

# Design and Development of a Centralized Web-Based Pet Care Platform: Paw's Hub

Presented by Ei Phyu Sin Oo

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Date - 11.9.2024



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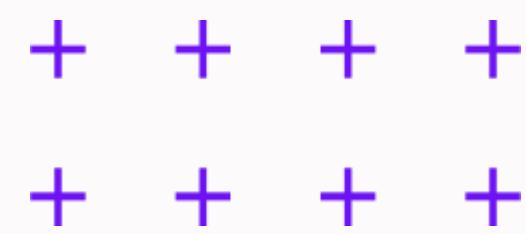
01

# Introduction



a website where pet lovers can find all what their  
loves need at one place





# 02 Challenges

## Current State

Many websites exist for:

- Pet e-commerce
- Pet clinic bookings  
(with usability problems)

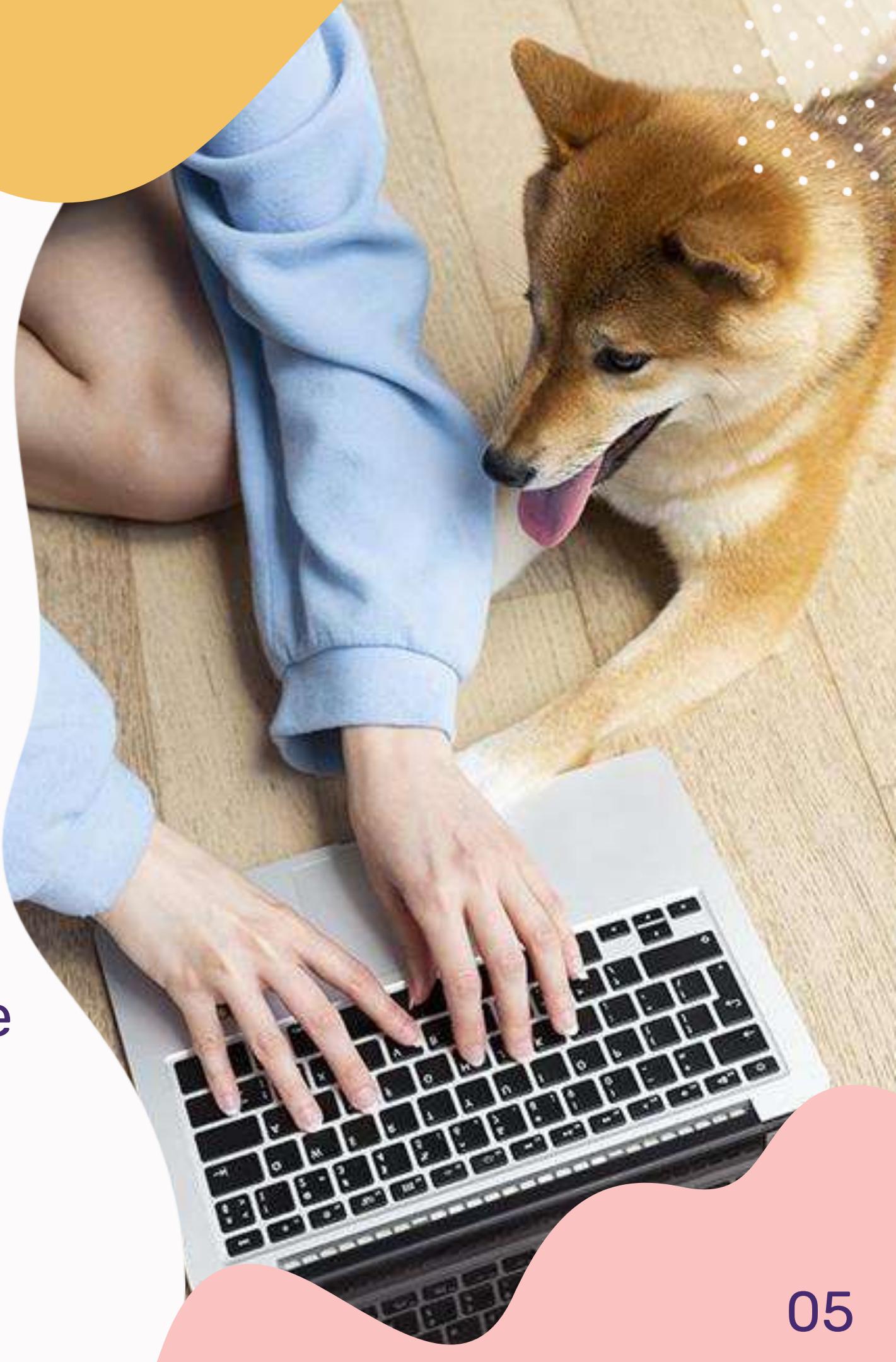
## Ideal Solution

One-stop platform offering:

- E-commerce for pet supplies
- Map showing nearby pet services
- Bookings for pet clinics and spas
- Chatbot for all pet-related queries  
(in accordance with UI/UX Principles)

# Purpose

- Develop a centralized platform which provides easy access to pet clinics, pet supplies, and grooming services.
- Intend especially for first-time pet owners who may feel overwhelmed or lost, offering convenience and guidance in one place.
- Solve UI/UX problems addressed in existing pet care websites by implementing user-friendly designs, accessibility features, and efficient navigation.



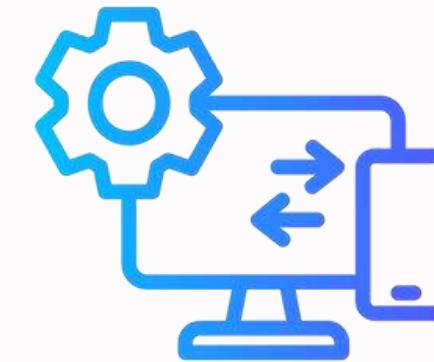
# Functional Requirements

- Browsing and purchasing pet products, including food, toys, and accessories.
- Booking appointments with pet clinics, spas, and other pet services.
- Interactive map displaying nearby pet clinics, grooming services, and pet supply stores. Detailed information for each service, including direction, address, contact details, and reviews.
- An intelligent chatbot to answer pet-related questions and provide guidance on pet care.

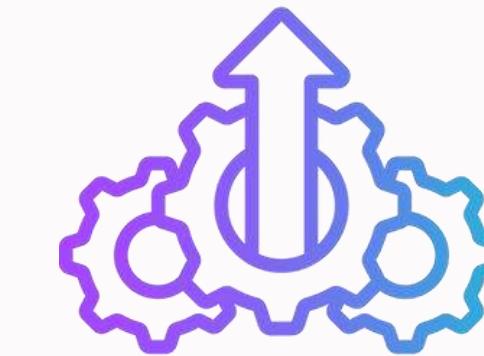
# Non-Functional Requirements



Usability



Compatibility



Performance



API Integration



Security  
(Secure User Access RBAC)



Accessibility

03

# Centralized Key Features



# Features

## Booking system

- make reservations

## Ai Bot

- assistance for the users



# Features: Map



The map will show nearby pet clinic, pet café, pet spa and pet marts

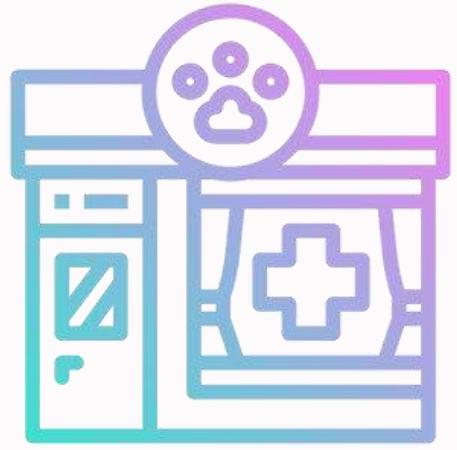
# Features: Booking System

## Pet Services



### Pet Spa

make reservations  
for grooming and  
cleaning services



### Pet Hospitals

Make appointments in pet  
clinics for routine check-ups,  
vaccinations, or any other pet  
health needs.

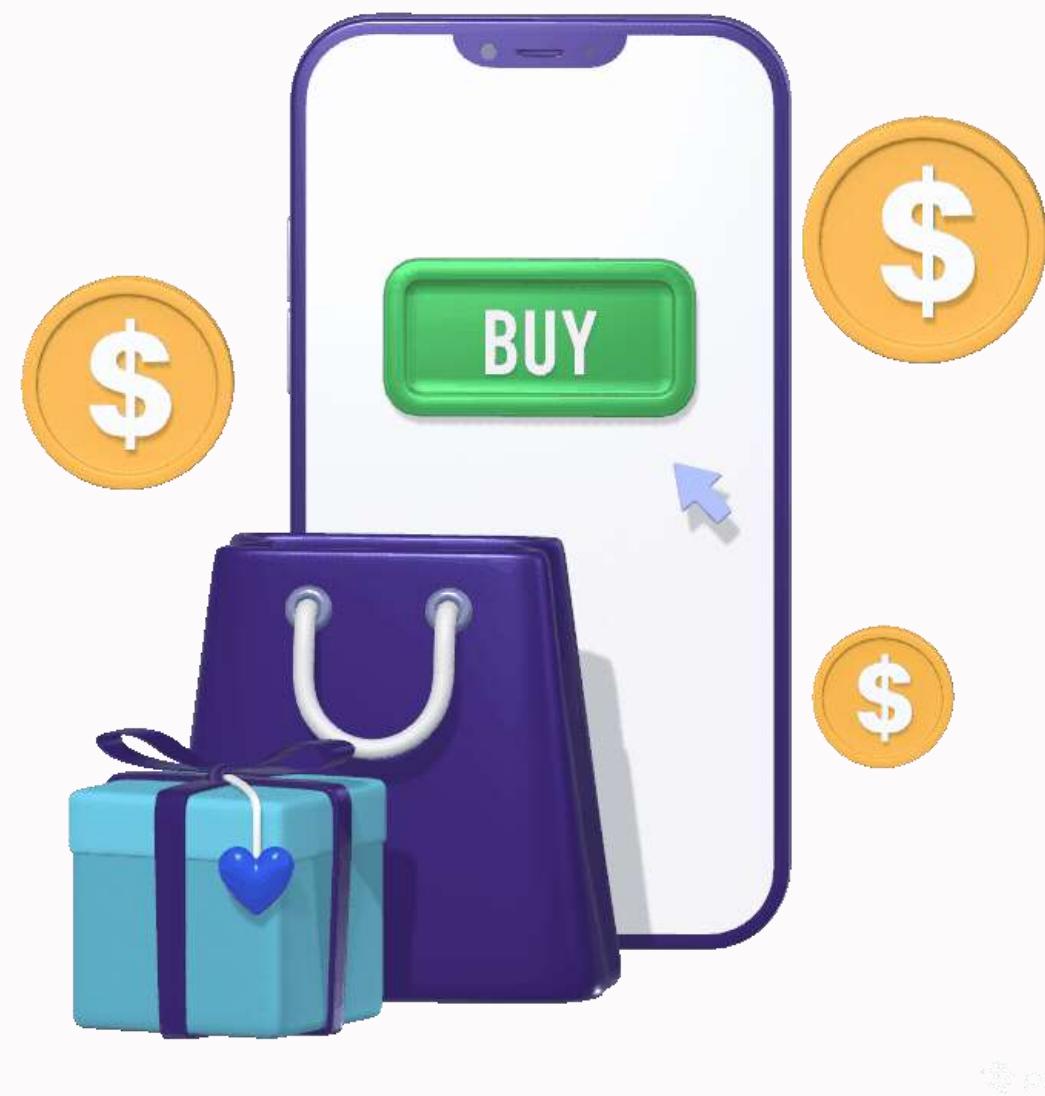


### Pet Hotel

Book in pet hotels for pet  
owners who need a safe and  
comfortable place for their  
pets while on vacations

- includes rating system for users to make reliable and better decisions for their pets

# Features: Pet E-Commerce



Buy or sell any pet-related products for different kind of pet from various vendors online through the platform.

# Features: Ai ChatBot



Ask any questions to chatbots such as guidance on maintaining optimal health for pets and tips for effective pet care and upbringing





04

# User Types

# Types of Users



## Pet Owners

view the map, use the booking system, browse or purchase products, view their bookings and check purchase history



## Pet Services

view and manage bookings, and provide information about their **services** (add, edit services)



## Pet Shops

add, edit and sell **products** to both pet owners and pet services, trace back customers' purchase histories



05

# UI/UX Principles and Design Patterns



# UI/UX Principles

Learnability	Flexibility	Robustness
Predictability	Dialog Initiative	Observability
Synthesizability	Multi-Threading	Recoverability
Familiarity	Task Migratability	Responsiveness
Generalizability	Substitutivity	Task Conformance
Consistency	Customizability	

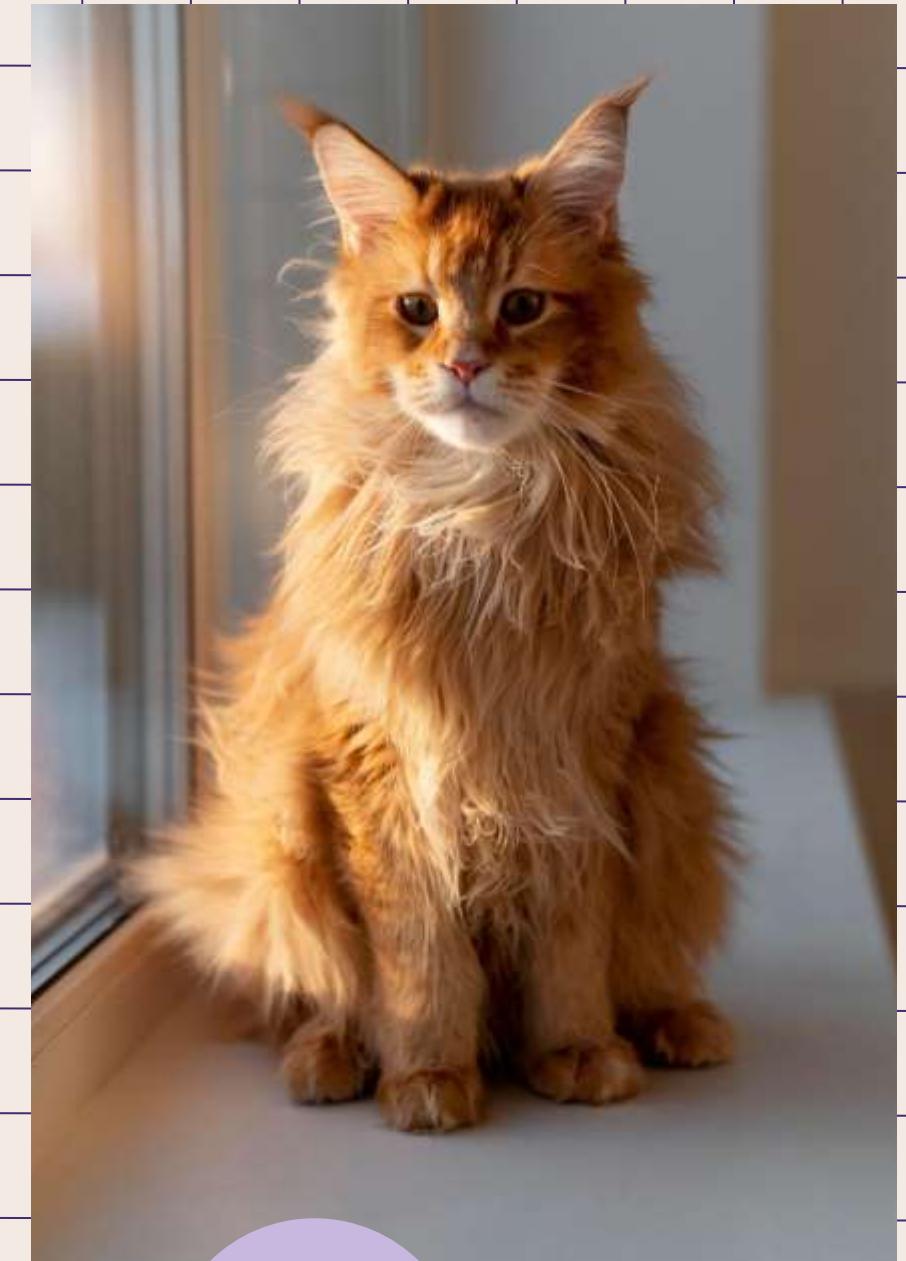
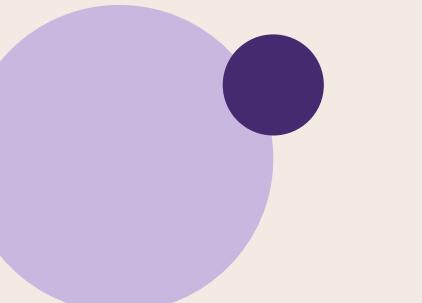
# Design Patterns



Nielsen's 10 Heuristic	Gestalt Psychology
Visibility of System Status (Observability)	Closure
Match with real world (Familiarity)	Proximity
User Control & Freedom	Similarity
Consistency & Standards	Continuity
Error Prevention (Auto Suggestion)	Common Region
Recognition rather than recall	Focal Point
Flexibility & Efficiency	Figure Ground
Aesthetic & Minimalist	
Error Recover (Robustness)	
Help & Documentation	

