ENDEAVOUR STUDIOS

Cat Logistic Appointment and Work Scheduler (CLAWS)

S3 - User Manual

SENG 321 - Group 4

March 22, 2012

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1.0 Introduction

The Cat Logistics Appointment and Work Scheduler (CLAWS) is a web-based system for use by Purrfur Cat Grooming and Kenneling. CLAWS will be access through a yet-to-be-determined URL through a web browser. This manual provides a walkthrough for common tasks that can be accomplished using CLAWS.

The first section covers user accounts, including logging in and registration. The second section covers customer actions, including creating and managing appointments and browsing the Cat-a-logue. The third section covers employee actions dealing with appointment management and viewing the employee schedule. The final section covers manager actions, including editing the employee schedule and the Cat-a-logue. To find a certain action quickly, see the index at the end of this manual.

2.0 Home Page

2.1 Logging In

When a user accesses the Purrfur site they will be automatically sent to the Home page; From here they may login by filling out their username and password in the login section of the Home page. After entering a valid username and password then selecting ‘Login’ they will be logged into the system.

2.2 Registering for a New Customer Account

If a new user accesses the site they may opt to create an account right on the home page. The user must enter their desired username, email, password, and retype the password for confirmation. Once a user has filled in all the required information and has had their username confirmed to be available they may select ‘Register’ and an account confirmation request will be sent to the employees.

2.3 Activating a Customer Account

Once a customer account request has been received, an employee can view the list of pending accounts using the ‘Accounts’ button on the navigation bar. It is their responsibility to check over the account information and if approved can confirm the new account by selecting the ‘Confirm’ button by their name, allowing the new user to log in under that account information.

