

IPA

Insurance Plumbing App



Client : Vinesh Naidu

Developers : Theoveshan Naidu

Alexandros Petrou

Janaki Patil

Tristan Sander-hughes

Zi Xin Zhang

Section 1 - Admin Website

System overview

This website eases the workflow of an admin since it allows the admin to capture caller details, generate a case report, close cases that are completed, generate reports, add new employee, delete existing employee and generate statistics to give them an overview. This website is only designed for the admin.

System Configuration

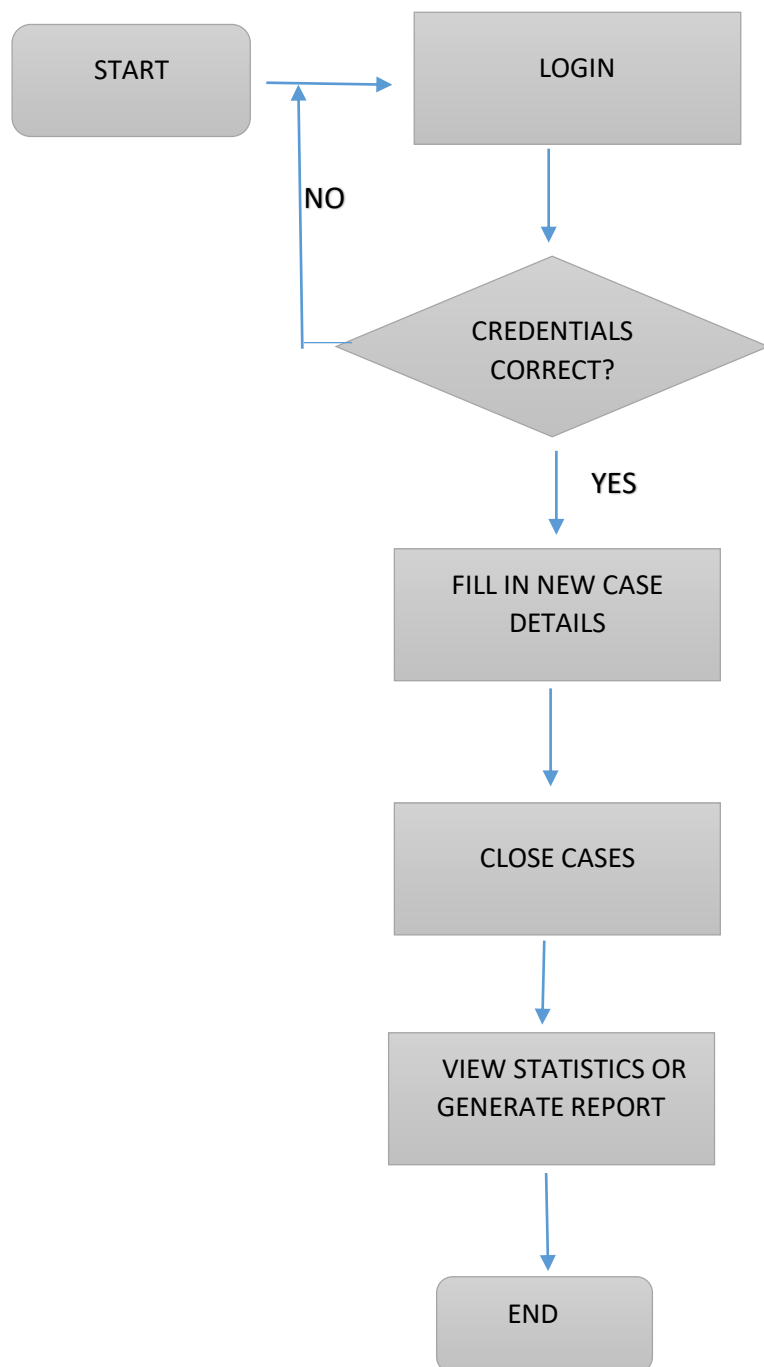
This website works across all the web browsers. Furthermore, it communicates with the database for all events that are performed by the admin. To access this website, internet connection is required.

Website URL

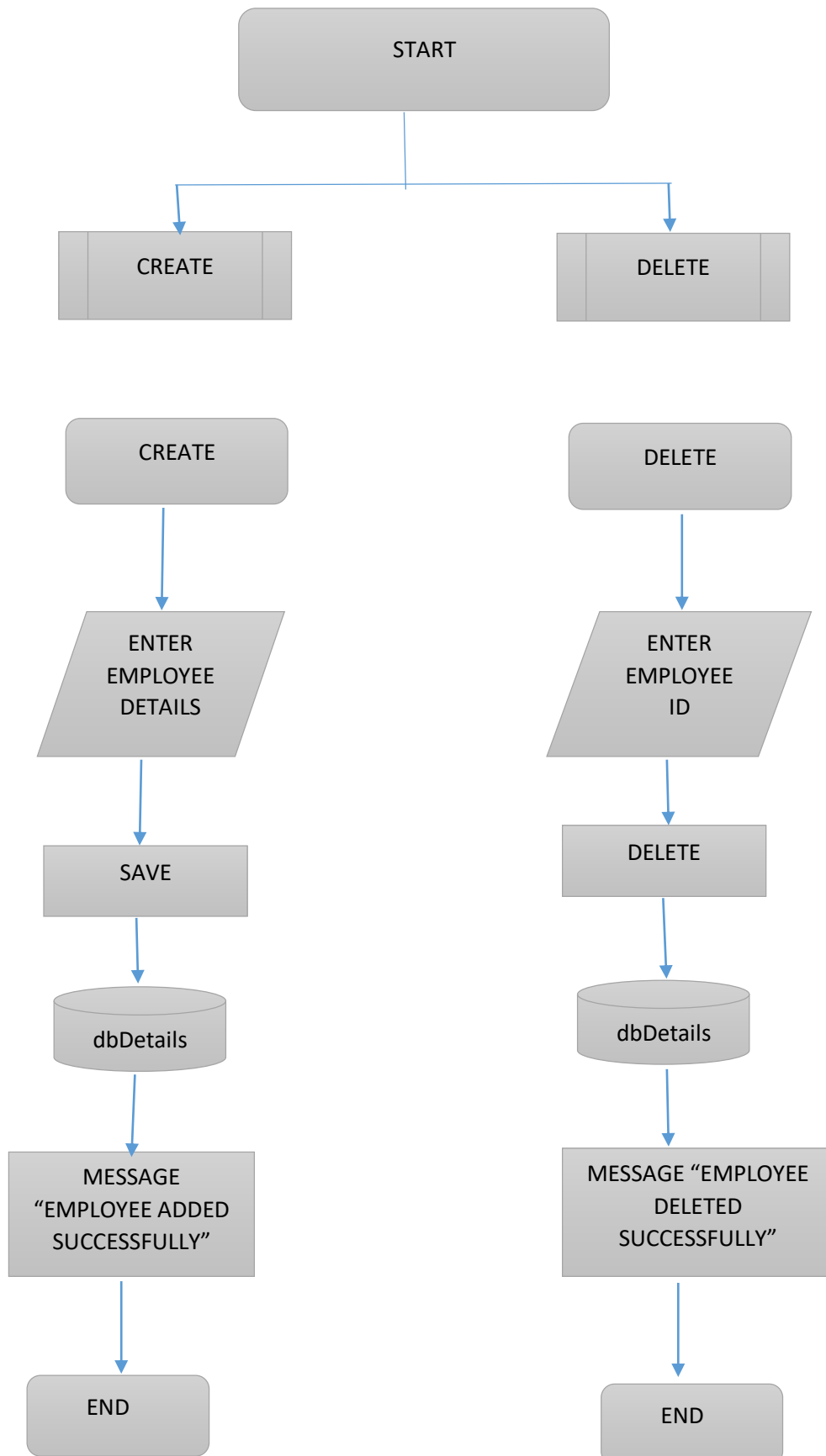
Below is the url to access the website: <https://tk-naidu.github.io>