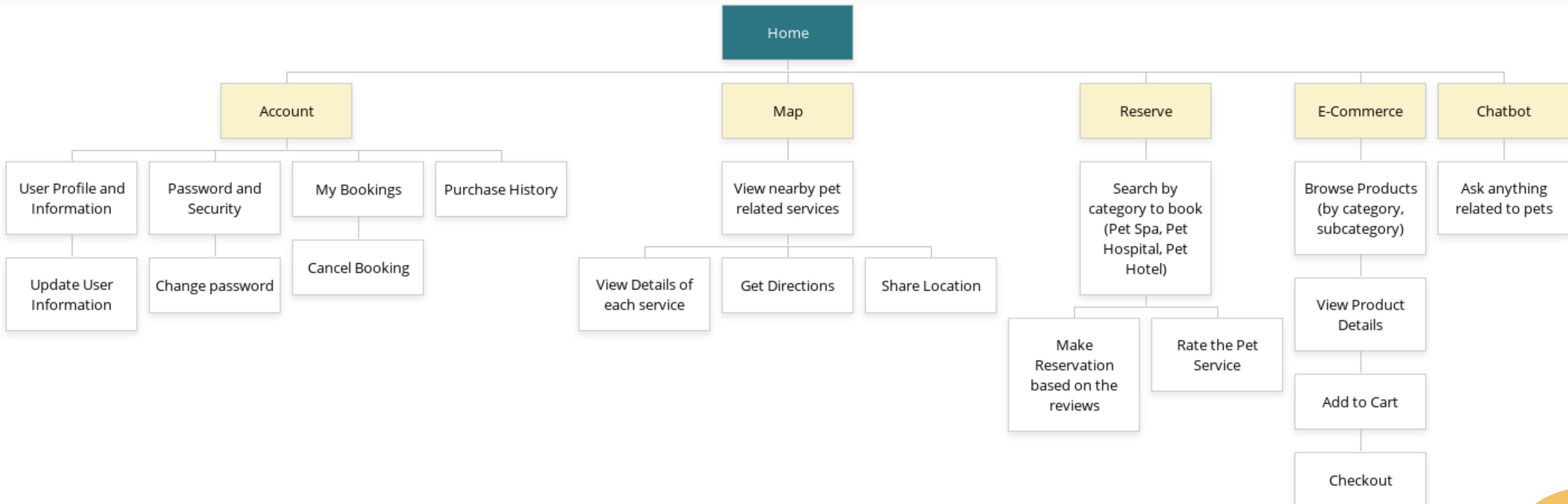
# 06

# Diagrams



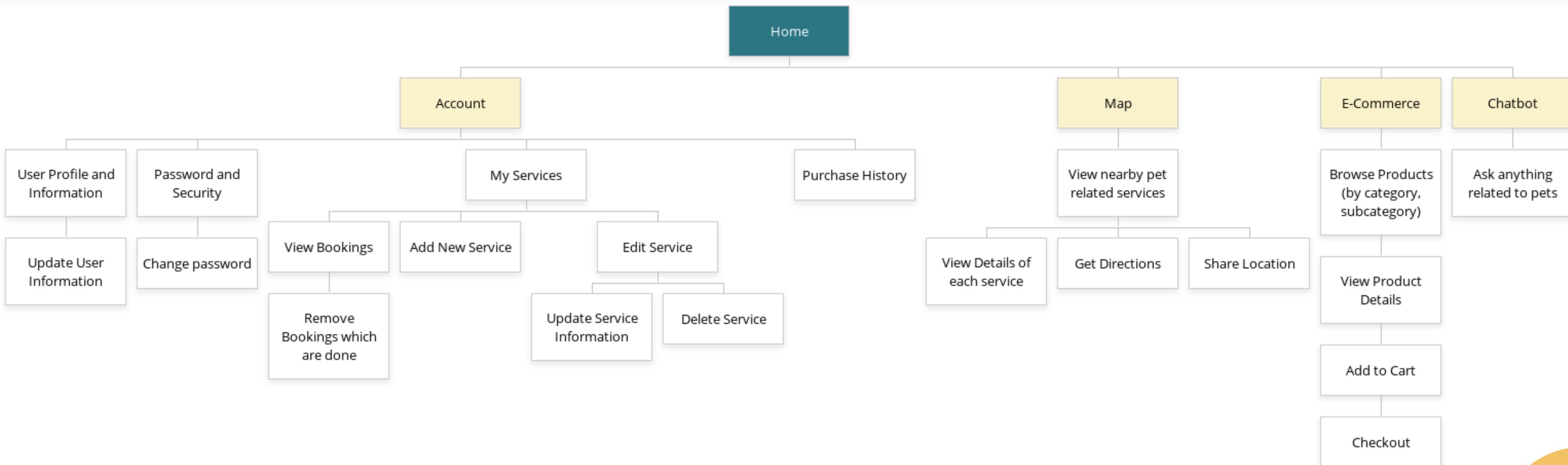
# Sitemap

POV - Pet Owners



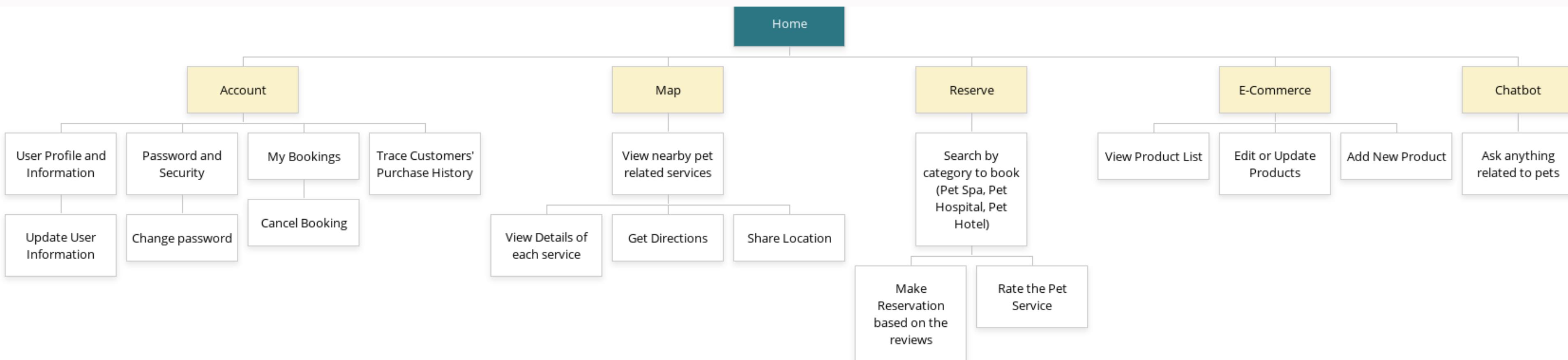
# Sitemap

## POV - Pet Services



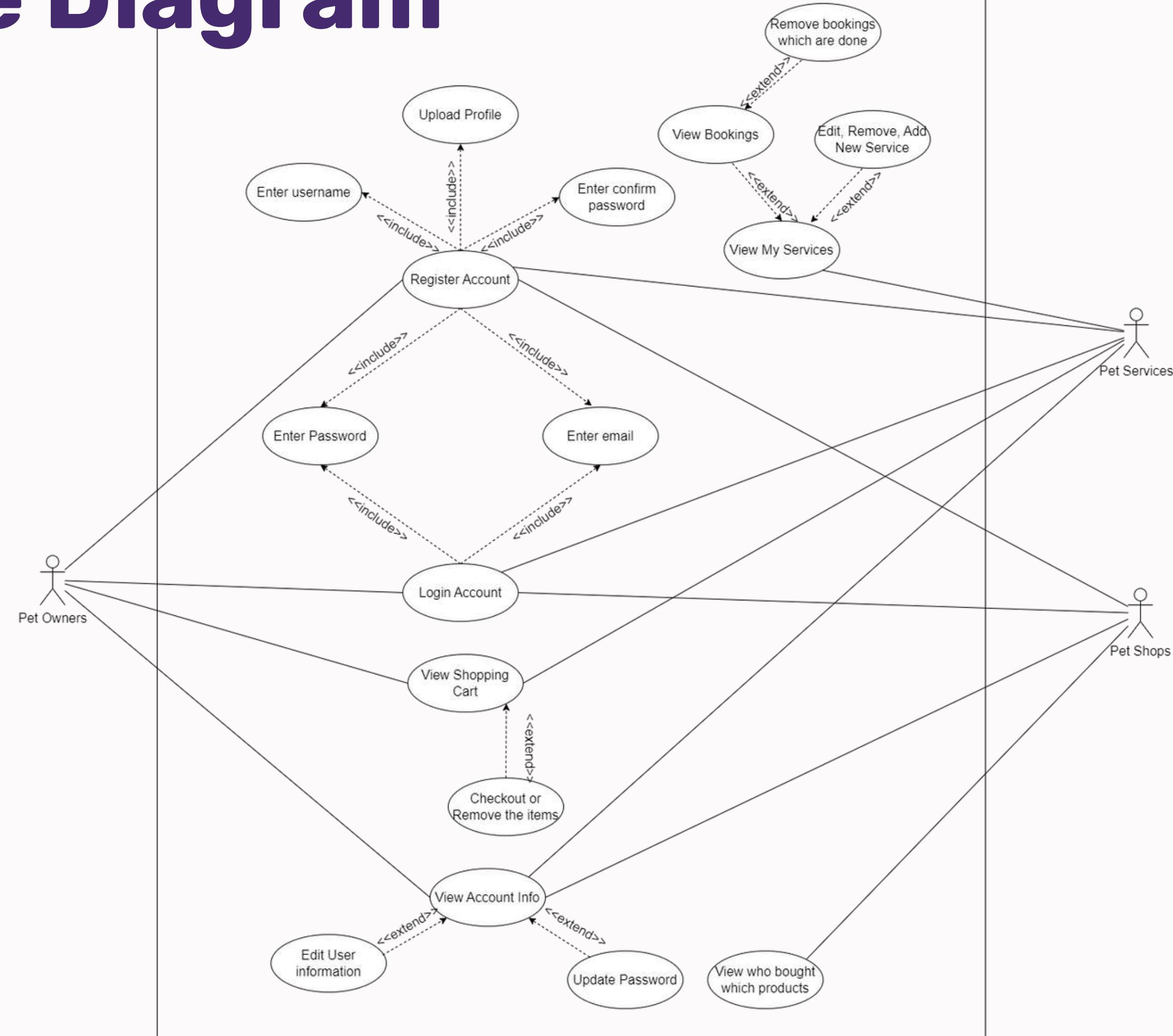
# Sitemap

POV - Pet Shops



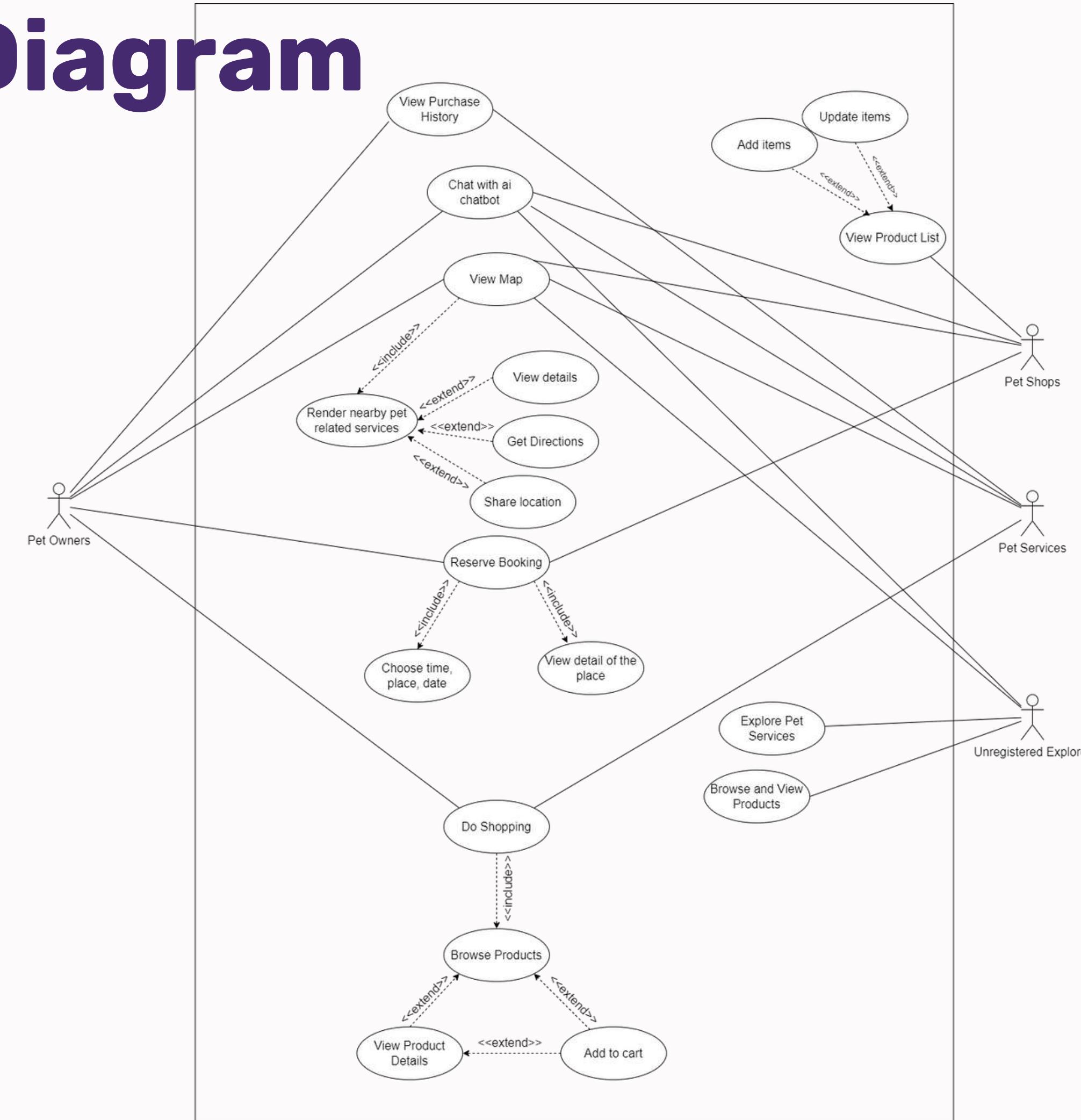
# Usecase Diagram

Part 1

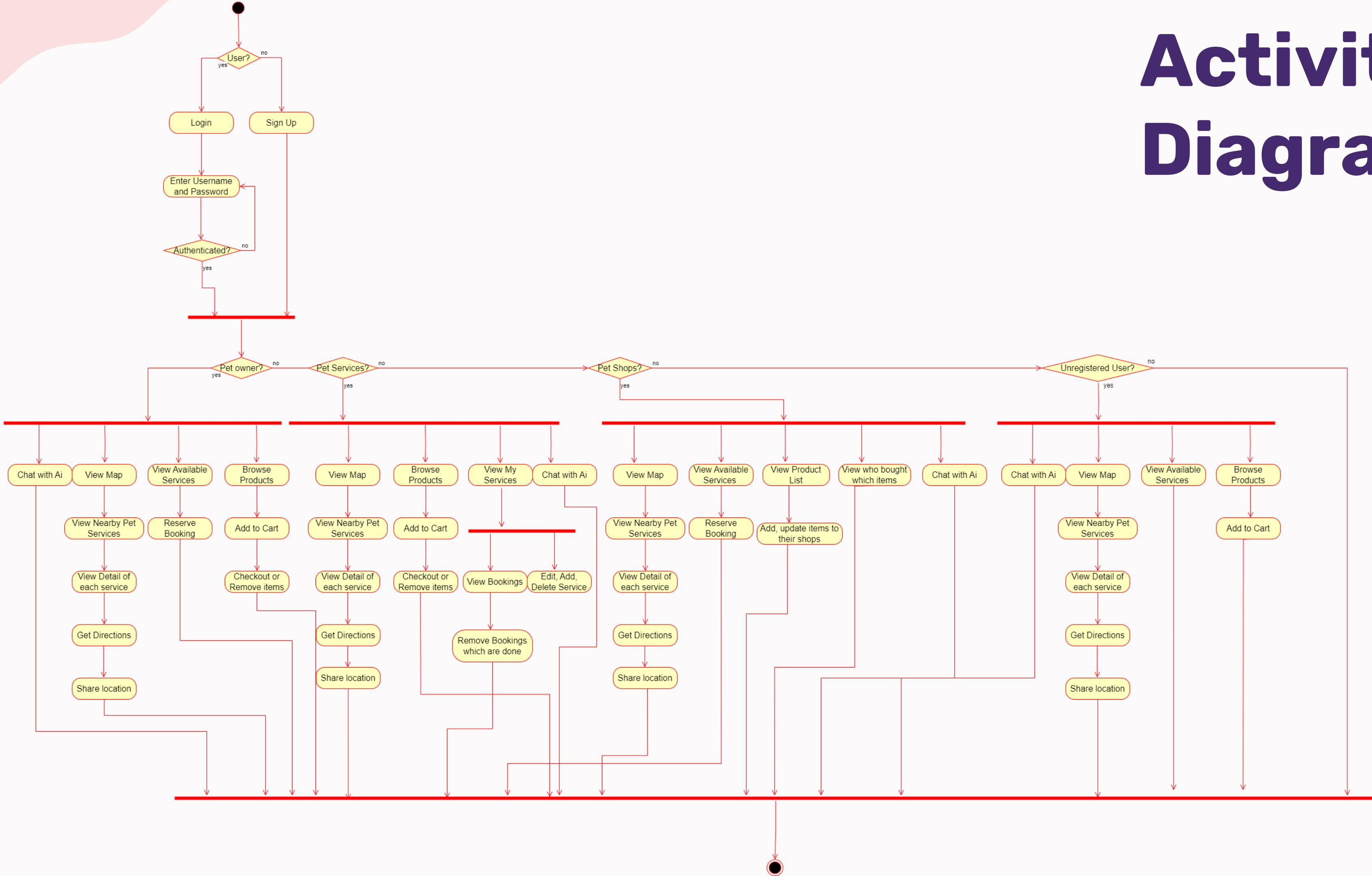


# Usecase Diagram

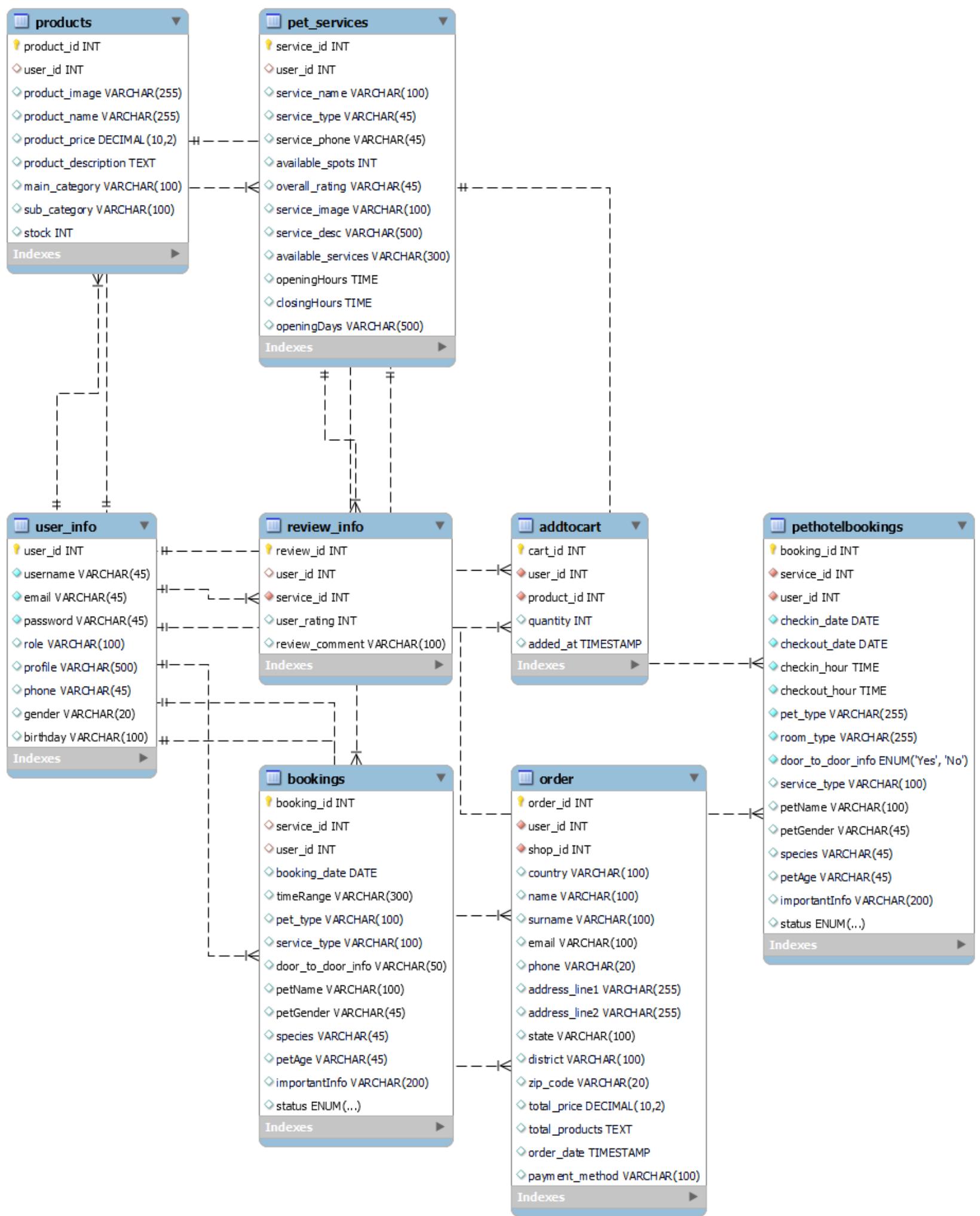
Part 2



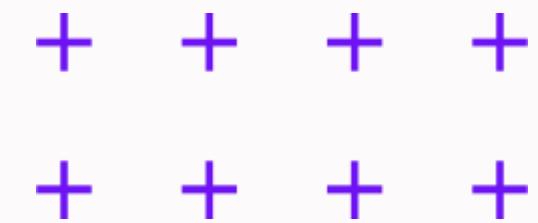
# Activity Diagram



# ER Diagram



# 07 Tools



## Backend



For Database -  
**MySQL**®

## Frontend



**JavaScript**



font awesome for  
“Poppins” font



**Bootstrap**



Bootstrap

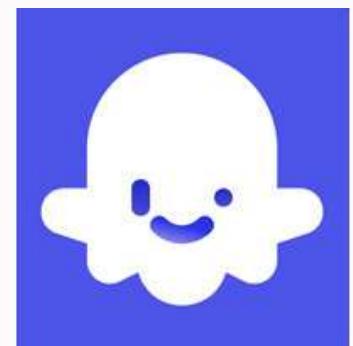


Owl Carousel

## Mapping

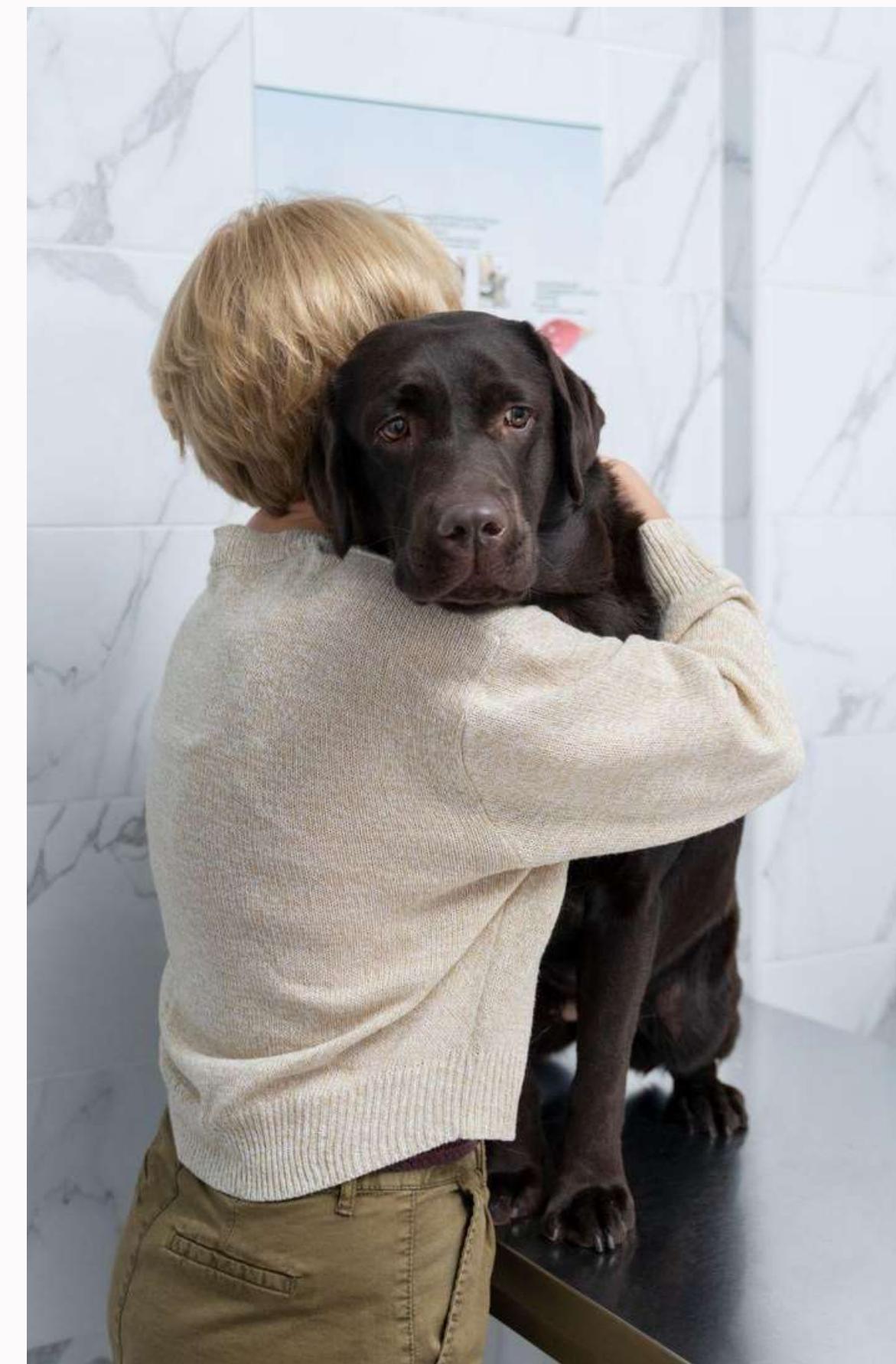
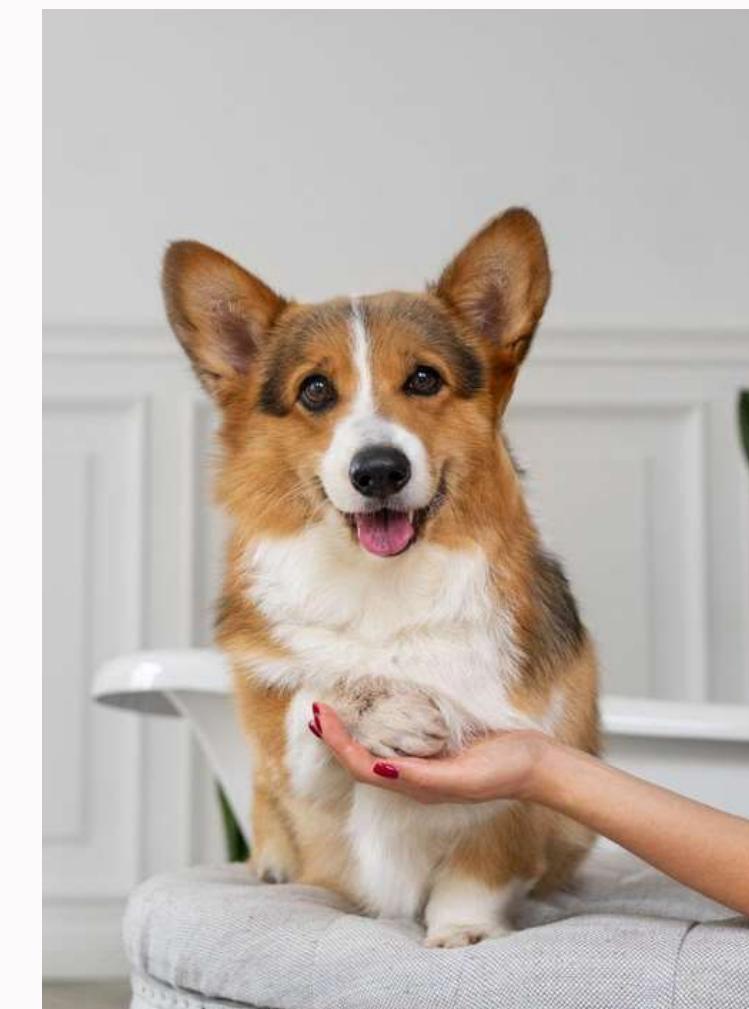
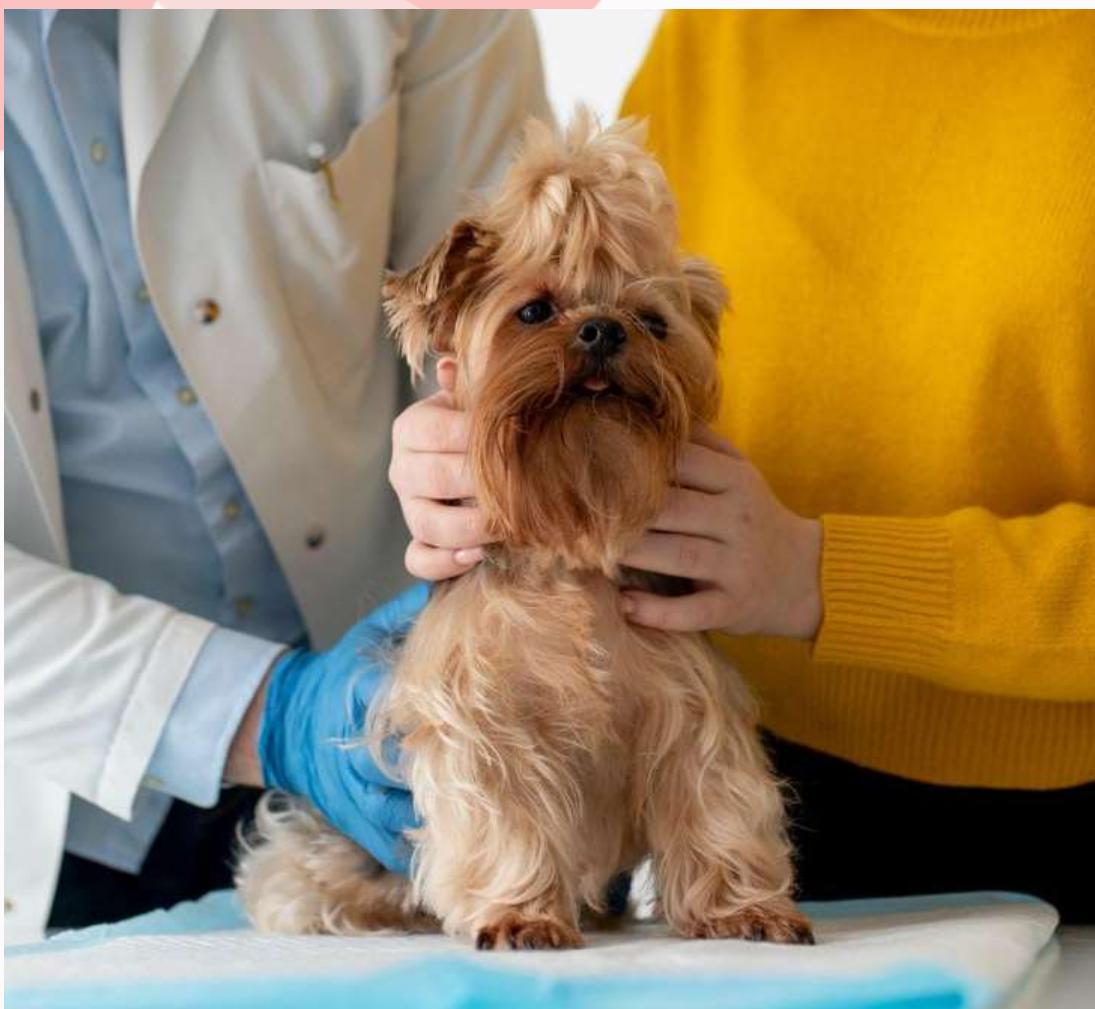


