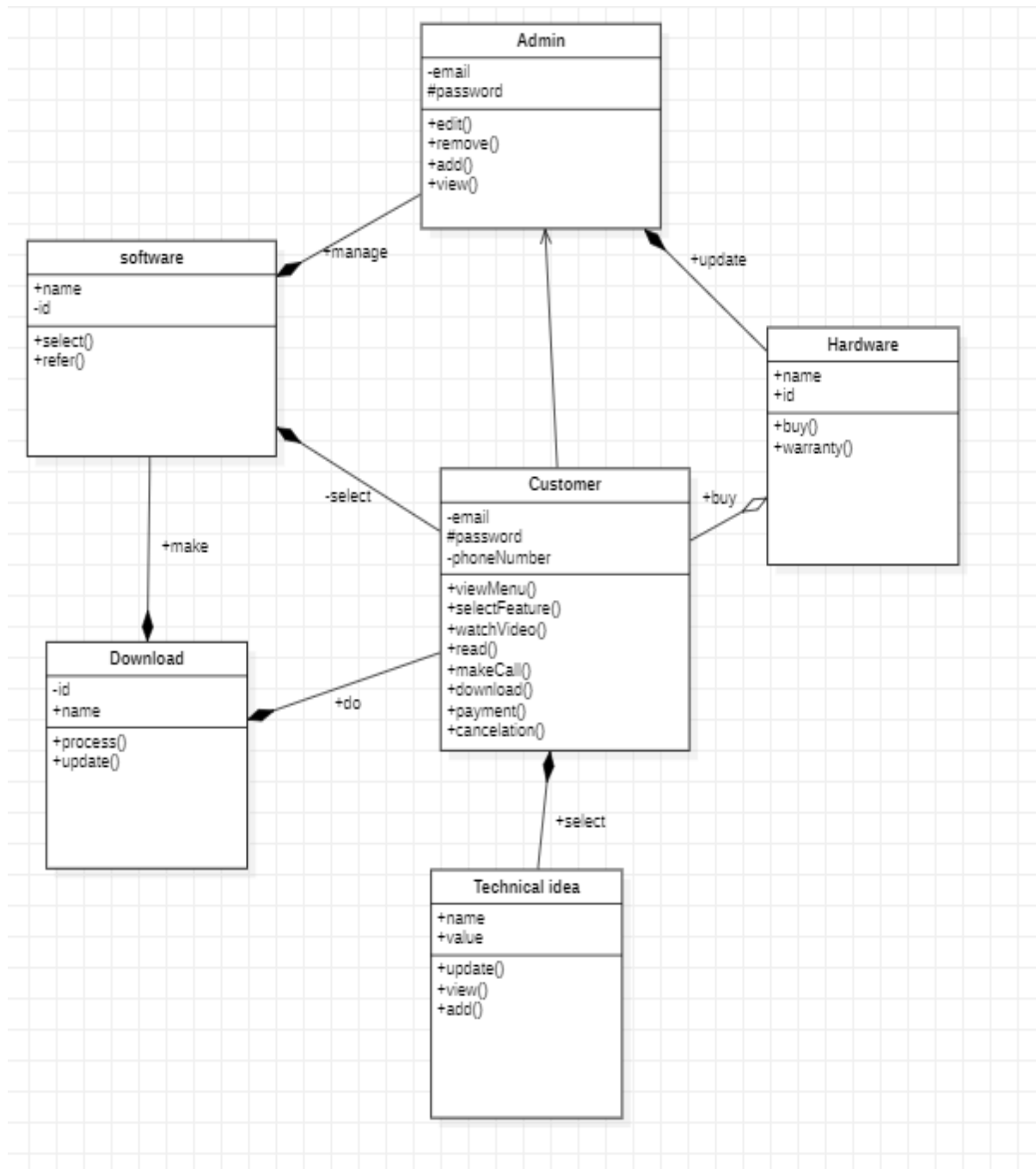
Chapter 02.

2.1 System overview diagram

Figure 2. 1

2.2 Functional requirements

- Member registrations
- Account management
- Verification the person who log in to the app
- Features management
- User problem management
- Search management
- Community management
- Payment management
- Cancelations
- Reservations
- Notifications
- Inquiries
- Feedback management

2.3 Non Functional requirements

- Accuracy
- Usability
- Learnability
- Efficiency
- Capacity
- Maintainability
- Security
- Data integrity

Chapter 03.