Getting Started

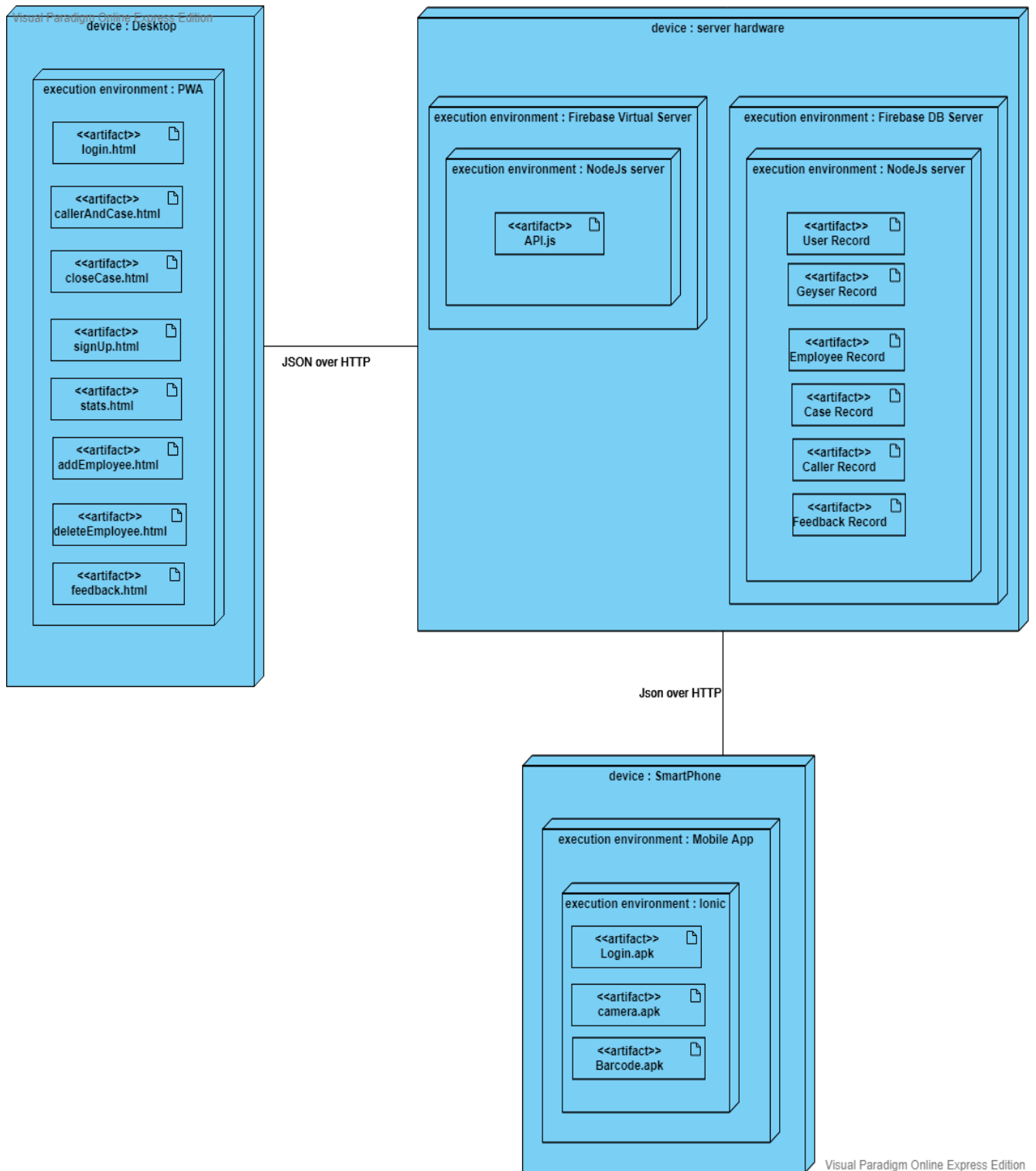
Below is typical walkthrough (in a form of flowchart) of the website:



Workflow to add and delete an employee



Deployment Diagram

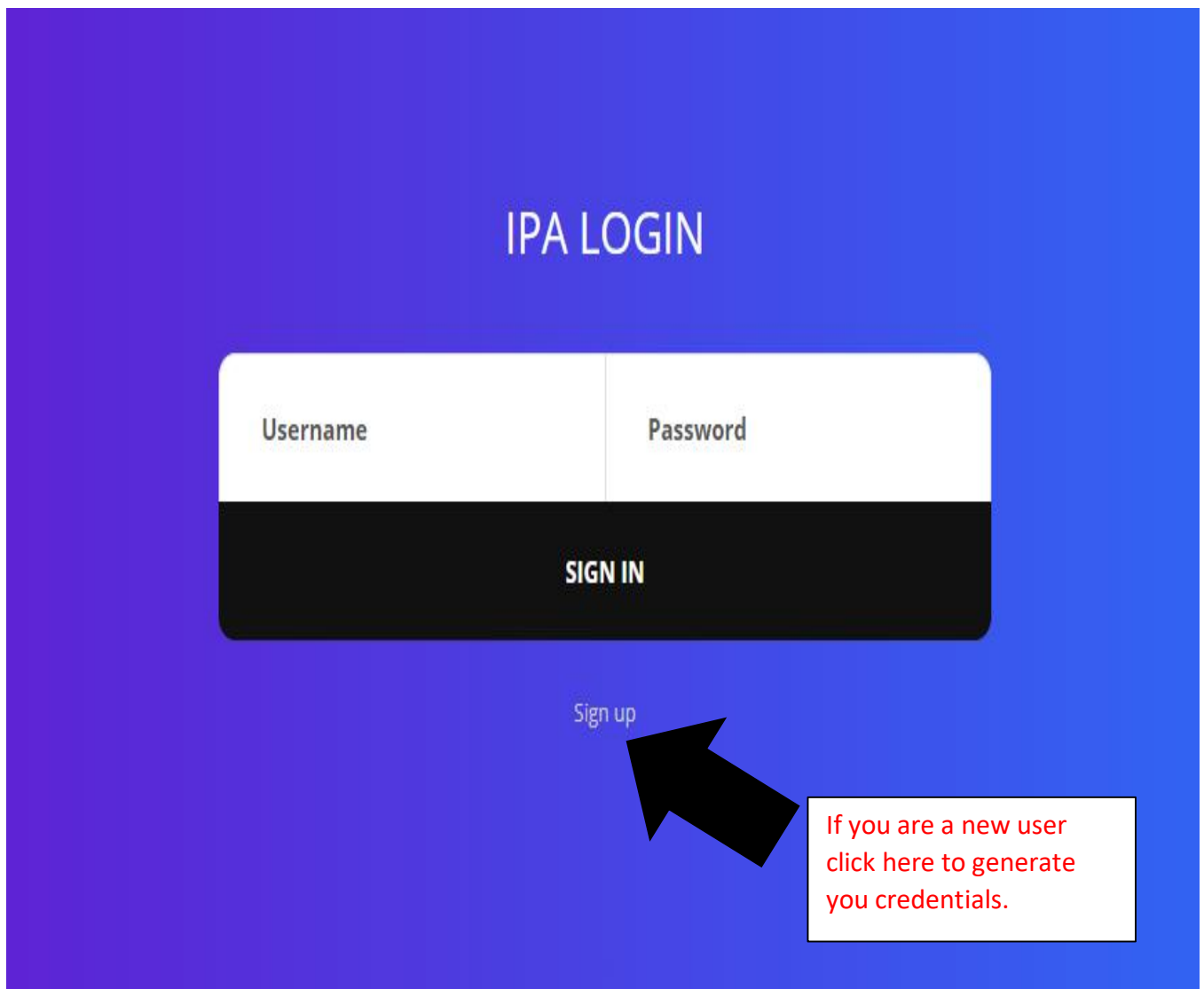


This deployment model basically gives you an overview of the system and what artifacts and technologies are used to deploy this system.

Guidelines as how to use this website

Login Page

=> If you are not a new agent then enter your credentials in order to proceed.



IPA LOGIN

Username	Password
SIGN IN	

Sign up

If you are a new user
click here to generate
you credentials.

Signup Page

⇒ if you are a new agent, you have to signup first and then login to proceed.

IPA

Sign Up New Agent

Full name

Agent ID

Note: please click the generate button to create an ID.

GENERATE AGENT ID

Password

Note: Generate or type your own password.

