



Match & Pet - UX Case Study

1. INTRODUCTION

Pets are always there to keep us company and to listen to us. They don't ask for much, just food, shelter, and our love. They give us their unconditional love in exchange. However, having a pet in the house means taking on additional responsibilities. You must look after them, play with them, and ensure that they get enough exercise. Match & Pet is here to assist all pet owners who are extremely busy during the week.

Problem Statement

Nowadays, finding a temporary home for your pet is difficult. People are too afraid to trust their pets to strangers when they are traveling or they are away from their pets for work.

How I came with the idea

My friend mentioned this application idea to me while we were talking. And then I realised he was right. Personally, I do not have a pet, but I know many people who do and who struggle to find someone to help them when they are busy or travelling and their pet requires assistance.

Project Goals

- To create an application that is simple to use.
- Create a visually appealing application.
- Find a logo that speaks for itself
- App payments are available.
- Create a quiz for pet sitters
- Locate the nearest pet sitter.
- The user has the option of connecting with Apple, Facebook, or Google.
- Both pet sitters and pet owners can leave reviews for one another.
- The application will include a chat feature so that pet sitters and pet owners can communicate with one another.

- A pet owner can have multiple pets.

Idea

An application that allows pet owners to find someone nearby to care for their pets when they are busy with life or traveling.

Pet Owner:

- While they are away, they are looking for a temporary home for their pets.
- Worried about their pet's safety
- Concerned about their pet's comfort and love from the pet sitter

Pet Sitter / Dog Walker:

Become a Sitter:

This feature is included in the sitters onboarding module. The Become a Sitter module is a collection of multi-step forms that will allow sitters to fill out all of the information needed to create a pet sitter profile. Personal information, contact information, services, and skills of pet sitters may be included on these forms.

Request Testimonials:

The platform owner is responsible for requesting testimonials from each and every sitter who wishes to become a sitter and offer their services on the platform. The pet sitter gathered write the email addresses of some previous pet owners, and we will send them an email to which they need to respond with their testimonials.

Verify your Identity:

To verify the pet sitter's identity, we will request an identity card, a driver's license, or a passport.

Sitter's Quiz:

Testing their skills and knowledge of pet sitting and dog walking is an excellent way to learn about their skill set and experience.

2. GENERAL DESCRIPTION

2.1 User Personas

I started talking to pet owners to figure out what they wanted. That's why I created two user personas to assist me in visualising their needs and making design decisions for the application.

	<p>Maria Iakovou</p> <p><input checked="" type="radio"/> Female <input type="text"/> 20 years <input type="radio"/> Male <input type="text"/> 24 years</p> <p><input type="radio"/> Cyprus <input type="text"/></p>		<p>Kostantinos Ioannou</p> <p><input checked="" type="radio"/> Male <input type="text"/> 24 years <input type="radio"/> Female <input type="text"/> 20 years</p> <p><input type="radio"/> Cyprus <input type="text"/></p>
<p>Goals</p> <p>Maria is a university student. She also works part-time at a coffee shop. She has a dog and a cat, both of which she loves.</p>		<p>Goals</p> <p>Kostantinos is a freelance photographer. He just graduated from university and is now traveling the world to build his portfolio. Since he got his dog when he was 18, he has been extremely attached to her.</p>	
<p>Wants and Needs</p> <ul style="list-style-type: none"> When she is so busy with work and studies, she requires the services of a pet sitter to care for her pets. She is willing to pay a little more to ensure that her pets are in a safe and beautiful environment. 		<p>Wants and Needs</p> <ul style="list-style-type: none"> He wishes for his dog to live in a secure environment. He wants a pet sitter he can rely on. The dog should be walked twice a day by the pet sitter. He wants to receive daily updates with pictures of his dog. 	
<p>Frustrations</p> <ul style="list-style-type: none"> She is too afraid to leave her pets with strangers. Can't ask for help from friends or family because they don't get along with pets. 		<p>Frustrations</p> <ul style="list-style-type: none"> He does not want his dog to stay in a pets hotel. 	

2.2 Product Functions

- Pet owners can look for a pet sitter who they believe will be the best fit for their pet.
- Pets come in all sizes and there are pet sitters who may or may not meet the needs to a specific pet type. The pet sitter can provide their previous preferences so the pet owner is aware.
- Pet owners may look for pet boarding, pet day care, home visits, or dog walking services. Pet parents should be able to choose from any of these services to find a pet sitter.
- Pet owners can look for sitters who live nearby so that they can meet in person.
- Pet Sitters can keep track of their upcoming booking sessions on their calendar.
- Pet owners can provide feedback to pet sitters.
- Pet sitters are able to leave reviews for pet owners.
- There is an online payment option that provides both pet owners and pet sitters with a high level of security and convenience.
- Pet owners and pet sitters can chat before getting involved since it is a great way to build trust between users.
- The pet sitter can keep the pet owner up to date with images, videos or texts.