## Chatbot



**Coze**





# Implementation and Evaluation

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# Unregistered User Panel

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Global Navbar

Search bar with dropdowns options

Heuristic (2) – Match with real world



HOME ABOUT MAP BOOKING SHOPPING

Heuristic (3) – User Control & Freedom

Welcome to PawHubs

Discover the best for your pets!

Check our services →



Clear Entry Point

Accessibility button



Pet Services

Login

Register



Add to Cart



Pet Services

Pet Services

Pet Products



Owl-Carousel



## Latest Pet Products

Grouping



Cat Wet Food

wet food for cats Archives - Urban Choice  
Good One



4000.00 MMK

Stock: 1

Add to Cart



Blue Bed

Baby Blue Bella Dog Bed -  
Small....Comfortable

15000.00 MMK

Stock: 2

Add to Cart



Sport's Man Pride

Classic 24/20 High Energy Dry Dog Food,  
40-lb Bag

12000.00 MMK

Stock: 3

Add to Cart

Continuity

...

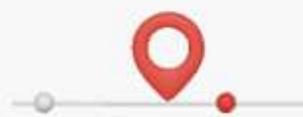
Proximity



## Meet Our Services

Focal Point

Nearby Pet Shops



Discover and locate pet shops around you effortlessly. Whether you're looking for pet food, accessories, or other supplies, find the best shops near your location.

[View Shops →](#)

Book Pet Services



Schedule appointments for various pet services including pet spa, pet hotel, and pet hospital. Ensure your pet gets the best care and attention they deserve.

[Book Now →](#)

Clear Entry Point

Shop Pet Products



Explore our wide range of pet products from food to toys and accessories. Shop online and get your pet's needs delivered right to your door.

[Shop Now →](#)

Chat with AI



Have questions about your pet? Our AI assistant is here to help. Get instant answers and advice on pet care and other related topics.

[Chat Now →](#)

HOME ABOUT MAP BOOKING SHOPPING

Pet Services Login Register

Top Rated Services

Proximity

petHotel

PET HOTEL  
ESTD 1999

Pinky Brown

★★★★★

Available Spots 3

Book Now

petSpa

BORCELLE PET CARE STUDIO

Borcalle Pet Grooming & Spa

★★★★★

Available Spots 3

Book Now

petHotel

PET HOTEL for your pets

Brown Pet Hotel

★★★★★

Available Spots 5

Book Now

Clear Entry Point

Service Type	Name	Rating	Available Spots
petHotel	Pinky Brown	★★★★★	3
petSpa	Borcalle Pet Grooming & Spa	★★★★★	3
petHotel	Brown Pet Hotel	★★★★★	5

**Sitemap Footer**

## About Us



### Our Mission

We are committed to providing the best care and services for your pets, ensuring their happiness and well-being through our comprehensive offerings.



### Our Team

Our dedicated team of pet lovers and professionals is here to support and care for your pets, bringing their passion and expertise to every service we offer.



### Our Vision

We envision a world where pets and their owners enjoy a harmonious and joyful life together, supported by our top-notch services and products.

**Proximity**

### Contact Us

Email: [eiphyusinoo61@gmail.com](mailto:eiphyusinoo61@gmail.com)  
Phone: +959 777712348

### Quick Links

[Home](#)  
[Services](#)  
[Latest Products](#)  
[About Us](#)  
[Contact](#)

### Follow Us

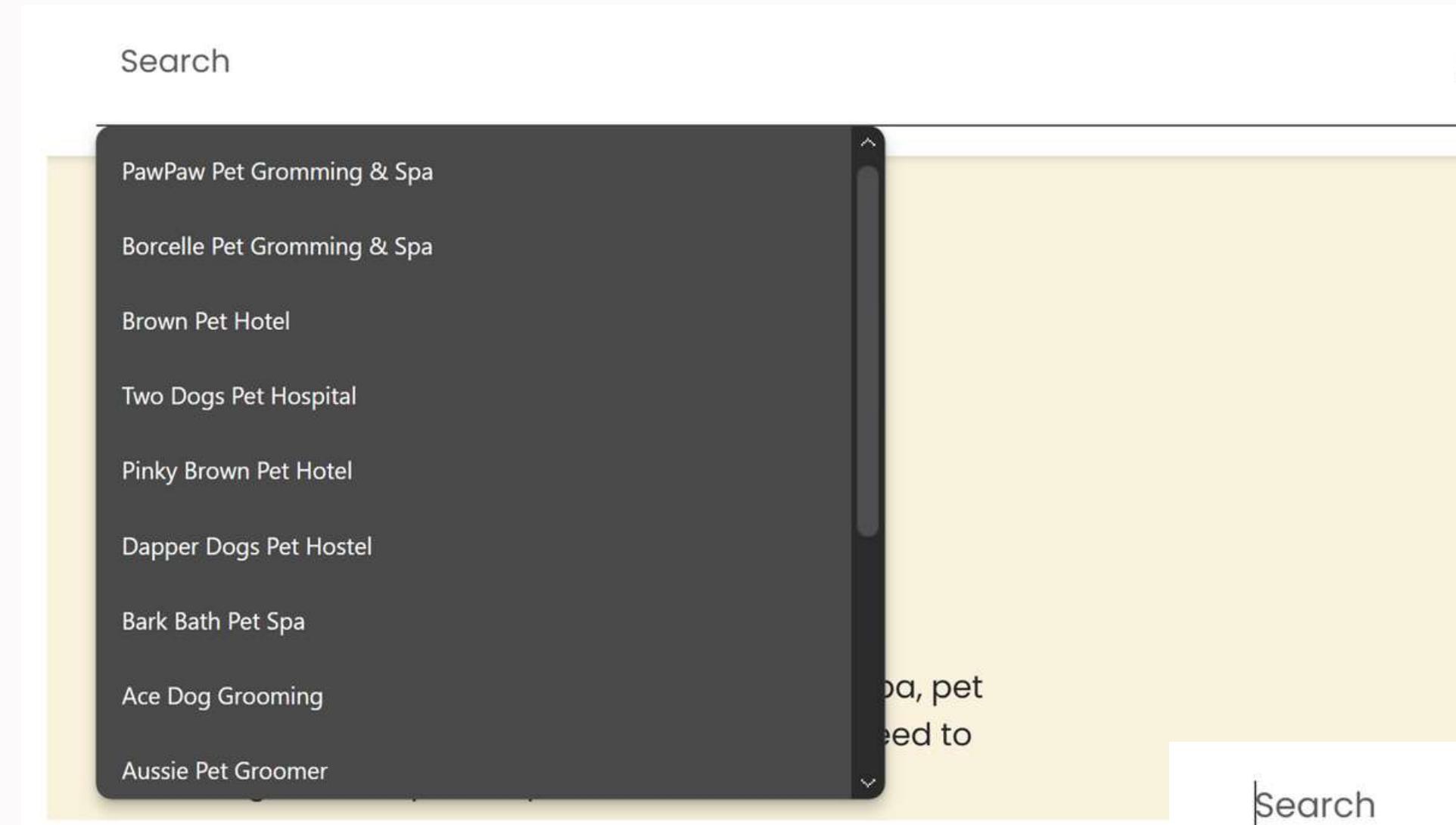


### Subscribe to our Newsletter

**Subscribe**

# Search Auto suggestions for Pet Services and Pet Products

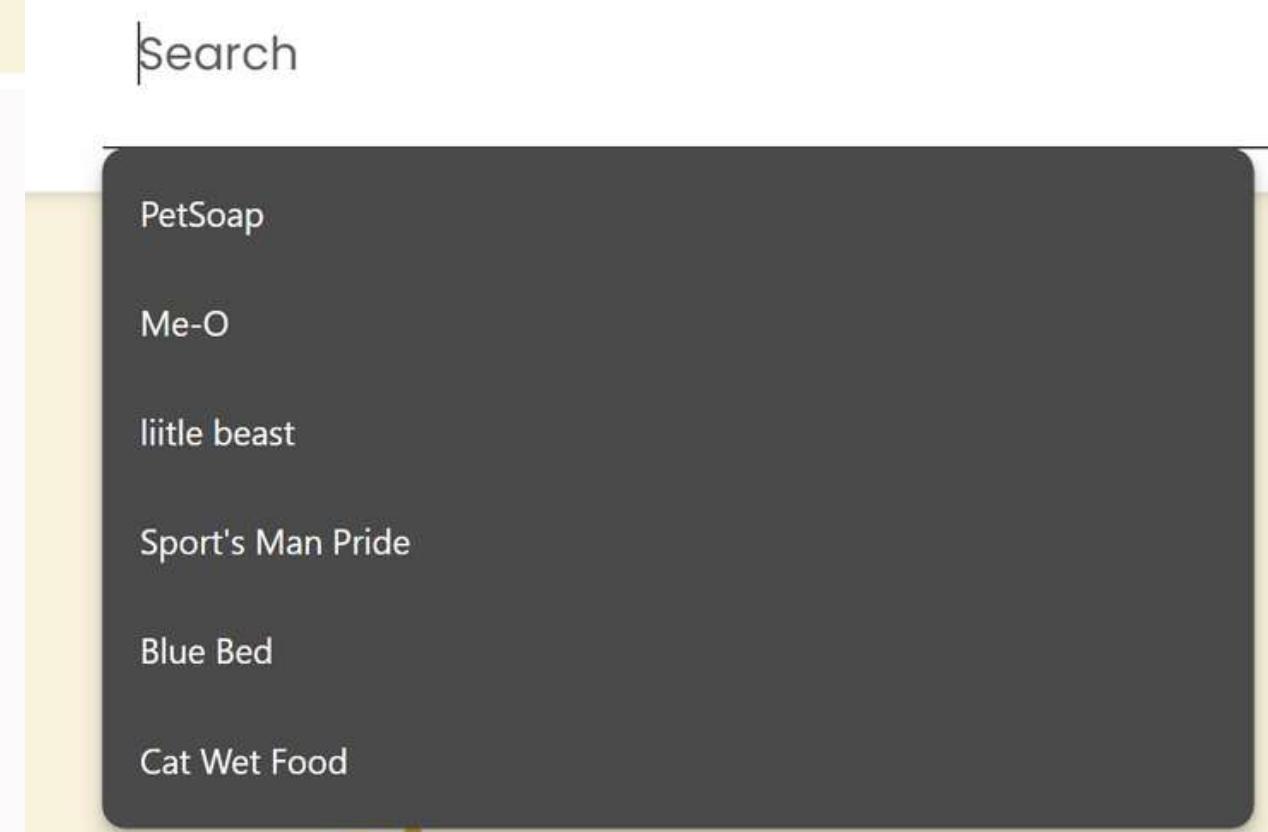
36



## Pet Services

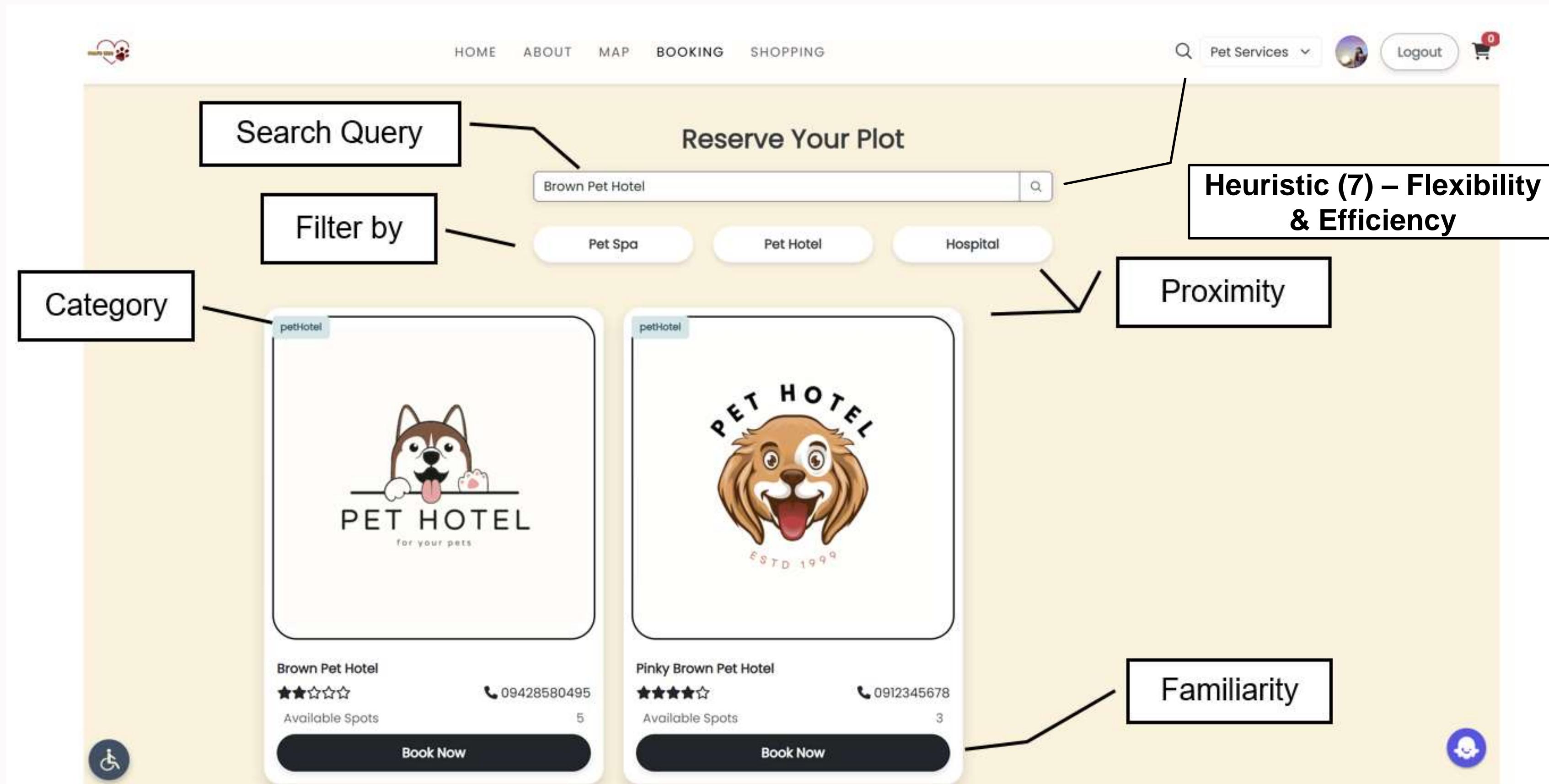
Heuristic (5) - Error Prevention

## Pet Products



# Browsing Booking Services as Unregistered Users: Search from Global Navbar

37



Browse from Global Search Bar

Interleaved Multi-Threading

# Browsing Booking Services as Unregistered Users: Booking Detail Page

38

The screenshot shows a web interface for a pet booking service. At the top, there's a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. To the right of the navigation are search, dropdown, and user account buttons labeled "Pet Services", "Login", and "Register". A shopping cart icon is also present.

The main content area features a logo for "PET HOTEL for your pets" with a cartoon dog illustration above the text. To the right of the logo is a section for "Brown Pet Hotel" with a brief description of their services, a phone number (09428580495), a five-star rating, and operating hours (Monday, Wednesday, 11:25am to 12:00pm).

Below this, there's a heading "Available Services" followed by four service icons: Boarding (dog house), Grooming (cat with brush), Owner Communication (cloud with heart), and Training (dog jumping). A callout bubble labeled "Proximity" points to the "Owner Communication" icon.

A small circular icon with a person symbol is located in the bottom left corner of the main content area.

Heuristic (8) – Aesthetic & Minimalist

# Browsing Booking Services as Unregistered Users: Booking Form

39

The screenshot shows a web page for a pet booking service. At the top, there's a navigation bar with a logo featuring a heart and paw print, followed by 'Room Type: Standard' and menu items: HOME, ABOUT, MAP, BOOKING, SHOPPING, and a dropdown for 'Additional Service' with 'Grooming' selected. To the right are search, login, register, and shopping cart buttons.

**Door to Door Info:**  
 Yes  No

**Pet Info Form**

**Pet Name:** [Input field]

**Pet Type:** [Input field]

**Gender:** Male [Dropdown menu showing 'Male']

**Species:** [Input field]

**Age:** [Input field]

**Important Info:** [Input field]

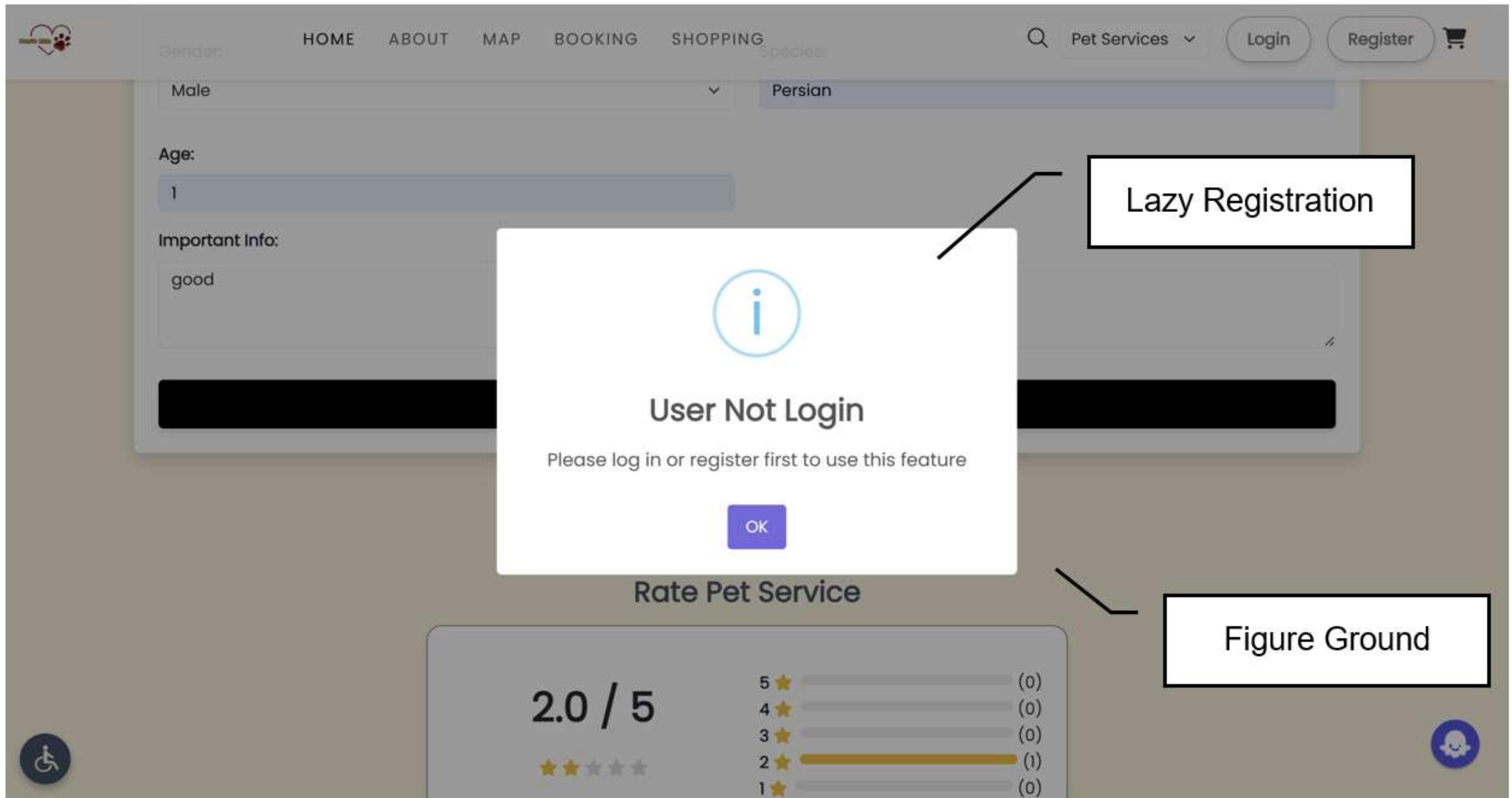
A callout box labeled "Focal Point" with an arrow points to the "Important Info" input field.

