

A PROJECT IN IT 332:
INTEGRATIVE PROGRAMMING
AND TECHNOLOGIES



CONSTRUCTION & EQUIPMENT RENTALS

Mobile Application for Customer Support
using Ionic Framework

**DAQUIS, CHELSEA CLAIRE G. | MACUHA, KEITH LESLIE H. | RIVERA, KAREN JUSTIN ELAINE O.
BSIT-SM 3306**

SUBMITTED TO: MR. RAYMOND KIT M. RODRIGUEZ, MSCS





PROJECT DESCRIPTION

Technology has become essential for the efficient and accurate flow of data in business processes. The ability to use technology to meet business requirements and improve customer service grows as these businesses become more dependent electronically. Specifically, in a construction business, where operations are needed to be regulated as they are the source of other businesses when it comes to equipment and services. A business of this nature is W Construction and Equipment Rentals in As-is, Bauan, Batangas.

However, numerous obstacles, such as the location's inaccessibility and the business's inability to respond to inquiries, hampered its ability to gain potential new customers. In order for the business to grow and pace with technology, businesses need to stride with the ever-developing technology and implement a solution to improve their marketing strategy and customer service. Incorporating the advancements on technology and the ability of clients to connect through a platform, the development of an application for customer support will provide the company, clients, and potential customers with seamless customer service in acquiring their requirements in the industry. Thus, the organization seeks to implement an intuitive platform with their company profile and an easy access to address and contact details for potential clients regarding their inquiry and request purposes.

In response, the team aims to design and develop a mobile application as a counterpart to the existing project proposal with the same title, with the focus on the functionalities for the customer's end.



DEVELOPMENT MODEL



Figure 1. Agile Development Model

The team adapted the agile development model in the mobile application development of the stated topic. It includes phases namely Requirements (Analysis), Design, Development, Testing, Deployment, and Review.

REQUIREMENTS ANALYSIS

This phase involves identifying requirements, estimating time and effort, obtaining authorization from the client and conducting an overall assessment to complete the project. The team members have obtained that only the functionalities on the customer end are included in the scope as the topic is to be developed as a mobile application.

DESIGN

This is where the system architecture, and the user interface of the system is designed as required by the client while optimizing user interactivity and user experience.

DEVELOPMENT

Using Ionic as a framework for development, all system requirements are converted into code.

W CONSTRUCTION & EQUIPMENT RENTALS: A MOBILE APPLICATION FOR CUSTOMER SUPPORT USING IONIC

TESTING

This phase ensures that the code is free of errors and if potential bugs or flaws are found in the creation of a system. Necessary test cases and quality checks are determined and executed by both the team members in charge of quality assurance and development.

DEPLOYMENT

The mobile application is accessible through hosting, clients can now access fully deployed application.

REVIEW

Reviewing is vital for determining whether the results met the requirements and have satisfied the users. The deployed project will undergo maintenance to ensure process continuity.

SYSTEM ARCHITECTURE

The following figures shown are used to visualize and demonstrate the application's functionalities, interactions between the key actors, use cases, and relationships, and the sequence of the application's operation.



Figure 2. Sequence Diagram

W CONSTRUCTION & EQUIPMENT RENTALS: A MOBILE APPLICATION FOR CUSTOMER SUPPORT USING IONIC

Figure 2 shows how the system communicates in terms of running output. The diagram explained how it worked in a sequence or situation. The diagram shows the users as key characters. The user may browse the specific details such as services, inquiry and FAQ's then the system displays the information. Users can access the system via logging in or registering an account with the system.