2.3 Pet Sitter Responsibilities

- Chatting with pet owners to discuss pet sitting duties and gather important pet care information.
- Providing food and water for pets.
- Providing medication to pets in accordance with the pet owners' instructions.
- Waste removal from aquariums, cages, and litter boxes.

- Exercising pets as needed, such as taking dogs for regular walks.
- Giving your pet a bath, cleaning out their ears, brushing their teeth and fur, and trimming their nails as needed are all part of pet grooming. (Not always required)
- Giving regular updates to pet owners, which includes speaking with them on the phone or via email and sending them pictures and videos.
- Notifying pet owners of any diseases or injuries as soon as possible.
- Accompanying animals to the veterinarian for checkups or vaccinations.

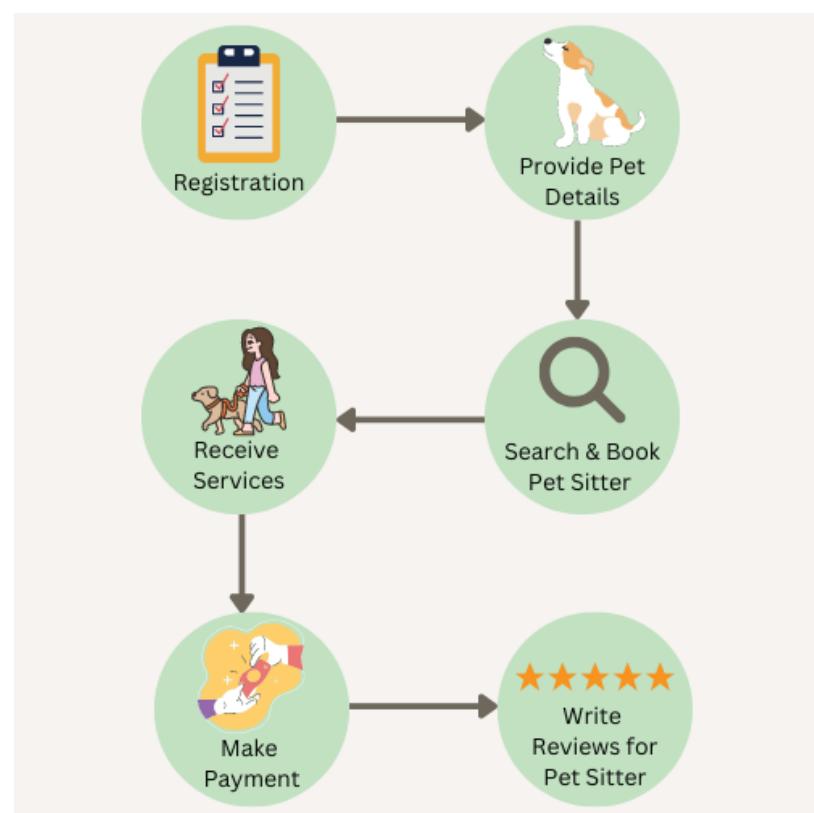
2.4 General Constraints

- The pet owner can only use one pet service at a time.