**Book Now** [Large black button at the bottom]

At the bottom left is a blue circular icon with a white accessibility symbol, and at the bottom right is a blue circular icon with a white ghost-like head.

# Browsing Booking Services as Unregistered Users: User Not Login

40



Dialog Initiative - System Pre-Emptive

# Browsing Booking Services as Unregistered Users: Rating Section

41

The screenshot shows a rating section for a pet service. At the top, there is a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. On the right side of the navigation bar are search, category selection (Pet Services), and user account buttons (Login, Register). A shopping cart icon is also present.

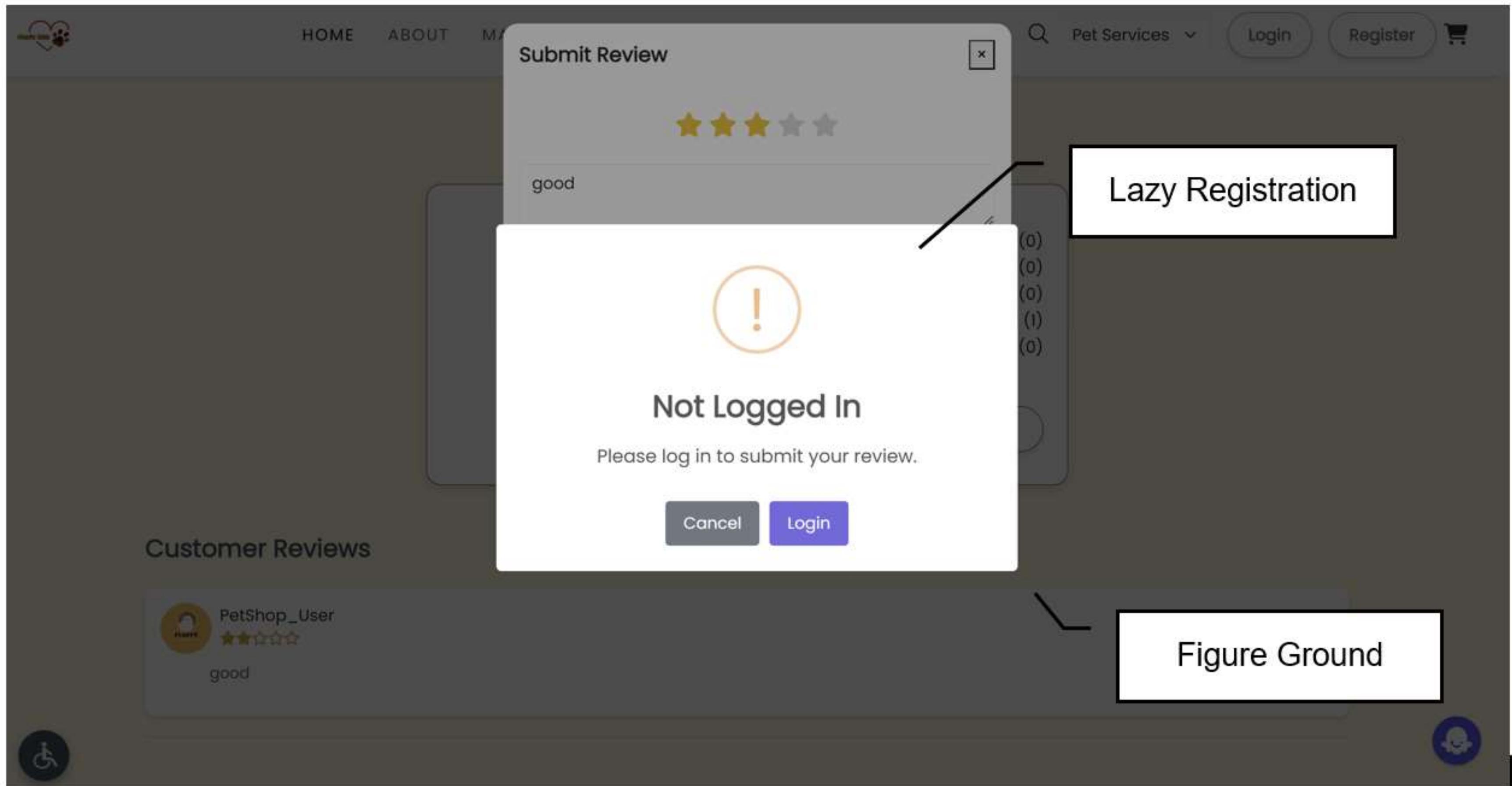
The main content area features a large yellow header with the text "Rate Pet Service". Below this, a summary box displays a rating of "2.0 / 5" and "1 Review". To the right of the rating, a horizontal bar chart shows the distribution of reviews by star rating: 5 stars (0), 4 stars (0), 3 stars (0), 2 stars (1), and 1 star (0). A "Review" button is located at the bottom right of the summary box.

Below the summary box, the page transitions into a "Customer Reviews" section. A single review is shown from a user named "PetShop\_User" (represented by a yellow profile icon with a dog face). The review has a rating of 3 stars and the text "good".

A black rectangular box with the text "Common Region" is overlaid on the right side of the page, indicating a specific area of interest or analysis.

# Browsing Booking Services as Unregistered Users: User Not Login

42



# Browsing Pet Products as Unregistered Users: Search from Main Navbar

43

The screenshot shows a web browser displaying a pet products website. At the top, there is a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. To the right of the navigation bar is a search bar containing the text "Pet Services" with a dropdown arrow, and buttons for "Login" and "Register". A shopping cart icon is also present. Below the navigation bar is a search input field containing "Blue Bed" with a magnifying glass icon. A black arrow points from the text "Heuristic (7) – Flexibility & Efficiency" to the search bar area.

Blue Bed

-- Select Category --

-- Select Sub-Category --

Filter



Blue Bed

Baby Blue Bella Dog Bed - Small....Comfortable

15000.00 MMK

Stock: 2

Add to Cart

A black arrow points from the text "Heuristic (4) – Consistency & Standards" to the "Add to Cart" button.

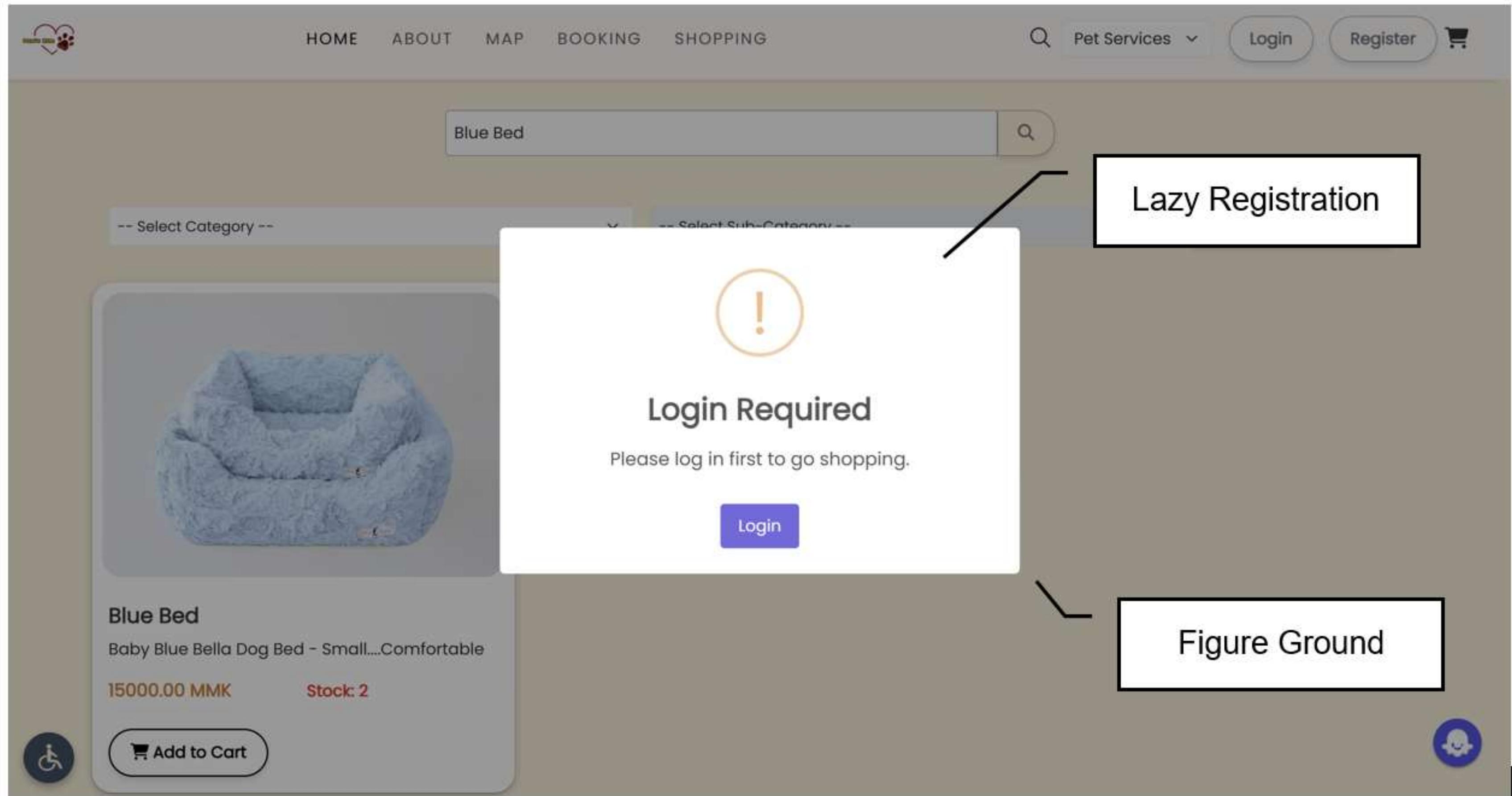
Heuristic (7) – Flexibility & Efficiency

Heuristic (4) – Consistency & Standards

Interleaved Multi-Threading

# Browsing Pet Products as Unregistered Users: Search from Main Navbar

44



Dialog Initiative - System Pre-Emptive

The screenshot shows a website layout for a pet-related service. At the top left is a logo featuring a red heart with a white paw print inside it, and the text "Paw's Hub". To the right of the logo is a horizontal navigation bar with five links: "HOME", "ABOUT", "MAP", "BOOKING", and "SHOPPING". The "SHOPPING" link is highlighted in bold black text. Below the navigation bar is a large yellow rectangular area containing the word "Cart" in a large, bold, dark blue font. Underneath "Cart", the text "Please log in first to view your cart." is displayed in a smaller, dark blue font.

Paw's Hub

HOME ABOUT MAP BOOKING SHOPPING

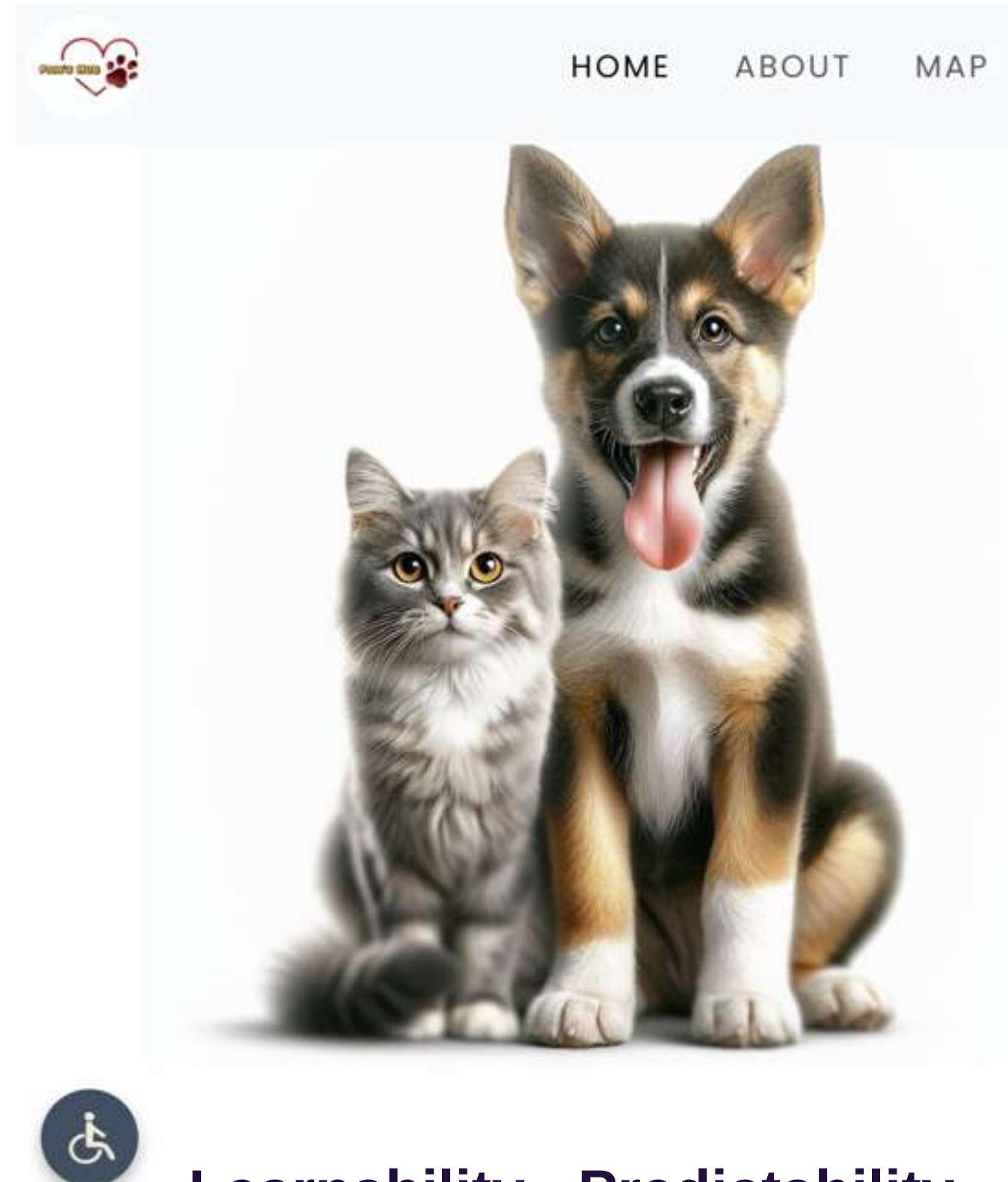
# Cart

Please log in first to view your cart.



# Registered Pet Owners Panel

# Login Page for all Users



HOME ABOUT MAP BOOKING SHOPPING

Global Navbar

Login

Register

## Login

Email

petowner@gmail.com

Password

.....

Remember Me

[Forgot Password?](#)

Login

Not registered? [Create an account!](#)

Clear Entry Point

Safe Exploration

Learnability - Predictability

Heuristic (4) – Consistency & Standards

Login Page

# Error Handling (Validation) in Login Page

**Login**

Email

Password

Password is incorrect

Remember Me      [Forgot Password?](#)

**Login**

Not registered? [Create an account!](#)

**Login**

Email

Email is not registered yet

Password

Remember Me      [Forgot Password?](#)

**Login**

Not registered? [Create an account!](#)

# Pet Owners Panel: Second Carousel of Home Page

The screenshot shows the Pet Owners Panel home page with the following components and annotations:

- Escape Hatch**: Points to a small icon of a heart with a paw print.
- Global Navbar**: Points to the top navigation bar with links: HOME, ABOUT, MAP, BOOKING, and SHOPPING.
- User Profile**: Points to the user profile section with a search bar, dropdown menu, profile picture, and logout button.
- Observability**: Points to the shopping cart icon, which has a red notification bubble showing '0'.
- Shopping Cart**: Points to the shopping cart icon in the top right corner.
- Dynamic Map**: Points to the map showing the area around BANG NA, BANG NA TAI, and Udom Suk, with a blue marker indicating a location.
- Carousel**: Points to the bottom navigation element consisting of a circular icon with a person symbol and five dots.
- Carousel - Task Migratability**: Points to the text at the bottom of the page.
- Home Page**: Points to the bottom right corner of the slide.

**Check nearby Pet Services**

Discover nearby pet service shops effortlessly with a single click.

**View Shops →**

**Clear Entry Point**

**Carousel**

**Carousel - Task Migratability**

**Home Page**

# Pet Owners Panel: Product Add to Cart from Home Page

The screenshot shows a web-based pet store interface. At the top, there's a navigation bar with links for HOME, ABOUT, MAP, BOOKING, SHOPPING, a search bar, Pet Services, Logout, and a shopping cart icon showing '0' items.

The main content area is titled "Latest Pet Products". It displays two products:

- Cat Wet Food**:  
Description: wet food for cats Archives - Urban Choice Good One  
Price: 4000.00 MMK  
Stock: 1  
Add to Cart button
- Sport's Man Pride**:  
Description: Classic 24/20 High Energy Dry Dog Food, 40-lb Bag  
Price: 15000.00 MMK  
Stock: 2  
Add to Cart button

A modal window is centered over the second product, indicating that the "Sport's Man Pride" product has been added to the cart. The modal contains:

- A green checkmark icon.
- The text "Added to Cart".
- The message "The product has been added to your cart."
- An "OK" button.

A black line points from the text "Figure Ground" in a white box on the right side to the background area of the "Sport's Man Pride" product card.

A pink circle with the text "Home Page" is located at the bottom right corner.

Home Page

# Pet Owners Panel: Product Add to Cart from Home Page

**Immediate Honesty**

Product	Description	Price	Stock	Action
Cat Wet Food	wet food for cats Archives – Urban Choice Good One	4000.00 MMK	Stock: 1	Add to Cart
Blue Bed	Baby Blue Bella Dog Bed – Small....Comfortable	15000.00 MMK	Stock: 2	Add to Cart
Sport's Man Pride	Classic 24/20 High Energy Dry Dog Food, 40-lb Bag	12000.00 MMK	Stock: 3	Add to Cart

**Heuristic (1) – Visibility of System Status**

**Observability**

**Home Page**

Immediate Honesty from Synthesizability

Home Page

# Pet Owners Panel: Product Add to Cart from Home Page

The screenshot shows a web application interface for a pet store. At the top, there is a navigation bar with links for HOME, ABOUT, MAP, BOOKING, SHOPPING, a search bar labeled 'Pet Services', a user profile icon, and a 'Logout' button. A shopping cart icon indicates one item is in the cart.

The main content area displays 'Latest Pet Products'. On the left, a product card for 'URBAN CHOICE Tuna Delight' is shown, with a price of 4000.00 MMK and stock level of 1. An 'Add to Cart' button is present.

A modal window is open in the center, displaying a green checkmark icon and the text 'Updated' followed by 'Quantity updated in the cart.' with an 'OK' button.

On the right, another product card for 'SPORTSMAN'S PRIDE Classic HIGH ENERGY' is shown, with a price of 12000.00 MMK and stock level of 3. An 'Add to Cart' button is present.

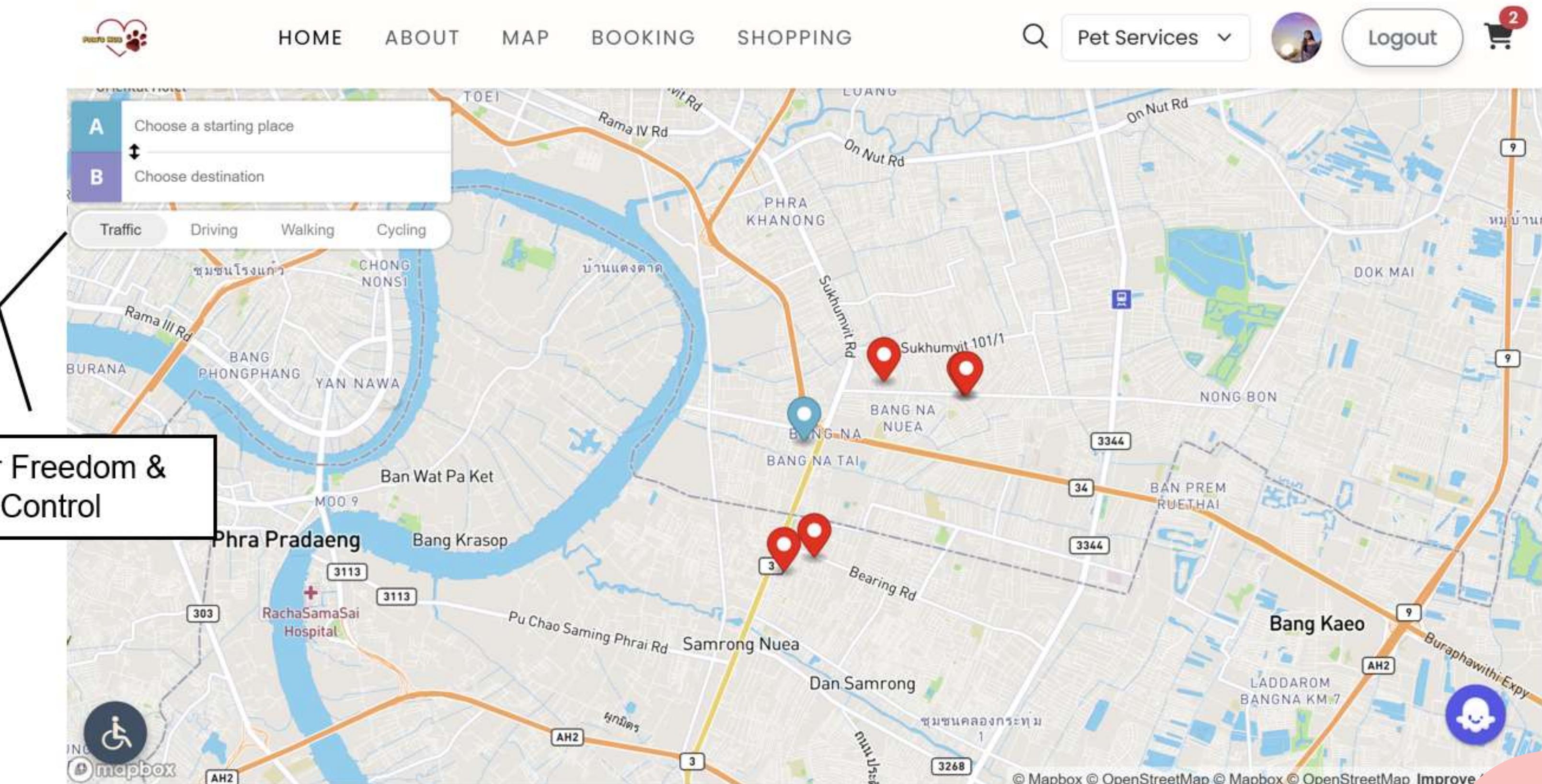
Below these, a second modal window is displayed, featuring an exclamation mark icon and the text 'Stock Limit Reached' followed by 'Cannot add more items to the cart. The quantity will exceed available stock.' with an 'OK' button.