Show Password

☐

GENERATE AGENT PASSWORD

Confirm Password

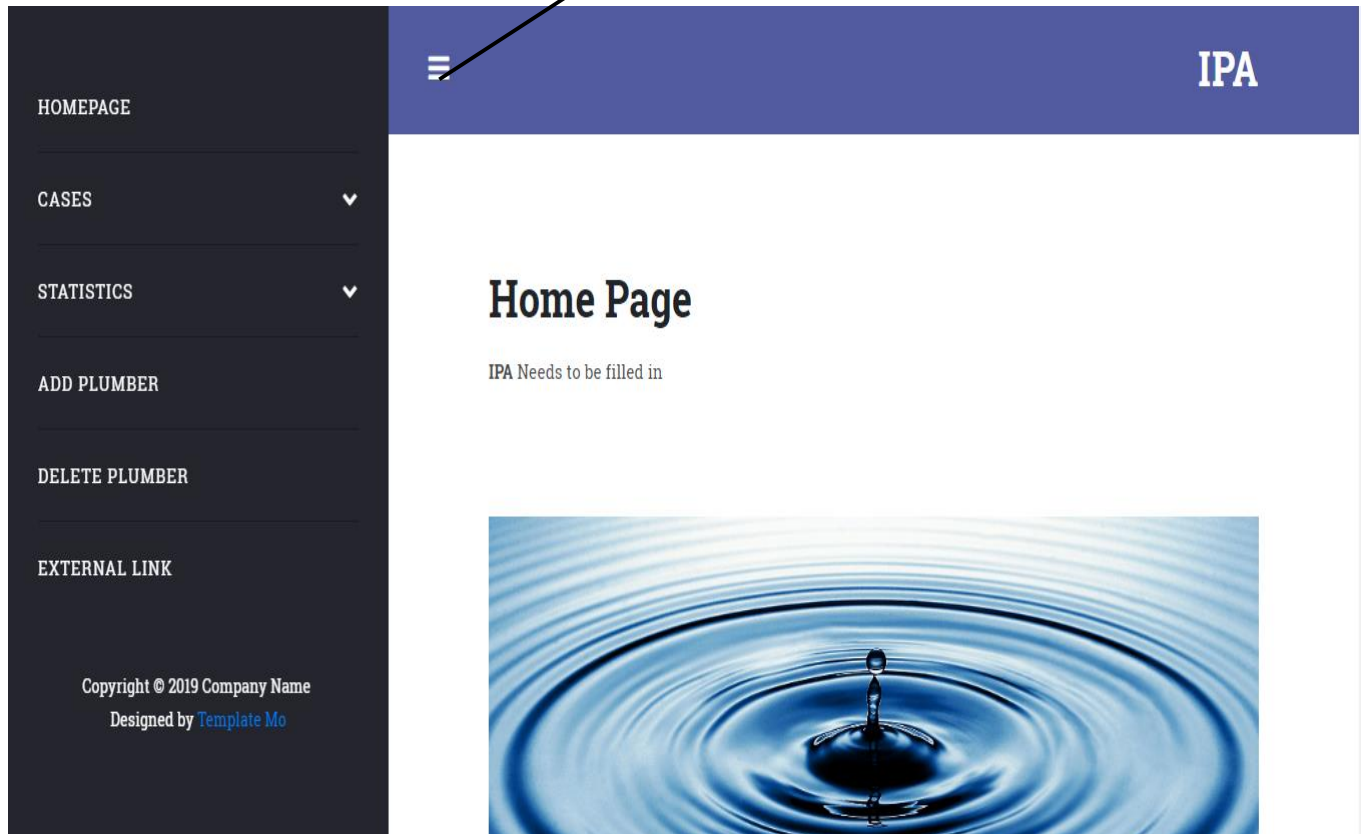
SIGNUP

By clicking this button you will get a suggested password which we highly recommend for security purpose otherwise you can create your own password.

Home Page

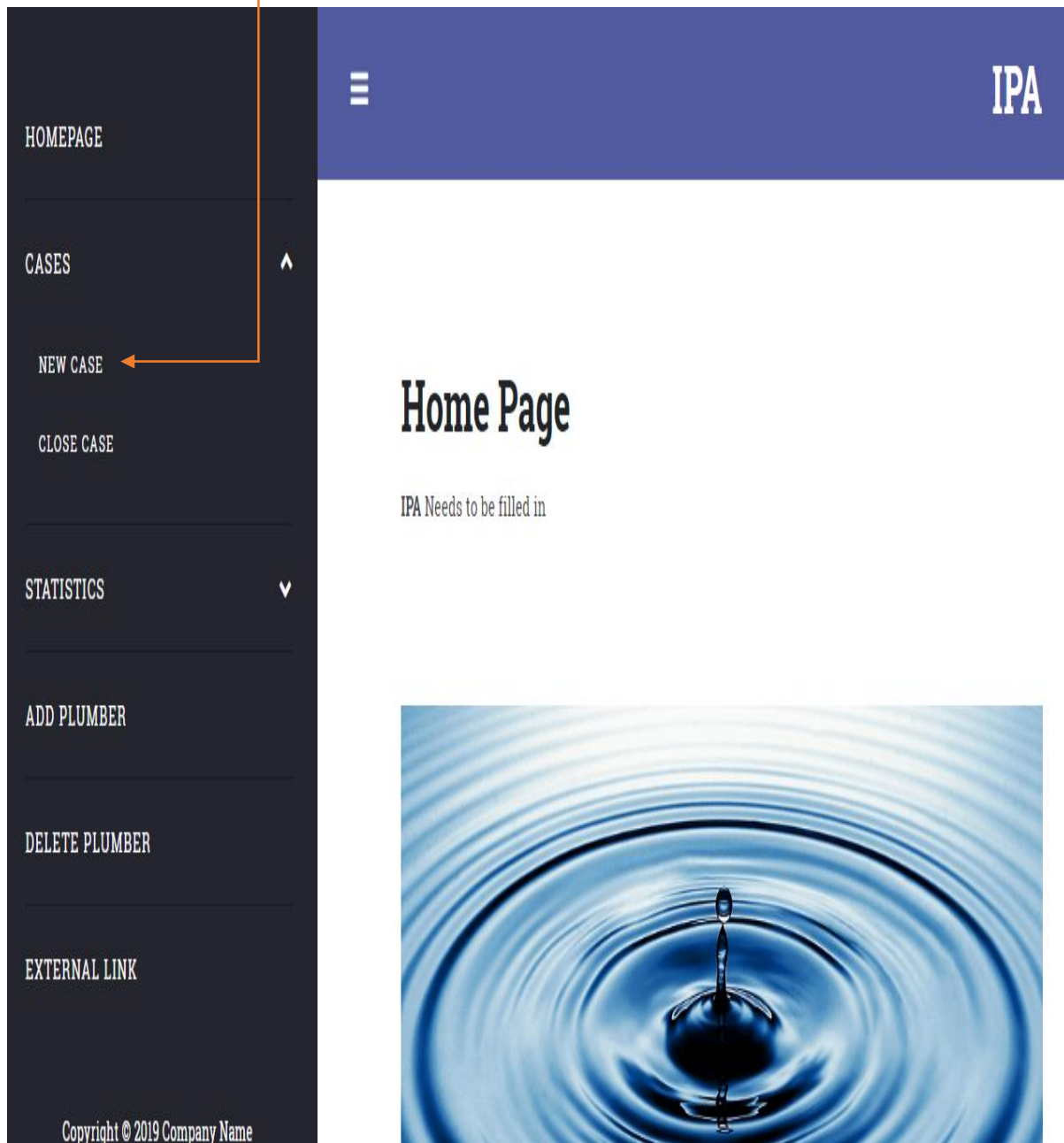
Navigation Bar

By clicking this button it will open up a navigation bar for you to choose the task you want to perform.



Entering details of a new case

Allows you to enter new case details as well as the caller's details.



Below is the form to fill in the details related to a case.

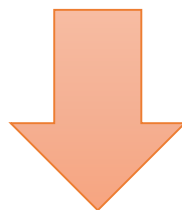
IPA

Caller Identification

Note: Paste the client details below

AUTO FILL

Paste the client information from the email in this box and then click the button called "autofill", this will fill the form automatically.