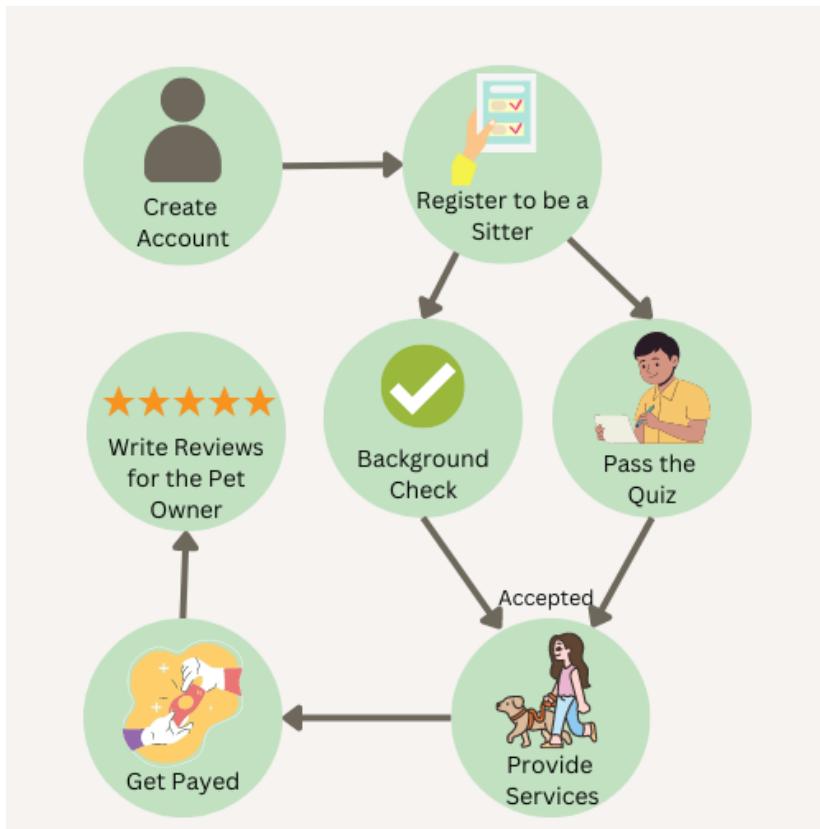
2.5 Assumptions and Dependencies

1. The pet owner is not looking for a permanent home for their pets
2. Payment to the pet sitter will be done after they offer their services
3. Pet owners receive updates from the pet sitter
4. The app doesn't offer any discounts or vouchers to the user
5. The location is automatically detected by the app

