

# TEAM 09 Second Iteration Team Report

## Running and accessing our system

To access our website, you will have to log in to codio and insert the following line into the terminal:

```
"git clone git@git.shefcompsci.org.uk:com1001-2018-19/team09/project.git"
```

Once the project has been cloned to codio, run the following commands to install gems needed:

```
"sudo gem install sinatra", "sudo gem install sqlite3", "sudo gem install twitter", "sudo gem install geocoder"
```

Run the ruby database script `"ruby database.rb"` will create a database file before starting the application.

When all the gems are installed, enter the project file with `"cd project"` and type in `"ruby index.rb"` to run our application.

To access our website visit the URL of the following format `"http://[DOMAIN]:[PORT]/index"`

URL example: `"http://driver-norway.codio.io:4567/index"`

We have created an admin account and it can be accessed with the following details:

Email Address: [admintest1@gmail.com](mailto:admintest1@gmail.com)

Password: passwordtest

To login as a customer, you will have to fill in the sign up for with your personal details. Once you have signed up, you will be able to login. If your login details are correct, it will redirect you into the customer home page with the current car tiers available, you will also be able to update your customer details and order history, or else you will be prompt with an error to re-enter your details to log in.

Gems to download for testing

```
Sudo gem cucumber
```

```
Sudo gem rspec
```

```
Sudo gem install capybara -v 2.0.0
```

To run the tests simply type `cucumber` in the terminal

## Story Cards (Updated)

We reorganized our story cards into different categories, no longer using the MoSCoW way of organizing. All stories apart from being in different categories also have an importance value (10-1) with '10' being most important, to break down the importance of implementation further, as some categories got quite a few story cards. When we put our stories on checklists on Trello our new way of organisation for story cards allowed us to see more clearly which parts of our website needed more focus. We went over the importance of every new story card during one of our meeting. This allowed us to prioritise our developing efforts. We also distributed different requirements among ourselves on individual and pair programming basis.

Lists containing deleted cards and non-story cards e.g. the interface have been provided at the end.

Our current story cards are as follows:

### Admin placing orders

10. As an admin, I should have access to the list of all orders that the customers have tweeted us so I can operate.

10. As an admin, I can move orders into different status, so that I can update what has happened with the order. (Sections: New Tweets, Incomplete orders, New orders, Taxi on route, Order Completed)

7. As an admin I should have access to all previous orders and tweets from the customer received regarding them.

We decided to add this functionality as discussed in client meeting to observe the order statistics for a specific user and unfollow them if they have not used our service for a long while.

7. As an admin, I want to be able to update the available taxi tiers, so that the customers would be informed about it on our website.

(Old formulation: As an admin, I want to be able to notify customers about the taxi tiers, so that I could use the available taxi resources.)

We decided it would be more relevant to have the ability to display the available taxi tiers on the website rather than notifying every customer so as to keep the notifications to minimal and essential updates and customers would have access to it at their own convenience.

5. As an admin I should be able to translate into geocode the pickup and dropoff locations for each order in order to ensure quality of our service.

This functionality has been added on account of our meeting with the client as it improves the standard of service for the whole product.

5. As an admin, I should be able to specify which twaxi tier is required for every single order, so that our customers would get a twaxi suitable for their needs.(Old formulation: As an admin, I should be able to specify which twaxi tier is required for every single order, so that I could manage my orders more effectively.)

5. As an admin, I can mark tweets as spam, so that I can focus on replying to the real orders.

5. As an admin, I can send automated responses from the website that would tweet the user, in case clarifications or more information is needed regarding the order. (Old formulation not specific enough: As an admin, I can send automated responses from the website which tweets at the user, so that I can deal with incoming orders quickly.)

4. As an admin, I should be able to send automated order update messages upon request of the customer so they would be informed about the status of their order.

## Admin accounts and security

10. As an admin, I am able to add more operator accounts, so that staff would have access to the system from multiple accounts. (old formulation poor: As an admin, I want to be able to add more operator accounts, so that other people can login and work for CalsCab. )

5. As an admin I should be able to update my account details.

This requirement was added as per the client's meeting.

