Deliverable 4

TEAM RED

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Client: Samer Assi

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EXECUTIVE OVERVIEW

In this deliverable, we go over our plans for our web application. To do so, we created user stories, test criteria, user map to represent how the client and admin will be using the web application to access different things. We create these user stories/test criteria/user mapping based on the demand our client has told us so that it may be according to his liking. A detailed summary description of our client, the business problem, and the narrative description of the system will be included

We list the structure of how the application will work to achieve a concrete procedure when we start our implementation soon. We demonstrate the unique features that the user or the admin have because they are not the same and have different permissions. For that purpose, we made sure to create 35 user stories, 70 test criteria and a user mapping of our entire web application to help us clarify our goals and for ample clarity.

SUMMARY OF THE CLIENT

Since our last deliverable not much as changed about our client Sam. As mentioned, he is still well equipped with computer knowledge and progressing smoothly with his business. One thing our client started to do is go door to door to find clients for his business. Right now, he has signed 3 contracts and is looking to find more. Our website web application will facilitate

BUSINESS PROBLEM

The painting business that we are working for has a couple of problems regarding the promotional aspect, customer experience, as well as the lack of demand for his services. There are multiple ways to resolve these issues and the application that we are meant to design for our client is designed to resolve at least the named ones.

Our way to resolve these problems:

Since the customers are not aware of what our client has to offer to the fullest extent, he could just direct them to the site to provide better customer service. By doing so, if the customer is impressed by the end product, they can refer him through his site and acquire more customers which will raise the demand for his skills and creativity

NARRATIVE DESCRIPTION OF SYSTEM

We have identified three primary roles relevant to the system. First, there is the user as a generic role; it represents anybody using the system, including anybody attempting to use it without prior authentication as well as anybody trying to perform a non-privilege-based privilege such as login, sign up or logging out. Then there are the administrators who can be thought of as the owners of the website; they have control of what is shown on the website, they can view critical information such as client profile (client information), bookings, services... Finally, the client is a role with limits who possess accounts on the website and who can set up bookings. The system will purposely maintain a separation between roles and permissions so that there are no roles and potentially hinder the website's data.

The actions an unprivileged user can take will be minimal. A viewer can view the website through clicking the links in navigation bar and choose the language which will display on the website. However, a viewer cannot make a booking or have a profile. A viewer be able to try sign up or login, it's depended on if he/she has an account.

When a viewer signup, the viewer needs to input a unique username. Otherwise, the viewer cannot complete sign up. At the same time, the viewer needs to input the password twice and, and the password need to be the same.

When a viewer provides the matching identifier and password, the viewer become a client. A client is still an unprivileged user but he/she can have more actions than a viewer. A client can view all the information about the website. A client is able to create a profile page and edit his/her profile. A client is able to make a booking but need to choose a service, enter contact information and pick up the time and date. A client also can add addition information(note)

during making a booking. Finally, a client needs to confirm his/her booking to finish booking. A viewer also can ask question in contact us page. A client needs to input the contact information and input his/her question. Finally, a client needs to confirm all the information is correct, then the question will be sent to database and admin can see the question.

Once authenticated, if a user turns out to belong to the administrator role, he/she officially becomes an administrator. An administrator has create, update and delete permissions for services. This is means that he/she can add, remove or change a service. An administrator also has read permission for reading all the client's profile(information). One key ability for the administrator is to quickly see all the bookings or specific booking; to that end, the system will provide a number of facilities. The administrator will be able to sort bookings by alphabetical client's name as well as date. The administrator also can edit the store location, store contact phone and social media buttons.

Another key ability for the administrator is to quickly see all questions from clients. The administrator will be able to sort questions by alphabetical client's name as well as date. The administrator also can see the status of questions. He/ she can see which of client's questions have been answered and which have not been answered.