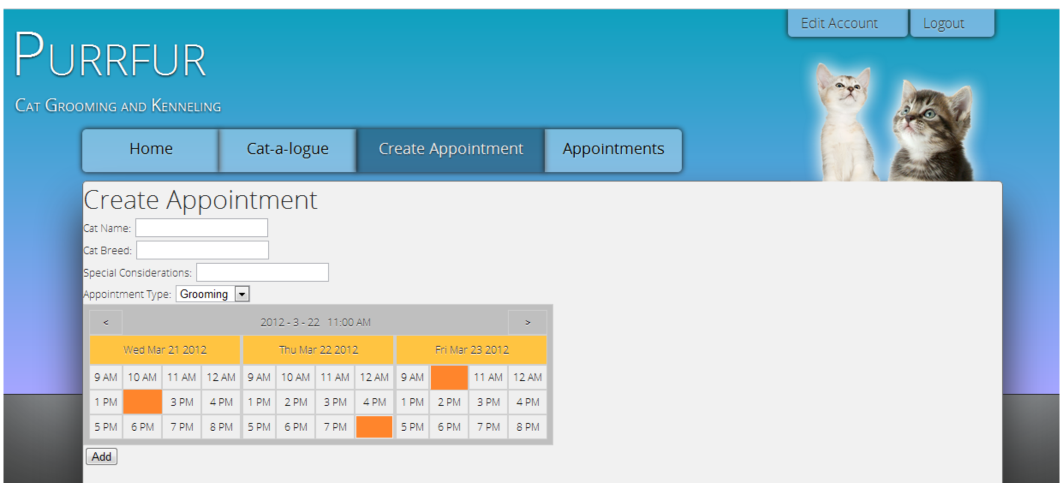
3.0 Customer View

3.1 Appointments

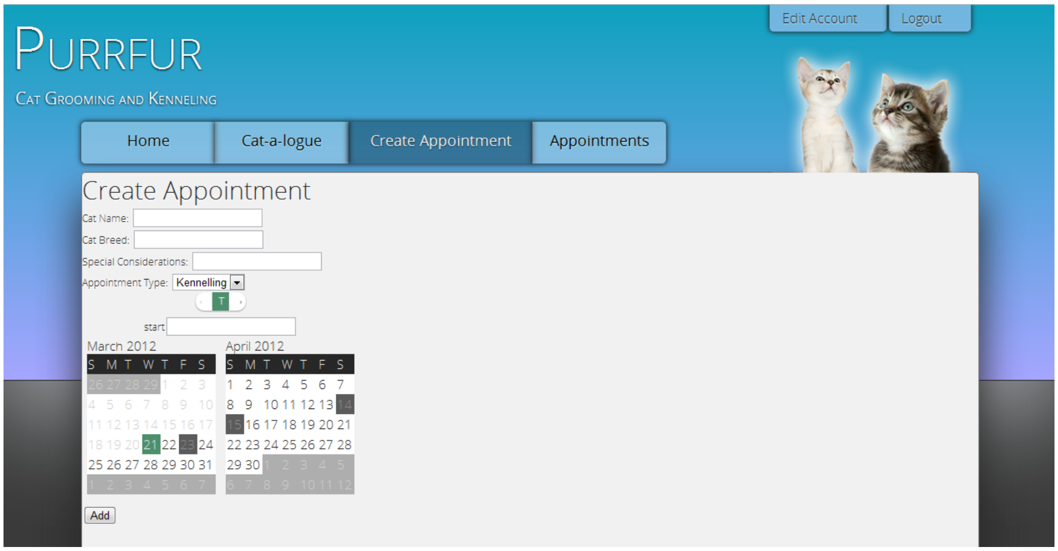
3.1.1 Creating a New Appointment

Appointments, in relation to the customer, begins with the ability to create appointments. To create an appointment, click on the “Create Appointment” tab. A page will return asking for some required fields to be filled out regarding the appointment. First, select a type of appointment: kennelling or grooming. For kenneling appointments, select a start and end date; for grooming appointments, select a start time. In both cases, fill out the “Cat Name”, “Cat Breed” and any “Special Considerations” relevant. Notice that it is impossible to choose a date and/or time that is unavailable.

After filling out all of the required fields, click the “Book” button. This will return a booking confirmation page. If the booking details look correct, click “Confirm Booking”; otherwise, click “Cancel”.



Creating a Grooming Appointment



Creating a Kennelling Appointment

The calendar/time picker option will change when the drop down for appointment type is switched.

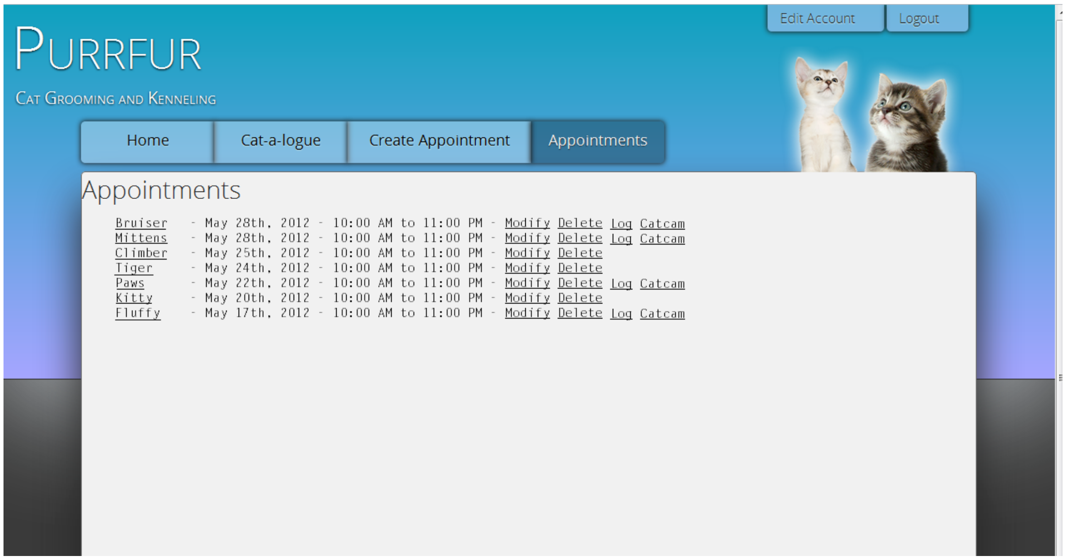
3.1.2 Managing Appointments

Managing appointments includes the ability to view, modify, or delete existing appointments.