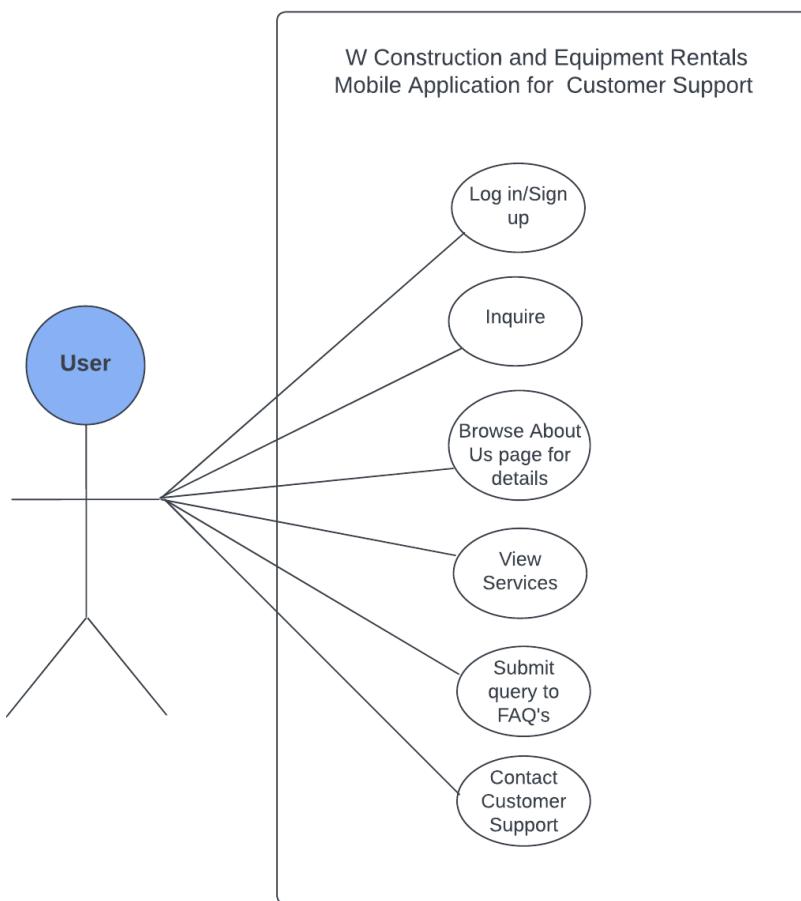


Figure 3. Use Case Diagram

Figure 3 specifies the basic features and functionalities of the system. It provides a clear and concise overview of the system, making it easier to understand and optimize efficiency. It shows key actors that interact with the system, such as users. The users are the ones who will use the mobile application for services and inquiry purposes.

W CONSTRUCTION & EQUIPMENT RENTALS: A MOBILE APPLICATION FOR CUSTOMER SUPPORT USING IONIC



GITHUB REPOSITORY

Link to GitHub Repository:

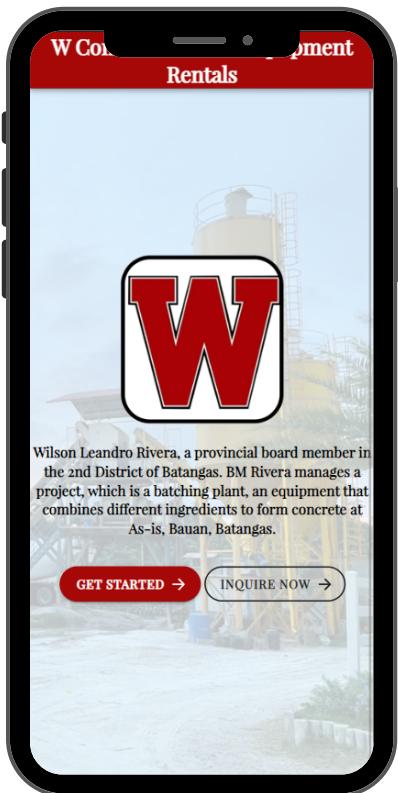
<https://github.com/chelseaclairegd/w-construction-midterms>

The screenshot shows the GitHub repository page for 'w-construction-midterms'. The repository is public and contains one branch ('main') and one commit ('d00016a'). The commit was made 14 minutes ago by 'chelseaclairegd' and is labeled 'W-Const Commit'. The commit message is 'W-Const Commit'. The repository structure includes files like .browserslistrc, .editorconfig, .eslintrc.json, .gitignore, angular.json, capacitor.config.ts, ionic.config.json, karma.conf.js, package-lock.json, and package.json. The right sidebar provides information about the repository, including activity (0 stars, 1 watching), releases (none), packages (none), and languages (JavaScript, CSS, and others).

The screenshot shows the GitHub repository page for 'w-construction-midterms' with the URL 'https://github.com/chelseaclairegd/w-construction-midterms/tree/main/src/app'. The left sidebar shows the repository structure with 'Code' selected, showing the 'src/app' directory. The main content area displays the commit history for the 'src/app' directory. It shows 11 commits from 'chelseaclairegd' labeled 'W-Const Commit', all made 7 minutes ago. The commits are listed with their names: .., aboutus, account, contact, faq, forgot, home, inquiry, landing, login, register, and services.