3. As an admin I should be able to logout, to allow other admins to operate.

This would provide a more efficient way to be able to access and operate the website for multiple admins.

2. As an admin, before logging in I should be notified whether another admin is operating the system or not.

## Marketing

5. As an admin, I should be able to give special offers and discounts to specific customer accounts. (old formulation: As an admin, I should be able to tweet at an account to tell them they have earned a promotion. change importance from 1 to 5)

4. As an admin I would like to have my system automatically follow accounts that tweet anything taxi related in order to boost our business account engagement.

As per the project brief, this would allow our service to be actively engaged with customers as well as boost our presence among potential customers.

5. As an admin, I need to see my system work with twaxi orders for both Sheffield and Manchester.

We decided to add this requirement after our meeting with the client to expand our service to another city.

4. As an admin, I need to be able to launch marketing campaigns where I could pick a winner randomly from those who retweet my marketing tweet. (Old formulation: 7. As an admin, I should be able to generate marketing tweets, so that I can send out promotions. Was not specific enough)

3. As an admin, I should be able to monitor the tweets engagement, so that I can see how well the promotions are performing.

## Customer on twitter

10. As a customer, I should be able to select one of the three tiers (Standard - 5 seats, Extra - 7 seats, Luxury - limo) of taxis so that I can choose which one is more suitable for my situation

5. As a registered customer, I should be able to receive a tweet update on several situations (order booked, taxi en route, taxi arrived) so that I can know that my order has been processed.

3. As a customer, I should be able to tweet for an order update to find out where my twaxi is.

## Customer on website

10. As a customer, I want to be able to change my account details so that my information can be up to date when booking my next twaxi.

8. As a customer, I want to have access to the information of my previous orders, so that I could keep track of my order history.

New card: 8. As a customer I should be able to log out of my account on the website, to protect my data.

6. As a customer, I should be able to change my password if I have forgotten my password so that I won't be locked out of my account.

2. As a customer, I should be able to easily find a link to a form for sending complaints and an official operator email address.

## Deleted cards

3. As a site visitor, I want to be able to have access to the website using any reasonable browser with my mobile phone as well as desktop. (non-functional requirements)

This requirement was deleted as we didn't see it as an essential functional requirement.

## Non story cards

Tests

Interface for operating admin

Report

Video

## Stories we focused on & our developing process

After receiving feedback from our client on the first iteration, we broke down the criterias and allocated different tasks to everyone before we broke up for easter. The breakdown of the criterias as follows:

### *Customer face*

1. Display details of services including tiers of cars **ANNIE**
2. Login to customer area **DONE**
3. Update customer details **HELENA**
4. Order history **ZIYANG**
5. Logout button for customer **ALI**

### *Admin*

1. Login - add error message - add logout button **ALI**
2. Display whole list of tweets in one table and operate (place order) on the same page

- Able to change status of the orders **ALI** with **ZIYANG**
- Active, handled, cancelled **ALI**
- 3. Respond to tweets from actual site **JORDAN**
- 4. Store all tweets including reply into database **JORDAN** (with help of **HELENA**)
- 5. Have functionality to enable admin translate points into geocode locations (longitude/ latitude) and store into database (google maps integration) - when they tweet we get their postcode with house number for precise location **GABRIELE**
- 6. Admin can update customers detail as well **HELENA**
- 7. Admin have access to all ride details from all cx (i.e. order history for admin) **ZIYANG**
- 8. Have functionality to have special offers (specific accounts can have offers) **VINEET** with **GABRIELE**
- 9. Have a system to choose whether can delete tiers aka show customers only what is available **VINEET** (with **ANNIE**) - we can have a check box on admin with tiers and admin can choose to not display one of them
- 10. Interface for admin operating **ANNIE**
- 11. Update database **ZIYANG** & **HELENA**
  - Add status of orders on current orders table

#### Marketing campaign

1. Competition where cx retweets, selected at random to win special prize **VINEET**
2. If someone tweets anything taxi related, automatically follow them from admin account **GABRIELE**

### Stories we planned to tackle in this iteration:

Initially everyone was allocated to specific tasks as specified above. However, to finish the project and to ensure implementation of the most important story cards the allocation of different tasks changed. In addition to working on the database and order history, Jackie has also contributed to the testing for our project.