To view existing appointments, click on the “Appointments” tab. This will display a list of previously created appointments for viewing purposes.

To modify an appointment, start by clicking the “Appointments” tab. A list of previously created appointments will be displayed. Click on “Modify” next to the chosen appointment. A page will return, similar to the “Create Appointment” one, with fields for chosen dates, “Cat Name”, etc. except that the button in the bottom right will now read “Update” and the fields will be prepopulated with the current appointment details. Modify any of the fields as desired and click “Update”. Confirm the update on the next page, or cancel it.

To delete an appointment, select the “Appointments” tab. A list of previously created appointments will be displayed. Click on “Delete” next to the chosen appointment. A page will return requesting confirmation of deletion; select “Confirm Cancellation” to delete the appointment or “Cancel” to dismiss the operation.



View Appointments Page

3.1.3 Viewing the Catcam and Logs

In the view appointments list, on the left hand side there is a link titled Logs and another title Catcam. These links will only be available for appointments of the Kennelling type, and the Catcam link will be greyed out and unavailable if a Catcam has not been purchased for this appointment.

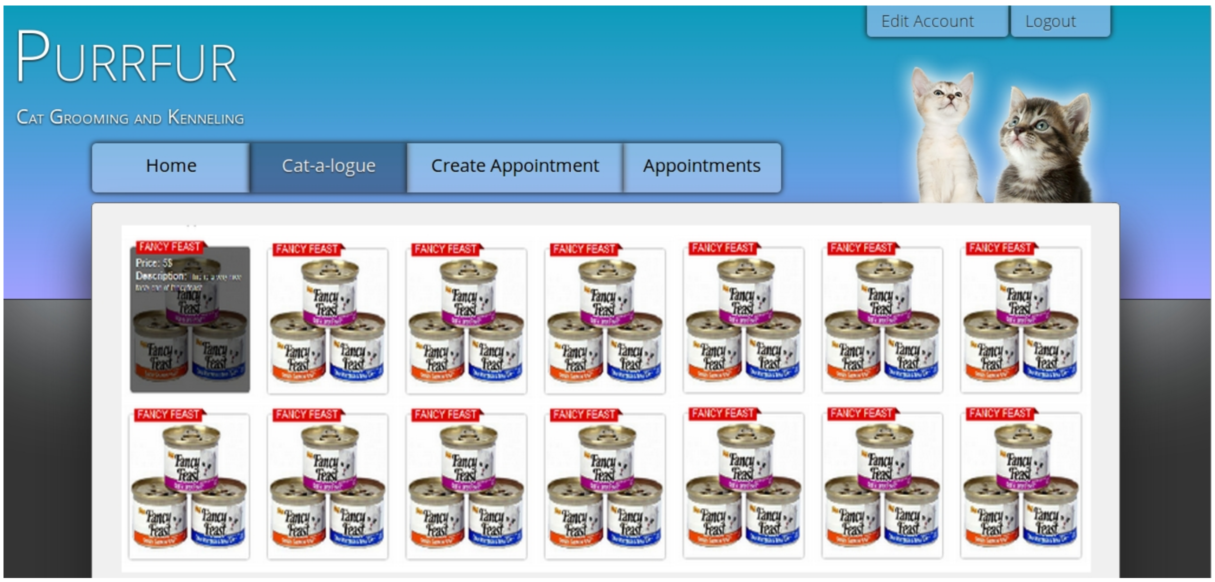
When viewing the logs page, the direct text from the log will be displayed on the screen, and a scroll bar will be available if needed. There will be a Back button located in the corner, returning the user to the Appointments list.

The Catcam page has a similar style, showing the live feed from the Catcam in the center of the screen, with a back button located in the corner, returning the user to the Appointments list. If the Catcam has been switched off because the cat has been removed from the kennel, an image saying that the cat is unavailable will be displayed.