APPLICATION SCREENSHOTS

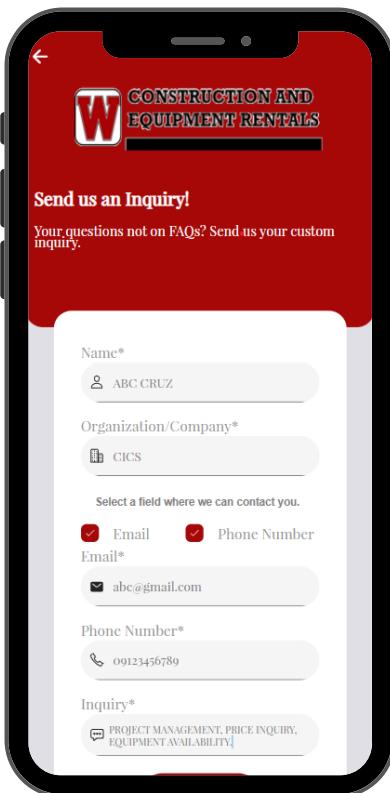


Landing Page

The page shows the company logo, a brief description of the business, and buttons that redirect to login and to the home page itself.



Get Started

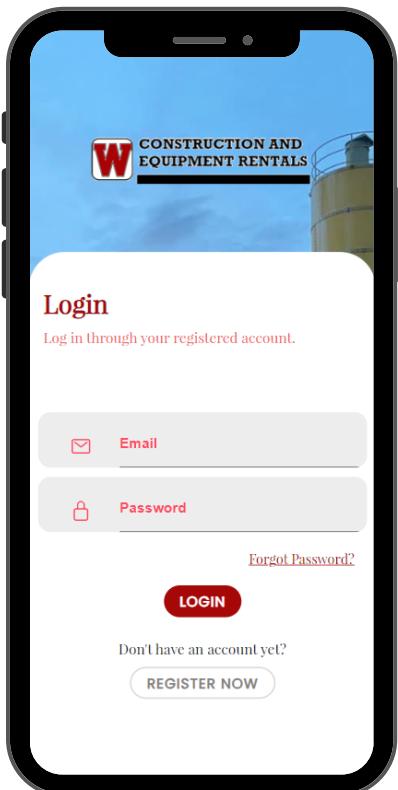


Inquire Now

Redirect Pages

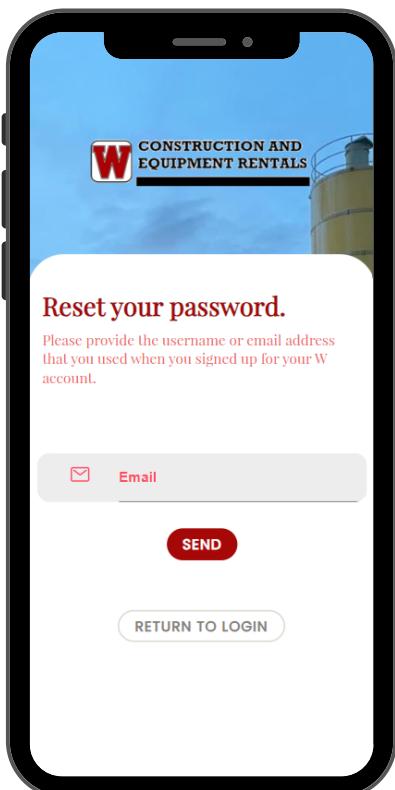


APPLICATION SCREENSHOTS

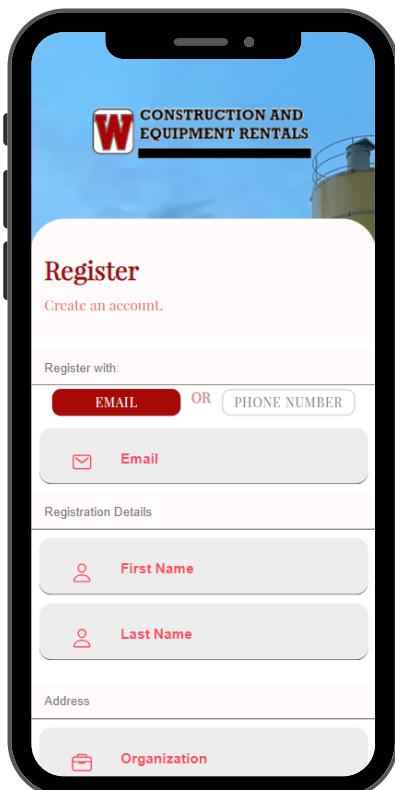


Login Page

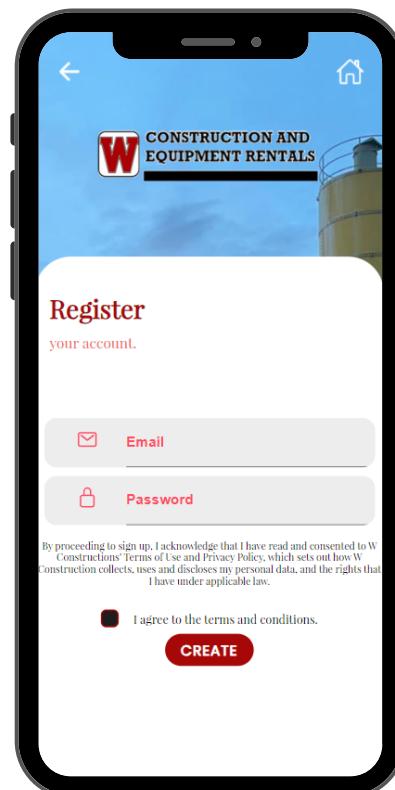