Name

Surname

Address

Cell Number

Call back number

Client Type

Service Type

Reason

Generating Case Report

Case ID

Caller ID

GENERATE CASE ID

GENERATE CALLER ID

Incident Date

Case Description

GET CURRENT DATE

Case Status

completed

Case Status

completed

Plumber ID

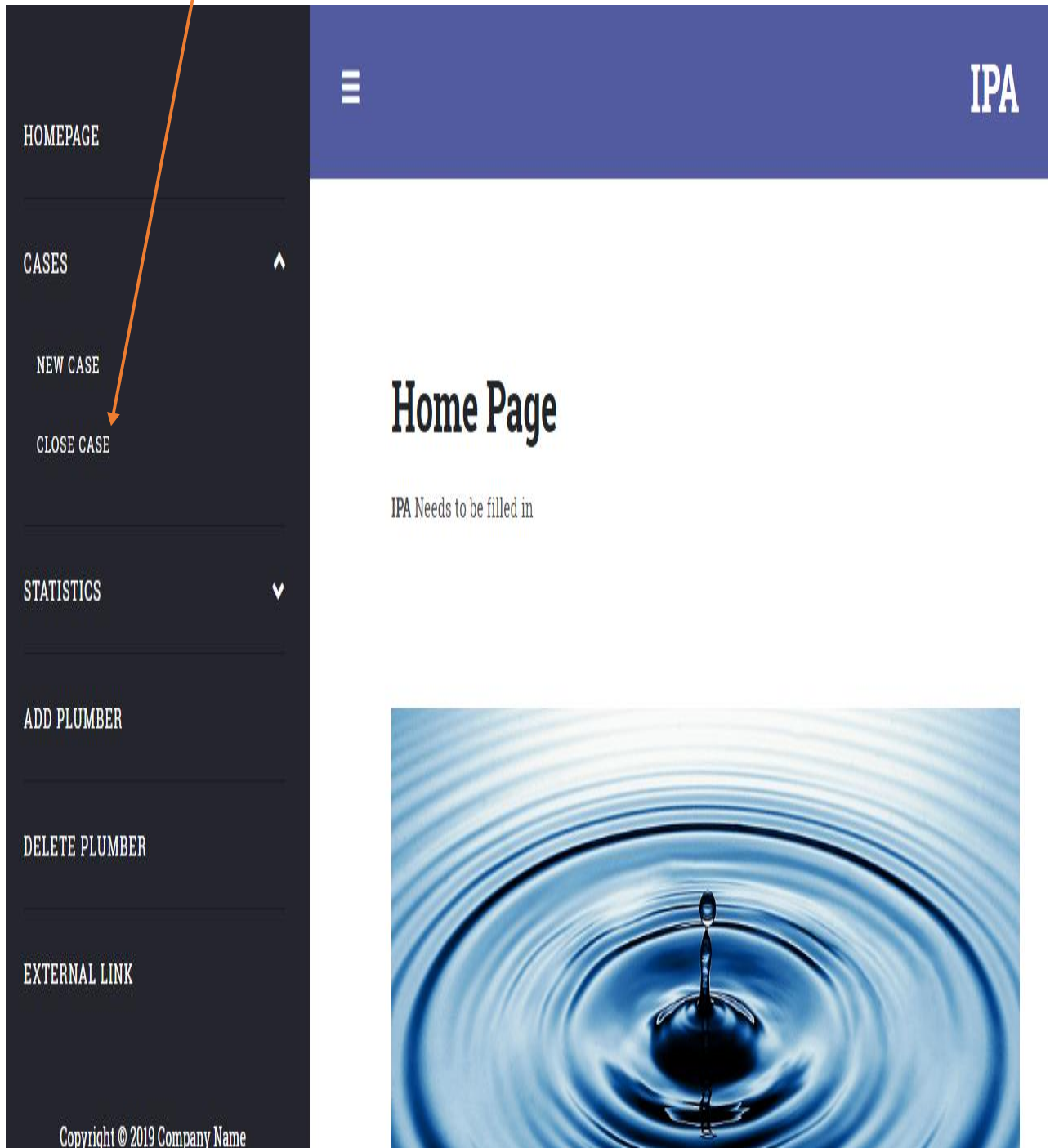
Case Opened by (Agent ID)

SUBMIT

Enter your ID (choose from the dropdown).

Closing a case

⇒ To close a case click here:




The screenshot displays a web application interface. On the left is a dark sidebar menu with the following items: 'HOMEPAGE', 'CASES' (with an upward arrow), 'NEW CASE', 'CLOSE CASE' (highlighted by an orange arrow), 'STATISTICS' (with a downward arrow), 'ADD PLUMBER', 'DELETE PLUMBER', 'EXTERNAL LINK', and a footer 'Copyright © 2019 Company Name'. The top right of the interface has a blue header with a hamburger menu icon and the text 'IPA'. The main content area has the title 'Home Page' and the text 'IPA Needs to be filled in'. At the bottom right is a large image of a water droplet creating ripples.

Home Page

IPA Needs to be filled in

By clicking on the “view cases that needs to be closed “button, a list of cases will be displayed that needs to be closed and then enter you agent ID in order to close it. Below is an example as how to close a case/cases.

IPA

Close a Case

VIEW CASES THAT NEEDS TO BE CLOSED

Case Closed by (Agent ID)

CLOSE THE CASE

When “view case that needs to be closed” button clicked a list of cases are shown:

VIEW CASES THAT NEEDS TO BE CLOSED

completed	EvBS20Xy	2019-7-7
completed	F2DY21YD	2019-7-7
completed	MzicGUKq	unknown

Case Closed by (Agent ID)

CLOSE THE CASE

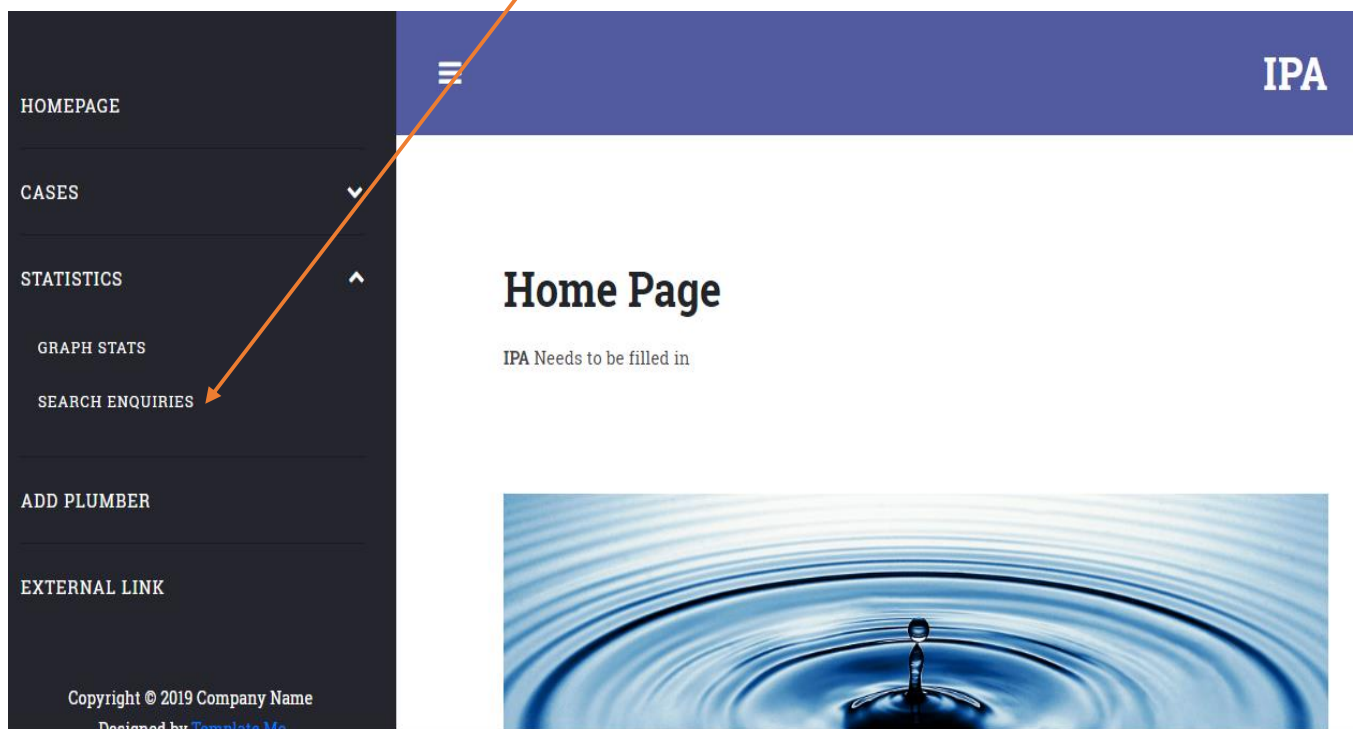
⇒ Choose your agent ID from the drop down and click “close the case” button.

completed	EvBS20Xy	2019-7-7
completed	F2DY21YD	2019-7-7
completed	MzicGUKq	unknown


Case Closed by (Agent ID)

Searching for cases handled by a specific plumber

⇒ To perform search functionality click here:



Enter the plumber's ID to get details on the cases handled by a specific plumber.