3.1 Decisions taken during the Design Process

- User-friendly buttons have been given.
- Frequently ask questions feature.
- If users want to rate us, then there is a facility to do that.
- Every slide has logical functionality.
- Some restrictions are there.
- User friendly colors.
- This app mentioned every single step very clearly.
- Admin has the ability to remove, add, view, and delete things.
- Customers can select what they want.

3.2 Process of the system

Figure 3. 1

- This is the first page who can see the beginning. It has our logo. It was created by using the online logo creation method. This logo shows green earth, which means we should protect our nature.
- Technical idea supply is the aim. Therefore, we named this app as the technical supplier, and changing the future is our goal.
- When we use this app, we have to get started first.

- This is the second page of our app. We define the goal of our application as well. Furthermore, there are two entering options Log in & Sign in. Log-in means if someone already registered for our application, then they may use the login method to go ahead.

- The next method option is sign in, this is for new users. If someone wants to join us very the first time, they have to fill out our form and verify their self. After that, we give access to them.
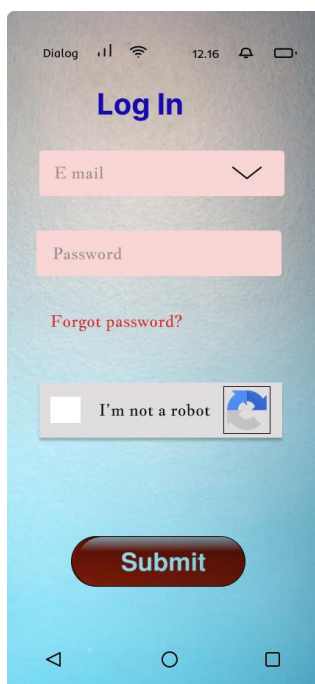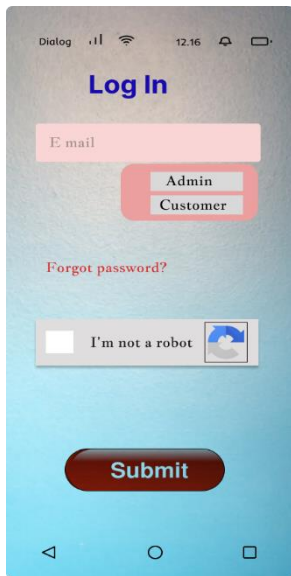
Figure 3. 2

- This is the log in interface. Users must add E mail that they used for sign in. There are two categories, those are admin and customer. Also they must add their password as well. If someone forget password, we provide option to verify their identity and change password.

- I'm not robot method we use for verify that whether user actual user or machine. After all steps press submit button.

Figure 3. 3

6

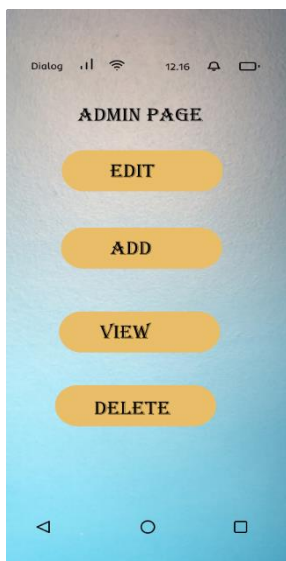- This is to categories of the log-in step.

Figure 3. 4

Figure 3. 5

Figure 3. 6

- This step is for the very first users. They have to provide some details. And submit all of them.

Figure 3. 7

- This is the dashboard that users can see. There are 4 main features we have given. Technical ideas, software, hardware, and help.

Technical Idea tab

Figure 3. 8

- When someone clicks on the technical idea tab, then they can see a list like this.

- They can search from here, ask questions, find videos, & read research, and so on. If they want support from us, they have to click the question mark logo. Then it shows our help options.

- When someone clicks the ask form community option, they have the bellow below-mentioned view.
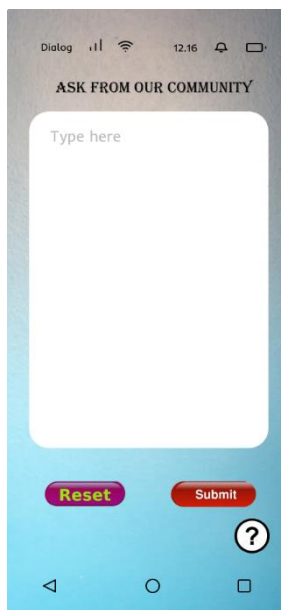
- This is the view of the ask community option. User can type their questions in a given space.
- If they don't want to publish questions, then they can reset it.
- When the question is type, they can submit the question. The submit button is given here.