The bottom of the page shows a footer with links for HOME, ABOUT, MAP, BOOKING, SHOPPING, and a 'Logout' button. The overall design is clean and modern, using a light beige background with dark blue and orange accents for buttons and notifications.

Different Notification if the existing product is added to cart

Home Page

# Pet Owners Panel: View Nearby Pet Services



Dialog Initiative (User Pre-Emptive)

Map Page

# Pet Owners Panel: View Nearby Pet Services (Zoom In View)

A Choose a starting place

B Choose destination

Traffic Driving Walking Cycling

St. Andrews International School

Cafe 107

7-Eleven

Thai Sikh International School

107 Bearing Pet Hospital

FamilyMart 7-Eleven

Kingdom Hall of Jehovah's Witnesses

Tesco Lotus

Do Dee 105 Hostel & Cafe

Mapbox

Map Page

# Pet Owners Panel: View Nearby Pet Services

**Details**

**Share Location**

**Details of Service**

**Details**

**107 Bearing Pet Hospital**

- Sukhumvit 107 Rd.
- veterinary, veterinarian, vet, pet, dog, cat
- Phone number not added yet
- Working hours not added yet
- Website not added yet

Map Page

# Pet Owners Panel: View Nearby Pet Services (Share Location)

**Share**

107 Bearing Pet Hospital Location [Copy link](#)

**Share with others**

[Facebook](#) [Twitter](#) [WhatsApp](#) [Outlook](#)

[Gmail](#) [LinkedIn](#) [Windows share](#) [Default mail app options](#)

**Email to myself**

+ Add email address

**Details**

**107 Bearing Pet Hospital**

Sukhumvit 107 Rd.

veterinary, veterinarian, vet, pet, dog, cat

Phone number not added yet

Working hours not added yet

Website not added yet

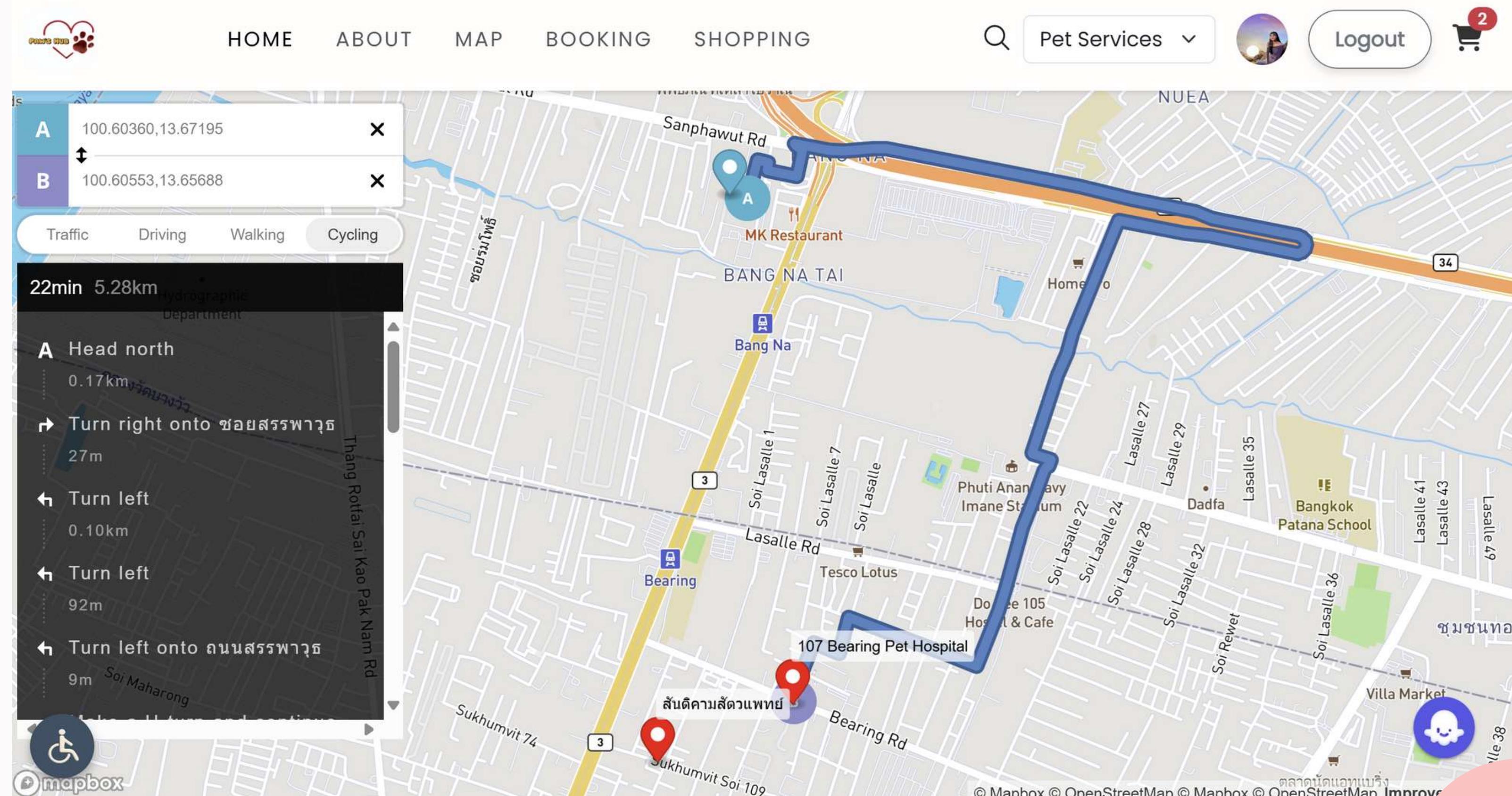
## Pet Owners Panel: View Nearby Pet Services (Share Location via Outlook)

The screenshot shows an Outlook message window with the following details:

- Message Tab:** Selected tab.
- Toolbar:** Includes icons for reply, forward, save, bold, italic, underline, align, list, font size, and other common editing tools.
- Sender Information:** From: eiphyusinoo@st.auston.edu.mm
- Recipient Fields:** To, Cc, Bcc.
- Send Button:** A large blue button labeled "Send".
- Label:** No label
- Content Area:** Contains text and links.
  - Text: Check+this+out++107 Bearing Pet Hospital Location
  - Text: 107 Bearing Pet Hospital Location
  - Text: Check+out+this+pet+shop:+107+Bearing+Pet+Hospital+located+at+<https://www.google.com/maps?q=13.656881,100.605532>

Share Location

# Pet Owners Panel: View Nearby Pet Services (Direction)



Route, Travel Time, Distance, Direction Changed according user choice

Map Page

# Pet Owners Panel: Booking Section (Pet Hotel Filter)

The screenshot shows a user interface for booking pet services. At the top, there is a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. On the right side of the navigation bar are a search bar labeled "Pet Services", a user profile icon, a "Logout" button, and a shopping cart icon with a red notification badge showing "0".

The main content area is titled "Reserve Your Plot". It features a search bar with a placeholder "Search" and a magnifying glass icon. Below the search bar are three tabs: "Pet Spa", "Pet Hotel" (which is currently selected), and "Hospital".

Annotations highlight specific elements:

- A box labeled "Search Bar" points to the search input field.
- A box labeled "Filter" points to the "Pet Hotel" tab.
- A box labeled "Service Tag" points to the "petHotel" tag above the first service card.

The page displays three service cards for pet hotels:

- Brown Pet Hotel**: Features a cartoon dog head logo. Details: ★★★★★, 09428580495, 11:25am to 12:00pm. Book Now button.
- Pinky Brown Pet Hotel**: Features a cartoon dog head logo. Details: ★★★★★, 0912345678, 11:25am to 11:25pm. Book Now button.
- Dapper Dogs Pet Hostel**: Features a stylized "D" logo with a dog silhouette. Details: ★★★★★, 09123456789, 11:20am to 5:25pm. Book Now button.

Booking

# Pet Owners Panel: Booking Form for Pet Hospitals, Pet Spa

## Booking Form

Choose Date:

Choose Service:

Choose Time Range:

Door to Door Info:

Yes  No

### Pet Info Form

Pet Name:

Pet Type:

Gender:

Species:

Age:

Important Info:

**Book Now**

Booking

# Pet Owners Panel: Booking Form for Pet Hotels

## Booking Form

Check-in Date:

Check-out Date:

Check-in Hour:

Check-out Hour:

Room Type:

Additional Service:

Door to Door Info:

Yes  No

## Pet Info Form

Pet Name:

Pet Type:

Gender:

Species:

Age:

Important Info:

**Book Now**

Booking

# Pet Owners Panel: Booking Section (Pet Hospitals)

The screenshot shows the Pet Owners Panel's Booking Section. At the top, there is a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. On the right side of the header are search, user profile, and logout buttons, along with a shopping cart icon showing 2 items.

The main area displays available services: Emergency Care (represented by a paw print in a red circle), Pet Rehabilitation (represented by a circular arrow with a red cross), and Vaccinations (represented by a syringe with a paw print). Below these is a large callout box with the text "Error Prevention".

On the left, there is a date picker for August 2024. The date **26** is highlighted with a dark gray box. Other dates from 28 to 31 are also visible. Below the calendar are buttons for "Clear" and "Today".

The booking form includes fields for "Choose Service:" (set to "Dental Care"), "mm/dd/yyyy" (date input field), "Choose Time Range:" (set to "11:25 am-12:25 pm"), and "Door to Door Info:" (radio buttons for "Yes" and "No"). There is also a "Pet Info Form" button and a accessibility icon (handicap symbol).

Dates before the current date are forbidden

Booking

# Pet Owners Panel: Booking Section (Pet Hospitals)

The screenshot shows a user interface for booking services at pet hospitals. At the top, there's a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. To the right of the navigation are search, user profile, and logout buttons. A shopping cart icon with a red '2' indicates two items.

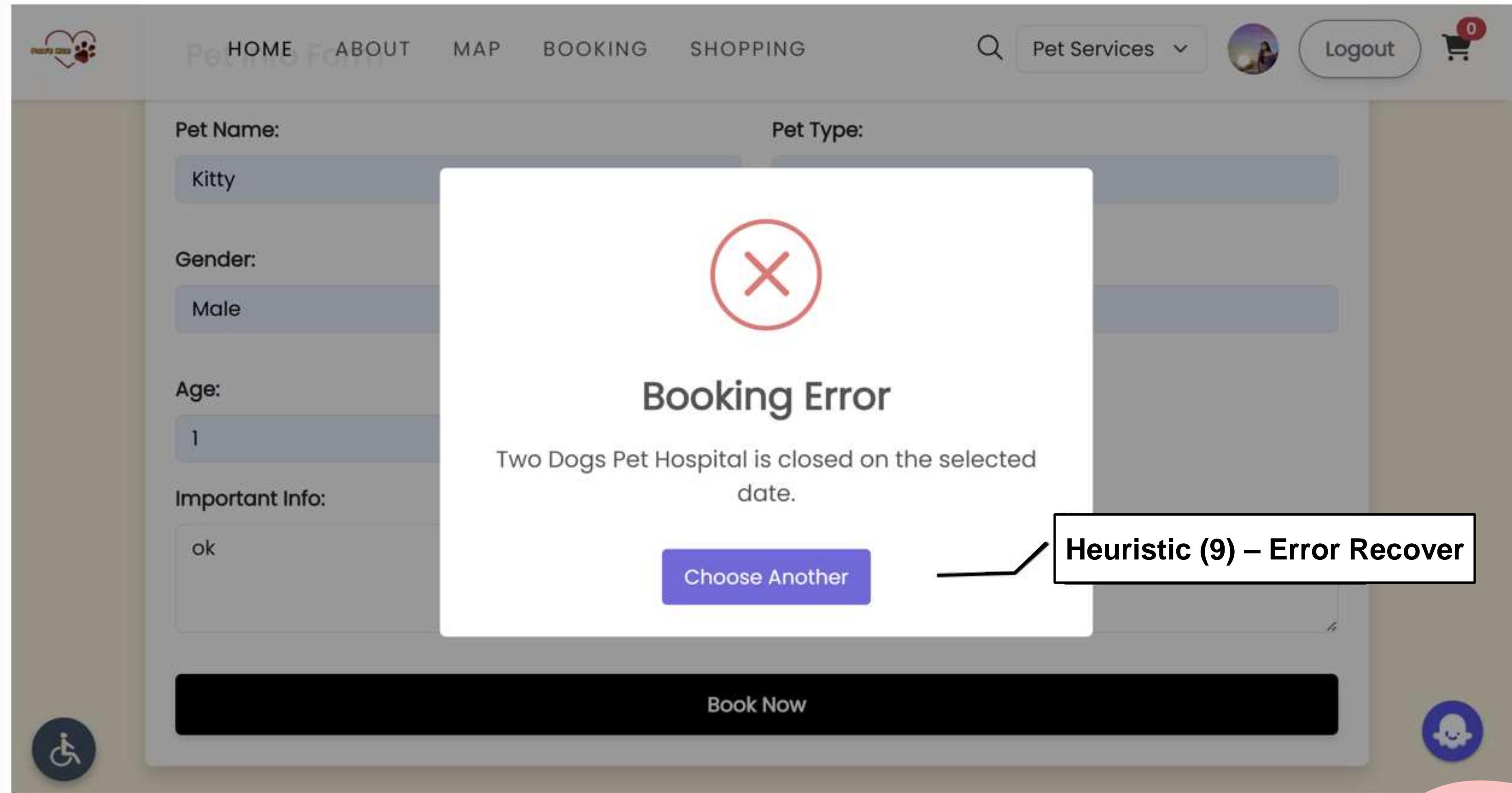
The main area is titled "Available Services". On the left, a vertical list of time slots from 11:25 am to 11:25 pm is displayed. The slot "11:25 am-12:25 pm" is highlighted with a blue border. Below this list are buttons for "Door to Door Info:" (with "Yes" and "No" options) and a "Pet Info Form".

On the right, there are service icons: "Pet Rehabilitation" (a circular icon with a stylized arrow and cross), "Vaccinations" (a circular icon with a paw print and a syringe), and a large central box labeled "Error Prevention". Below these is a dropdown menu labeled "Choose Service:" with "Emergency Care" selected.

Booking Available Time - only from opening hours to closing hours

Booking

# Pet Owners Panel: Booking Section (Pet Hospitals)



Robustness - Recoverability - Error Recovery - Backward Direction

Booking

# Pet Owners Panel: Booking Section - Booking Confirm Alert

A screenshot of a web application interface for a pet booking service. At the top, there is a navigation bar with links for 'Door to Door', 'HOME', 'ABOUT', 'MAP', 'BOOKING', and 'SHOPPING'. A search icon and a dropdown menu for 'Pet Services' are also present. On the right side of the header are icons for a user profile, 'Logout', and a shopping cart with a '2' notification.

The main content area shows a 'Pet Info Form' with fields for 'Pet Name' (Kitty), 'Gender' (Male), 'Age' (1), and 'Important Info' (ok). Below the form, a modal window displays a green checkmark icon and the message 'Booking Successful! Your booking has been confirmed.' with an 'OK' button.

At the bottom of the page, there is a large black button labeled 'Book Now'.

Booking

# Pet Owners Panel: Account Settings - My Bookings Tab

Account Settings

Information Password **My Bookings** My Purchases

petOwner  
Role: owners

Update Photo

Two Dogs Pet Hospital

Service Type: Emergency Care

Booking Date: 2024-08-28

Time Range: 11:25 am-12:25 pm

Booking ID: 17

**Cancel Booking**

Contact Us Quick Links Follow Us

Common Region

Check Booking which is made earlier

Account

# Pet Service Panel: Booking User Made



HOME

ABOUT

MAP

MY SERVICES

SHOPPING



Logout



## Account Settings

Information

Password

My Services

My Purchases

[+ Create New Service](#)

### Two Dogs Pet Hospital

[09777712312](#)

Service Type: petHospital

[View Bookings](#)[Edit Service](#)

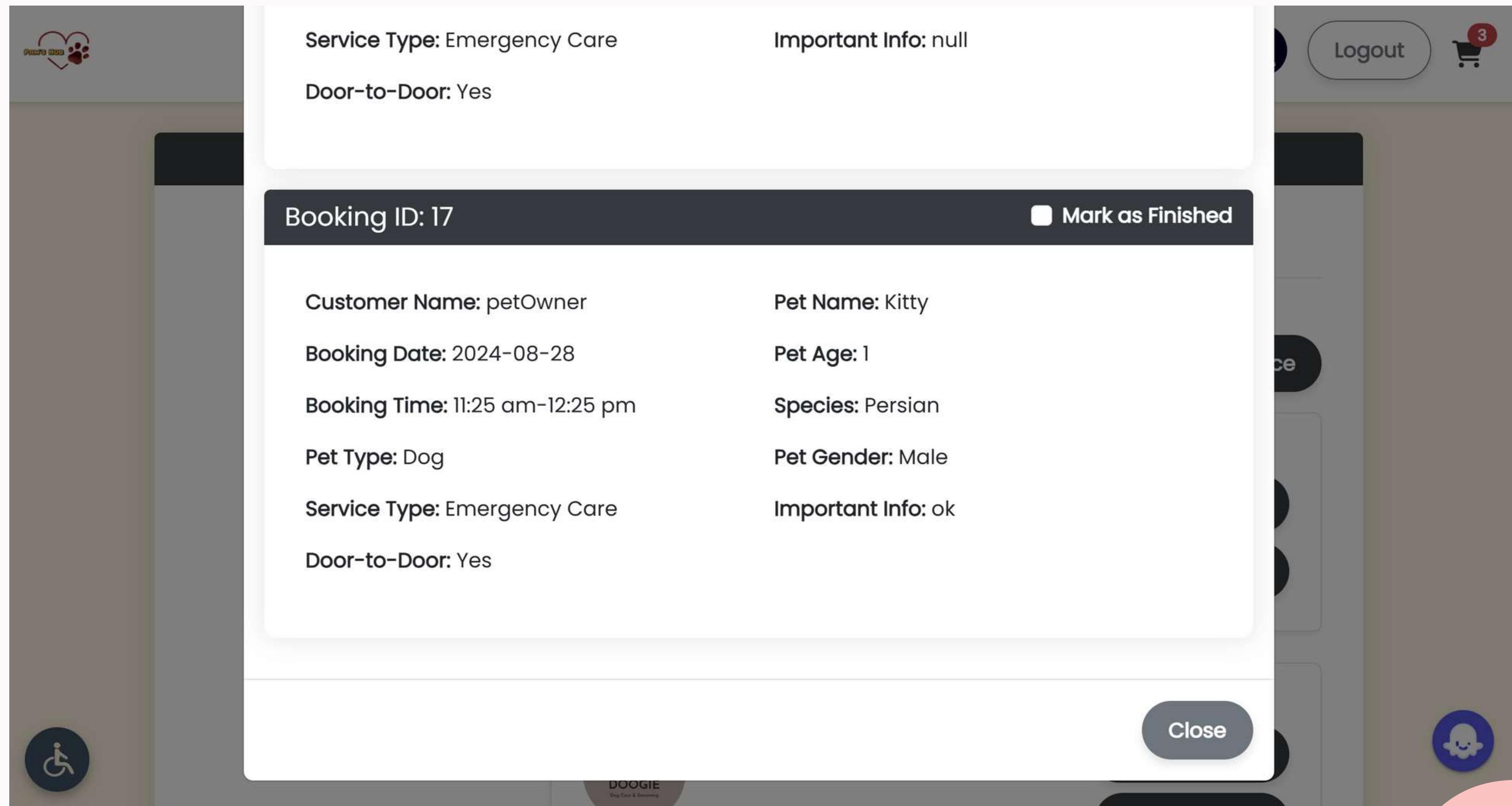
### Aussie Pet Groomer

[0912345678](#)[View Bookings](#)