Jordan has implemented a core function which allows the admin to respond to incoming tweets with a message and store both the tweets and the replies into the database. Jordan has also worked on testing our system. Vineet has worked on allowing the admin to change the tiers of the taxi and has also worked on the second part of the report (submission of stories). Gabrielle worked on updating story cards, writing tests for our application, and helping Annie with webpage layouts (CSS). Helena has worked on updating the customer details and putting these updates in the database. Helena has also worked on updating the status of orders and helped vineet with the tiers of the taxi. Ali has worked on combining the current orders, incoming tweets, and place an order on the admin homepage. Ali created the logout for the admin and customer, and worked on section three and four of the report. Jackie has worked on the order history for the customer, viewing customer details in the admin area, and testing out project. Annie has worked on the html and css for our project and the main interface for the admin.

In our feedback for iteration 1 we were advised to decide on which story cards we planned to complete in iteration 2 and allocate these to team members.

In the second iteration we planned to tackle the following story cards:

### Admin

As an admin, I can move orders into different status, so that I can update what has happened with the order. (Sections: New Tweets, Incomplete orders, New orders, Taxi on route, Order Completed). Ali

As an admin I should have access to all previous orders and tweets from the customer received regarding them. Ali and Ziyang.

As an admin, I want to be able to update the available taxi tiers, so that the customers would be informed about it on our website. Vineet

As an admin I should be able to translate into geocode the pickup and dropoff locations for each order in order to ensure quality of our service. Gabrielle

As an admin I should be able to update my account details. Helena

As an admin I should be able to logout, to allow other admins to operate. Ali

### Marketing

As an admin, I should be able to give special offers and discounts to specific customer accounts. (old formulation: As an admin, I should be able to tweet at an account to tell them they have earned a promotion. change importance from 1 to 5). Vineet

As an admin I would like to have my system automatically follow accounts that tweet anything taxi related in order to boost our business account engagement. Jordan

As an admin, I need to see my system work with twaxi orders for both Sheffield and Manchester. Gabrielle

### Customer on twitter

As a customer, I should be able to tweet for an order update to find out where my twaxi is. Jordan