APPENDIX 1 & 2: USER STORIES &

ACCEPTANCE TESTS

	As a	I want to	So that	Test criteria
1	Client	Login	User can access their account	**Given**: the user wants to login **When**: I enter my correct credentials **Then**: user successfully logs in **Given**: the user wants to login **When**: I enter the wrong credentials **Then**: user is prompted with invalid credentials
2	Client	Logout	User leaves their account	**Given**: the user wants to log out **When**: the user clicks logout button **Then**: user is prompted with message if they are sure if they want to log out, if yes then successfully log out **Given**: the user wants to log out **When**: the user clicks logout button **Then**: user is prompted with message if they are sure if they want to log out, if not then log out unsuccessfully
3	Client	Choose EN/Fr	User can choose their preferred language	**Given**: the user wants to translate to English **When**: user clicks "EN" **Then**: translate to English **Given**: the user wants to translate to French **When**: user clicks FR **Then**: translate to French
4	Admin	Login	Admin can access the administrator account	**Given**: the admin wants to login **When**: the admin enters his credential **Then**: successfully log in to the admin account

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				Given: the admin wants to login **When**: the admin enters the wrong credentials **Then**: admin is prompted with invalid credentials
5	Admin	Logout	Admin can leave the administrator account	**Given**: the admin wants to log out **When**: the admin clicks logout button **Then**: admin is prompted with message if they are sure if they want to log out, if yes then successfully log out **Given**: the admin wants to log out **When**: the admin clicks logout button **Then**: admin is prompted with message if they are sure if they want to log out, if not then log out unsuccessfully
6	Client	Sign up	User can make an account	**Given**: the user wants to register an account **When**: user clicks sign up button **Then**: user is transferred to a sign-up page **Given**: the user is signing up **When**: the user enters all the necessary information **Then**: user can successfully sign-up
7	Admin	Choose En/Fr	We can choose what language we prefer to work in	**Given**: the admin wants to translate to English **When**: admin clicks "EN" **Then**: translate to English **Given**: the admin wants to translate to French **When**: admin clicks "FR" **Then**: translate to French
8	Client	Contact the Admin	We can ask the admin questions	**Given**: the client has questions for the admin. **When**: client clicks the contact page

				Then: insert question and confirms by clicking the "Confirm" button. **Given**: The client has sent a message **When**: client is waiting for a response **Then**: There will be a pending message till it gets answered
9	Client	See About Us page	We can see what the company does and how they work	**Given**: the client wants more information about what is offered **When**: client clicks "About us" **Then**: there will be information about what is offered **Given**: the client wants more information about the store location **When**: client clicks "About us" **Then**: there will be information about the location of the store.
10	Client	Make a booking	We can book our appointment on the web app.	**Given**: the client wants to make booking of our services. **When**: The client makes a booking. **Then**: They will be able to see the booking that they selected. **Given**: the client wants to book a specific appointment **When**: the client makes the booking that he wants at the right time **Then**: the client will have what he wants set up
11	Client	Choose a service when booking	After picking your preferred booking day, you may then choose a service.	**Given**: the client has input the preference day **When**: the client clicks "Confirm" for the date picker **Then:** the client may be able to choose the booking that he/she wants **Given**: the client wants a specific appointment and inputs the date information **When**: the client clicks "Confirm" for the date picker

				Then: the client will be able to choose the task that he/she wants done
12	Client	Confirm booking	After choosing our appointment day we must confirm it.	Given: the client wants to finish the process to book the appointment When: the client can click "Confirm" to confirm the information that they have inputted Then: the client will know that they have confirmed the booking Given: the client does not agree with the information of the appointment When: the client can click "Refuse" to deny the appointment Then: the client will know that it has been removed and not saved as an appointment
13	Admin	Print all the bookings	Admin can view the bookings	Given: the admin wants the whole list of bookings When: admin is on the booking page Then: the admin can print the list of all the bookings Given: the admin is interested in a specific booking When: the admin is on the booking page Then: he can look at the specific booking
14	Admin	Reply questions	Admin can answer questions	Given: the admin sees a question from a client When: the admin clicks "Reply" on the specific question Then: admin can respond as best he can to answer the question Given: the admin sees a complaint from a customer When: the admin clicks "Reply" on the specific question Then: the admin can figure out an adequate response to help out
15	Admin	Update services	Admin can edit a service	Given: the admin wants to change some information for a specific service