Figure 3. 9

- After all step users have a notification like this.
- If a user wants to rate us, that facility also given here.
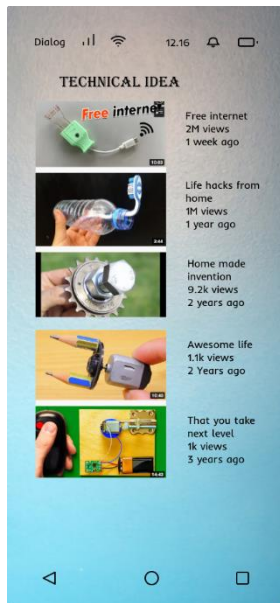- Back to home button also we provide here.

Figure 3. 10

- When the user clicks find from our channel it shows like this. We have been providing innovation videos.
- They can refer to those videos as well.
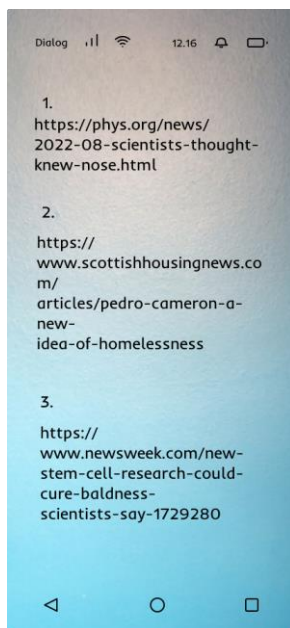
Figure 3. 11

- If users click research, news, and articles, then they have this link. They can refer to reading materials through this link.

Figure 3. 12

Software Tab

- When users click that software tab, then they have this kind of interface.
- 6 options have been given.
- The next slide shows what are those.

Figure 3. 13

- This is the operating system interface. It has some operating systems free of charge.

- If you want to download then they provide a facility to do that.
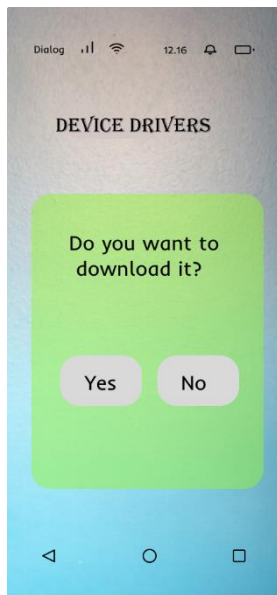
Figure 3. 14

Figure 3. 15

- This is the notification when you click above the operating system.
- User can decide like "yes" or "no".
- When you click "yes", it will be downloaded.
- Users who don't want to download that easily can press no.
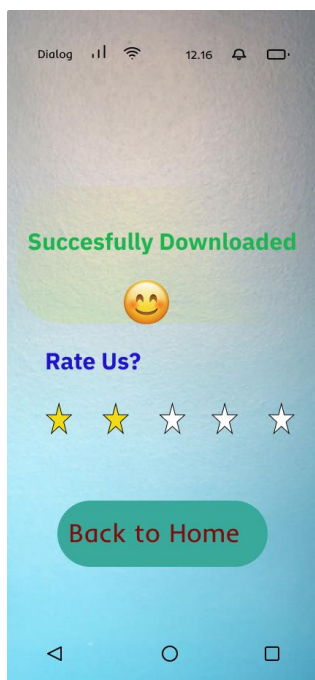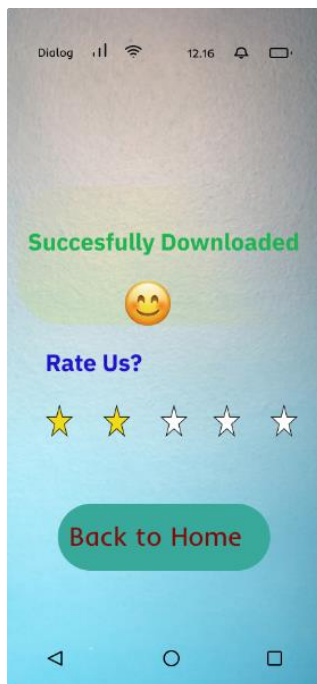

Figure 3. 16

- This is the interface of the user clicks the download button. It shows after the download, as previously mentioned users can rate us.