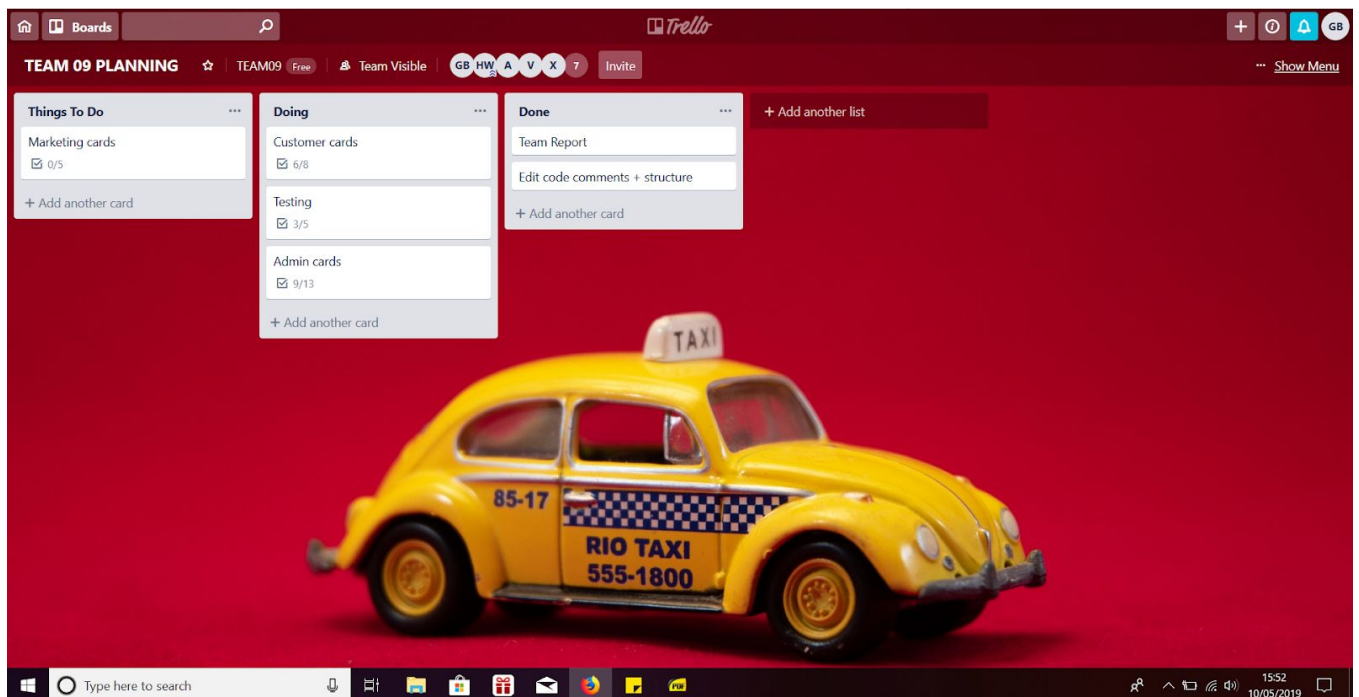
### Customer on website

As a customer I should be able to log out of my account on the website, to protect my data. Ali

6. As a customer, I should be able to change my password if I have forgotten my password so that I won't be locked out of my account. Helena and Ziyang.

During the second iteration our client required our system to work for taxis in manchester as well. For this reason we added re-engineered our story cards and created new tasks and story cards. This helped us to split up the tasks evenly again. As you can see above, there are story cards that cater to the clients new requirement for the system (taxi operation in Manchester)

We also used Trello to organise our tasks:



## Burndown chart and tracking progress

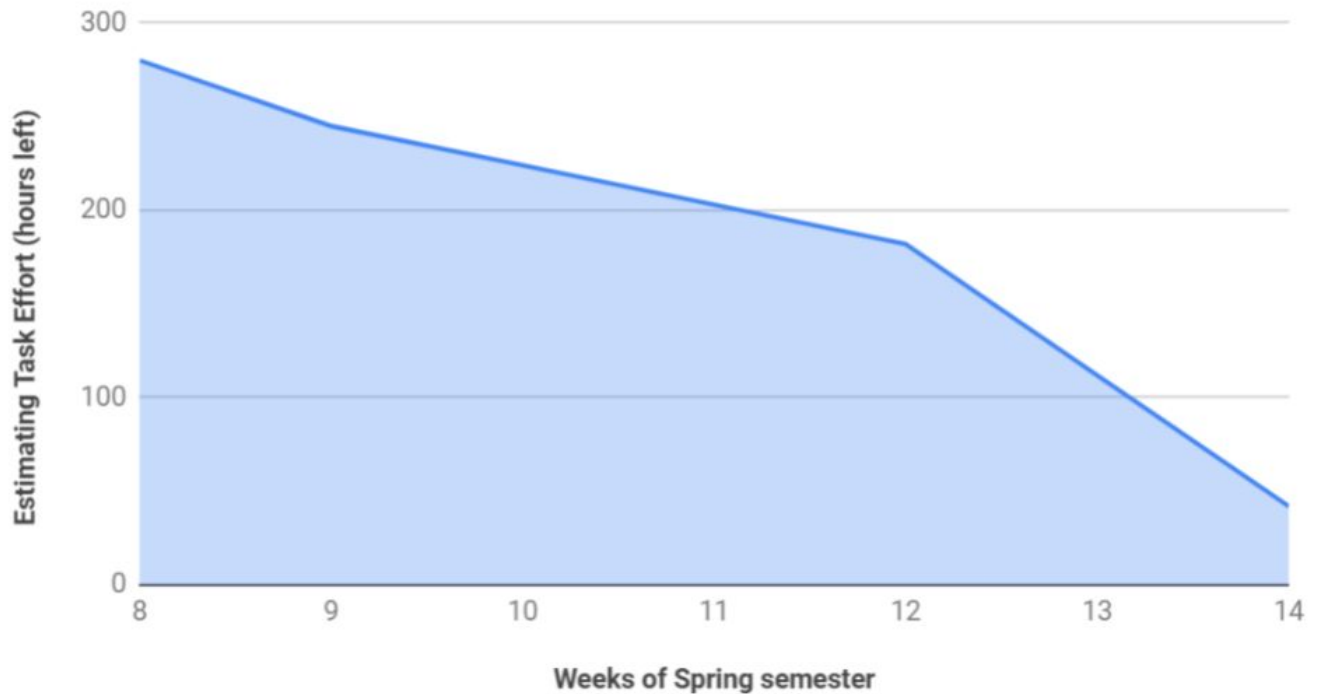
The following are the story cards we have planned to tackle and how much we have completed in the end.