 Search based on various features

Cases done by plumber:

SEARCH

clear

Tables

CaseID	Incident Date	Address	Case Status	Description	Caller ID	Agent O	Agent C
--------	------------------	---------	----------------	-------------	--------------	------------	------------

=>Example of searching for case handled by plumber ID 24DhAjwRbi

Search based on various features

Cases done by plumber:

SEARCH

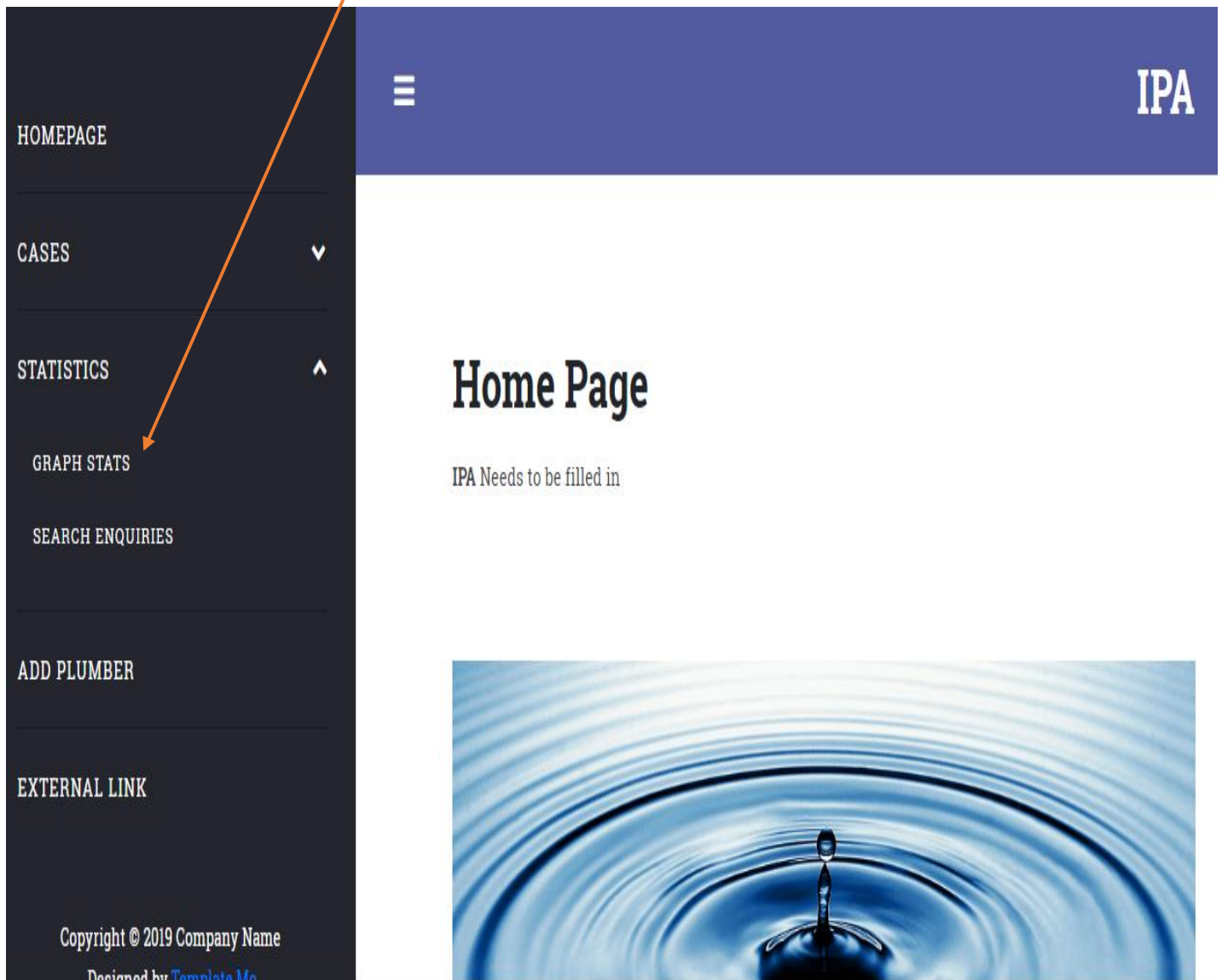
clear

Tables

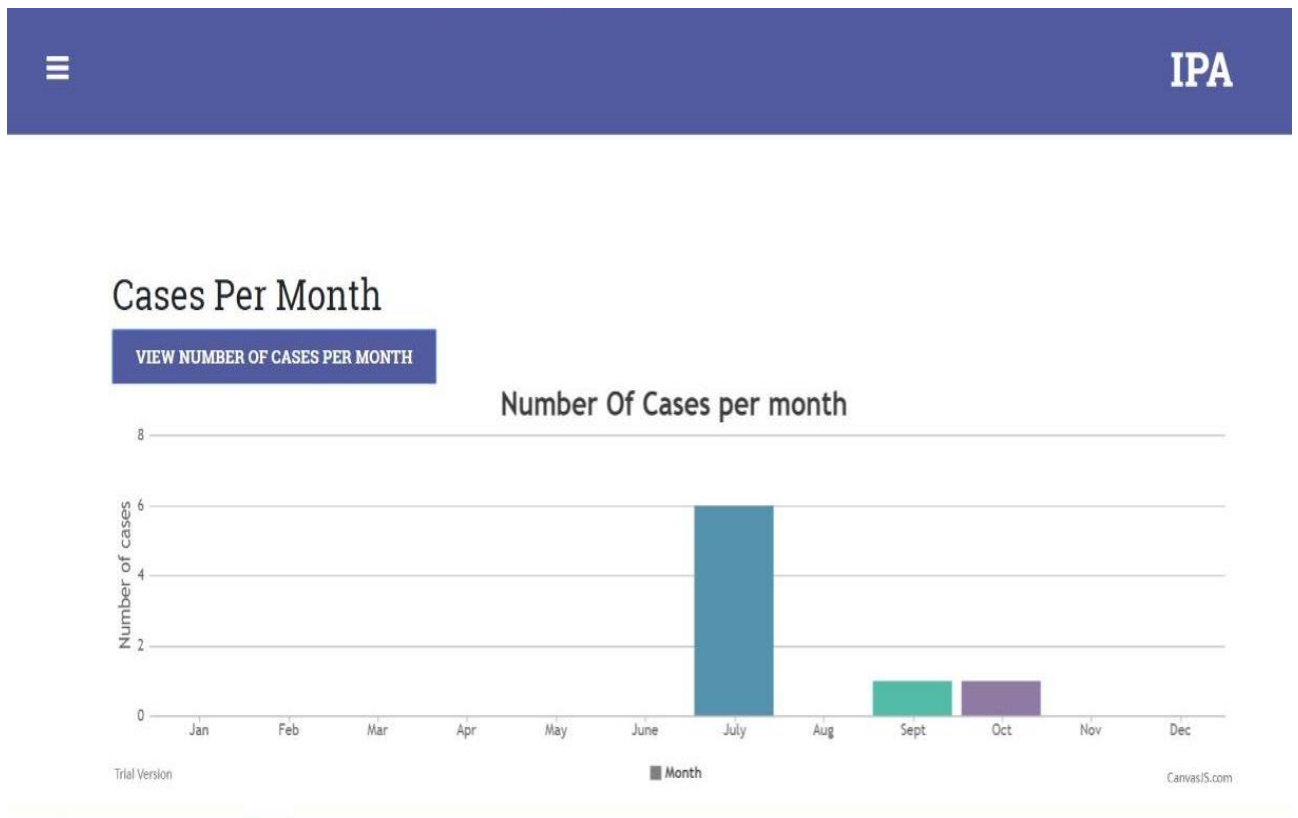
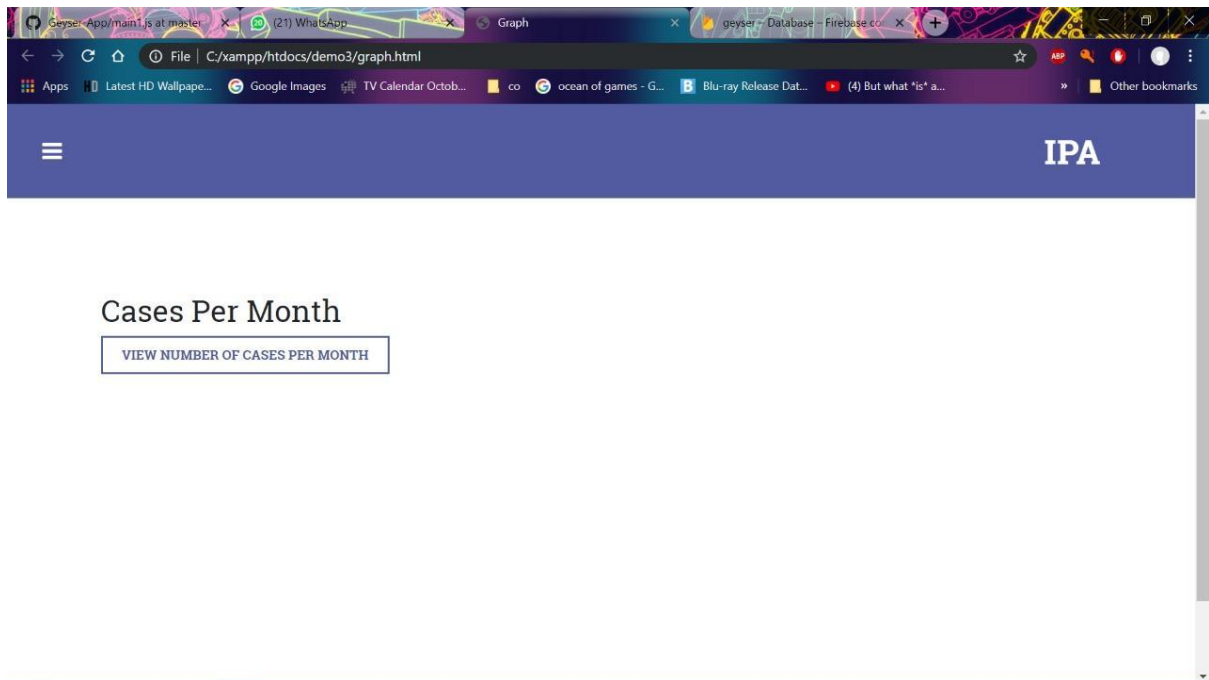
CaseID	Incident Date	Address	Case Status	Description	Caller ID	Agent O	Agent C
EvBS20Xy	2019-9-9	The Fields, Burnett Street, Hatfield, Pretoria, 0028	completed	Same as the reason above	UgEgyuNW	ARvCV6mlk	ARvCV6mlk
MzicGUKq	2019-7-8	1104 Prospect street, Hatfield, Pretoria 0028	completed	Burst valve	ng2bbEEB	AXJXoxUcT	unknown
jAqMKs7W	2019-7-7	House No 1456, Legabe street, unit 4	pending	Same as the reason above	uaWQeEOl	AXJXoxUcT	unknown