				When: admin clicks "Update" on the selected task **Then**: admin can edit what he wants from the service **Given**: the admin sees a spelling mistake and wants to change it **When**: admin clicks "Update" on the specific task **Then**: the admin can correct the spelling mistake
16	Admin	Add services	Admin can add a new service	**Given**: the admin wants to add a new service **When**: admin clicks add service button **Then**: admin is transferred to add a service page **Given**: admin wants a new service **When**: admin is on add service page **Then**: admin inputs necessary information to add a service
17	Admin	Delete services	Admin can get rid of a service	**Given**: the admin wants to delete a service **When**: admin clicks delete service button **Then**: admin is prompted a message if he wants to delete or not, if yes successfully delete **Given**: the admin wants to delete a service **When**: admin clicks delete service button **Then**: admin is prompted a message if he wants to delete or not, if no delete service is not completed
18	Client	add phone number	Client will add their phone number to their page.	**Given**: the client enters information in the profile page, he enters his phone number **When**: client clicks "Confirm" he/she will submit their phone number **Then**: the client will have their number on their profile page

				Given: the client enters incorrect information in the phone number section **When**: client clicks "Confirm" **Then**: the client will receive a message warning that the input was not correct.
19	Admin	See client information	Admin can view client's info	**Given**: admin wants to view the client's info **When**: admin finds a user, he wants to view **Then**: all the client's info is displayed **Given**: the admin wants to view client's information **When**: admin clicks user's page **Then**: admin is given a list of all the users with their information displayed
20	Admin	Verify the username and password	Admin will verify clients' usernames and password	**Given**: admin wants to see clients' credentials **When**: admin clicks on view users' credentials **Then**: admin is transferred to a user credentials page **Given**: the admin wants specific users' credentials **When**: he finds the specific user **Then**: he can see the users' credentials
21	Client	Verify the username and password	After the username and password is made the client will verify it.	**Given**: client is on login page **When**: the username and password are matched **Then**: client can see the home page **Given**: client is on the login page **When**: Username and password are not matched **Then**: client will see the error message "invalided username or password! Please try again"
22	Admin	Print the specific booking for client	After a client confirms their booking, the	**Given**: admin wants to view a specific client's booking info **When**: admin finds a user, he wants to view their booking

			admin will print it.	**Then**: all the client's booking information is displayed **Given**: the admin wants to view client's booking information **When**: admin clicks booking page **Then**: admin is given a list of all the booking information
23	Client	Choose the data for the service	Client will put in the data they want for the service.	**Given**: the client wants to choose specific details for their services **When**: the client can input their choices in the given context and submit them **Then**: the client will have its order somewhat set up **Given**: the client has a very meticulous request, he/she can choose from the available options the services that are available **When**: the client can input their choices in the given context and submit them **Then**: the client will have its order set up to their liking
24	Client	See the address of the store	If you want to see where the store is located, you can see the address on the web application.	**Given**: the client wants to see the location of the store **When**: the client views the website, the location given **Then**: they will know where the store is located **Given**: the client is curious if this business is available distance-wise (if it is nearby or not) **When**: the client scrolls on the website and sees the location address **Then**: they will know whether they are too far or the right distance from them
25	Client	See the social media of the store	When scrolling through the site you can see the social media for the store.	**Given**: The client wants to see the social media of the store. **When**: the client looks on the site and can click on either social media shown **Then**: the client can view the stores social media platforms

				Given: the client wants to view examples from real projects, so they want to see their social media platform **When**: the client looks on the site and can click on either social media shown **Then**: the client can view the shown examples that the store shows in its social media platforms
26	Admin	Update the social media of the store	We will put our social media on the web application.	**Given**: The admin wants to update the social media of the store. **When**: The admin updates the stores social media. **Then**: The stores social media will be updated on the web application. **Given**: The stores social media is not yet updated. When: The social media is updated. Then: the client will be able to see the updated social media.
27	Admin	Update the address of the store	We will put the stores address on the web application.	**Given**: The admin wants to update the store's address of the store. **When**: The admin updates the store's address. **Then**: The store's address will be updated. **Given**: The admin wants to put the stores address on the web application. **When**: The admin updates the store's address **Then**: the google map will be update
28	Admin	Update the contact information of the store	If any contact information changes you can update it	**Given**: The Admin wants to update the contact information of the store. **When**: The Admin updates the contact information of the store. **Then**: The contact information of the store will be updated. **Given**: the admin wants to correct some mistakes in the store information