3.2 Cat-a-logue

3.2.1 Browsing the Cat-a-logue

To browse the Cat-a-logue, click the “Cat-a-logue” button in the navigation bar once logged in.



The Cat-a-logue View

Individual items will be displayed as shown above, in a grid format. To get the price and a description of an item, hover over it; to get detailed information about an item, click on it to bring up a dialogue containing all the information pertaining to the item.

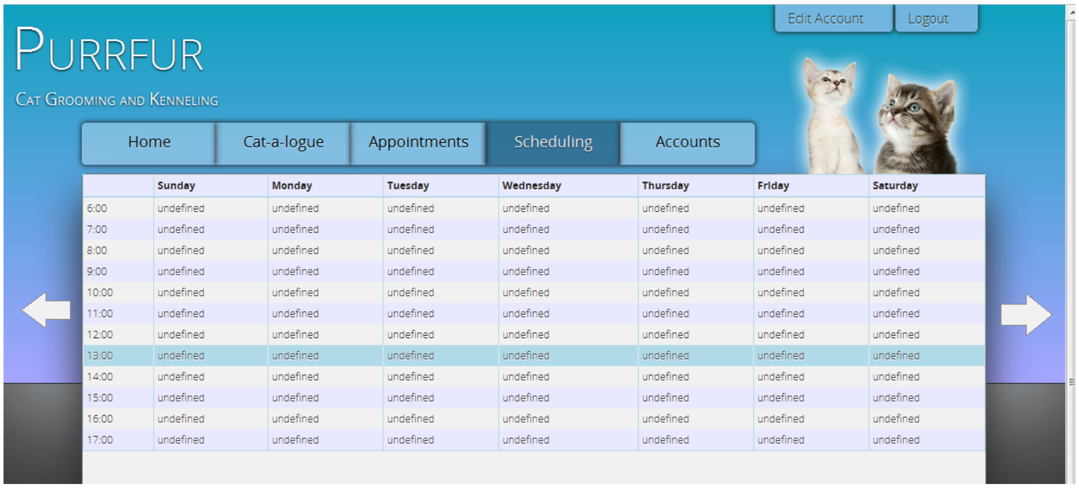
4.0 Employee View

4.1 Appointments

4.1.1 Viewing Appointments

As an employee, viewing customer appointments (created) begins by clicking on the “Appointments” tab followed by the side-menu button “View Appointments”. This will display a calendar-type view outlining present and upcoming scheduled appointments. By default, it will display the current week. By selecting the arrow button on the right side of the calendar, the dates shown will be shifted ahead. Conversely, by selecting the arrow button on the left side of the calendar, the dates will be shifted back. Grooming appointments are displayed as buttons in a given time slot within the day containing the appointment; kenneling appointments are displayed as a button spanning multiple days of the calendar.

To view details pertaining to a given appointment, click on the associated button in the calendar (be it grooming or kenneling). Displayed will be the full details of the appointment as it was created, including any “Special Considerations” given.



Employee Appointment View

4.1.2 Modifying an Appointment

When viewing a any given appointment (see “View”) all of the fields will be modifiable. Change any of the fields, as required, and then click the “Update” button. A confirmation window will be displayed as to whether the appointment modification was successful or not.

4.1.3 Deleting an Appointment

When viewing a given appointment (see “View”) there will be a button labelled “Cancel Appointment”. Select this to delete the appointment permanently. A confirmation window will be displayed as to whether the appointment deletion was successful or not.