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Figure 3. 17

- This is the interface of device driver option.
- It provide some links to go and download drivers.
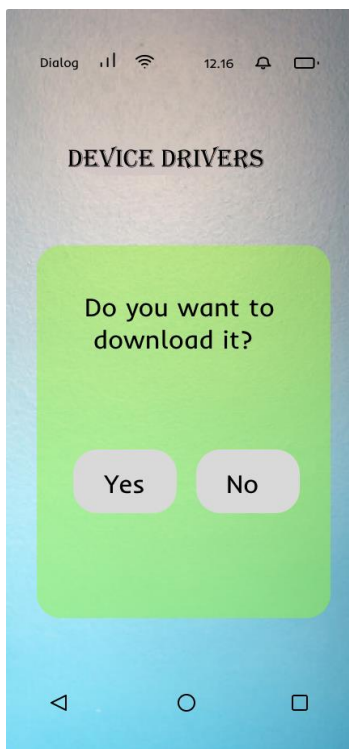- There are many driver packages available in this application.

Figure 3. 18

- We previously mentioned download notifications also came here also.

- This is the interface of the game feature, it shows some most popular modern games.
- User may download free of charge.

Figure 3. 19

- A confirmation message also will come when the user clicks the above link.
- If the user clicks "yes", then it will download
- If the user clicks "no" then will come to the menu again.

Figure 3. 20

- Notification message will come after the download process is done.

Figure 3. 21

Utility tab

- Users can select utility software and after that, they may download those.
- Avast virus guard, CCleaner,WinRaR, and MacAfee are those.
- When the user click one out of those, then moves to the next page for download.
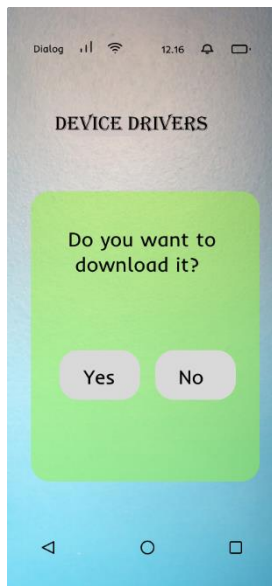
Figure 3. 22

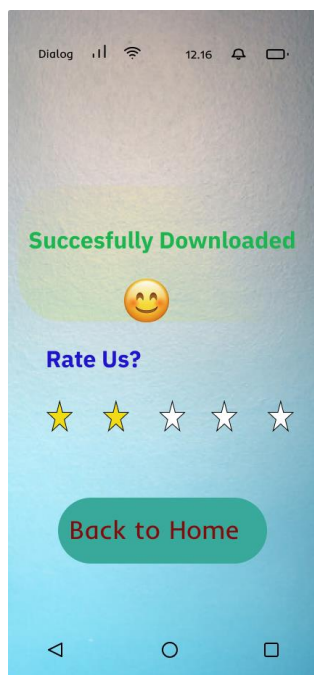- As previously when clicking one of the utility software, the app shows a confirmation message.

Figure 3. 23

- After download it shows this notification like previous.

Figure 3. 24

Application tab

Figure 3. 25

- This interface shows some application software.
- MS Word, Google Chrome, Facebook, and Photoshop are those.
- If users want this software, then click on it & they can download it easily.

- Confirmation message also there. So, user wants to download that application software, then click "yes" and go ahead.
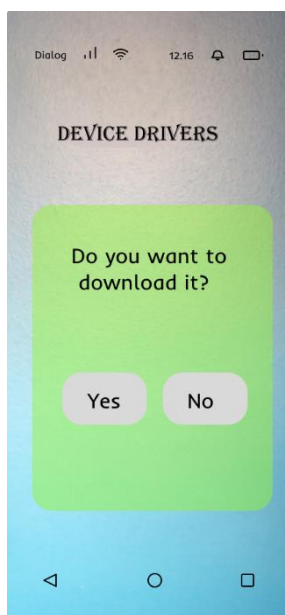- After download it shows a notification like below mentioned.
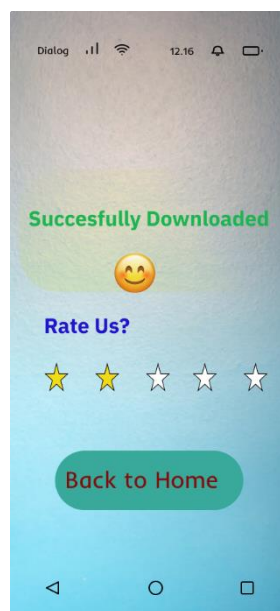
Figure 3. 26