NOT STARTED	DOING	DONE
<p>As an admin I should be able to update my account details.</p> <p>As an admin I would like to have my system automatically follow accounts that tweet anything taxi related in order to boost our business account engagement.</p> <p>As an admin, I need to see my system work with twaxi orders for both Sheffield and Manchester.</p>	<p>10. As an admin, I can move orders into different status, so that I can update what has happened with the order. (Sections: New Tweets, Incomplete orders, New orders, Taxi on route, Order Completed)</p> <p>NEW: 7. As an admin I should have access to all previous orders and tweets from the customer received regarding them.</p>	<p>10. As an admin, I should have access to the list of all orders that the customers have tweeted us so I can operate.</p> <p>7. As an admin, I want to be able to update the available taxi tiers, so that the customers would be informed about it on our website.</p> <p>NEW: 5. As an admin I should be able to translate into geocode the pickup and dropoff locations for each order in order to ensure quality of our service.</p>

	<p>*8. As a customer, I want to have access to the information of my previous orders, so that I could keep track of my order history.</p> <p>As an admin, I should be able to give special offers and discounts to specific customer accounts. (old formulation: As an admin, I should be able to tweet at an account to tell them they have earned a promotion. change importance from 1 to 5).</p> <p>As a customer, I should be able to change my password if I have forgotten my password so that I won't be locked out of my account</p>	<p>5. As an admin, I should be able to specify which twaxi tier is required for every single order, so that our customers would get a twaxi suitable for their needs.(Old formulation: As an admin, I should be able to specify which twaxi tier is required for every single order, so that I could manage my orders more effectively.)</p> <p>10. As an admin, I am able to add more operator accounts, so that staff would have access to the system form multiple accounts. (old formulation poor: As an admin, I want to be able to add more operator accounts, so that other people can login and work for CalsCab. )</p> <p>NEW: 3. As and admin I should be able to logout, to allow other admins to operate.</p> <p>*10. As a customer, I should be able to select one of the three tiers (Standard - 5 seats, Extra - 7 seats, Luxury - limo) of taxis so that I can choose which one is more suitable for my situation</p> <p>*10. As a customer, I want to be able to change my account details so that my information can be up to date when booking my next twaxi.</p> <p>New: 8.As a customer I should be able to log out of my account on the website, to protect my data.</p> <p>As a customer, I should be able to tweet for an order update to find out where my twaxi is.</p>
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## BURNDOWN CHART



We have estimated that each member should put in 40 hours for this second iteration, so there are 280 hours of work need to be done. During the holidays we were not that productive and we have each put in about 3 hours a week for the three weeks (week 10-12), we have 42 hours left of work remaining at the end of the deadline.