The page prompts the user to login in order to access the application fully. Otherwise, the application asks the user to register an account.



Forgot Password



**Sign Up
Redirect Pages**

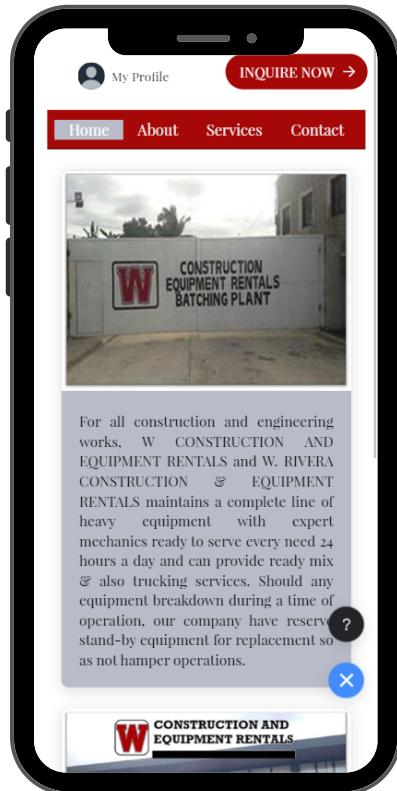


Register

W CONSTRUCTION & EQUIPMENT RENTALS: A MOBILE APPLICATION FOR CUSTOMER SUPPORT USING IONIC



APPLICATION SCREENSHOTS

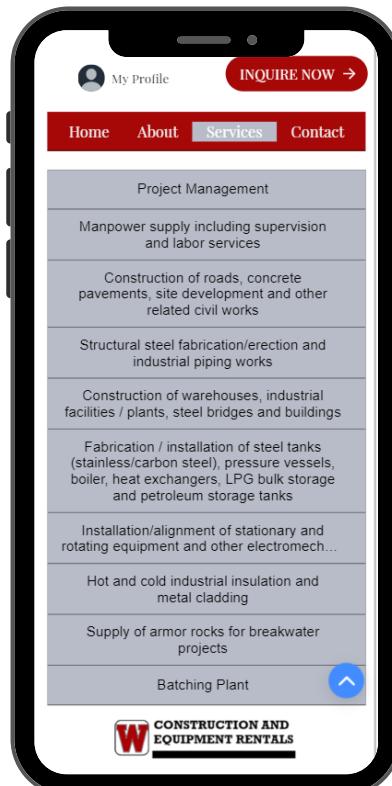


Home Page

The Homepage includes navigation toolbar for easy access of information ABOUT the company, their SERVICES, and allows users to CONTACT them through the displayed details.