Open Source tab

- This option shows some open source software that user we want technical life.
- VLC player, Fire Fox, Apache Web Server among those.
- If user want to download those, what they need to do is click on that.
- After click it shows confirmation message.
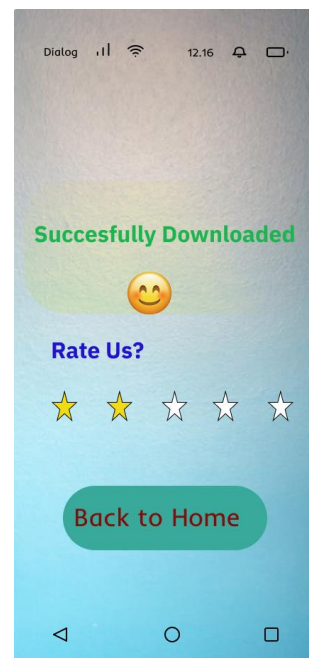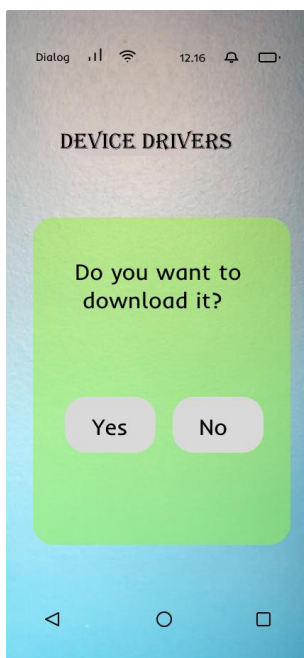
Figure 3. 27

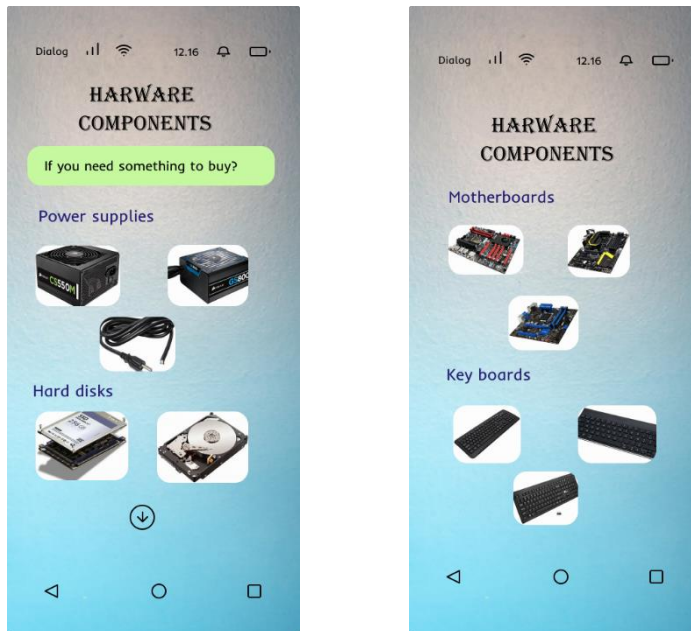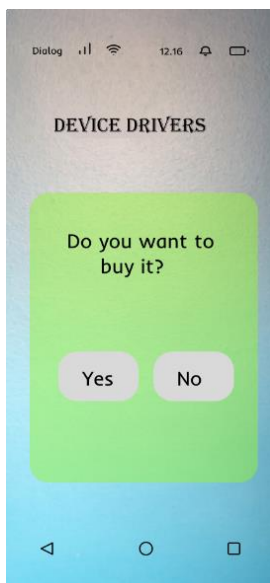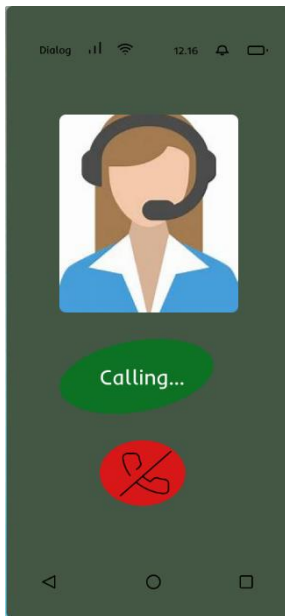

Figure 3. 28

Hardware tab

Figure 3. 29

- This is one of the main features in this app.
- We provide hardware for a reasonable price.
- When the user clicks one of them, then it will show a confirmation message as well.