From Account Setting of “My Services” Tab

Account

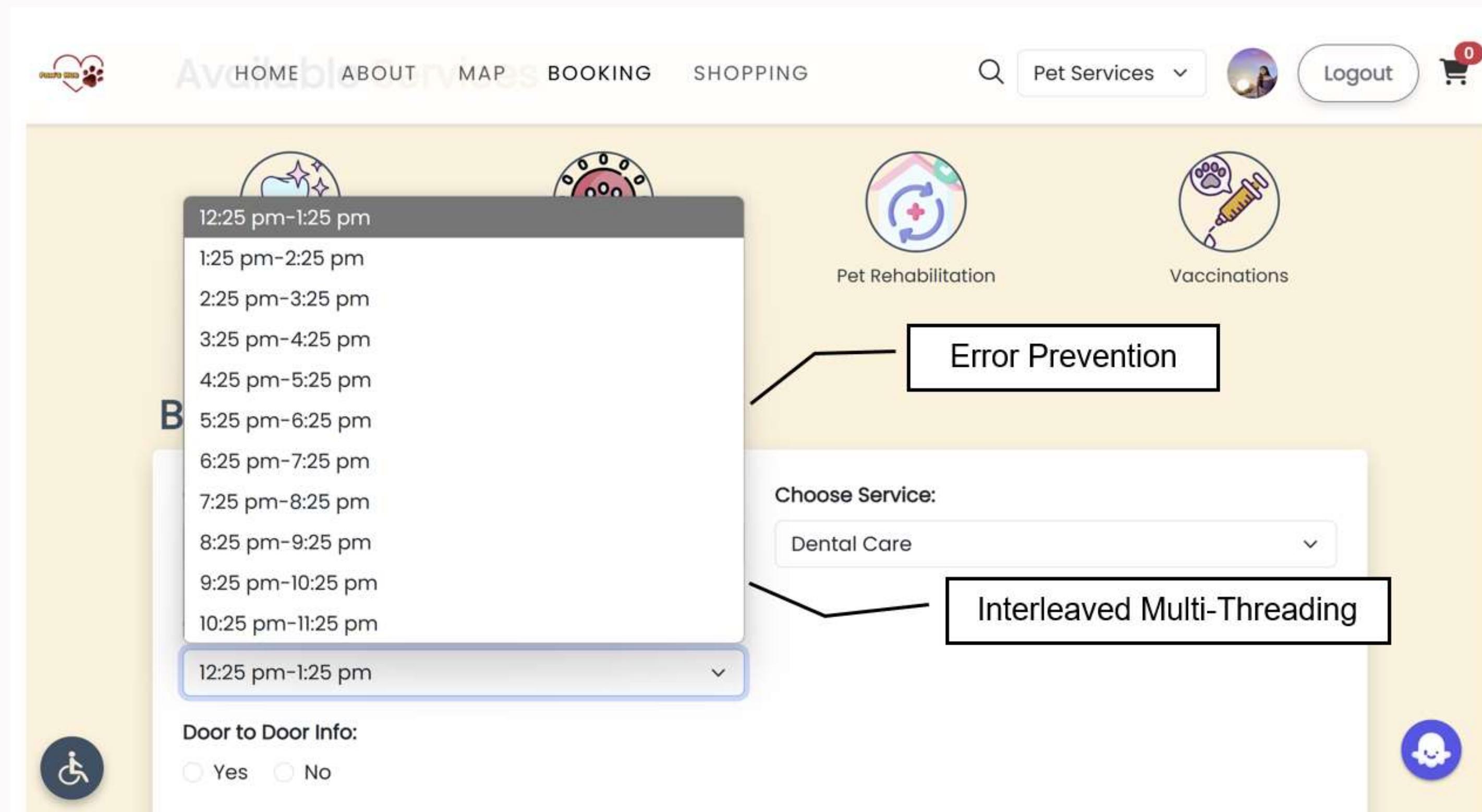
# Pet Service Panel: View Bookings



From Account Setting of “My Services” Tab

Account

# Pet Owners Panel: Booking Section

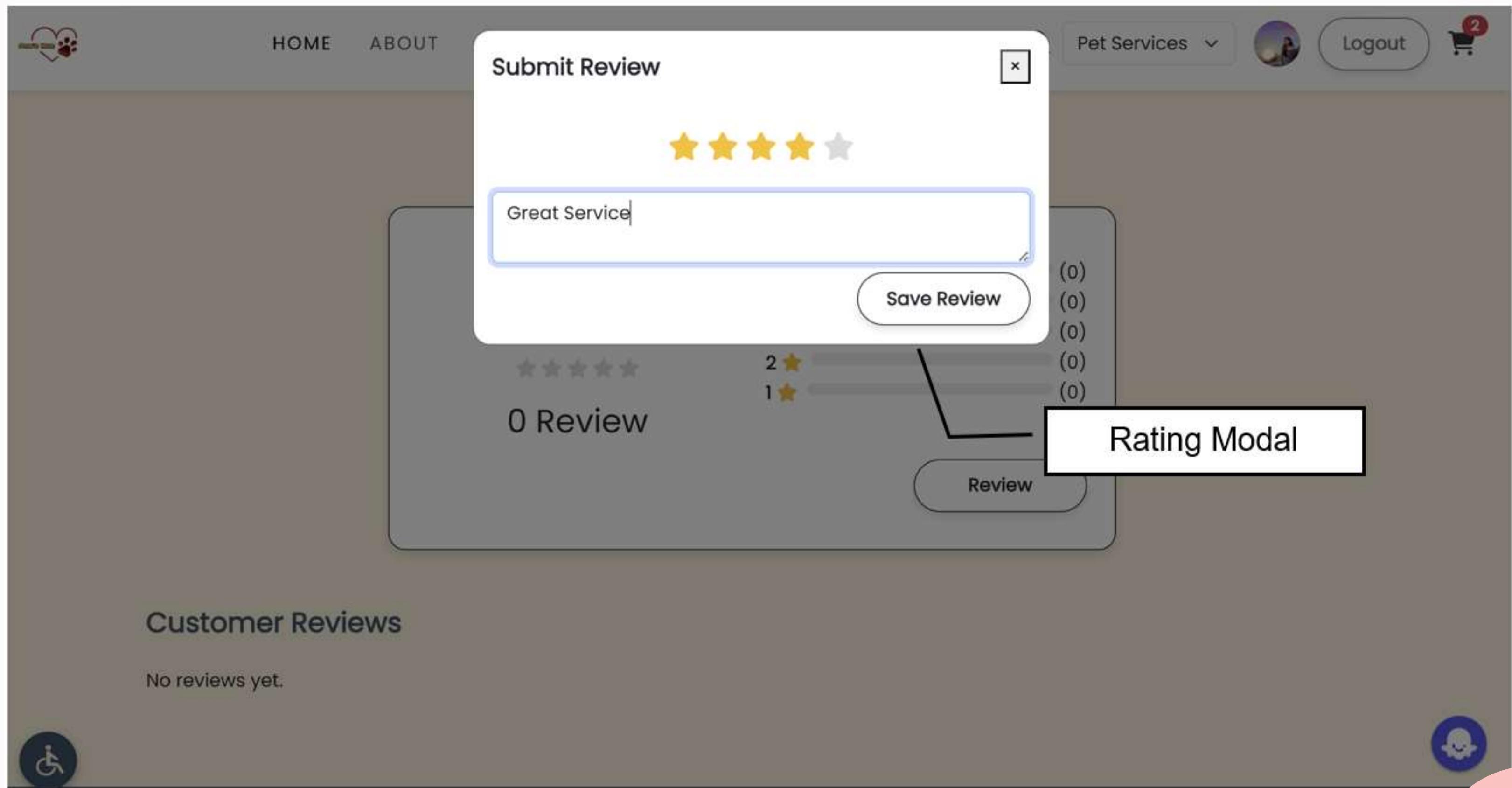


Automatic Removal of Booked Time Slot on Specific Date - Interleaved Multi-Threading

Robustness - Recoverability - Error Prevention

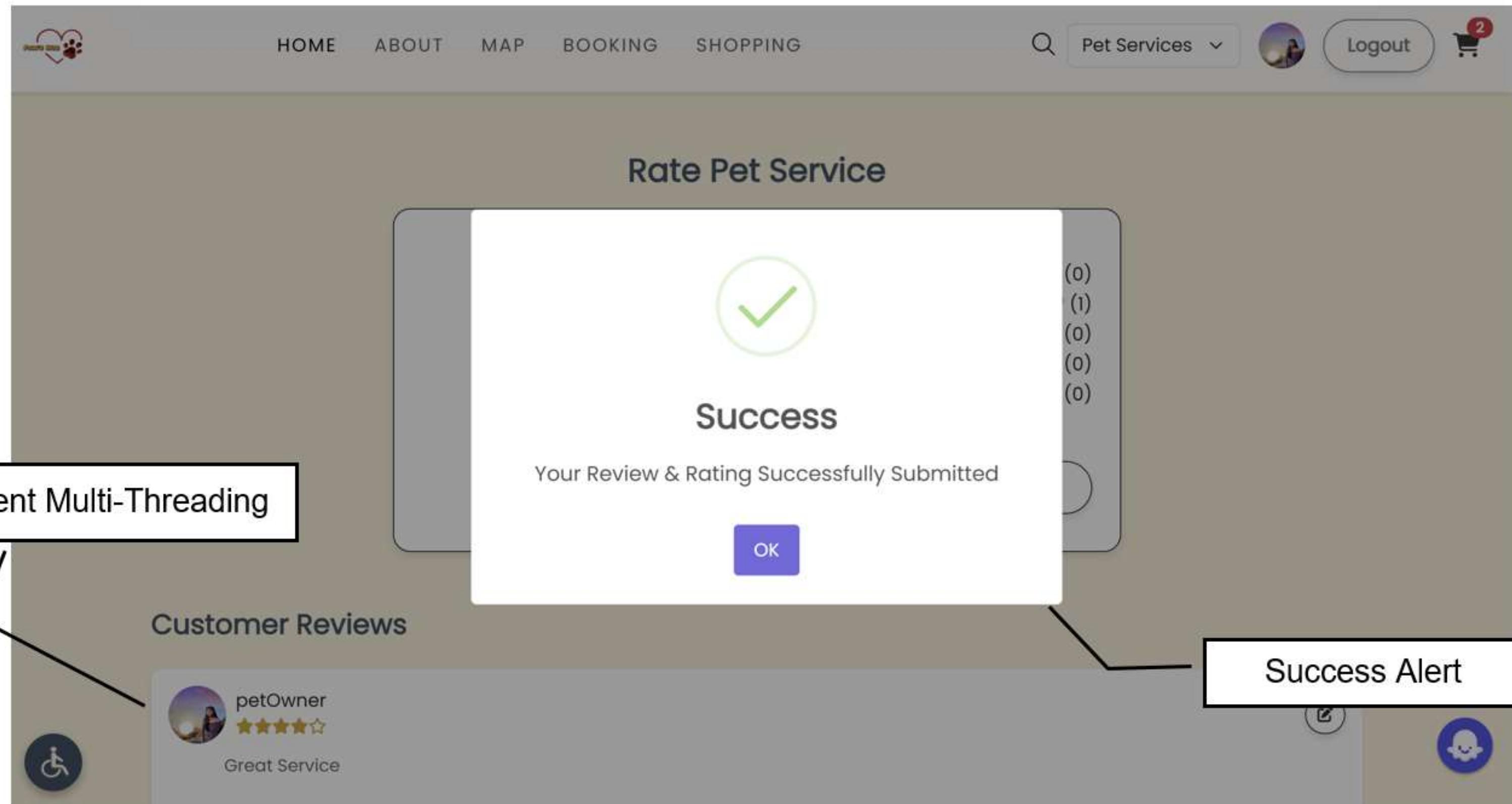
Booking

# Pet Owners Panel: Booking Section (Rating)



Booking

# Pet Owners Panel: Booking Section (Rating)



Concurrent Multi-Threading but in others, Interleaved Multi-Threading

Booking

## Pet Owners Panel: Booking Section (Rating)

### Rate Pet Service

4.0 / 5

★★★★★ (1)

1 Review

Review

Rating	Count
5 ★	(0)
4 ★	(1)
3 ★	(0)
2 ★	(0)
1 ★	(0)

Customer Reviews

petOwner ★★★★★ Great Service

Edit Button

Booking

Edit Permission is granted only to users who submitted the review

# Pet Owners Panel: Booking Section (Pet Hotels)

The screenshot shows the Pet Owners Panel interface for booking pet services. At the top, there's a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. To the right are search, user profile, and logout buttons. A shopping cart icon indicates 2 items.

**Available Services:**

- Bath&BlowDry (Icon: Dog being sprayed)
- Nail Clipping (Icon: Paw with clippers)
- Ear Cleansing (Icon: Cat with ear drops)

**Booking Form (Left side):**

- Date Selection:** A calendar for August 2024. The date **26** is highlighted with a dark box. Other dates are shown in a light gray font.
- Check-in Date:** mm/dd/yyyy input field.
- Check-out Date:** mm/dd/yyyy input field.
- Check-in Hour:** Time input field with placeholder **--:-- --**. A clock icon is to the right.
- Check-out Hour:** Time input field with placeholder **--:-- --**. A clock icon is to the right.
- Room Type:** A dropdown menu currently set to **Standard**.
- Additional Service:** A dropdown menu currently set to **Grooming**.

**Booking Status (Bottom Left):**

Dates before the current date are forbidden

**Booking Status (Bottom Right):**

Booking

# Pet Owners Panel: Booking Section (Pet Hotels)

Available Services

The screenshot shows a booking form for pet hotels. At the top, there's a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. To the right are search, user profile, and logout buttons. A shopping cart icon with a '2' notification is also present.

**Services:**

- Grooming (Icon: Cat with brush)
- Bath&BlowDry (Icon: Dog with shower head)
- Ear Cleansing (Icon: Cat with ear cleaner)

**Booking Form Fields:**

- Check-in Date:** 08/28/2024 (MM/DD/YYYY) - A date picker modal is open, showing the month of August 2024. The 28th is selected, highlighted in black. Other dates from 28 to 31 are in grey, while the rest of the month is in light grey.
- Check-in Hour:** --:-- --
- Check-out Hour:** --:-- --
- Room Type:** Standard
- Additional Service:** Grooming

**Bottom Text:** Dates before check-in date are forbidden to choose as check-out date

Booking

# Pet Owners Panel: Booking Section (Pet Hotels) - Booking Success

The screenshot shows a user interface for a pet booking application. At the top, there is a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. On the right side of the navigation bar are icons for Pet Services, Logout, and a shopping cart containing two items. Below the navigation bar, there is a search bar and a section for 'Pet Info Form' with fields for Pet Name (Henry), Gender (Male), and Age (1). A large modal window is centered on the screen, displaying a green checkmark icon and the message "Booking Successful! Your booking has been confirmed." with an "OK" button. At the bottom of the page, there is a "Book Now" button.

Booking

# Pet Owners Panel: Booking Section (Pet Hotels) - Account Setting

The screenshot shows a user interface for a pet hotel booking system. At the top, there's a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. On the right side of the header, there are search fields for 'Service Type' (set to 'Pet Services') and 'Booking Date' (set to '2024-08-28'), along with a 'Logout' button and a shopping cart icon with a '2' notification.

In the main content area, there's a circular profile picture of a person and the text 'petOwner Role: owners'. Below it is a button labeled 'Update Photo'.

A modal dialog box is centered on the screen, displaying a large exclamation mark icon and the text 'Are you sure? Do you really want to cancel this booking?'. It contains two buttons: 'Yes, cancel it!' (in purple) and 'No, keep it' (in grey). A large 'Cancel Booking' button is located at the bottom of the modal.

On the right side of the modal, a callout box highlights the text 'System Pre-Emptive'.

Below the modal, there are details about the booking: 'Check-in Hour: 16:02:00', 'Checkout Hour: 16:02:00', and 'Booking ID: 8'. Another 'Cancel Booking' button is located here.

At the bottom left, there's a circular icon with a person in a wheelchair. At the bottom right, there's a circular icon with a skull.

**From Account Setting of “My Bookings” Tab**

**Booking**

# Pet Owners Panel: E-Commerce Section - Product List Page

HOME ABOUT MAP BOOKING SHOPPING

Pet Services Logout

-- Select Category --

-- Select Sub-Category --

Filter

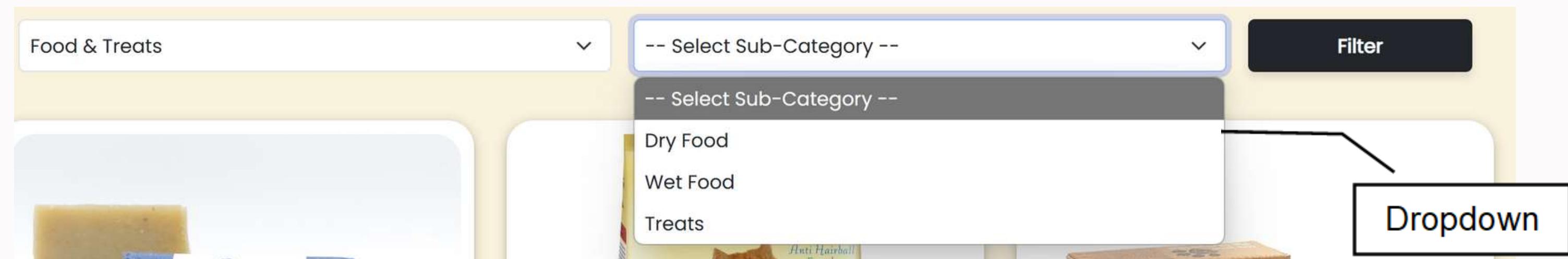
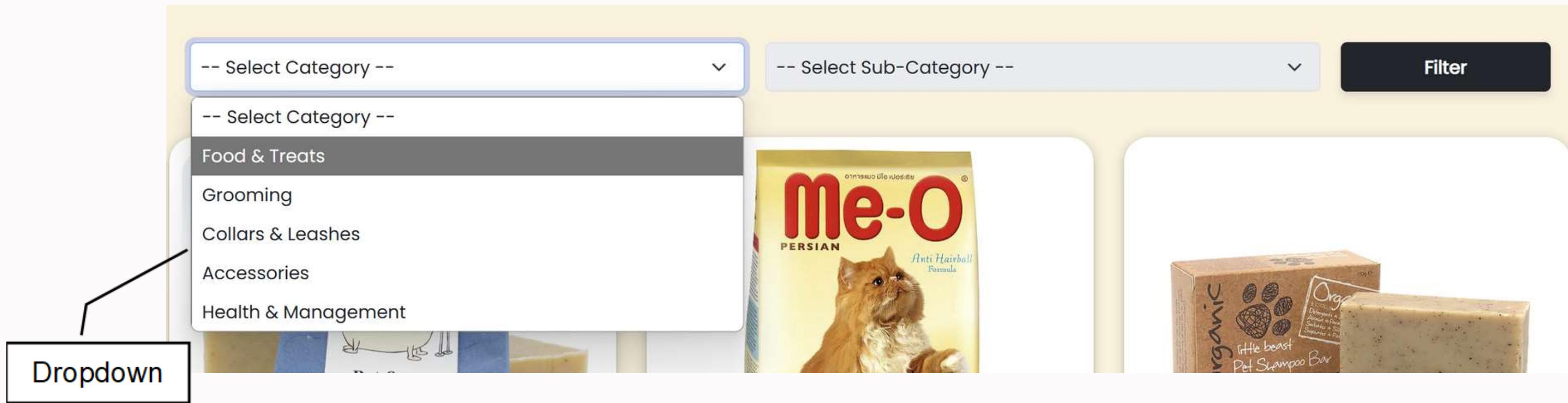
Product	Description	Price	Stock	Action
PetSoap	Sky EC Tick-Free Anti-Tick Dog Soap by Fifozone	5000.00 MMK	Stock: 8	Add to Cart
Me-O	Me O Persian Anti Hairball Adult Dry Cat Food -...	12000.00 MMK	Out of Stock	
little beast	CERDÁ LIFE'S LITTLE MOMENTS – for Fan Pets Good for...	12000.00 MMK	Stock: 1	Add to Cart

**Observability**

**Highlight**

Shopping

# Pet Owners Panel: E-Commerce Section - Dropdown Filter

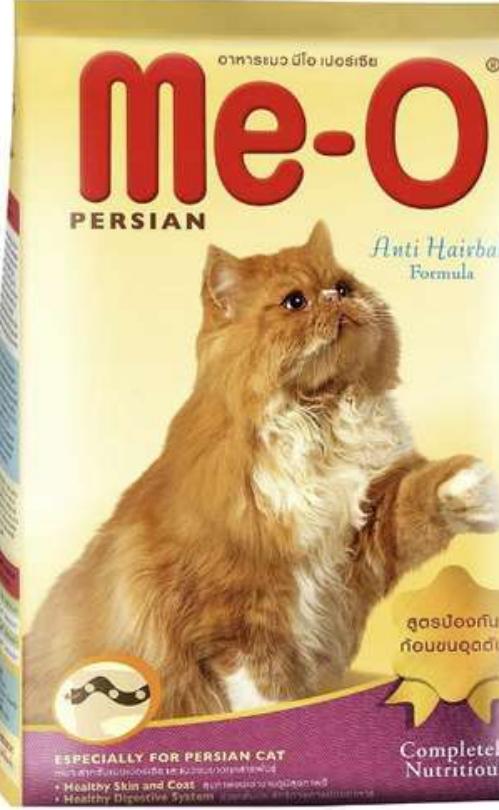


Sub-Category changed according to Main Category

Shopping

# Pet Owners Panel: E-Commerce Section - Dropdown Filtered

Food & Treats ▾ Dry Food ▾ Filter



**Me-O**  
Me O Persian Anti Hairball Adult Dry Cat Food - ...  
**12000.00 MMK**  
Out of Stock



**Sport's Man Pride**  
Classic 24/20 High Energy Dry Dog Food, 40-lb Bag  
**12000.00 MMK** Stock: 3  
Add to Cart

# Pet Owners Panel: E-Commerce Section - Product Description

HOME ABOUT MAP BOOKING SHOPPING

Pet Services Logout



**Sport's Man Pride**  
\$12000.00  
Classic 24/20 High Energy Dry Dog Food, 40-lb Bag  
3 in stock

- 1 +

Add to Cart

**Shipping Information**  
 We offer free shipping on orders over \$50. Standard shipping takes 3-5 business days.

**Return Policy**  
 Items can be returned within 30 days for a full refund. Please ensure the product is in its original packaging.

**Customer Support**  
 For any inquiries, contact our customer support at [support@petstore.com](mailto:support@petstore.com) or call us at (123) 456-7890

**Proximity**

**Familiarity, Generalizability**

## Pet Owners Panel: E-Commerce Section - Product Description

### Sport's Man Pride

\$12000.00

Classic 24/20 High Energy Dry Dog Food, 40-lb Bag

3 in stock

- 3 +

Limitation

---

 Add to Cart

**Limit to Stock (cannot add more)**

Shopping

# Pet Owners Panel: E-Commerce Section - Shopping Cart

The screenshot shows a shopping cart interface with the following details:

- Cart Items:**
  - Blue Bed: 15000.00 MMK, Stock: 2. Quantity: 2, Total: 30000.00 MMK.
  - Sport's Man Pride: 12000.00 MMK, Stock: 3. Quantity: 1, Total: 12000.00 MMK.
- Total:** 42000.00 MMK
- Buttons:** Proceed to Checkout

Annotations highlight specific areas:

- Common Region:** A box pointing to the top navigation bar (HOME, ABOUT, MAP, BOOKING, SHOPPING) and the top right corner (Pet Services dropdown, Logout).
- Forward Error Recovery:** A box pointing to the 'Proceed to Checkout' button.
- Calculated Amount:** A box pointing to the total amount '42000.00 MMK'.

Immediate Honesty - Calculated Amount

Shopping

# Pet Owners Panel: E-Commerce Section - Checkout Page

The screenshot displays the checkout process for a pet-related e-commerce platform. At the top, a navigation bar includes a logo, a user profile with the email 'eiphyusinco61@gmail.com', and links for 'HOME', 'ABOUT', 'MAP', 'BOOKING', and 'SHOPPING'. A search bar, a 'Pet Services' dropdown, and a 'Logout' button are also present. The main content area starts with a shipping address section containing five input fields: 'Ideo O2 Building C', 'Ideo O2 building C', 'Bangna', 'Bangkok', and '10260'. Below this is a 'Payment Method' section with five options: 'Credit Card' (selected), 'Choose your payment method' (disabled), 'Credit Card', 'PayPal', and 'Bank Transfer'. A callout box labeled 'Substitutivity' points to the 'Choose your payment method' field. At the bottom, a dark footer bar features icons for a wheelchair ('Contact Us'), a gear ('Quick Links'), and a person ('Follow Us').