Statistics

To view Statistics, click here :

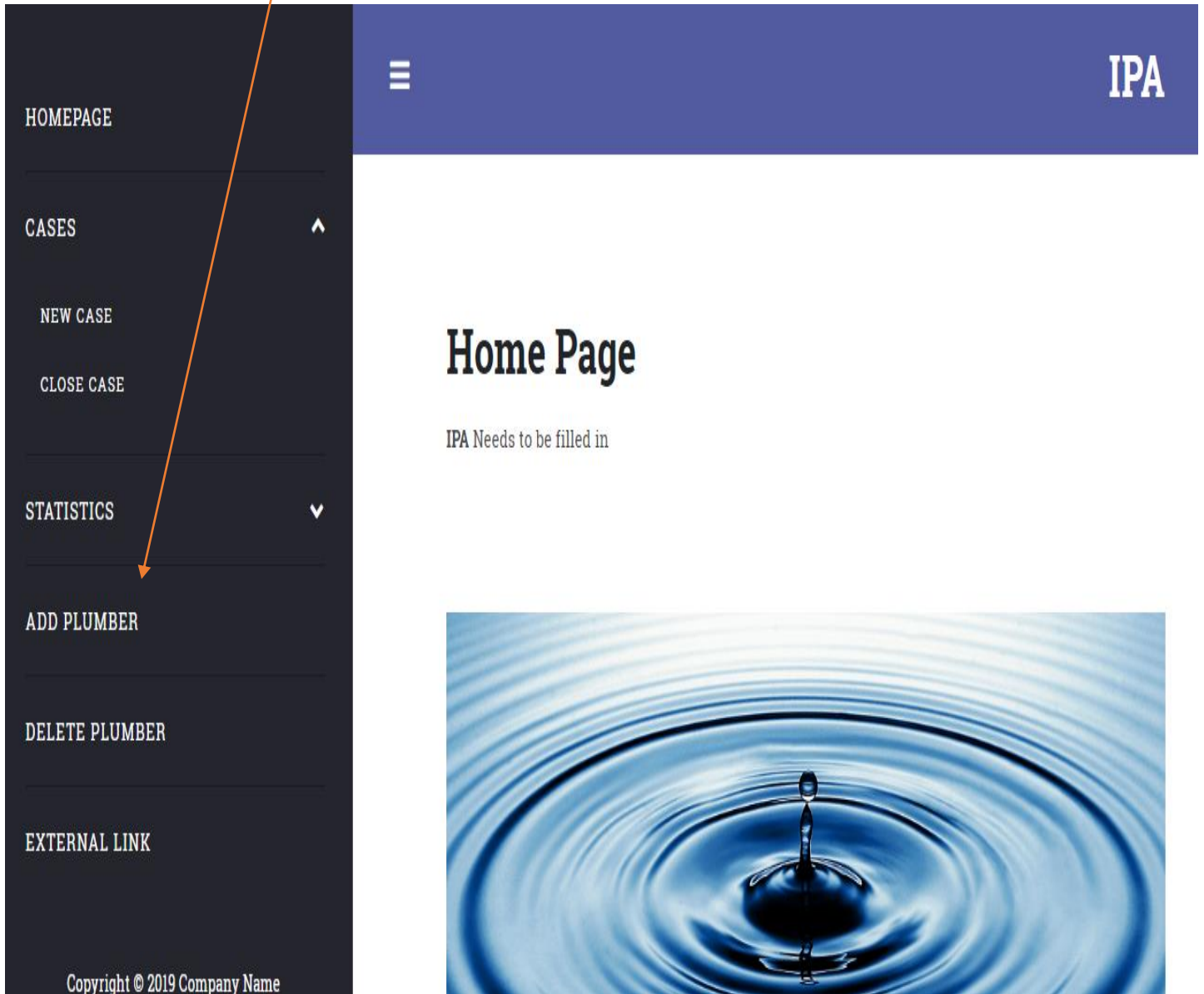


Click on the button called “view number of cases per month “ to get an overview of the cases handled per month.



Adding a new employee

To add a new employee click here.





Add New Plumber

Note: Plumber's details can be copy-pasted below from the CV else you can manually type it out

AUTO FILL

Name

ID number

Cell Number

Address

Plumber ID

Plumber Password

GENERATE PLUMBER ID

GENERATE PLUMBER PASSWORD

Attach CV

Choose File

No file chosen

Attach ID copy

Choose File

No file chosen

Attach other supporting documents

Choose File

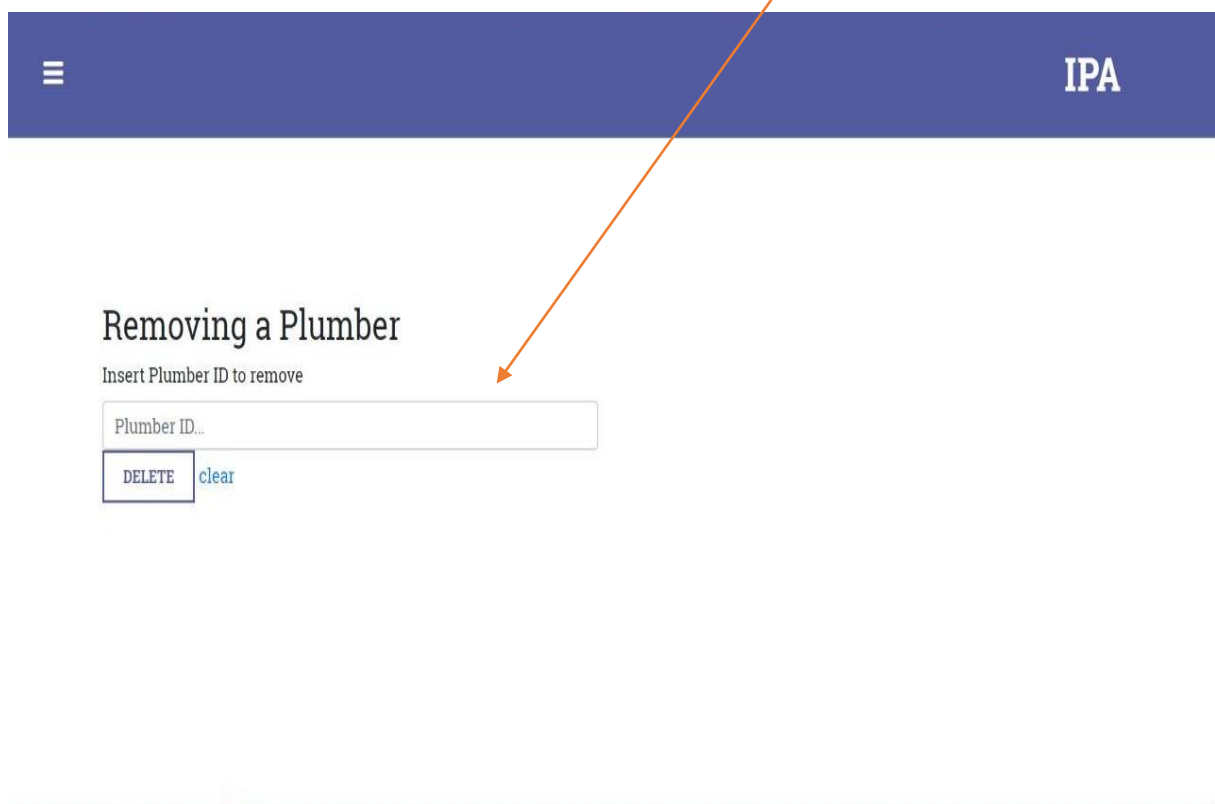
No file chosen

SUBMIT

Click on choose file to upload supporting documents of the new employee.

