Vision

<PetApplicationName> strives to simplify the pet adoption process by allowing both pet lovers and shelters to easily navigate the necessary procedures in one single place.

<PetApplicationName> can be used by animal shelters to list the animals they have for adoption and follow up on any adoption application.

Pet lovers can easily browse the existing listings from the shelter and express their interest in adopting the pet of their dreams.

The scope for this application MVP (minimum viable product) is a single animal shelter listing their existing pets.

The scope can be extended in future MVP’s to multiple listings for multiple animal shelters.

Mission

To them you are their world: finding a forever home for those without a collar

Customer journey

[Figma link](https://www.figma.com/file/wRe3WhDtitH0dJJWlNjxNg/Customer-Journey-Map-Pet-Adoption-Application?type=whiteboard&node-id=102%3A159&t=ze8rIhe7A1g918q6-1)

Requirements

An animal shelter employee can login with a specific user role (shelter**). For the purpose of this MVP, only one shelter role exists (admin)**.

The shelter user can create a listing for a pet up for adoption.

The listing should contain:

- A picture or more of the animal (mandatory)

- The name of the animal (mandatory)

- The type of animal: dog, cat, turtle, rabbit (mandatory)

- The breed: Balinese, Siamese, ragdoll etc (optional)

- The age: in years (mandatory)

- Location: where the shelter or foster family is located, the name of the city is enough (optional)

- Multiple tags (optional) :

o neutered (if animal is neutered, else none)

o outside (means that animal is allowed to go outside)

o smallChildren (means that animal is used to small children)

o otherAnimals (means that the animal is used to other animals)

- Description: text description about the animal (mandatory)

The shelter user can save the changes, publish and delete a listing.

When the shelter user publishes the listing, the listing becomes available for viewing.

A pet lover can visit the page and view all the animals up for adoption.

They can browse the list or they can filter their search by:

- Type of animal

- Age : should be ranges

o 0 -1 year

o 2-5 years

o >5 years

- Location

- Tags:

o Neutered

o Outside

o smallChildren

o otherAnimals

For each animal, the user can view all details that were made available when creating the listing (name, description etc).

The pet lover user can ask questions about a specific pet using a chat.

In order to use the chat, the pet lover has to register (email & password) or login (email & password).

Once they are logged in, the pet lover user can ask a question via chat.

The chat message will arrive **in the inbox of the shelter user (admin)**.

The shelter user can answer immediately or asynchronously. The answer will arrive in the inbox of the logged in pet user who asked the question.

The pet lover user can save a specific animal in a favorites list (only when logged in) in order to find it back later.

Once the pet lover user decides to adopt, they can express their interest in adopting the pet of their choice.

They will be prompted to fill in form which will vary according to the type of animal being adopted. **For the scope of this MVP, only one type of form will be available**.

The form will have the following :

- a disclaimer:

o adopter must be at least 18 years old

o if renting, provide proof that pets are accepted

o provide proof of living at your residency

o be ready to spend time and money for taking care of your pet

o The expenses for an animal adopted via our shelter include vet expenses like identification chip, vaccines, anti-parasite treatment, European passport and neutering (when applicable). The total amount is 100 euros

§ For pets who are too young to have been neutered at the time of adoption, we ask for a warranty of 50 euros which will be fully reimbursed in exchange for proof of neutering of the pet between the 6th and 8th months of age (a vet certificate)

o If you have other pets, you must provide proof that they are also neutered

o We reserve the right to approve or refuse your application

o By continuing with this form, you agree to these abiding rules.

o We will only use your data for the processing during the adoption process.

- Some questions like (**for this MVP we will only implement a subset of potential questions**)

o All are mandatory

o Identification:

§ First Name (text)

§ Last Name (text)

§ Address (text)

§ Phone number (text)

§ Email (email address validation)

§ Age (text)

§ Profession (text)

§ Number of persons in the family (number cannot be 0)

§ Number of children (number, can be 0)

§ Is anyone in the family allergic to animals ? (radio button, only 1 answer)

· Yes

· No

o Motivation

§ Why have you decided to adopt a pet ? (free text) (mandatory)

§ Who in your family will be responsible for taking care of the pet ? (free text) mandatory)

§ What do you expect from the pet you will adopt ? (free text) mandatory)

§ What will you do in case the pet is sick or injured ? (free text) mandatory)

§ How many hours during the day will the animal be alone ? (free text) mandatory)

§ What will happen to the animal during your holidays or when you are away for longer periods of time ? (free text) (mandatory)

o Environment

§ You are (radio button) (mandatory)

· Renting

· Own my house/apartment

§ You live (radio button)(mandatory)

· House

· Apartment

· With roommates

§ Do you have a garden? (radio button)(mandatory)

· Yes

· No

§ Do you plan to move out soon? (radio button)(mandatory)

· Yes

· No

§ Do you plan to take your pet out for walks ? (radio button)(mandatory)

· Yes

· No

§ Number of pets you already have (free text, only numbers)

o Documents

§ This will be a section where the pet lover user can upload specific documents needed for the application

The form should be displayed at once to the user so that its clear how many questions they should answer.

Once the user fills in the form and submits it, they can view the status of their application in their account.

When submitted, the application will be in status Submitted.

The user can log in at any time and upload documents to the ongoing request as long as the application is not in status Closed.

The shelter user can login and view a list of all available applications and their status.

Each application will have an application Id and a status.

They should be able to filter on status : Submitted, In review, Adopted, Abandoned, Closed

They should be able to view the entire form and the provided answers, as well as any attached documents.

The shelter user should be able to contact the adopter using the chat in order to ask further questions or request additional documents.

The shelter user should also be able to make notes (free text) for an application.

The shelter user can update the status of an application.

When the status of the application is Adopted, the animal listing is no longer available for browsing. For any broken links (like if the listing is saved in someone’s Favorite list) a message should be displayed: *Thank you for your interest but it seems this pet already found his forever home!*

EPICS

EPIC : User Authentication

EPIC: Listing pets for adoption

EPIC: Managing an adoption application

EPIC: Form for adoption

EPIC: Chat functionality

EPIC: Home page

EPIC: Success stories page

USER STORIES & PRIORITY

| **User story** | **Priority (must have/should have/nice to have)** |
| --- | --- |
| As a user I can create an account as a pet adopter | MUST HAVE |
| As a user I can create an account as a shelter user | MUST HAVE |
| As a user I can login with my email & password | MUST HAVE |
| As a user I can view the homepage of the pet adoption application | MUST HAVE |
| As a user, I can browse the list of animals available for adoption | MUST HAVE |
| As a user, I can filter the list of animals available for adoption | MUST HAVE |
| As a pet adopter user, I can ask questions via chat about a specific animal | MUST HAVE |
| As a user, I can receive chat messages in the inbox available on my user profile | MUST HAVE |
| As a shelter user, I can answer chat messages received from pet adopters | MUST HAVE |
| As a pet adopter user, I can fill in the form expressing my adoption desire | MUST HAVE |
| As a pet adopter user, I can upload specific documents to my adoption application | NICE TO HAVE |
| As a shelter user I can view the applications submitted by pet adopters | MUST HAVE |
| As a shelter user I can edit the applications submitted by pet adopters | SHOULD HAVE |
| As a shelter user I can update the status of an application | SHOULD HAVE |
| As a pet adopter user, I can add a specific pet to my Favourites list | NICE TO HAVE |
| As a pet adopter user, I can view my Favourites list | NICE TO HAVE |
| As a pet adopter user, I can edit my Favourites list | NICE TO HAVE |
| As a user, I can view success stories about pet adoption in the application | NICE TO HAVE |