- Confirmation message shows like this.
- When the user clicks "yes" automatically make a call with our agent.
- User click "no", then they will back to the main menu.

Figure 3. 30

- This is the interface of the calling option.
- If the user wants to decline the call, then they can click the red button.
- When our agent contacts us, they will tell us how to make payments and further details.
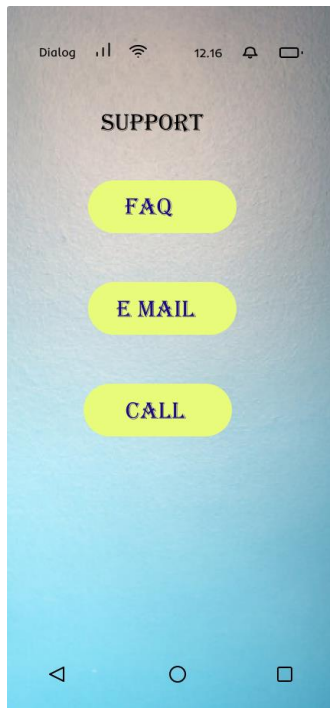
Figure 3. 31
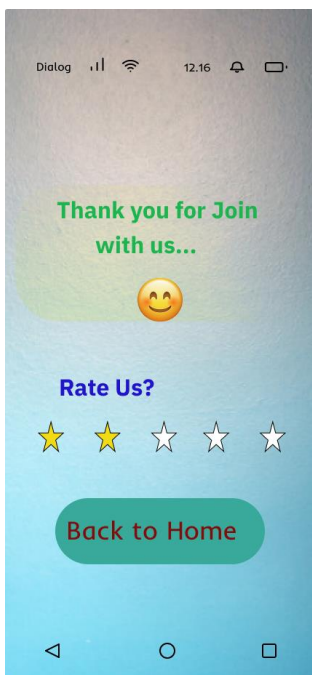
- After the business user gets this kind of interface.
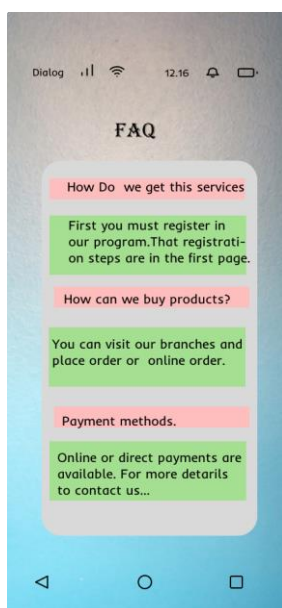- User can rate us and back to the main menu.

Figure 3. 32

Help Tab

Figure 3. 33

- When users click the help tab, then they have this interface.
- It has 3 options. FAQ, Email, and Call are those.
- FAQ means users can get help frequently.
- E-mail means the user can E-mail to us get help.
- Call means, the user can contact our agent to clarify their problem or whatever things.

Figure 3. 34

- This is the FAQ option view.
- It has common problems that users ask from us.
- According to this user can clarify their problems.

- This is the Email facility interface.
- So, users can email using the mentioned email address.
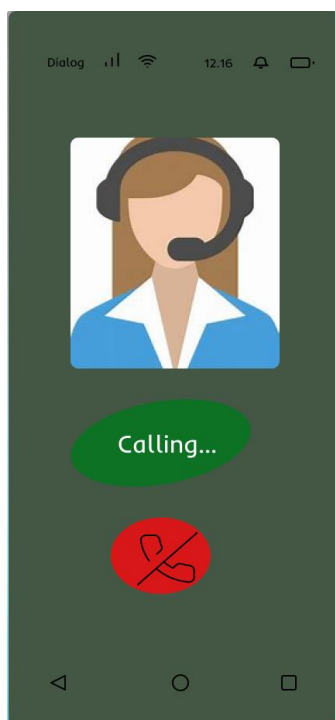- Our team agents will reply as soon as possible for you.

Figure 3. 35

- Calling option going to be like this.
- If the user wants to clarify their problems or whatever thing to contact our agent, they have to call us.
- If users don't want to call, they may decline the call using the red button.

Figure 3. 36

References

[1] "canva," 2013. [Online]. Available: https://www.canva.com/en_gb/.