

## CIS 3300 Group Project - WorldWide Concierge

### Project Report

Chase Hunter, Kyle Johns

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### **WorldWide Concierge**

WorldWide Concierge is a system designed to make the storing of vehicle data, customer information, and location information a more efficient process, all whilst ensuring customers can enjoy a stress-free service. The WWC system is offered worldwide and often purchased by valet companies working malls, restaurants, golf courses, and large events. WorldWide Concierge itself is not a business, but instead a service offered to pre-existing valet and concierge companies around the world.

### **The Business Environment**

Before the creation of WWC, we dived into the world of valet and the common business practices for the typical valet company. After our research, we decided that most valet companies work in a similar manner: customers arrive at the valet kiosk and trade their car keys for a valet ticket. The valet employee manning the kiosk then takes the keys after parking, and places them in a key slot that aligns with the code on the customer's ticket. Overall, this system has worked well for many years, but there are a few key issues in this methodology. The largest issue being the fact that there is no receipt of the encounter between the employee and the customer. More specifically, there is not a place logging who handled the vehicle, where it was parked, what make and model was the vehicle, who was the customer, who owned the vehicle, etc.. This is one of the main business problems solved by the WorldWide Concierge system. The WWC system makes it easy for valet employees to have their own user profiles used to quickly link customers

information to their vehicle, and parking information. It is worth noting, the WWC system does not replace the traditional ticket system, but rather complement it. Depending on the valet company, tickets are often still issued to customers for the customers convenience, but logs of the interactions are taken by the employees of the valet company.

### **The WorldWide Concierge System**

The WorldWide Concierge system is managed and accessed entirely through the WWC website to ensure a fast and efficient process for our customers. On the website, customers and potential customers can browse the features of the system, as well as login and manage their own system. On the homepage of the WWC website, valet employees can login and immediately start logging customer interactions. If there is a new employee working that day, they can create their employee account on the login page as well. After vehicles have been input into the form, employees and/or management can access the weekly vehicle report log to see all vehicles/customers that have interacted with valet employees.

### **The System Design Process**

To get to the end product we see today, there were many trials and tribulations. Our early planning stages seemed simple to us, we knew what we wanted to create, and in reality - the WWC system is not too complex. Since we knew how we wanted the system to work, the early stages of diagramming and planning were quite smooth. Eventually we arrived at the point where we needed to create prototypes. Our original website design stayed fairly consistent, except for a few new sections here and there. Regarding our forms, this is where we had the most issues during the project. Originally, the wireframes were created as windows forms and were separate from the website. At this time, the website acted more as an advertisement for the system, and the system itself would run on a local application downloaded from the website. We eventually

decided that it would be a better idea to have the website and system all together, in other words, add web forms to the website hidden behind a login page. We did the best we could to create forms built into the website that were similar in form to our original prototypes. We came to a point that we felt good about, then it came time for database linking. When creating the forms on the website, a user-error was made and the web forms were created with a visual basic back-end rather than C#. This was a cause for concern as time was running out, but the system needed to be linked. The website eventually then re-created with a C# back-end. In the end, this was one of our largest issues, but worked out to be ok. Completing a project of this size with a group of two was a challenging task, but we learned a lot along the way, and are happy with the outcome of WorldWide Concierge.