NextGen Final Project V.1

- Babysitter Requester Application

Business Problem

In instances where busy working parents encounter unexpected circumstances necessitating the urgent need for childcare services, the imperative lies in delivering prompt and exemplary solutions. To address this challenge, our focus is on developing the Babysitter Requester Application. This application boasts intuitive user interfaces and rapid responsiveness, ensuring seamless access to childcare assistance.

How we approach

1. App Engine Studio
   - We try to make it simple. No code and low code
2. Table

BSTask table extended Task table with its own new fields:

Label	name	type
Children number	child_num	Integer
Age	age	String
Gender	gender	String
Allergy	allegy	Boolean
Allergy List	allergy_list	String
Pet	pet	Boolean
Pet List	pet_list	String

3. Roles and Groups

   1 new group-Babysitter Group

   2 new roles- requester, babysitter_manager, babysitter

   Requester can be any active user.

   babysitter_manager in Babysitter Group, assign babysitter requests to babysitter

   babysitter in Babysitter Group, provide babysitting service

4. Workflow
   - Request: Any active user can create a new request, providing how many children, their age, gender, Service start Date/Time, Service end Date/Time, Address. Phone number. any allergy or not, if yes, provide full list, pet at home or not, if yes, provide full list (number, size and kind, such as 1 big dog, 2 medium cats), special

requests or instructions (such as "No TV please. Snack is in the box on the kitchen table". We can use comments field in Task table for this purpose). The task state is "Received".

- o Assign: Once request is submitted, the babysitter_manager will get notified and assign the task to a babysitter in the group. The babysitter will be notified for the new assignment. The task state is "Assigned".
- o Babysit: the babysitter provides service to the requester at the required date and time. Once the service is fulfilled, the babysitter updates the task state to "Completed".

5. Application and Modules

The BabySitter Requester Application will be created in babysitter requester scope. Modules include:

- o Create New
- o All
- o Open
- o Open-unassigned
- o My Requests
- o My Assignments

6. Different Views for roles

requester- Can only see "Create New" and "My Requests" modules under "BabySitter Requester" Application

babysitter_manager- Can see all the modules except "My Requests" and "My Assignments" because those are special views for the requester and babysitters.

Babysitter- Can see "My Assignments" module.

7. Knowledge Base

Base on their roles, we will create 2 knowledge base, 1 for requester and 1 for babysitter. For the requesters, the article will be like "How to find a good babysitter". For the babysitter, the article will be like "How to babysit".

8. UI policy, Business Rules, UI Actions, Record Producer

We can discuss it in detail after we have finished most of the project. Record Producer is a more user-friendly way for requester create new requests than form. I can do it at the end of the project.

9. Employee Self Service Portal

This is also mentioned in the video. We need to put our application module onto the ESS portal as well. I will figure out how to do it.

10. Flows

When a babysit requester is submitted, the requester will get a confirmation email, and the babysitter_manager will get an email notification for the new request and act quickly.

When a task is assigned to a babysitter, the task state will change to "Assigned", an email notification will be sent to the requester, and the babysitter will get an email notification of the new assignment.

When a task is completed (the babysitter needs to update the task state to "Completed"), the babysitter_manager will get an email notifying the assignment has been completed.

11. Future improvement

We can add reporting, feedback, service matching in the future.

○ Reporting: the babysitter_manager can see report about service hours each babysitter provided, and requesters requested, or total service hours provided in a certain period.

○ Feedback: after each babysitting service, the requester will be asked to provide feedback, giving ratings (1/5, or 4/5). Those ratings will be calculated automatically to the babysitter's rates field. The babysitter_manager will follow up if a very low rating (0/5 or 1/5) is provided.

○ Service matching: when assign the task, the babysitter_manager will match the babysitter based on the requester's address, babysitter's address, or the pay range the requester would like to pay and the babysitter would like to ask for.