				When: the admin updates the contact information of the store Then: the contact information that was not correct will become updated
29	Client	Update my profile	Client can update their profile and edit it when they feel like it.	Given: The client wants to update their profile. When: The client updates their profile Then: Their profile will be updated. Given: The client wants to edit their profile. When: The client edits their profile. Then: The client's profile will be updated.
30	Client	Search for a service	You can search for one of the services our web application offers.	Given: The client wants to look for services. When: The client searches for a service. Then: The client will be able to search for a service. Given: The client searches for a service When: They find the service, they want. Then: They can book the service they find.
31	Client	Create a profile	Client can access a profile	Given: The client goes to create a profile. When: The client creates a profile. Then: The client has a new profile. Given: the client goes to create a profile to personalize their account When: the client clicks on "Profile" Then: the client can input the necessary information for this profile page
32	Client	See the map of the store	Client can see the location	Given: The client wants to see the location of the store. When: The client goes to see the location of the store. Then: They will check the google maps that the Admin uploaded. Given: The client goes to check the location of the store.

				When: The location is not working properly. **Then**: The client will have to wait for the admin to upload it.
33	Admin	Update of the map of the store	Admin can edit the location of the store if they move	**Given**: The admin posts the google maps of the store. **When**: The admin wants to change the map. **Then**: The admin can update the google maps **Given**: the admin posts the incorrect map of the store **When**: the admin wants to update to the correct location **Then**: the admin can update the map to the correct location
34	Client	Watch the video of the store	Users can see what the store is like	**Given**: The video is on the web app. **When**: The client watches the video of the store. **Then**: The client will be able to see what the store is like. **Given**: The video is not loading on the web app. **When**: The client goes to watch the video. **Then**: The client will not be able to see the video.
35	Admin	Update the YouTube video of the store	Admin can edit the video if he wants to add something new	**Given**: The Admin uploads a video of their store on the web app. **When**: The video is uploaded **Then**: The clients will then be able to see the video. **Given**: The Admin uploads a video of their store onto to their web app. **When**: It says incorrect file type. **Then**: An error message will pop up, saying they cannot post that type of file.

We get our user stories by having interviews with our client and question form for client.

Question form:

1. Why do you want a new web application for your business?

I believe that by having the business online, booking estimates which eventually leads to the signature of contracts can be simplified and done through the site in a much more efficient manner.

2. Describe your business in a few sentences.

My company's main source of revenue comes from a service which we provide. Our main services include Painting, Staining and Sanding.

3. What specific features do you want on the site?

I want clients to be able to book their own estimates based on the opening that are provided and also be able to provide basic information about them, their projects and their budget.

4. What will your clients do on your website?

They will look at my portfolio of work that I already completed, book estimates on their own and use the information provided to contact me and interact with the business.

5. What image, look or feel do you want the web application to portray. (what colors / design, or an example of a web application to base off of).

I want it to be simple looking and not have too much clutter.

I want it to also somewhat have a modern style to it but with a creative touch because painting does include creativity to a degree.