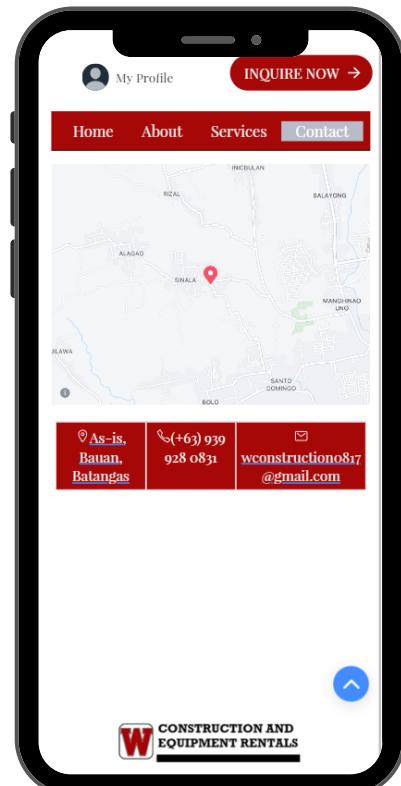


About Us



Services

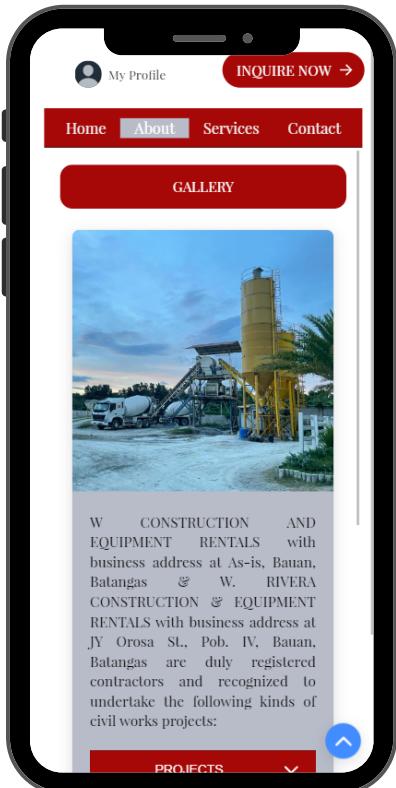
Redirect Pages



Contact Us

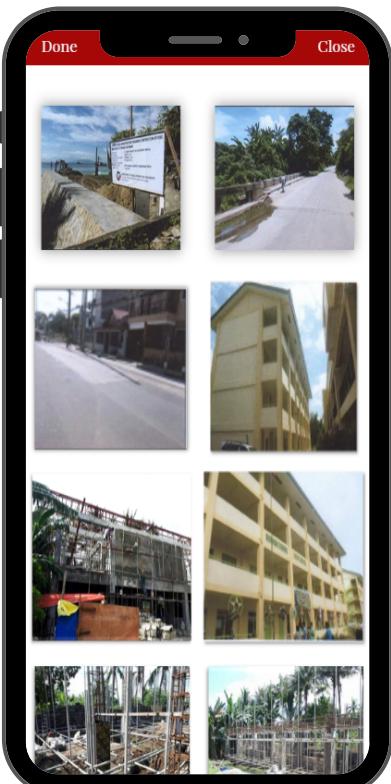


APPLICATION SCREENSHOTS

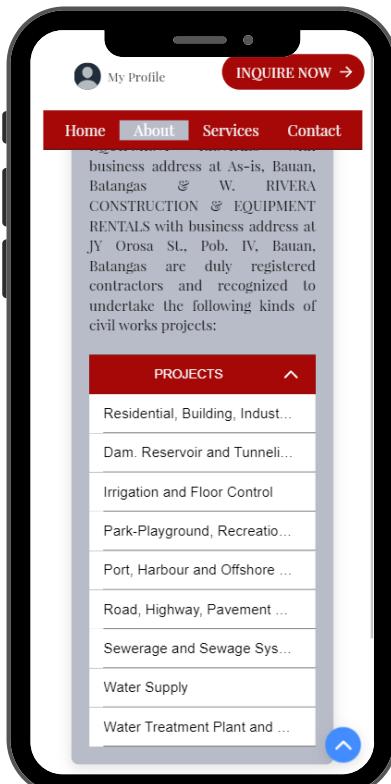


Home Page - GALLERY

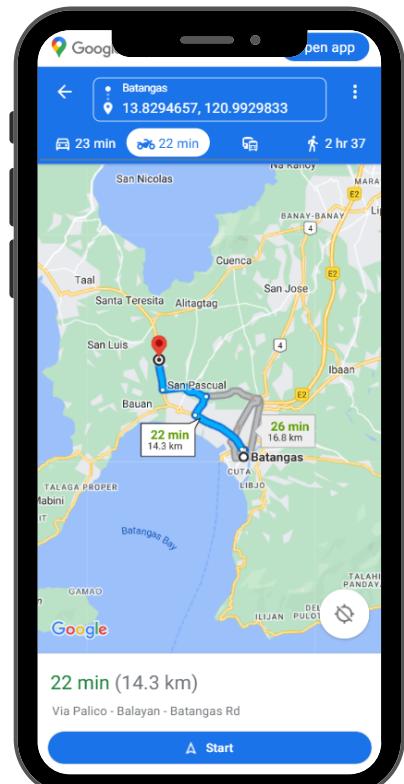
All of the services available for reservation are displayed in a gallery located in the Home Page.