Deleting an employee

In order to remove an employee's records from a database, insert the plumber's ID .



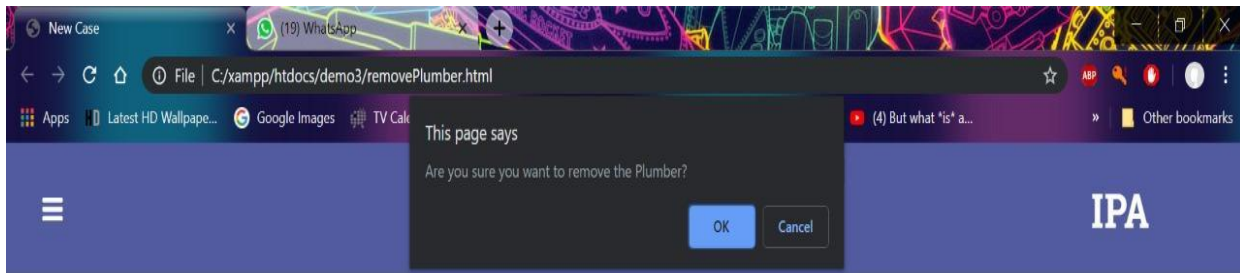
IPA

Removing a Plumber

Insert Plumber ID to remove

[clear](#)

Example of deleting an employee's record from the database.



Removing a Plumber

Insert Plumber ID to remove

DELETE

clear

Confirmation message before deleting an employee's record. If you think you have entered the wrong plumber's ID then click on cancel else click on ok.

Troubleshooting

Error messages will appear if required fields that need to be filled in have been left blank. In this instance an error message in red will appear underneath the required field. This occurs when filling in case details, new employee's details, login and sign up page. This can be avoided by filling in the required fields.

Section 2 - Plumber app

System Overview

Summary: Information about the geyser and its installation, including relevant documents, are recorded and kept on a database in order to ease the installation process.

Plumbers: The app intends to help the user through any documentation a they might do for a geyser installation/repair.

Homeowners: The app intends to provide a way for users to access information about their registered geyser(s).

Administrators: User data is stored online in a remote, secure database for any queries that the admin requires data for.

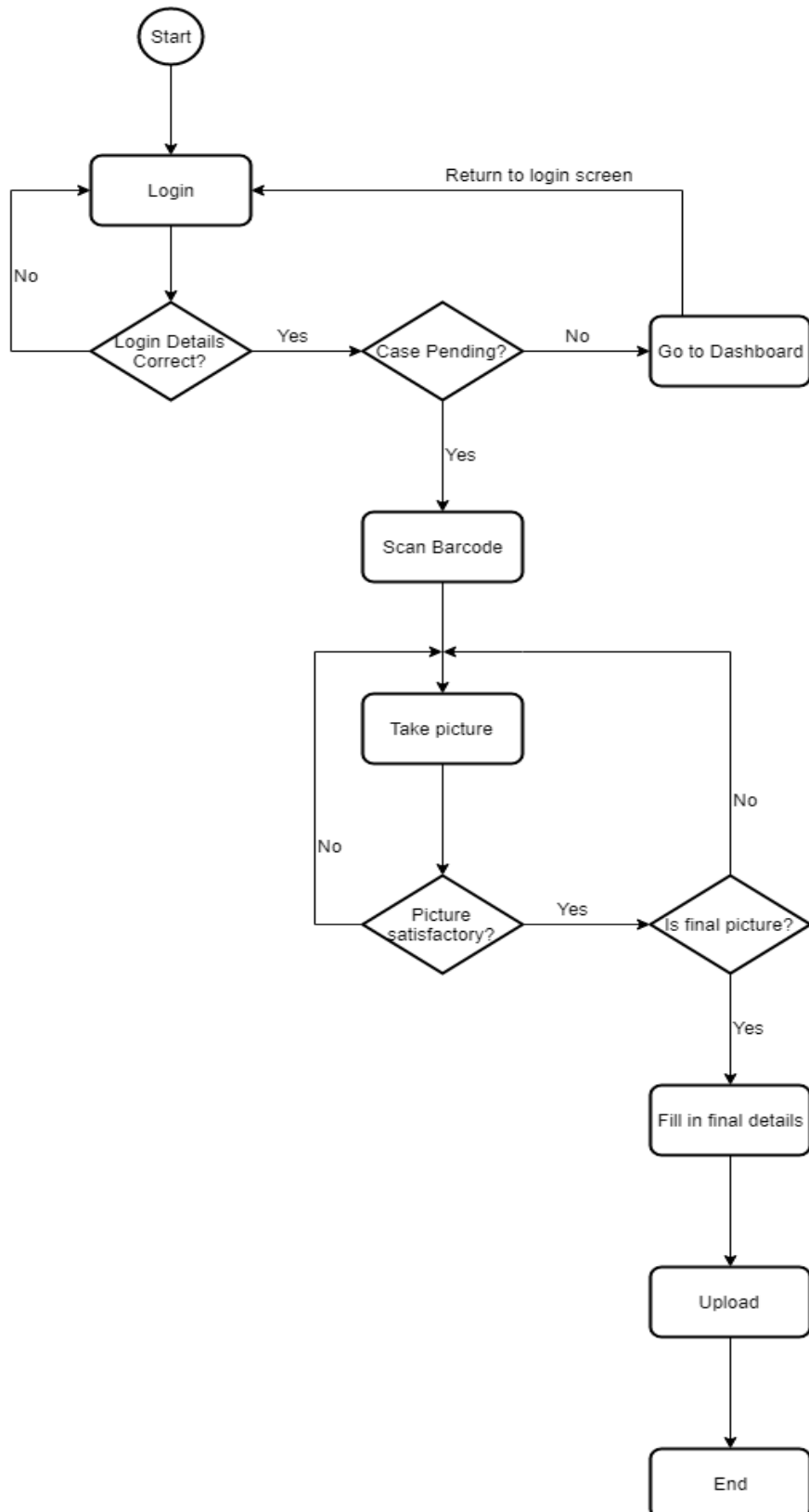
System Configuration

This app works on all mobile devices running an Android Operating System, minimum version Oreo. The app communicates with the database on two occasions, one for a login process and once more when either retrieving or sending records from the database for an installation/repair or a data query. The application requires any internet connection to work.

Installation

This software is provided by the administrator. The APK for installation can be found on our project Github page under the "Build" folder. To install simply run the apk on the device and when prompted whether sure or not press "install anyways".