Flag C  
accor  
COL

0912345678

Shipping Address

Ideo O2 Building C

Ideo O2 building C

Bangna

Bangkok

10260

Payment Method

Credit Card

Choose your payment method

Credit Card

PayPal

Bank Transfer

Substitutivity

Contact Us

Quick Links

Follow Us

# Pet Owners Panel: E-Commerce Section - Checkout Page

The screenshot shows a user interface for a pet owners panel. At the top, there is a navigation bar with links for HOME, ABOUT, MAP, BOOKING, SHOPPING, a search bar, a 'Pet Services' dropdown, a user profile icon, and a 'Logout' button. Below the navigation bar, there is a sidebar on the left containing sections for 'Shipping Address' and 'Payment Method'. The 'Shipping Address' section lists several address options, and the 'Payment Method' section shows 'PayPal' as the selected option. A large, semi-transparent overlay covers the main content area. In the center of this overlay is a white rectangular box containing a green checkmark icon and the text 'Order placed successfully!'. Below this text is a purple 'OK' button. To the right of the 'OK' button, the text 'Success Alert' is enclosed in a black-bordered box. At the bottom of the page, there is a dark footer bar with links for 'Contact Us', 'Quick Links', and 'Follow Us', each accompanied by an icon. The 'Contact Us' icon is a person in a wheelchair, 'Quick Links' has a gear icon, and 'Follow Us' has a social media icon.

Shipping Address

Ideo O2 Building C

Ideo O2 building C

Bangna

Bangkok

10260

Payment Method

PayPal

Set as default shipping address

Place Order

Order placed successfully!

OK

Success Alert

Contact Us

Quick Links

Follow Us

# Pet Owners Panel: E-Commerce Section

The screenshot shows a user interface for a pet e-commerce platform. At the top, there's a navigation bar with links for HOME, ABOUT, MAP, BOOKING, SHOPPING, Pet Services (with a dropdown arrow), Logout, and a shopping cart icon showing '0' items. Below the navigation is a search bar.

The main content area displays three product cards:

- Sport's Man Pride**: Classic 24/20 High Energy Dry Dog Food, 40-lb Bag. Price: 12000.00 MMK. Stock: 2. Buttons: Add to Cart (disabled), Out of Stock.
- Blue Bed**: Baby Blue Bella Dog Bed - Small....Comfortable. Price: 15000.00 MMK. Status: Out of Stock.
- Cat Wet Food**: URBAN CHOICE Tuna Delight. Price: 4000.00 MMK. Stock: 1. Buttons: Add to Cart.

A callout box with the text "Immediate Honesty" points to the shopping cart icon at the top right.

Products Stock changed when user checkout

Shopping

# Pet Owners Panel: E-Commerce Section - Order History

The screenshot shows a web interface for a pet-related e-commerce platform. At the top, there's a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. To the right of the navigation is a search bar, a dropdown menu for 'Pet Services', a user profile icon, and a 'Logout' button. A shopping cart icon with a red '0' notification is also present.

The main content area displays a list of orders. The first order is highlighted with a callout box. The callout box contains the following information:

- Order Date: 2024-08-26 03:19:39**
- Order #17**
- Total Price:** \$42000.00
- Items:**
  - Blue Bed (2)
  - Sport's Man Pride (1)

A black rectangular box with a white border and a black outline is placed over the 'Focal Point' text in the callout box, obscuring some of the original text.

From Account Setting of “My Purchases” Tab

# Pet Owners Panel: Account Settings - Information Tab

The screenshot shows the 'Information' tab selected in the top navigation bar. The user profile includes:

- Username: petOwner
- Email: petowner@gmail.com
- Role: owners
- Phone Number: 0912345678
- Date of Birth: 08/06/2024
- Gender: Female

A circular placeholder for a profile photo is shown, with the text "petOwner" and "Role: owners" below it. A "Update Photo" button is located next to the placeholder.

Callout annotations:

- A box labeled "Tabs" points to the tabs at the top of the page.
- A box labeled "Heuristic (6) – Recognition rather than Recall" points to the "Edit" button next to the photo placeholder.

Form Fields are disable until Edit button is clicked

# Pet Owners Panel: Account Settings - - Information Tab

The screenshot shows the 'Information' tab of the account settings. At the top, there's a navigation bar with links for HOME, ABOUT, MAP, BOOKING, SHOPPING, and Account Settings. On the right, there's a search bar, a 'Pet Services' dropdown, a user profile icon, a 'Logout' button, and a shopping cart icon with a red notification badge showing '0'. Below the navigation, there are tabs for Information, Password, My Bookings, and My Purchases, with 'Information' being the active tab.

The main content area displays the user's profile information:

- Username:** petOwner
- Email:** petowner2@gmail.com
- Email already exists** (highlighted in red)
- Role:** owners
- Phone Number:** 0912345678
- Date of Birth:** 08/06/2024
- Gender:** Female

A large callout box labeled 'Validation' points to the red error message 'Email already exists'.

On the left side of the profile section, there's a circular profile picture of a woman holding a dog, with the text 'petOwner' and 'Role: owners' below it. A 'Update Photo' button is also present.

At the bottom right, there are 'Update' and 'Cancel' buttons. A small blue circular icon with a white ghost-like figure is located at the bottom right corner of the page.

Error Handling: cannot change to other emails which are already existed

# Pet Owners Panel: Account Settings - Password Tab

The screenshot shows the Pet Owners Panel interface. At the top, there is a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and SHOPPING. To the right of the navigation bar are search, user profile, and logout buttons. Below the navigation bar, the main content area has a title 'Account Settings' and a tab menu with 'Information', 'Password' (which is selected), 'My Bookings', and 'My Purchases'. On the left side, there is a circular profile picture of a person, labeled 'petOwner' and 'Role: owners', with a 'Update Photo' button below it. The central part of the screen displays a 'Change Password' form. This form includes fields for 'Old Password' (containing '.....'), 'New Password' (containing '.....'), and 'Re-type New Password' (containing '.....'). Error messages are displayed: 'Old password is incorrect.' next to the Old Password field, and 'Passwords do not match.' between the New Password and Re-type New Password fields. A large callout box labeled 'User Pre-Emptive' covers the error messages. Another callout box labeled 'Validation' points to the 'Passwords do not match.' message. At the bottom right of the form is a 'Update Password' button.

User Pre-Emptive

Validation

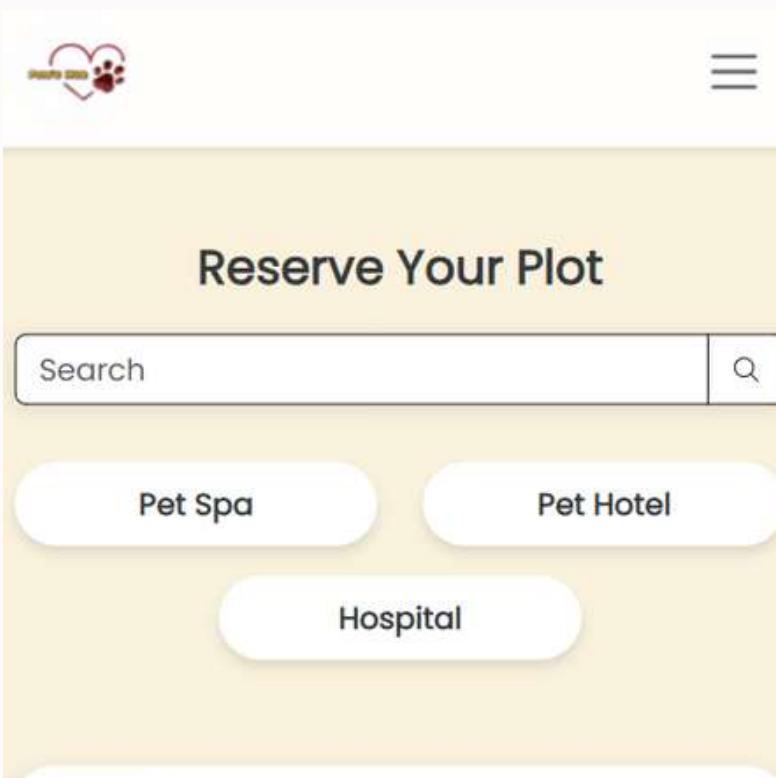
Old Password is required to reenter for Security

# Pet Owners Panel: Mobile Views

The image displays three mobile screenshots of the Paw's Hub application, showing different views of the platform:

- Home Screen:** Shows a welcome message "Welcome to PawHubs" with a cat and dog icon, a "Check our services →" button, and a "Latest Pet Products" section featuring a can of "URBAN CHOICE Tuna Delight". A small accessibility icon is visible in the bottom left corner.
- Paw's Hub Screen:** A navigation bar with the title "Paw's Hub" and a menu icon. Below the bar is a sidebar with links: HOME, ABOUT, MAP, BOOKING, and SHOPPING. At the bottom are icons for search, profile, logout, and a shopping cart with a "0" notification.
- Map Screen:** A map showing a route from "Choose a starting place" to "Choose destination" in Bangkok. The map includes labels for Sukhumvit Rd, Bearing Rd, and various neighborhoods like BANG NA, NUEA, and Samrong Nuea. A "mapbox" watermark is present.

# Pet Owners Panel: Mobile Views

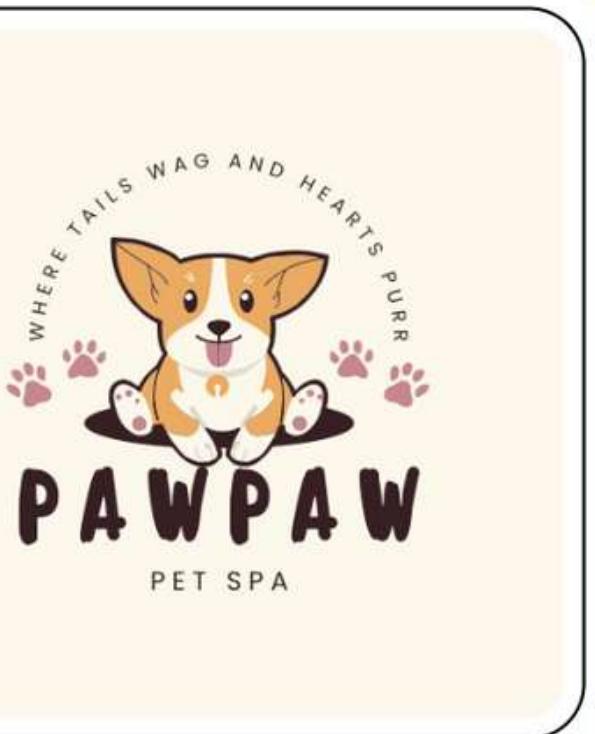


**Reserve Your Plot**

Search  Search

Pet Spa Pet Hotel Hospital

**petSpa**



**PawPaw Pet Gromming & Spa**

PawPaw Pet Gromming & Spa offers a luxurious retreat for your furry friends, dedicated to enhancing their well-being and grooming needs. Located in the heart of [City/Area], our boutique spa provides a serene environment where pets receive personalized care and attention.

09777712348

Monday to Wednesday

★★★★★

11:25am to 11:25pm

5am to 11:25pm 09777712348 WhatsApp



**PawPaw Pet Gromming & Spa**

PawPaw Pet Gromming & Spa offers a luxurious retreat for your furry friends, dedicated to enhancing their well-being and grooming needs. Located in the heart of [City/Area], our boutique spa provides a serene environment where pets receive personalized care and attention.

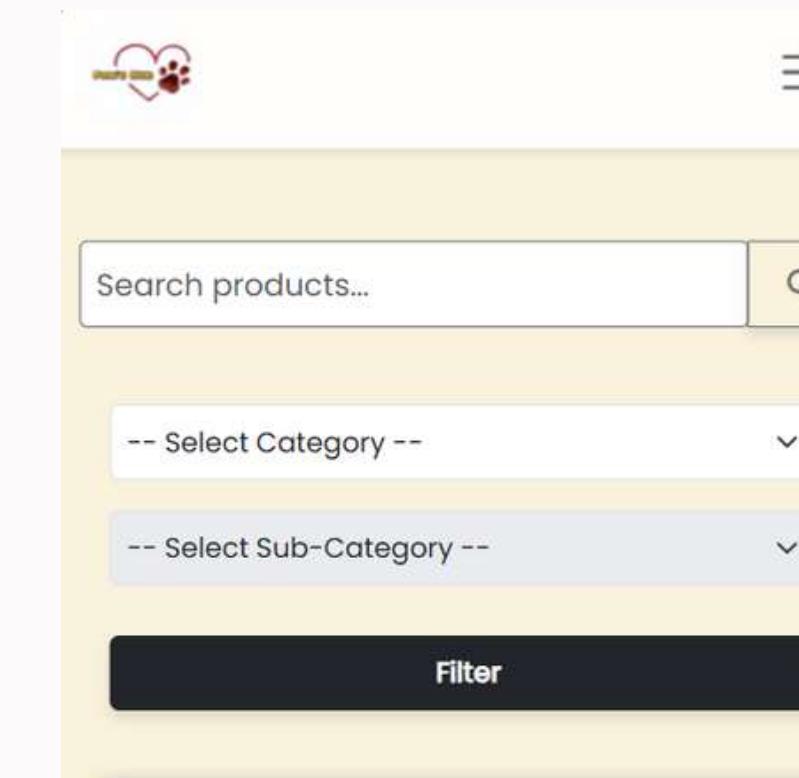
09777712348

Monday to Wednesday

★★★★★

11:25am to 11:25pm

5am to 11:25pm 09777712348 WhatsApp



Search products... Search

-- Select Category --

-- Select Sub-Category --

**Filter**

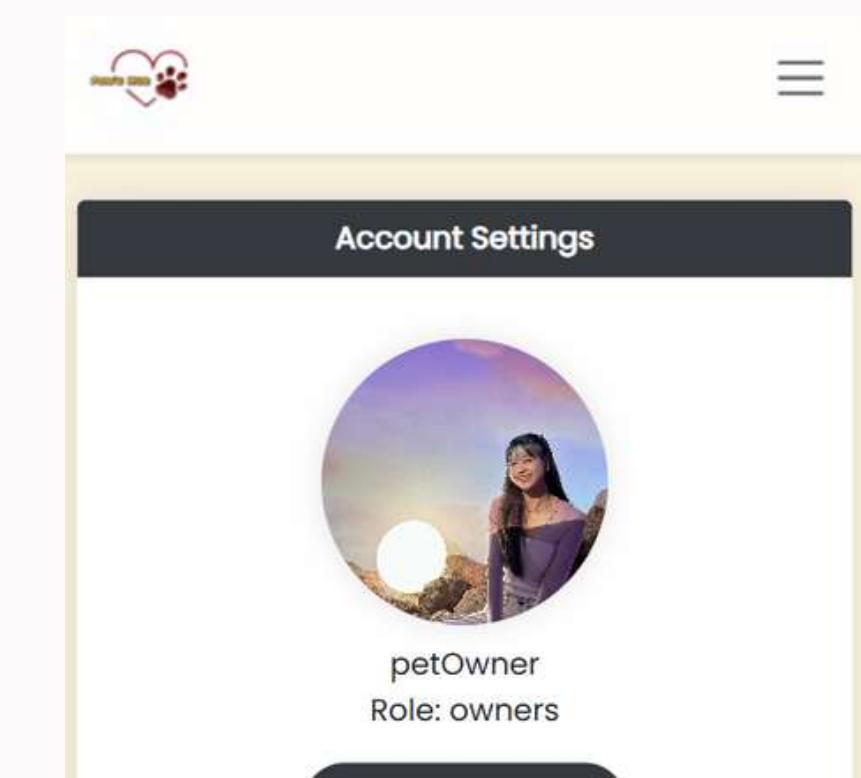


**PetSoap**

Sky EC Tick-Free Anti-Tick Dog Soap by Fifozone

5000.00 MMK Stock: 8

Add to Cart WhatsApp



**Account Settings**

 petOwner  
Role: owners

Update Photo

**Information** **Password**

**My Bookings** **My Purchases**

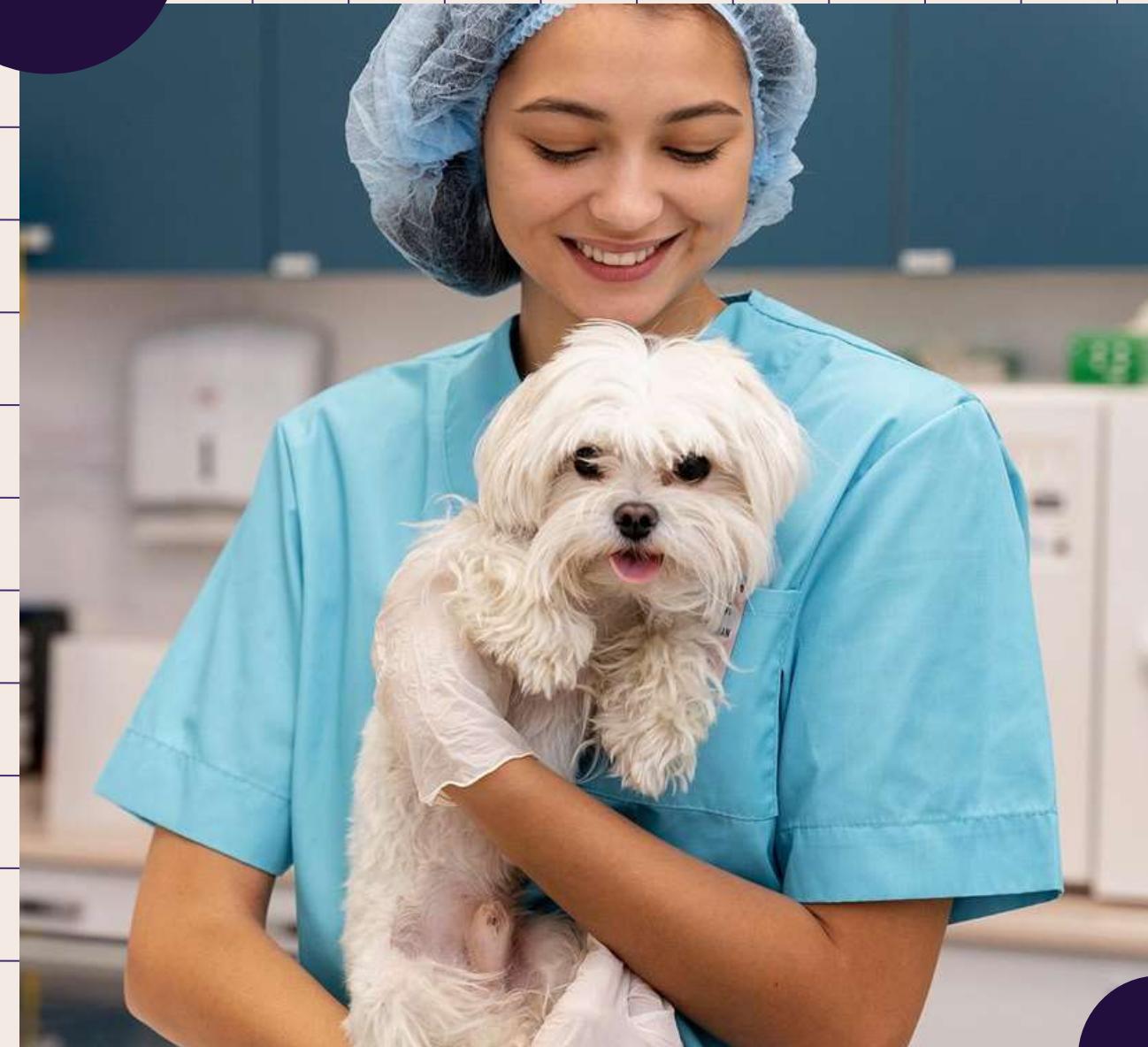
---

**Username** petOwner

**Email** petowner3@gmail.com

**Role** owners

**Phone Number** 912345678 WhatsApp



# Registered Pet Services Panel

# Pet Services Panel: Pet Service Initial Registration



HOME

ABOUT

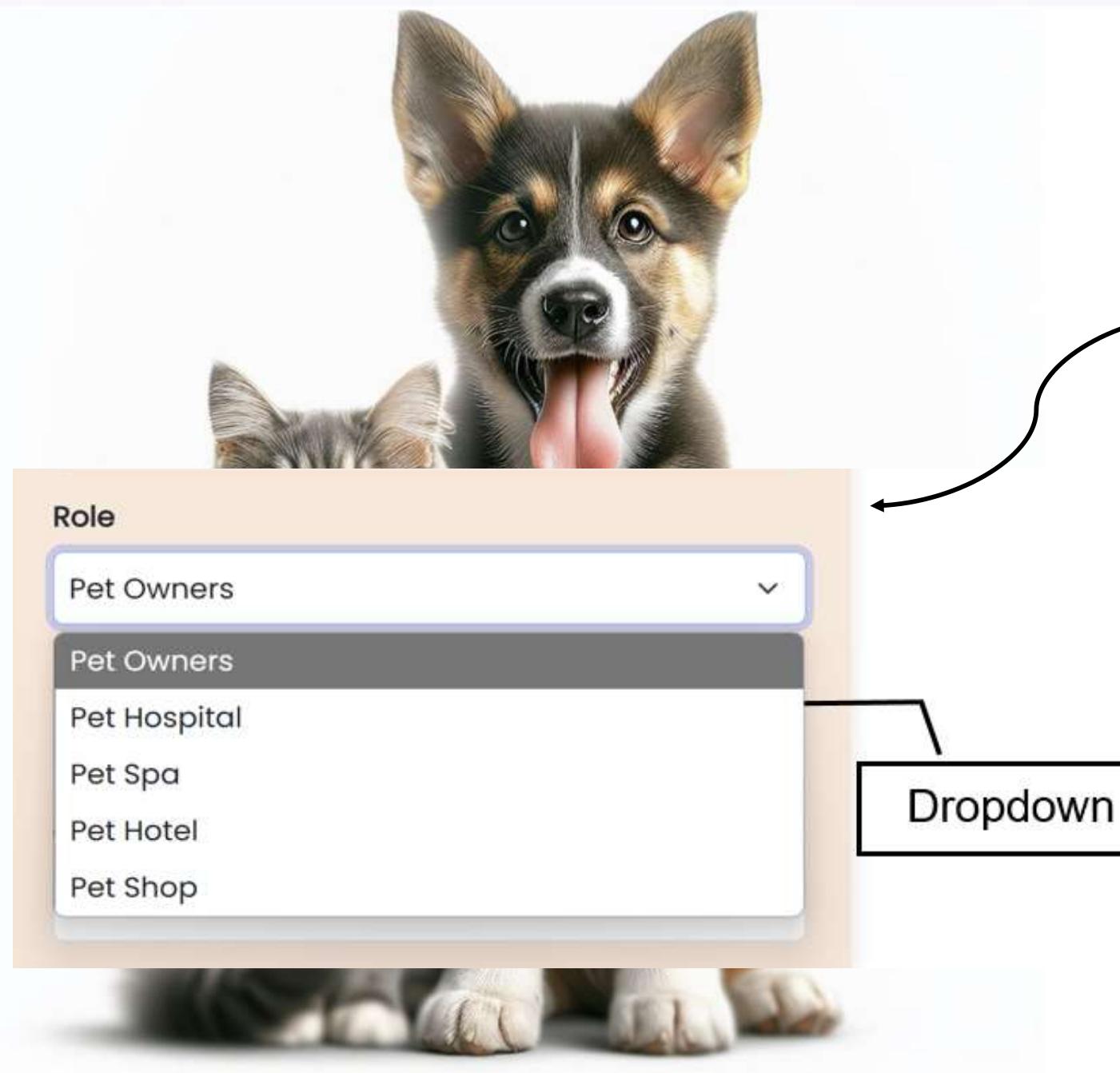
MAP

BOOKING

SHOPPING

Login

Register



**EMAIL**

**Role**

Pet Spa

**Password**

**Confirm Password**

**Upload Profile**

Choose File puchii.jpg

**Register**

Already have an account? [Login](#)

**Role**

Pet Owners

Pet Owners

Pet Hospital

Pet Spa

Pet Hotel

Pet Shop

**Dropdown**



# Pet Services Panel: Pet Service Initial Registration



HOME

Available Services

Grooming, Bath&BlowDry, Nail Clipping, Ear Cleansing

Opening Hour: 08:00 AM  Closing Hour: 05:00 PM

Opening Days

Mon Tue Wed Thu Fri

Sat Sun

Upload Business Logo

Choose File puchiispa.png

Submit

Login Register

Buttons

ter

account? [Login](#)

A callout box labeled "Buttons" points to the days of the week selector.