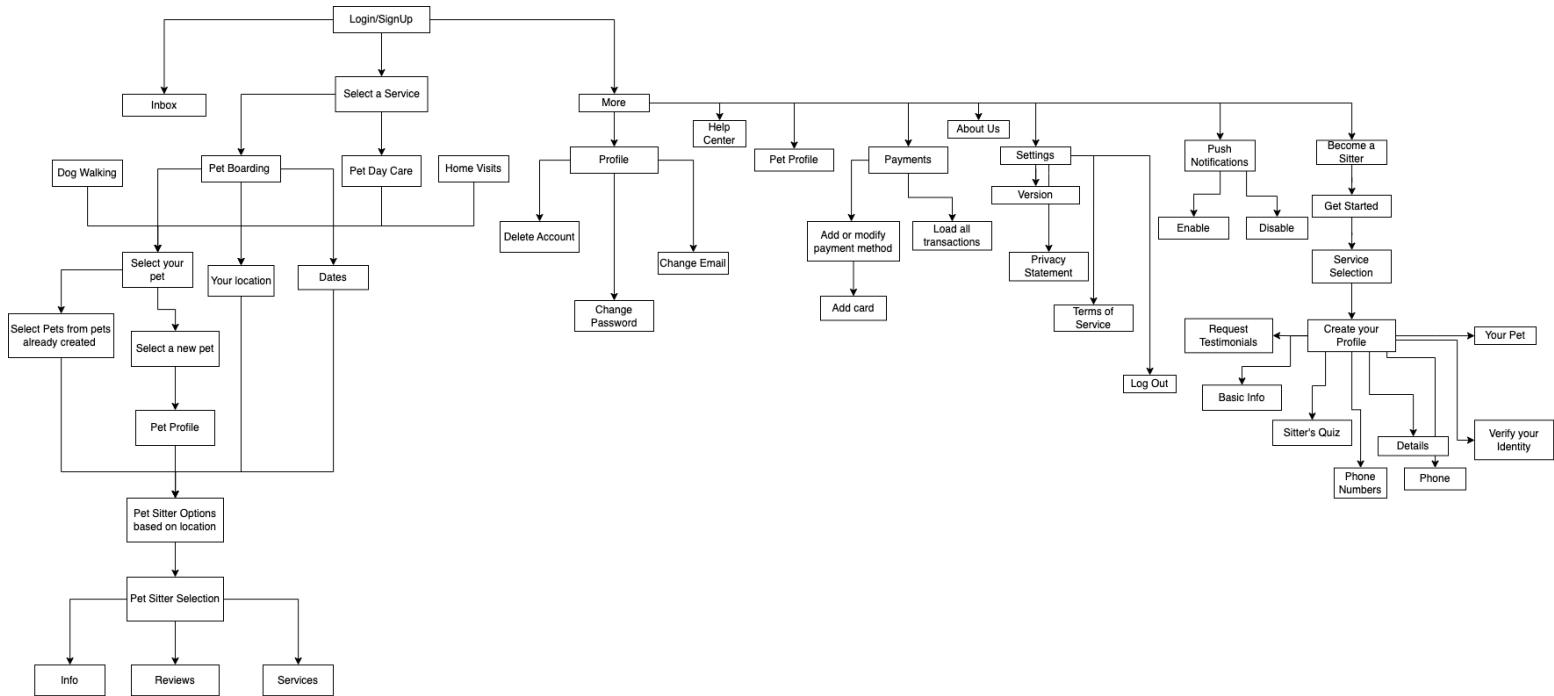
3.1 Pet Owner Process

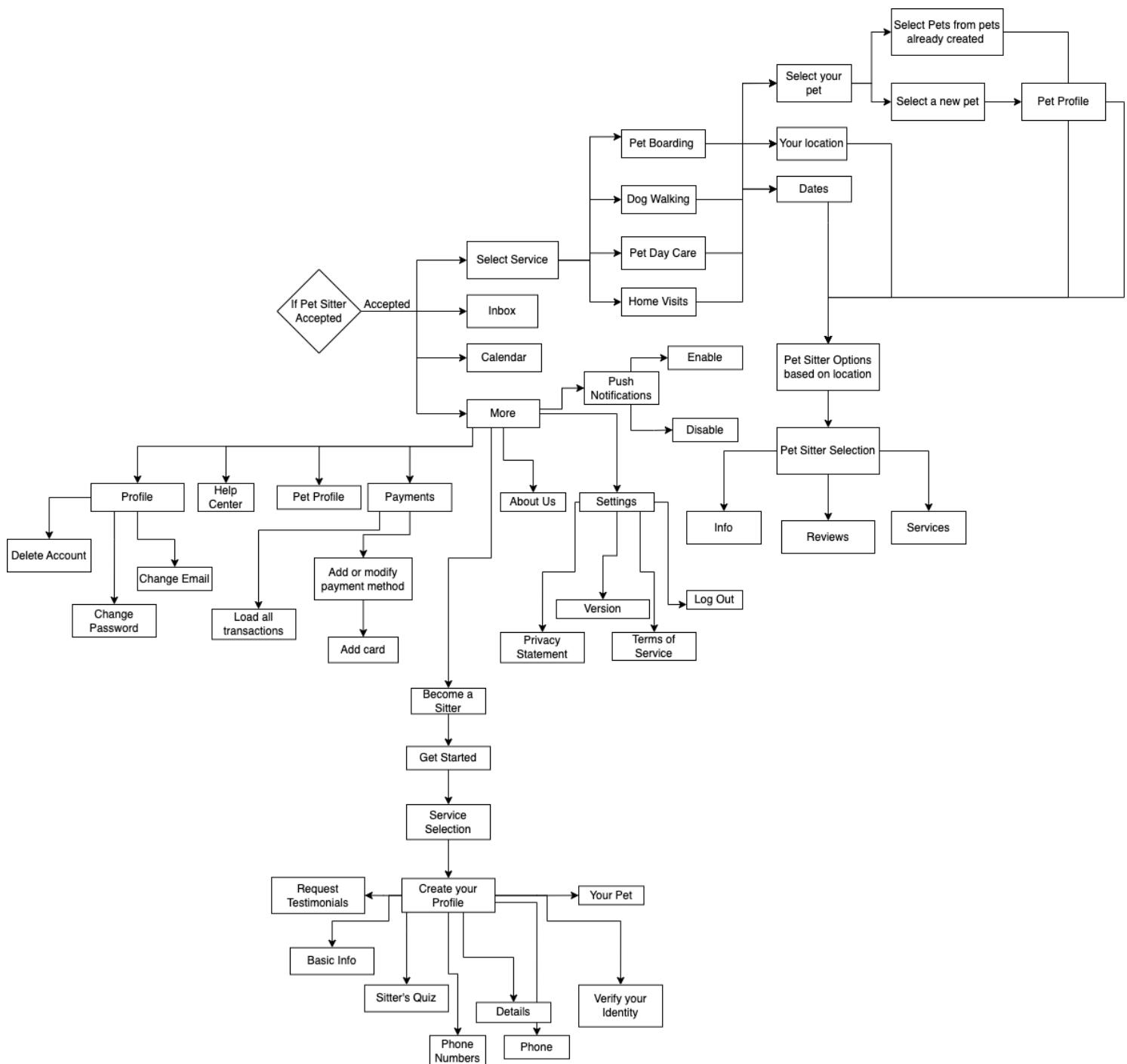


3.2 Pet Sitter Process



3.3 User Flow





3.4 Design