## Testing and test coverage

We have tried to test our code using cucumber scenarios. We done this by creating a feature document which includes all of the tests for the page it is testing. The scenarios run through the options, the user has to select, for example, navigating to a different page and filling in forms with different variations of input.

To execute the tests enter "cucumber" from the project folder.

A lot of our cucumber tests failed due to the same error which stopped the forms from being submitted. So most of the testing was done manually, checking that the code does what it's suppose to.

The following screenshots show some of the results from carrying out the tests. Due to a lot of the test failing to output is far too large to show on the reports. Therefore the screenshots show the most important parts.

```

codio@paradox-jumbo:~/workspace/project$ cucumber
Feature: Add new Admin

  Scenario: Correct input entered # features/addnewadmin.feature:13
    Given I am on add new admin page # features/step_definitions/web_steps.rb:112
    When I fill in "email" with "testnewadmin@gmail.com" # features/step_definitions/web_steps.rb:132
    When I fill in "psw" with "passwordtest" # features/step_definitions/web_steps.rb:132
    When I press "Sign Up" within ".main" # features/step_definitions/web_steps.rb:128
    undefined method 'normalize_params' for Rack::Utils::Module (NoMethodError)
    /features/step_definitions/web_steps.rb:22:in 'block (2 levels) in ctop (required)'
    /features/step_definitions/web_steps.rb:7:in 'block in with_scope'
    /features/step_definitions/web_steps.rb:7:in 'with_scope'
    /features/step_definitions/web_steps.rb:21:in '/^(?:|I )press "([\^"]+)"(?:\n|) within "(?:|I )?"?$/
    /features/addnewadmin.feature:14:in 'When I press "Sign Up" within ".main"'
    Then I should not see "Please include an 'e'" # features/step_definitions/web_steps.rb:121

  Scenario: No password entered # features/addnewadmin.feature:18
    Given I am on add new admin page # features/step_definitions/web_steps.rb:112
    When I fill in "email" with "testnewadmin@gmail.com" # features/step_definitions/web_steps.rb:132
    When I fill in "psw" with "" # features/step_definitions/web_steps.rb:132
    When I press "Sign Up" within ".main" # features/step_definitions/web_steps.rb:128
    undefined method 'normalize_params' for Rack::Utils::Module (NoMethodError)
    /features/step_definitions/web_steps.rb:22:in 'block (2 levels) in ctop (required)'
    /features/step_definitions/web_steps.rb:7:in 'block in with_scope'
    /features/step_definitions/web_steps.rb:7:in 'with_scope'
    /features/step_definitions/web_steps.rb:21:in '/^(?:|I )press "([\^"]+)"(?:\n|) within "(?:|I )?"?$/
    /features/addnewadmin.feature:14:in 'When I press "Sign Up" within ".main"'
    Then I should see "Please enter a password" # features/step_definitions/web_steps.rb:121

Feature: customer login

  Scenario: Correct password and username entered # features/customerlogin.feature:4
    Given I am on customer login page # features/step_definitions/web_steps.rb:112
    When I fill in "username" with "Isel9team99" within ".main" # features/step_definitions/web_steps.rb:132
    When I fill in "psw" with "111" within ".main" # features/step_definitions/web_steps.rb:132
    When I press "Login" within ".main" # features/step_definitions/web_steps.rb:128
    undefined method 'normalize_params' for Rack::Utils::Module (NoMethodError)
    /features/step_definitions/web_steps.rb:22:in 'block (2 levels) in ctop (required)'
    /features/step_definitions/web_steps.rb:7:in 'block in with_scope'
    /features/step_definitions/web_steps.rb:7:in 'with_scope'
    /features/step_definitions/web_steps.rb:21:in '/^(?:|I )press "([\^"]+)"(?:\n|) within "(?:|I )?"?$/
    /features/customerlogin.feature:8:in 'When I press "Login" within ".main"'
    Then I should be on customer homepage # features/step_definitions/web_steps.rb:188

  Scenario: Incorrect username entered # features/customerlogin.feature:11
    Given I am on customer login page # features/step_definitions/web_steps.rb:112
    When I fill in "username" with "" within ".main" # features/step_definitions/web_steps.rb:132
    When I fill in "psw" with "111" within ".main" # features/step_definitions/web_steps.rb:132
    When I press "Login" within ".main" # features/step_definitions/web_steps.rb:128
    undefined method 'normalize_params' for Rack::Utils::Module (NoMethodError)
    /features/step_definitions/web_steps.rb:22:in 'block (2 levels) in ctop (required)'
    /features/step_definitions/web_steps.rb:7:in 'block in with_scope'
    /features/step_definitions/web_steps.rb:7:in 'with_scope'
    /features/step_definitions/web_steps.rb:21:in '/^(?:|I )press "([\^"]+)"(?:\n|) within "(?:|I )?"?$/
    /features/customerlogin.feature:15:in 'When I press "Login" within ".main"'
    Then I should see "Your Twitter handle or password was 'incorrect'" # features/step_definitions/web_steps.rb:188

  Scenario: Incorrect password entered # features/customerlogin.feature:18
    Given I am on customer login page # features/step_definitions/web_steps.rb:112
    When I fill in "username" with "" within ".main" # features/step_definitions/web_steps.rb:132
    When I fill in "psw" with "" within ".main" # features/step_definitions/web_steps.rb:132
    When I press "Login" within ".main" # features/step_definitions/web_steps.rb:128
    undefined method 'normalize_params' for Rack::Utils::Module (NoMethodError)
    /features/step_definitions/web_steps.rb:22:in 'block (2 levels) in ctop (required)'
    /features/step_definitions/web_steps.rb:7:in 'block in with_scope'
    /features/step_definitions/web_steps.rb:7:in 'with_scope'
    /features/step_definitions/web_steps.rb:21:in '/^(?:|I )press "([\^"]+)"(?:\n|) within "(?:|I )?"?$/
    /features/customerlogin.feature:15:in 'When I press "Login" within ".main"'
    Then I should see "Your Twitter handle or password was 'incorrect'" # features/step_definitions/web_steps.rb:188

31 scenarios (26 failed, 5 passed)
149 steps (26 failed, 20 skipped, 91 passed)
Ran 3446

