

DOCUMENTATION FOR ONLINE BOOKING SYSTEM

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INTRODUCTION

Dr. FixMyPain online booking system is an online system agent which provides the facilities for bookings (appointment bookings), editing bookings, registering and making online payments at Dr. FixMyPain surgery. Any customers need to visit the doctor or apartment they need to visit their office for checking the availability as well as negotiation.

I have decided to change their booking pattern from manual to web-based system. It will help the receptionist and the doctor to manage the customers booking easily and also, to keep the customers data safer. It will also help staff to keep in track their customer's online booking request as well as easily to reply feedback to the customers.

In this documentation it shows how the web-based system will be implemented and look like (User Interface).

PROBLEMS OF CURRENT SYSTEM

As Dr. FixMyPain is having manual booking system, they are facing some problems issuing booking requests of customers. All the necessary booking stuff is being processed and done in a hard copy. So, it become much difficult for staff to keep records updated all the time. For example, if the customers need to change the check in date it becomes difficult for them to find out the customer's booking details for updating as there are so many customers booking records and there's less time for making updates on customer's bookings/appointments. Again, regarding current system customers cannot give feedback online and the receptionist cannot reply to the customers promptly. Besides, patients need to call directly for booking purposes, but they cannot get the chance to view their bookings rooms.

REQUIREMENT ANALYSIS

1. Functional Requirements

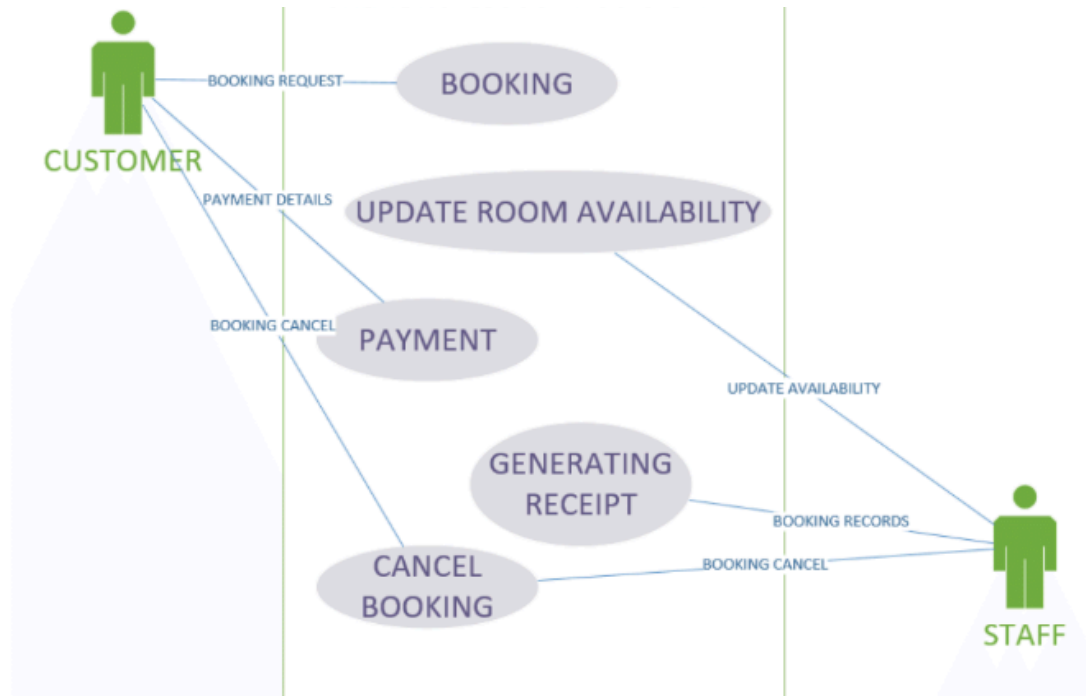
- The system supports customers booking and able to modify them.
- Customers able to cancel their booking from their account.
- Customers must be able to edit bookings and cancel bookings.
- Customers must be able to book online and pay with credit or debit card.
- The system must send booking confirmation email after successful payment.

2. Non-Functional Requirements

- The system must ensure that all the transferable data, for examples customers credit or debit card number, CVV Code, e-payment should be done in secured connection.
- The system must be able to handle multiple transactions a time.

- The system must provide customers 24/7 hours online booking service.
- The system should support almost all the browsers (Internet Explorer, Safari, Chrome, and Firefox).
- Customers need to cancel the booking before 24 hours, otherwise their credit card will be charged for one day.

WHAT THE SYSTEM SHOULD DO(ILLUSTRATION)



TEST PLAN

Test Case 1:

- Test Title: Dr FixMyPain Icon

Test Case 2:

- Test Title: Register/Sign Up
- Test Procedures: Click sign up page.
- Test Data: Input customer's information and click on the button "SIGN UP".
- Expected Result: It will register new customer.

Test Case 3:

- Test Title: Edit bookings.
- Test Procedures: Click on the link "Bookings".
- Test Data: Add, Edit, Del, Cancel & Save button.
- Expected Result: Staffs can edit, add and Del individual customers booking records.

IMPLEMENTATION

System implementation is the most important steps in case of finalizing the approved web system. We need to justify some basic requirement (software & hardware) so that the system will work without having obligation and customers dissatisfactions.

LIMITATIONS

Although this system will provide the booking facilities to customers, it will have some limitations. In case of enquiry when customers send their feedback through the system, it will go directly to the receptionist mailbox. It means the system don't have the separate web page for checking all the customers enquiry and send reply promptly.

CONCLUSION

The system will have benefits for customers too. In home page customers can put their email address or phone number for downloading the booking apps directly on their phone. The application will work for both OS Platform (IOS & Android). By this, customers can book by using this application. Besides, customers can also make bookings online without registering into the system. Again, customers won't need to worry about payments as they would choose to either pay online or when they get to the doctor. But for reservation they need to key in their credit card details for verification purposes. It will not charge them promptly. So, overall this system will give the customers a better user-friendly environment to book online.