6. Where is your business located?
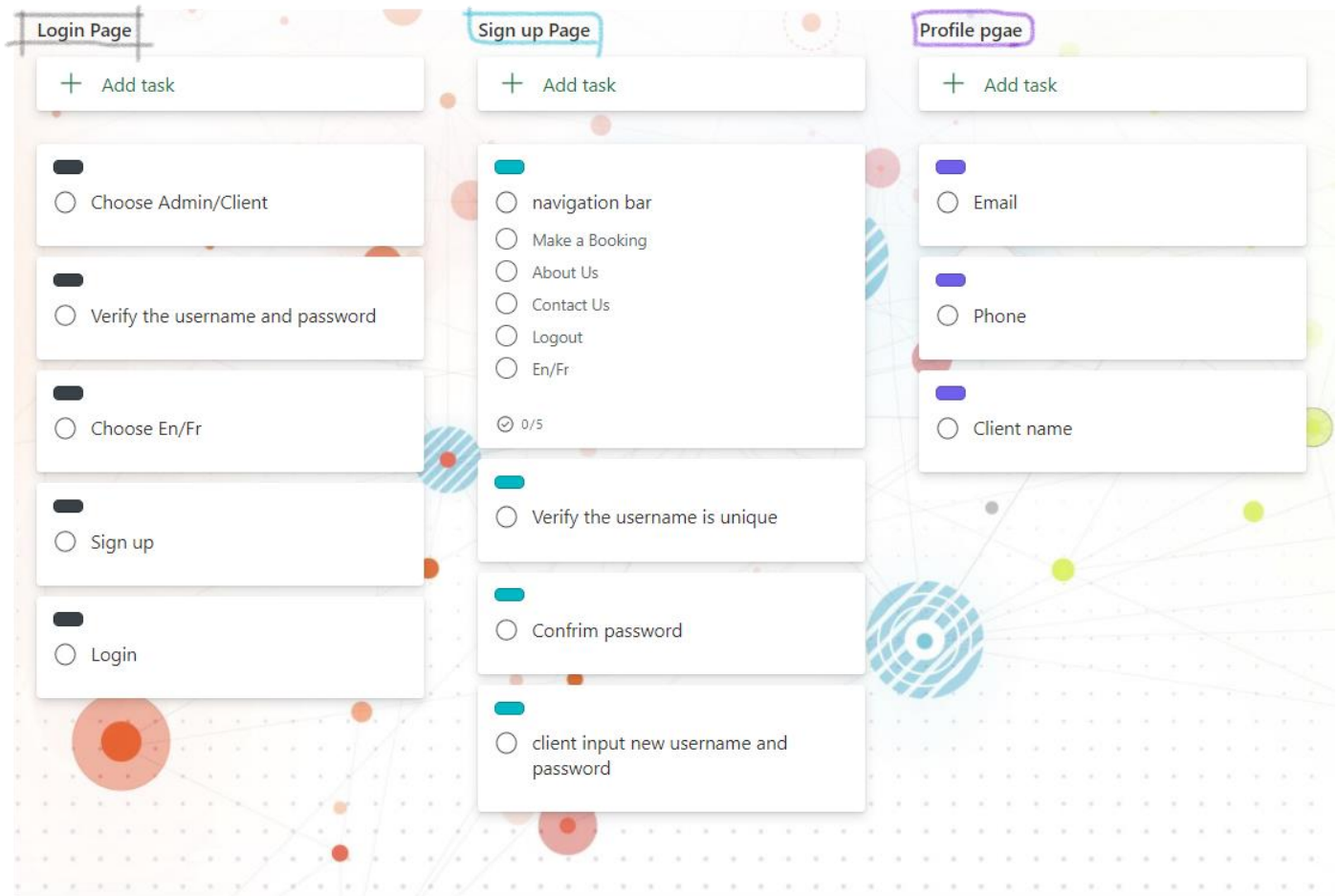
My business is located in Dorval/Lachine

7. Do you have a current web application for your business?
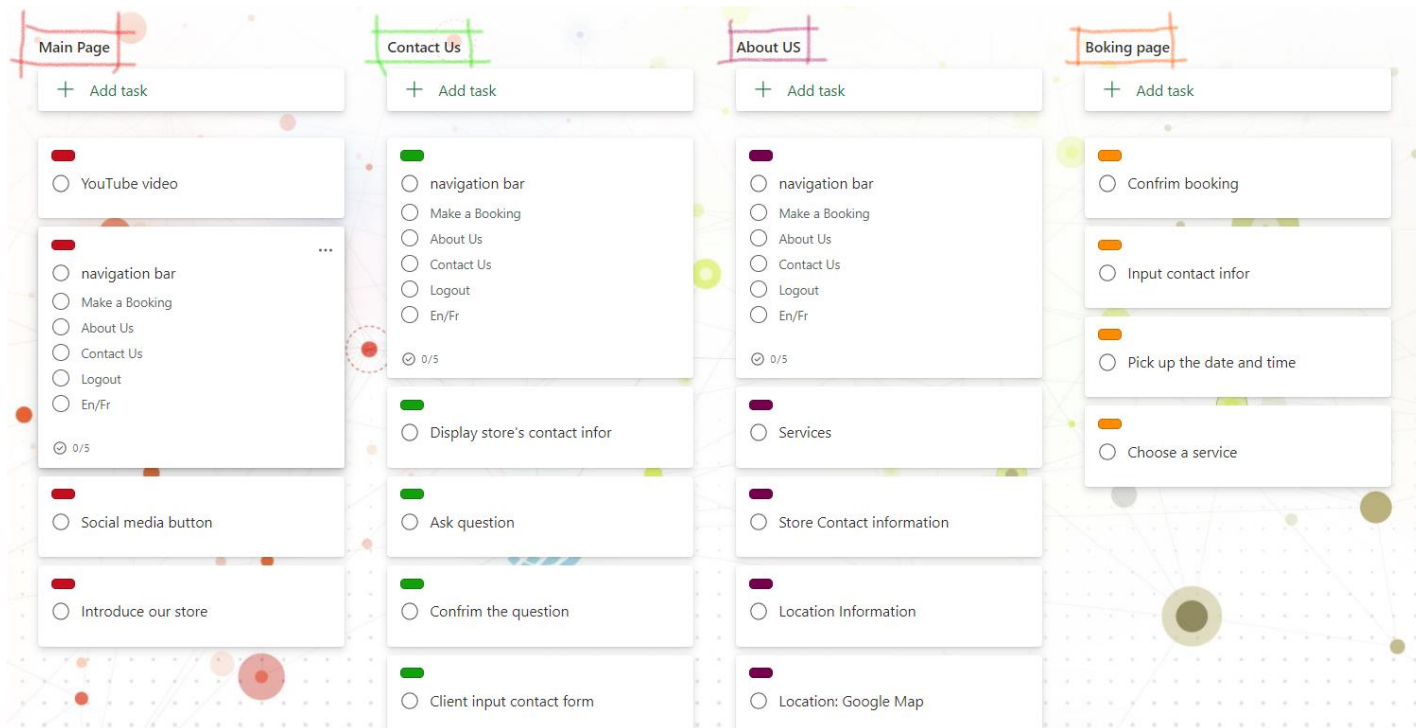
Nope, I do not.

APPENDIX 3 – USER STORY MAP

We use Microsoft Planner for representing our User Story Map because it is a free software and including in Microsoft Office 365. We can easily to work together.
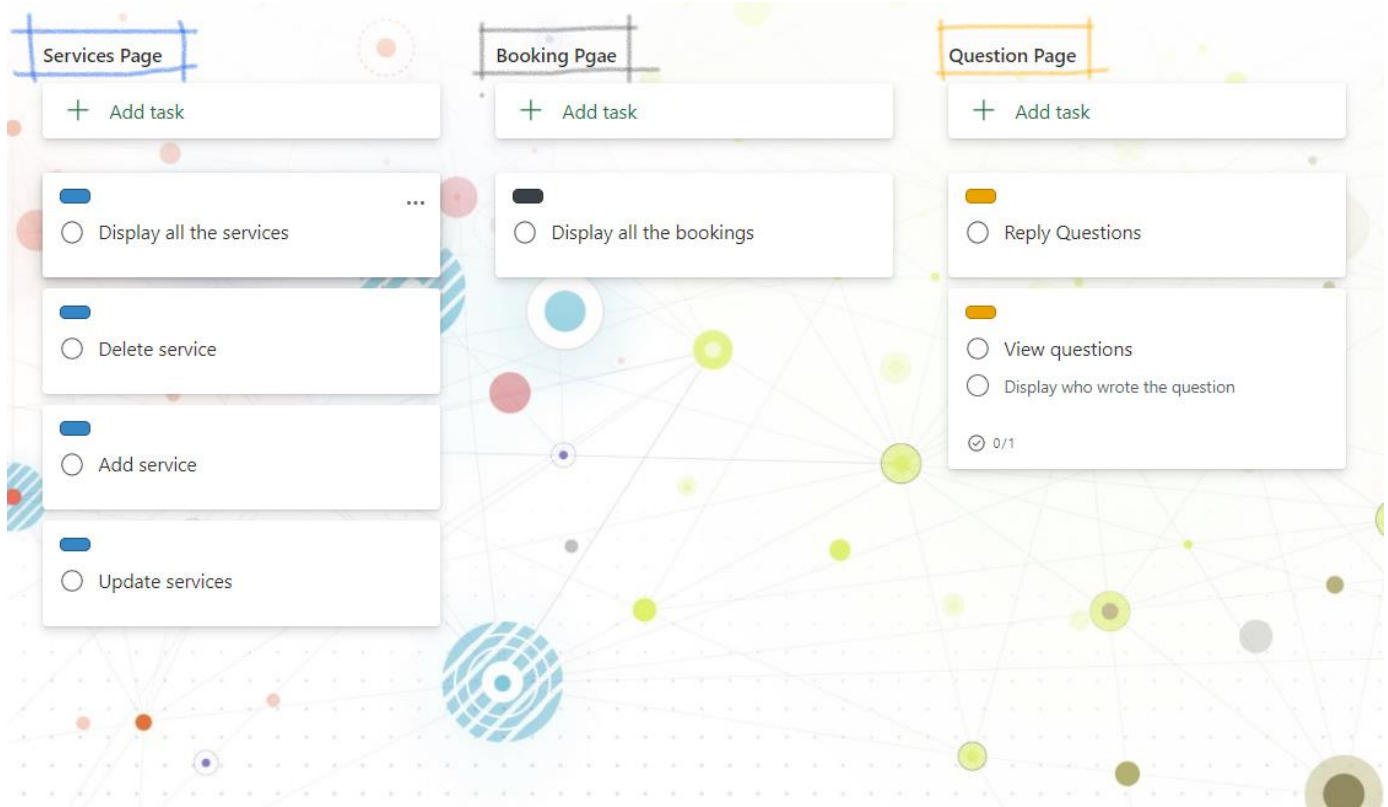
Client:

Main Page

+ Add task

○ YouTube video

navigation bar
- ...
○ navigation bar
○ Make a Booking
○ About Us
○ Contact Us
○ Logout
○ En/Fr