# Pet Services Panel: Created Pet Service in Account Settings

HOME    ABOUT    MAP    MY SERVICES    SHOPPING          Logout   

## Account Settings

Information    Password    **My Services**    My Purchases

pet\_service  
Role: petSpa  
[Update Photo](#)

**+ Create New Service**

**Puchii Spa**  
 0952085082  
Service Type: petSpa  
[View Bookings](#)  
[Edit Service](#)

**Common Region**

Contact Us    Quick Links    Follow Us

# Pet Services Panel: Edit Pet Service

## Edit Service

**Service Name**  
Puchii Spa

**Description**  
Puchii Pet Grooming & Spa offers a luxurious retreat for your furry friends, dedicated to enhancing their well-being and grooming needs. Located in the heart of [City/Area], our boutique spa provides a serene environment where pets receive personalized care and

**Phone**  
0952085082

**Opening Hours**  
08:00:00

**Closing Hours**  
17:00:00

**Opening Days**  
Monday,Tuesday,Wednesday,Thursday

Logout 0

Recognition Rather than Recall

# Pet Services Panel: Create New Service

HOME AB

 Business Details X

Business Name  
Puchii Spa Branch2

Business Description  
professional grooming, spa treatments, nail trimming, and ear cleaning. Our experienced groomers are dedicated to ensuring your pet

Phone Number  
0952085082

Available Services  
Grooming, Bath&BlowDry, Nail Clipping, Ear Cleansing

Opening Hour: 10:00 AM L Closing Hour: 10:30 PM L

Logout 0

View Bookings

Edit Service L

Contact Us

# Pet Services Panel: Created New Service

HOME ABOUT MAP MY SERVICES Account Settings SHOPPING

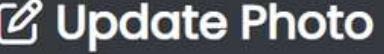
Logout

0

Information Password My Services My Purchases

+ Create New Service

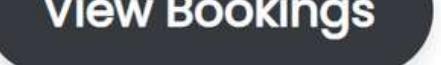
  
pet\_service  
Role: petSpa

 Update Photo

**Puchii Spa**  
 0952085082  
Service Type: petSpa


**Puchii Spa Branch2**  
 0952085082  
Service Type: petSpa


# Pet Services Panel: Home Page

The screenshot shows the Pet Services Panel Home Page with several annotated features:

- Different Global Navbar for Pet Service**: Points to the top navigation bar.
- Proximity**: Points to the proximity search icon.
- Different Search Bar for Pet Service**: Points to the search bar labeled "Search Pet Products...".
- Predictability**: Points to the dropdown menu showing product suggestions.
- Auto Suggestion**: Points to the auto-suggestion box.
- Different Carousel for Pet Services**: Points to the carousel area featuring pet services.
- Clear Entry Point**: Points to the "View →" button.

Annotations also point to the global navbar, proximity search, search bar, dropdown menu, auto-suggestion box, and the different carousel for pet services.

Different Home Page, Global Navigation Bar and Search Bar for different users

# Registered Pet Shops Panel



# Pet Shops Panel: Home Page

Different Global Navbar for Pet Shops

HOME ABOUT MAP BOOKING PRODUCTS

Logout

Heuristic (4) - Consistency & Standards

Add & View Products

Manage and add products for your pet shop.

Add Products →

Clear Entry Point

Different Search Bar for Pet Shops

Different Carousel for Pet Shops

A large yellow rectangular area contains the 'Add & View Products' section. To the right of this area is a large image of a brown tabby cat pushing a small shopping cart filled with various fruits and vegetables, including a pineapple, bananas, and oranges. A horizontal ellipsis at the bottom indicates more content is available.

Different Home Page, Global Navigation Bar and Search Bar for different users

# Pet Shops Panel: Manage Products

The screenshot illustrates a user interface for managing products in a pet shop panel. A central modal window titled "Update Product" is displayed, containing fields for Product Image, Product Name, Product Price, Stock, and Product Description. The modal also includes CTA buttons for editing and deleting the product. The background shows a list of products, with one item highlighted and labeled "Recognition Rather than Recall".

**Search Bar**: Located at the top left of the main interface.

**CTA Buttons**: Located at the bottom left of the "Update Product" modal, used for updating or deleting the product.

**Recognition Rather than Recall**: A callout box pointing to a specific product entry in the background list, highlighting a feature of the system.

**Product Details (Modal)**:

- Product Image: Choose File (No file chosen), showing an image of three bars of soap.
- Product Name: PetSoap
- Product Price: 5000.00
- Stock: 8
- Product Description: Sky EC Tick-Free Anti-Tick Dog Soap by Fifozone
- Buttons: Edit icon (blue) and Delete icon (orange).

**Background Product List (Blurred)**:

- Product Name: PetSoap
- Product Price: \$5000.00
- Stock: 8
- Product Description: Sky EC Tick-Free Anti-Tick Dog Soap by Fifozone
- Buttons: Edit icon (blue) and Delete icon (orange).

**Background Product List (Highlighted)**:

- Product Name: Fifozone
- Product Price: \$12000.00
- Stock: 1
- Product Description: DÀ LIFE'S LITTLE MOMENTS - for Fan
- Buttons: Edit icon (blue) and Delete icon (orange).

# Pet Shops Panel: Manage Products - Added New Product

HOME ABOUT MAP BOOKING PRODUCTS

Logout

Common Region

Proximity

The screenshot shows a pet shop management system interface. At the top, there's a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and PRODUCTS. On the right side of the header are icons for a user profile, a search function, and a logout button. Below the header, there are three product cards displayed in a grid:

- Blue Bed**  
Baby Blue Bella Dog Bed - Small....Comfortable  
Price: \$15000.00 Stock: 0
- Cat Wet Food**  
wet food for cats Archives - Urban Choice Good One  
Price: \$4000.00 Stock: 1
- Tent for Indoor Pets**  
Cat House Cat Beds for Indoor Cats Puppy Bed Dog House Dog Bed Tent Pet  
Price: \$40000.00 Stock: 5

At the bottom of the page, there's a dark footer bar with a wheelchair accessibility icon on the left and a user profile icon on the right. A callout box labeled "Common Region" points to the middle product card. Another callout box labeled "Proximity" points to the first product card.

# Pet Shops Panel: Trace Customers' Orders

The screenshot shows a user interface for managing customer orders. At the top, there is a navigation bar with links for HOME, ABOUT, MAP, BOOKING, and PRODUCTS. On the right side of the top bar are a search icon, a user profile icon with a lock symbol, and a Logout button.

The main content area is titled "Account Settings" and has a sub-section titled "My Customers". Below this, a card displays information for a customer named "petOwner". The card includes a profile picture, the customer's name (Ei Phyusin Oo), email (eiphyusinoo61@gmail.com), and phone number (0912345). It also shows the order date (2024-07-22 17:24:58) and total price (\$34000.00).

Annotations on the right side highlight specific parts of the interface:

- A callout box labeled "Collapse Up Arrow" points to the upward-pointing arrow icon next to the "Order ID #1" header.
- A callout box labeled "Common Region" points to the area containing the order details (Order ID, Date, Price, Items, Shipping Address).

Below the main card, there is a small circular trash icon and a blue circular icon with a white head.

# Customer Support: Ai Chatbot

The screenshot shows a website for "Paws Hub" featuring a map and a call-to-action button for viewing nearby pet service shops. A prominent feature is a floating AI chatbot window from "Coze". The chatbot has a blue icon with a white paw print and the word "Coze". It displays a message about providing pet assistance and training advice, followed by two sample questions: "What's the best way to train a new puppy?" and "Can you recommend a good pet hospital nearby?". At the bottom of the chatbot window, there are icons for a microphone, a plus sign, and a right arrow. The footer of the page states "Powered by coze. AI-generated content for reference only."

HOME ABOUT MAP BOOKING PRODU

Paws Hub

Check nearby Pet Services

Discover nearby pet service shops effortlessly with a single click.

[View Shops →](#)

Heuristic (10) – Help & Documentation

Map showing Sanphawut Rd and Chayaram Rd. Mapbox logo.

Coze

Pet Assistance

As an animal and pet expert, I'm here to provide comprehensive guidance on raising pets and recommend nearby pet services. Need advice on training, feeding, or care? Just ask!

What's the best way to train a new puppy?

Can you recommend a good pet hospital nearby?

Powered by coze. AI-generated content for reference only.

Available to All types of users

# Customer Support: Ai Chatbot

**Coze**

training, feeding, or care? Just ask:

**what should I do when my cat is vomiting hairball very often?**

**Pet Assistance**

Frequent hairball vomiting in cats can be concerning. Here are some steps you can take to help manage and reduce hairballs:

**Regular Grooming**

- **Brush your cat regularly:** This helps remove loose fur before your cat can ingest it. Long-haired cats may need daily brushing, while short-haired cats might only need it a few times a week.
- **Professional grooming:** Consider taking your cat to a professional groomer for regular sessions.

Powered by coze. AI-generated content for reference only.

PRODU

**Coze**

manage your cat's hairballs and improve their overall well-being. If the problem persists, it's always best to seek professional veterinary advice.

What kind of specialized cat food can help reduce hairballs?

How often should I take my cat to a professional groomer for grooming sessions?

What are some signs that indicate my cat's frequent hairball vomiting might be due to an underlying health issue?

coze. AI-generated content for reference only.

Follow-up Questions Suggestions

Clear Chat History

Attach Images

# Customer Support: Ai Chatbot

The screenshot shows the PawHubs website homepage. The header includes a logo with a paw print and heart, and navigation links for HOME, ABOUT, MAP, BOOKING, and PRODUCTS. A large banner features the text "Welcome to PawHubs" and "Discover the best for your pets!". Below the banner is a button labeled "Check our services →". A small accessibility icon (handicap symbol) is in the bottom left corner. A decorative image of a cat's face is on the right side of the banner.

A floating AI chatbot window titled "Coze" is open, displaying a message under "Pet Assistance". The message reads: "Here are some top-rated pet hospitals near Bangna, Bangkok:" followed by a list of three hospitals with their ratings, addresses, and phone numbers. The third hospital entry is partially cut off. At the bottom of the chat window, there is a text input field and a blue send button with a plus sign. The footer of the page says "Powered by coze. AI-generated content for reference only."

**Pet Assistance**

Here are some top-rated pet hospitals near Bangna, Bangkok:

1. **Vet 4 Animal Hospital (Sukumvit)**
  - Rating: 4.9
  - Address: Soi Sukhumvit 33, Khlong Tan Nuea, Watthana, Bangkok 10110, Thailand
  - Phone: [Contact Information](#)
2. **Sukhumvit Veterinarians**
  - Rating: 4.7
  - Address: 10 Chong Lom Alley, Klongton-nua Watthana, Bangkok 10110, Thailand
  - Phone: [Contact Information](#)
3. โรงพยาบาลสัตว์ยูเวท บางนา (UVET Animal

Powered by coze. AI-generated content for reference only.

Recommending Nearby Top Rated Pet Hospitals

# Customer Support: Ai Chatbot

Coze



Pet Assistance

The picture shows a beautiful long-haired cat with a primarily grey and white coat. The cat has striking black markings around its eyes, giving it a distinctive masked appearance. Its large, round eyes are golden-yellow, and it looks directly at the camera with an alert or curious expression.

The cat is comfortably lying on a tan or beige car

Powered by [coze](#). AI-generated content for reference only.

Coze

for. The overall atmosphere is calm, and the cat seems content in its cozy spot.

What breed of cat is shown in the picture?

Pet Assistance

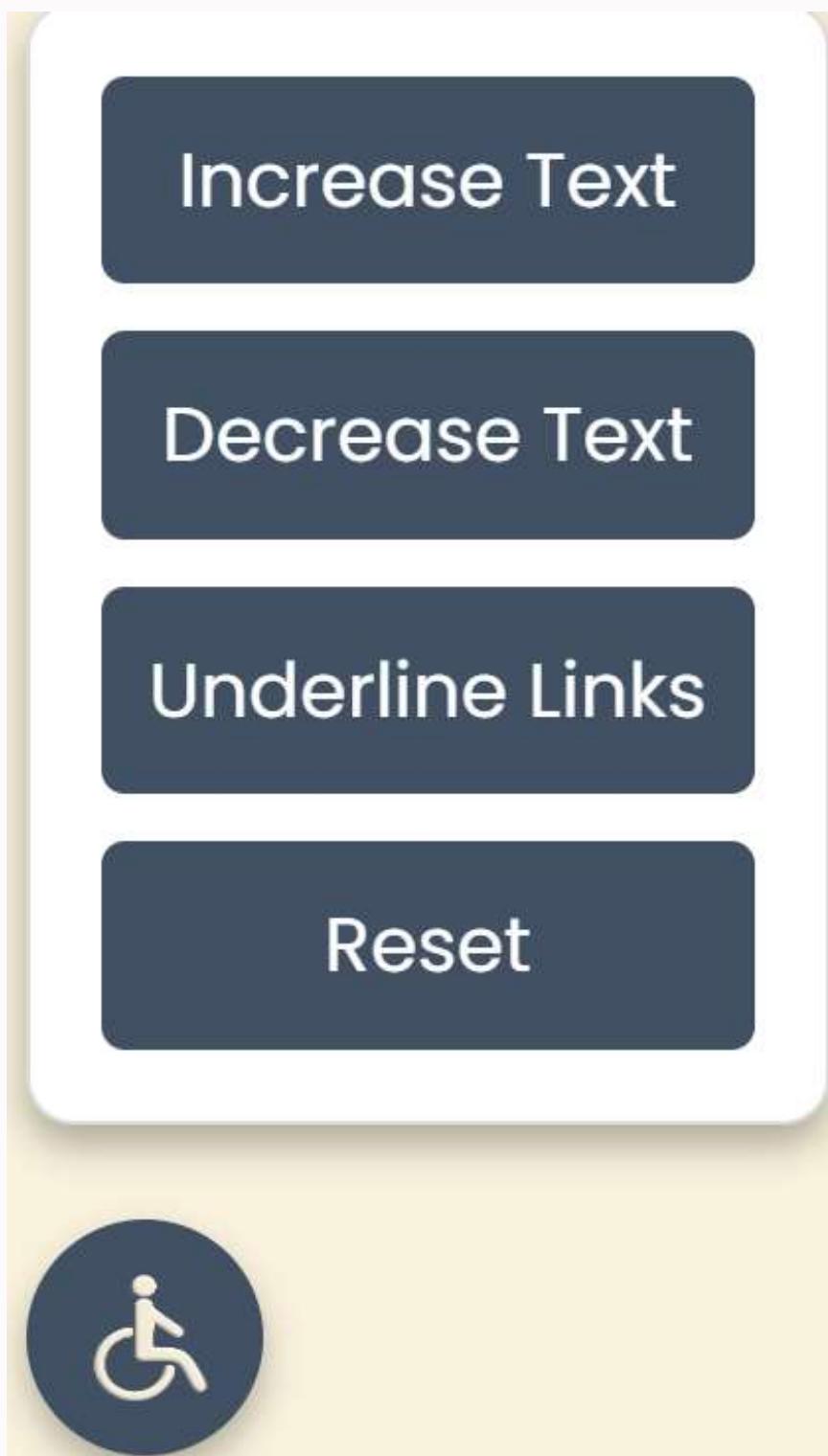
The cat in the picture appears to be a Persian, known for its long, luxurious coat, round face, and distinctive facial markings. Persians are a popular breed recognized for their calm and gentle demeanor, making them excellent companions. Their characteristic features include a broad, short muzzle, large round eyes, and a dense, flowing coat that requires regular grooming to maintain.

Can you provide more details about the

Powered by [coze](#). AI-generated content for reference only.

Describing Image User Inputed

# Accessibility Tool for Disabilities



Available to All types of users

Nielsen's 10 Heuristic	Result
Visibility of System Status (Observability)	Pass
Match with real world (Familiarity)	Pass
User Control & Freedom	Pass
Consistency & Standards Error Prevention (Auto Suggestion)	Pass Pass
Recognition rather than recall	Pass
Flexibility & Efficiency	Pass
Aesthetic & Minimalist	Pass
Error Recover (Robustness)	Pass
Help & Documentation	Pass

# Usability Evaluation



# Conclusion

## • Project Achievements

- Successfully developed a comprehensive platform for pet lovers, integrating booking, e-commerce, AI chatbot, and a map showing nearby pet-related places.

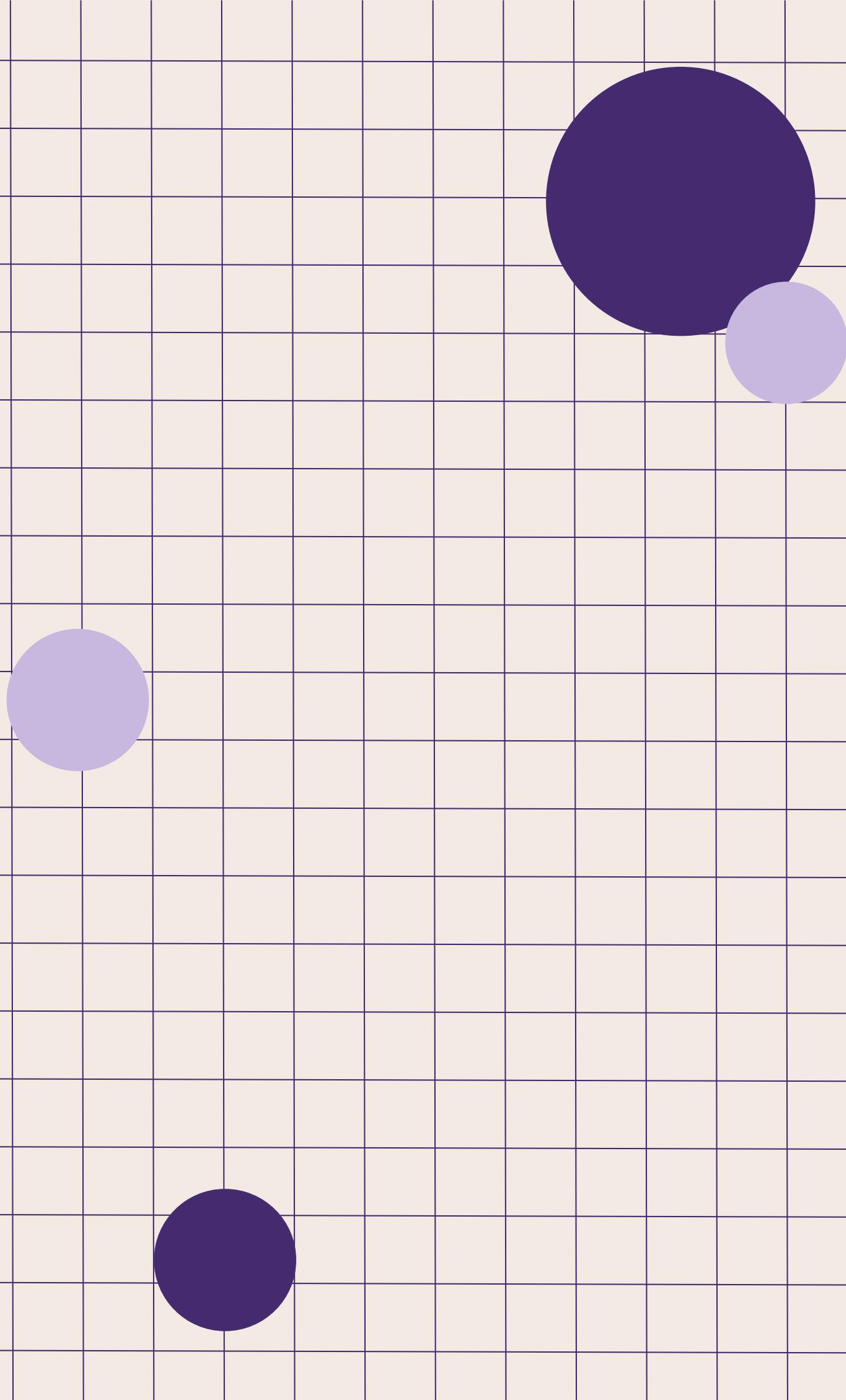
## • Challenges Solved

- Overcoming technical hurdles in integrating Mapbox for accurate and responsive location-based services.
- Designing distinct interfaces for various user roles to ensure all functionalities are accessible and intuitive.

## • Key Takeaways

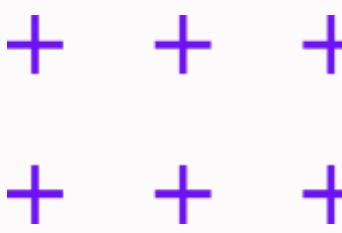
- Gained valuable experience in solving complex technical issues and balancing user needs with system capabilities.
- Developed a deep understanding of integrating diverse technologies to create a user-centered application.





09

# Future Features



# Future Features

- **Automatic Bookings via Chatbot**

Enable booking via chatbot with voice commands which provides hands-free convenience

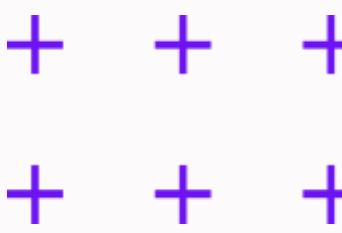
- **Integration with Smart Devices**

Allow integration with smart pet devices (e.g., GPS collars, automatic feeders) to provide users with real-time data on their pet's activities, health, and location.

- **Multi-Language Support**

Expand the platform to support multiple languages, for global audience.





# Future Features

- **Pet Social Network**

Add a social networking feature where users can create profiles for their pets, share photos, and interact with other pet owners.

- **Payment Method**

Include more payment method options and enable users to be able to pay securely



# Thank You!

Any Questions?