Gallery



Services > Projects



Contact Us > Map

Additional Pages

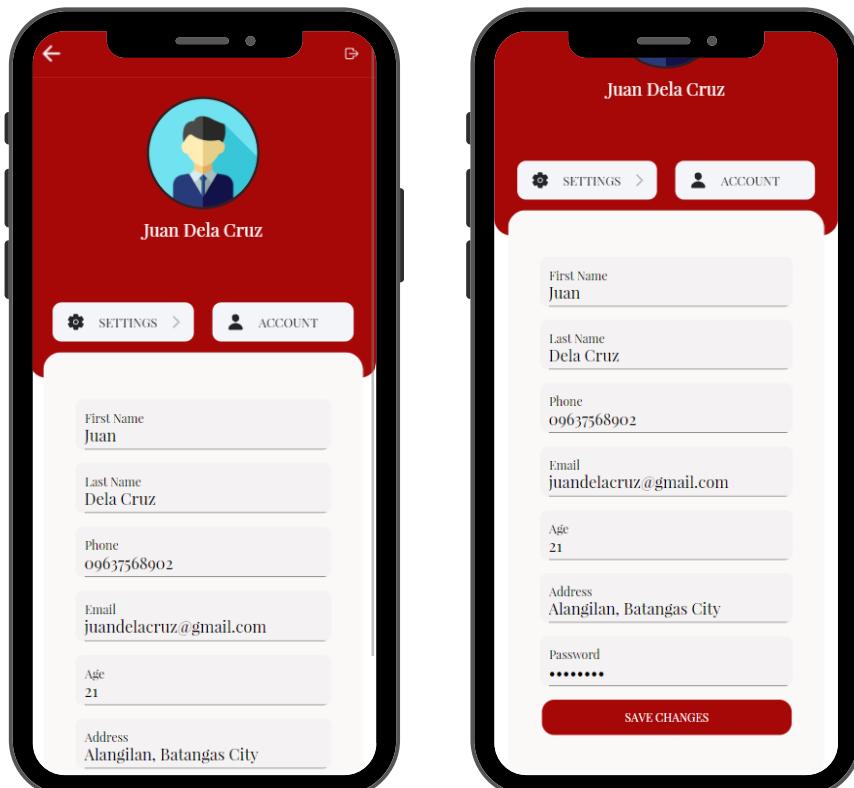


APPLICATION SCREENSHOTS



Profile Page

The information of the user, which are registered upon sign-up are displayed and allowed for modifications.