⊘ 0/5

○ Social media button

○ Introduce our store

Contact Us

+ Add task

○ navigation bar
○ Make a Booking
○ About Us
○ Contact Us
○ Logout
○ En/Fr
⊘ 0/5

○ Display store's contact infor

○ Ask question

○ Confrim the question

○ Client input contact form

About US

+ Add task

○ navigation bar
○ Make a Booking
○ About Us
○ Contact Us
○ Logout
○ En/Fr
⊘ 0/5

○ Services

○ Store Contact information

○ Location Information

○ Location: Google Map

Boking page

+ Add task

○ Confrim booking

○ Input contact infor

○ Pick up the date and time

○ Choose a service

Admin:

Services Page

+ Add task

Display all the services ...
○ Display all the services

○ Delete service

○ Add service

○ Update services

Booking Pgae

+ Add task

○ Display all the bookings

Question Page

+ Add task

○ Reply Questions

○ View questions
○ Display who wrote the question
⊘ 0/1

CONFIRMATION OF EACH TEAM MEMBER

Signature:

Printed Name: __Theodore Tsimiklis__   **Date: 2022-03-24**

Signature:

Printed Name: Jiahui Xia   Date: **2022-03-24**

Signature:

Printed Name: George Athanasatos   Date: **2022-03-24**

Signature:

Printed Name: Andrei Marinescu   Date: **2022-03-24**

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