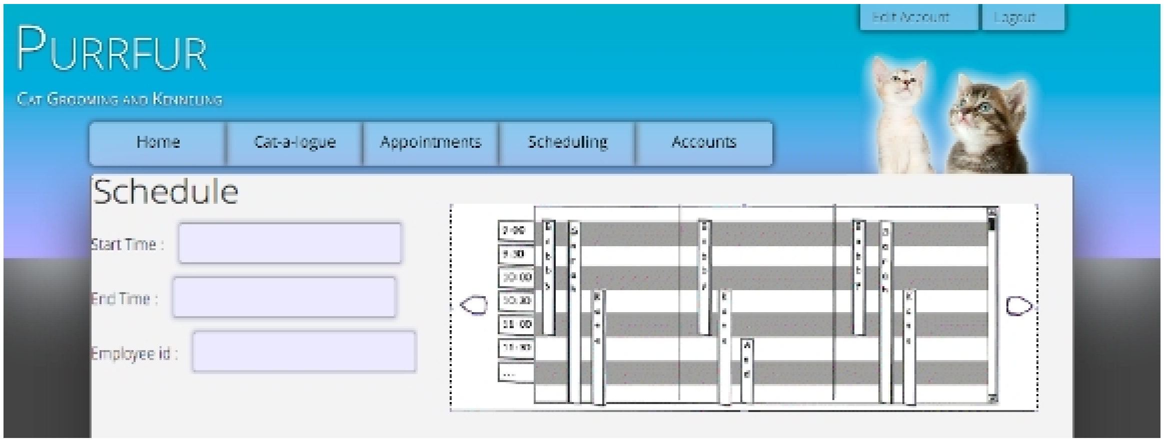
4.1.4 Creating an Appointment

Employees also have the ability to create appointments, just as customers do. To do this, select the “Appointments” tab and then the “Create Appointment” side menu button. Presented will be a very similar page to the customer’s create appointment; however, there will be a new required field for selecting the customer account to create the appointment on behalf of. Fill this out, in addition to all the other required fields, as mentioned in section 3.1.1. Click “Book” to be taken to the Booking Confirmation page. Select “Confirm Booking” or “Cancel” as required.

4.1.5 Using the Catcam and Logs

When viewing the appointment (with a modifiable list) there will be two extra fields that are not available from the regular Create form if the is a Kennelling appointment. One will be a checkbox to activate the Catcam for this appointment and the other will be a large field so the Employee may modify the log. The exact contents of this field will be saved, and viewable by the customer.

4.2 Employee Schedule



Schedule page as seen by Employee

4.2.1 Viewing the Schedule

Employees only have the ability to view the schedule. To view the employee schedule, click on the "Scheduling" tab. The system displays a gantt chart on the right with the shifts shown as bars labeled with the corresponding employee id. On the left, a box will extend vertically with two buttons at the top. To look at a later or earlier time in the day, scroll up or down with the scroll bar on the right. To view a later day, click on the next week button in the upper right hand corner. To see an earlier week, click the last week button in the upper left hand corner.

To see the details of a shift, click on its bar in the gantt chart. In the lower right hand corner, there are three fields labeled start, end and employee id. Once the bar has been clicked, these will contain the start date and time, end date and time, and employee id corresponding with the shift selected.