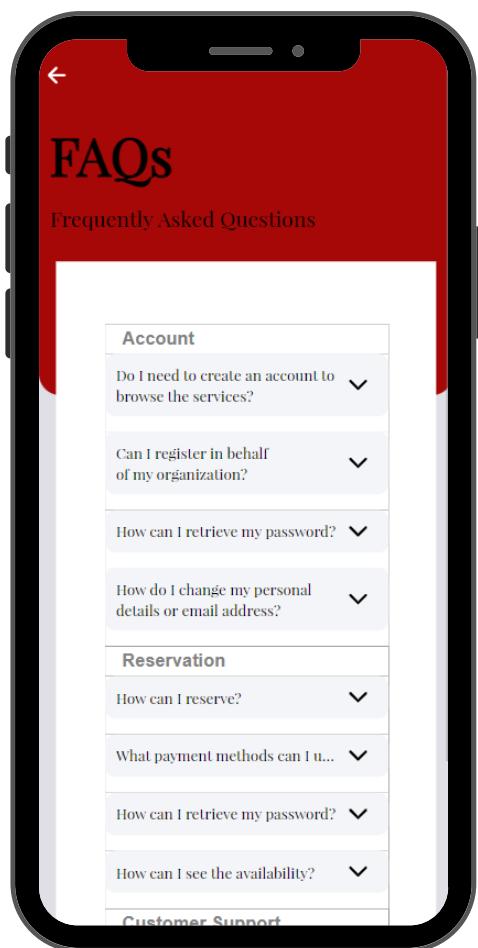
Account Settings



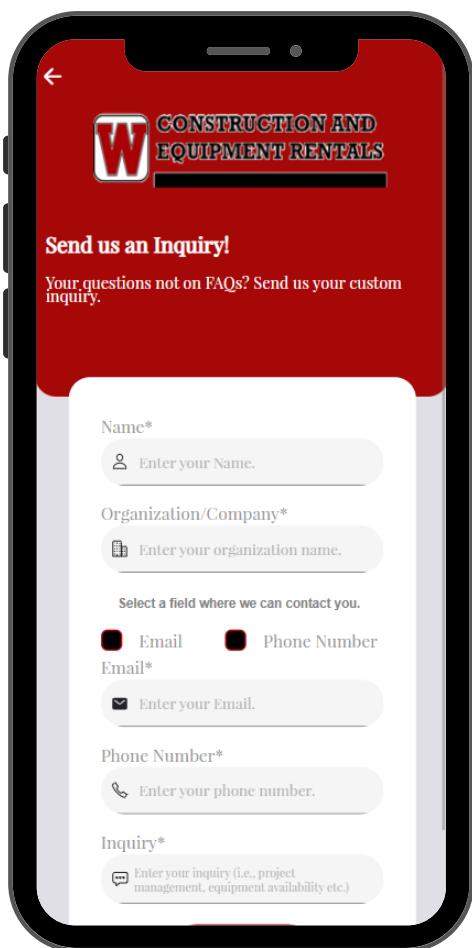
APPLICATION SCREENSHOTS

Customer Support Pages

With the main objective of this project, dedicated pages for customer support are provided. Users can access the Frequently Asked Questions (FAQs) page, and if customizing their inquiry or request, they can direct to Inquiry Page, which is located both on the Home and Contact Us pages. Moreover, they can fill up the Inquiry Form without having to register their account, since it also asks for inputs for personal details.