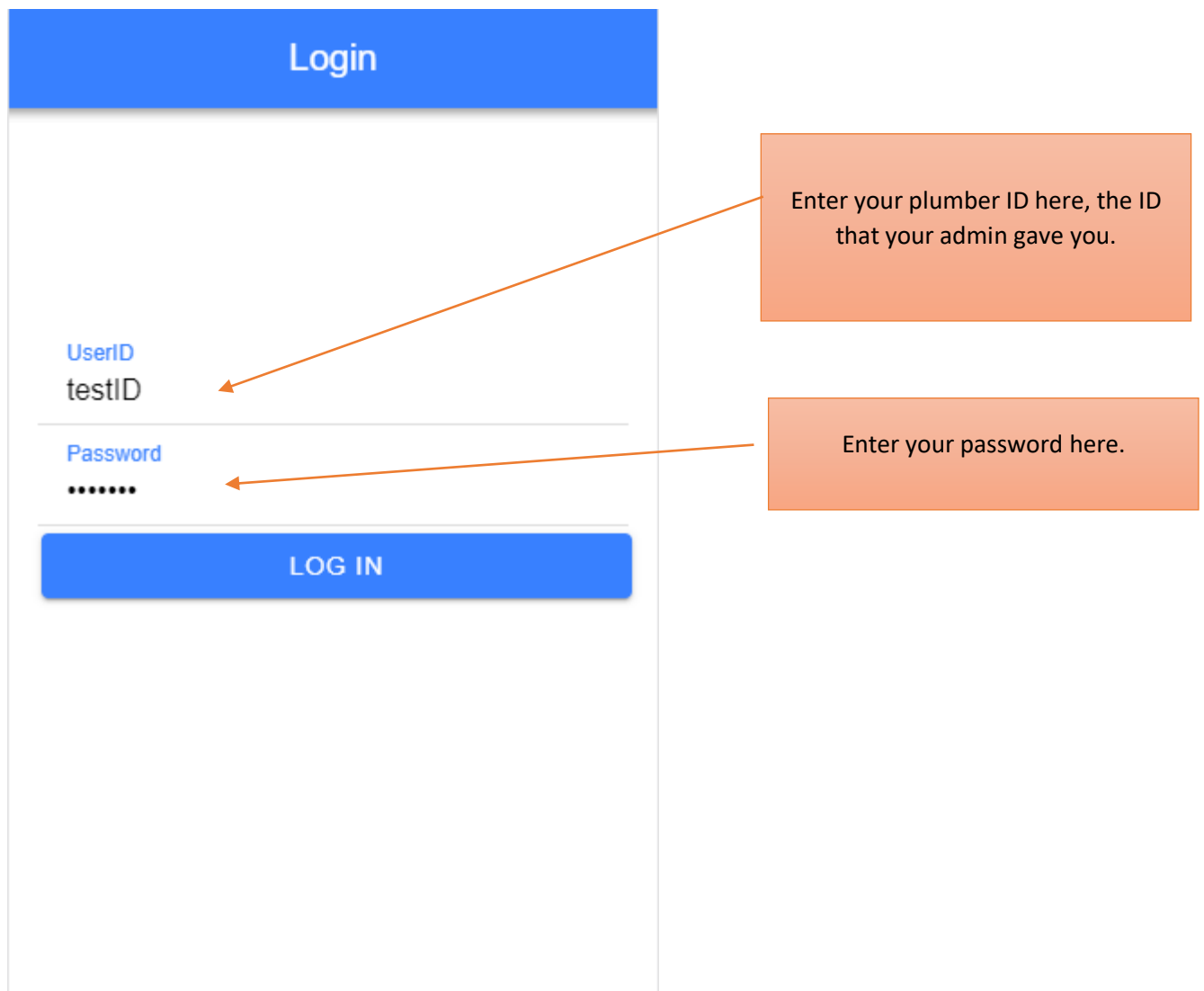
Getting Started



Using the System

Logging in

In order to proceed with the app you will have to login using your credentials given to you by your admin.

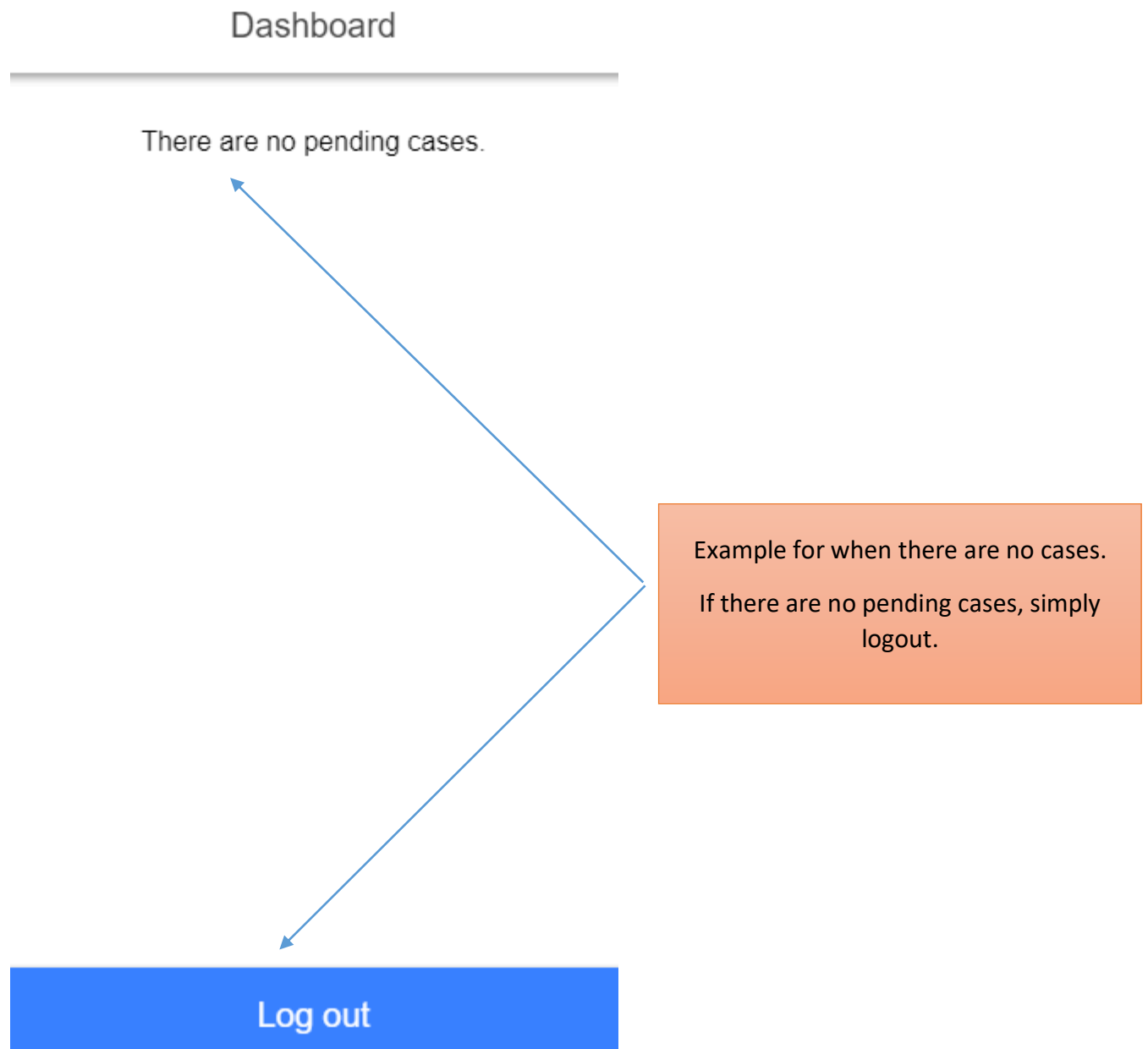


The diagram illustrates a login form with the following components and annotations:

- Login Header:** A blue bar at the top of the form containing the word "Login".
- UserID Field:** A text input field labeled "UserID" in blue. The example text "testID" is entered. An orange arrow points from the text box "Enter your plumber ID here, the ID that your admin gave you." to this field.
- Password Field:** A text input field labeled "Password" in blue. The password is masked with seven dots ".....". An orange arrow points from the text box "Enter your password here." to this field.
- LOG IN Button:** A blue button at the bottom of the form with the text "LOG IN" in white.

Dashboard

This is the Dashboard. Should the user have a pending case to work on the dashboard will be skipped and the process for installation/repair will automatically begin, else the user will be told they have no pending cases and can log out.



Barcode Scanner

There is only button here and it is the "Scan code" button. This identifies the geyser that the user will be working on.

Barcode Scanner

Press Button To Scan

SCAN CODE

Press this button to open the barcode scanner and place the barcode within the field to scan it.

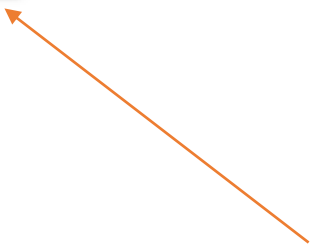
Camera

This screen prompts the user to take pictures of the corresponding geyser part. Pressing the "Open Camera" button will open the camera to take a picture. Once a picture has been taken the user will be given a preview of the picture and the option to retake the picture using the "Retake picture" option depicted below. If the user is satisfied with the picture they can press the "Confirm" button to proceed to the next image.

Images

Please take a photo of the geyser

OPEN CAMERA



Click this button to open the camera so that you can take images.

Geyser Detail Capture

All details from top to bottom: Capacity, Model, Manufacturer, Insurance must be filled out and are required in order to be able to press the "Confirm" button and send the details to the database. This is especially important as this is the step where the data is sent to the database. The actual sending only happens after pressing "Confirm". An alert will inform the user that the details were sent. Capacity is a drop down list to conform to database values.

Capture Details

Geyser Details

Capacity

Select One ▼

Model

Manufacturer

Insurance

CONFIRM

Troubleshooting

Error messages will appear if required fields that need to be filled in have been left blank. In this instance an error message in red will appear underneath the required field. This occurs on the login page and on the details page. This can be avoided by filling in the required fields.