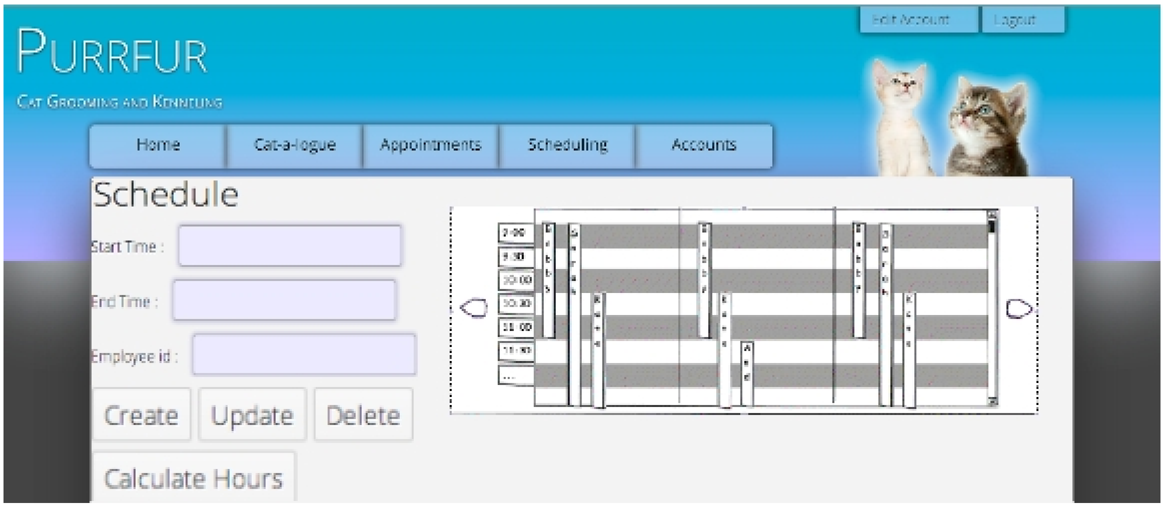
4.3 Cat-a-logue

4.3.1 Viewing the Cat-a-logue

Employees can view the Cat-a-logue in the same manner as customers (see section 3.2.1).

5.0 Manager View

5.1 Employee Schedule

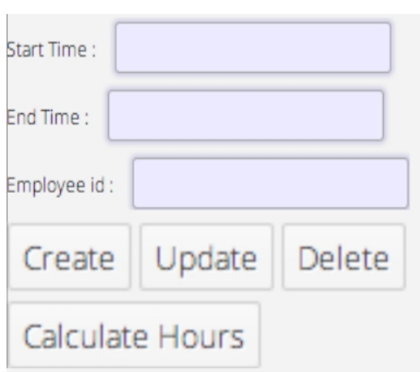


Schedule page as seen by Manager

5.1.1 Viewing the Schedule

To view or edit the employee schedule, click on the "Scheduling" tab. The system displays a gantt chart on the right with the shifts shown as bars labeled with the corresponding employee id. On the left, a box will extend vertically with two buttons at the top. To look at a later or earlier time in the day, scroll up or down with the scroll bar on the right. To view a later day, click on the next week button in the upper right hand corner. To see an earlier week, click the last week button in the upper left hand corner.

To see the details of a shift, click on its bar in the gantt chart. In the lower right hand corner, there are three fields labeled start, end and employee id. Once the bar has been clicked, these will contain the start date and time, end date and time, and employee id corresponding with the shift selected.



Manager Options and Fields

5.1.2 Creating a Shift

On the manager view, there will be a "Create" button under the shift information fields. The fields can also be edited instead of only displaying information. To create a shift, select a start time and an end time, and enter an employee id into the employee id field. When the information has been entered, press create to record the shift.

5.1.3 Modifying a Shift

On the manager view, there will be an "Update" button under the shift information fields. The fields can also be edited instead of only displaying information. To modify a shift, click its bar on the gantt chart. The shifts information will appear in the start, end, and employee id fields. Edit the data in the fields to alter the shift. When the changes to the shift have been made, click the "Update" button to change the shift permanently.

5.1.4 Deleting a Shift

On the manager view, there will be a "Delete" button under the shift information fields. To delete a shift, click its bar on the gantt chart. The shift's information will appear in the start, end, and employee id. Click the "Delete" button to delete the shift from the schedule.

5.1.5 Calculating Hours

The calculate hours function allows a manager to count the hours worked by a specified employee between any two dates. To calculate an employee’s hours, but the employee’s id in the employee id field. Post the date and time from which you wish to start counting in the start field. Post the date and time at which you wish to stop counting in the end field. Once the fields have been filled, click the “Calculate Hours” button below the create, delete, and update buttons.

5.2 Cat-a-logue

5.2.1 Editing the Cat-a-logue

Manager can view the Cat-a-logue in the same way as customers and employees (see section (3.2.1). In addition, managers can edit the items in the Cat-a-logue. To edit an item, hover over it in the Cat-a-logue view, then click the shown “Edit” button. This will bring up a dialogue with editable fields for the information associated with the item. To add a new item, click the “New Product” button in the left sidebar, then fill out the form with pertinent information. To delete an item, hover over it in the Cat-a-logue view, then click the shown “X” button in the upper right of the item box.

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