FAQs Page

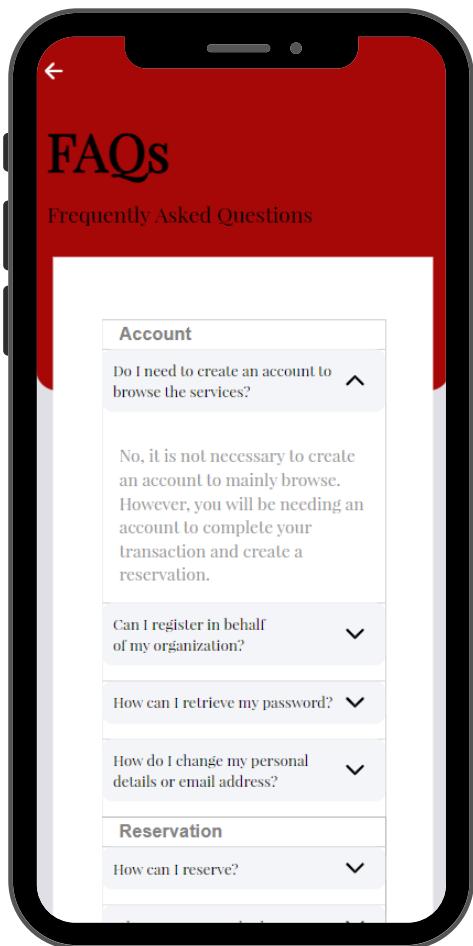


Inquiry Page

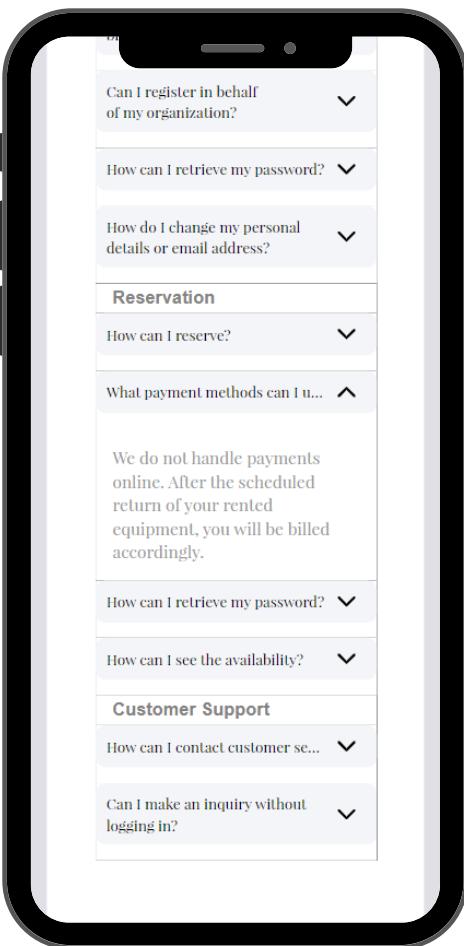


APPLICATION SCREENSHOTS

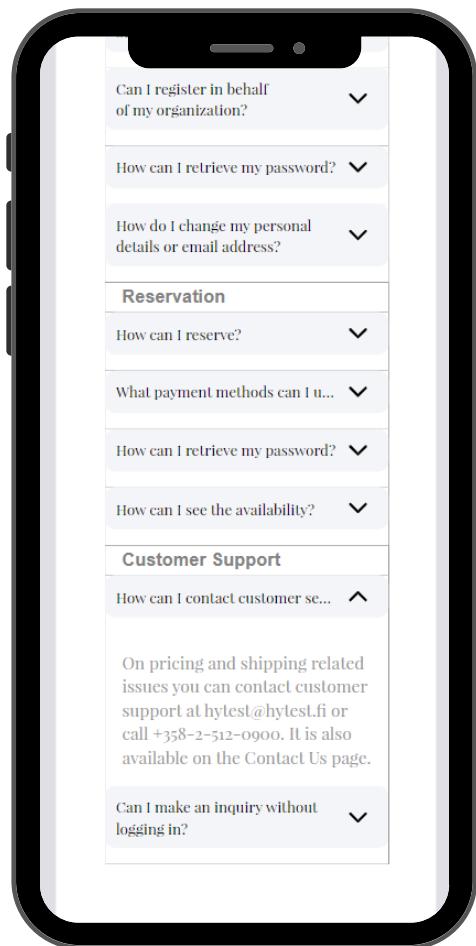
Customer Support Pages (FAQs)



Account



Reservation



Customer Support



APPLICATION SCREENSHOTS

Customer Support Pages (Inquiry)

The image displays two side-by-side screenshots of a mobile application interface for customer support inquiries. Both screens feature a red header bar with the company logo 'W CONSTRUCTION AND EQUIPMENT RENTALS' and a back arrow icon.

Left Screen (Initial Inquiry Form):

- Title:** Send us an Inquiry!
- Text:** Your questions not on FAQs? Send us your custom inquiry.
- Form Fields:**
 - Name* (placeholder: Enter your Name.)
 - Organization/Company* (placeholder: Enter your organization name.)
 - Select a field where we can contact you:
 - Email (radio button)
 - Phone Number (radio button)
 - Email* (placeholder: Enter your Email.)
 - Phone Number* (placeholder: Enter your phone number.)
 - Inquiry* (placeholder: Enter your inquiry (i.e., project management, equipment availability etc.))
- Buttons:** SEND (red button at the bottom right)

Right Screen (Filled Inquiry Form):

- Title:** Send us an Inquiry!
- Text:** Your questions not on FAQs? Send us your custom inquiry.
- Form Fields:**
 - Name* (placeholder: Enter your Name.)
 - Organization/Company* (placeholder: Enter your organization name.)
 - Select a field where we can contact you:
 - Email (radio button)
 - Phone Number (radio button)
 - Email* (placeholder: Enter your Email.)
 - Phone Number* (placeholder: Enter your phone number.)
 - Inquiry* (placeholder: Enter your inquiry (i.e., project management, equipment availability etc.))
- Buttons:** SEND (red button at the bottom right)



TEAM MEMBERS



DAQUIS, CHELSEA CLAIRE G.

Main Role: Documenter

- Responsible for documenting the whole development process
- Handles copies of final source codes and relevant files for repository
- Participated in programming, designing pages that requires input
 - Login
 - Inquiry
 - Forgot Password
 - FAQs
 - Register/Sign Up
- Assisted in applying uniform CSS to certain pages (Profile)



MACUHA, KEITH LESLIE H.

Main Role: Designer

- Coordinate with the programmer with the assignments
- Provided additional information in the documentation
- Created the system architecture in the documentation that includes:
 - Sequence Diagram
 - Use Case Diagram
- Participated in programming that requires input:
 - Contact
 - Account Settings
 - Profile



RIVERA, KAREN JUSTIN ELAINE O.

Main Role: Lead Programmer

- Keeping of the original copies of the source codes and images used in the application
- Collected and connected all the codes of the application that was assigned and sent by the team.
- Take part in programming, designing pages, and finalizing of the whole mobile application that includes:
 - Landing Page
 - Home Page
 - Login & Register Page
 - Profile Page
 - Inquiry Page
 - FAQs Page
- Captures all the pages of the mobile application for the documentation