

The Problem

Mr.Philips is the founder of a new business located in Australia. His business is a worldwide shipping company that is slowly gaining more and more traction. His current system currently takes up the job of processing and storing orders and transactions, as well as providing basic customer support through the program which redirects people to a live representative after the basic support does not satisfy the needs of the customer. The only issue with this system is that due to its age, it fails during peak hours and results in failure of order processing and entirely seizes up, sometimes even stopping entirely. After hearing through family friends that I am a computer science student, he has been in contact with me (see appendix) and requested to contract me to formulate a solution to replace his current system.

I plan to create a new website for him that will act as a landing page for his business where customers can sign up and login and view their previous orders and transactions. This will be done through the use of HTML, CSS, PHP, and where necessary, Javascript. For the database, I will use MySQL linked to an online form through PHP.

Rationale for Proposed Solution

At the end of the day, a web-based solution will be the best fit for Mr.Phillips as it is much easier to scale as the customer base grows and fluctuates. Being web-based also gives the advantage of being easier to access for customers as not everyone is tech-savvy enough to go and install a program onto their computers. Because it will all be web-based I will also not need to worry about the operating system a given user will be using so long as they have a browser on hand to access the internet.

Success Criteria List

1. The site shows correctly on all browsers
 - a. Open the site on the top 4-5 most used browsers and test each element to verify they are displayed correctly
2. Users can sign up.
 - a. Sign up page shows as it needs to, when the user clicks the sign-up/submit button all the data entered needs to be inputted into the database in their respective and correct fields.
3. Users can log in.
 - a. The log-in page needs to show correctly, when the username and password are entered into the web fields, the form and the database need to successfully connect and ensure the user logs in every time without fail.
4. Data can be imported and exported to and from the database consistently without fail.
 - a. Data needs to display the exact same as it was entered on the form without being altered from the original data.
5. Users can request relevant data about their packages. (When it was ordered, how much it cost, etc)
 - a. The search button needs to show properly and consistently. When a user searches with a package tracking number, it is critical only to show that order and only if that order is found to be under the users account as not to allow people to search for other users orders
6. The site can connect customers to support representatives
 - a. Make sure a connection can be made to the appropriate support representative in a relatively short time frame, and that the button that begins that process is correctly configured.

7. A short but skippable tutorial is shown upon the first launch/registration which can be replayed at any time.
 - a. Utilize cookies/cache to see if it's the first time someone is visiting the website, if it is then play the tutorial. If it isn't then obviously don't, the skip button needs to end the tutorial from whatever stage it is on.
8. The site can convert between various currencies on the spot.
 - a. Use multiple different currencies to be converted into various other currencies.
Cross-check the outputted conversions with other converters to ensure the conversions are reliable.
9. Some sort of translation system that is tied into Google Translate or some other translation platform.
 - a. The API used needs to efficiently take in text to translate and translate it appropriately into the desired language. This will also be cross-checked with different translation platforms to ensure conversion reliability.
10. The user interface has to be intuitive and relatively easy to navigate.
 - a. Have a variety of different people interact with the platform before launch and receive feedback. This will also need to be an aspect that is continuously improved if necessary based on any feedback received down the road as well.