```

## Feature: homepage navigation

```

  Scenario: click on Customer account on navigation bar # features/homepage_navigation.feature:3
    Given I am on homepage # features/step_definitions/web_steps.rb:112
    When I follow "Customer account" within ".header" # features/step_definitions/web_steps.rb:26
    Then I should be on customer login page # features/step_definitions/web_steps.rb:188

  Scenario: click on Admin account on navigation bar # features/homepage_navigation.feature:8
    Given I am on homepage # features/step_definitions/web_steps.rb:112
    When I follow "Admin account" within ".header" # features/step_definitions/web_steps.rb:26
    Then I should be on admin login page # features/step_definitions/web_steps.rb:188

  Scenario: click on Customer account within main content # features/homepage_navigation.feature:13
    Given I am on homepage # features/step_definitions/web_steps.rb:112
    When I follow "Customer account" within ".top" # features/step_definitions/web_steps.rb:26
    Then I should be on customer login page # features/step_definitions/web_steps.rb:188

  Scenario: click on Admin account main content # features/homepage_navigation.feature:18
    Given I am on homepage # features/step_definitions/web_steps.rb:112
    When I follow "Admin account" within ".top" # features/step_definitions/web_steps.rb:26
    Then I should be on admin login page # features/step_definitions/web_steps.rb:188

  Scenario: click on Sign up now main content # features/homepage_navigation.feature:23
    Given I am on homepage # features/step_definitions/web_steps.rb:112
    When I follow "Sign up now->" within "ul li span" # features/step_definitions/web_steps.rb:26
    Then I should be on customer signup page # features/step_definitions/web_steps.rb:188

```

Feature: adminhome

```
Scenario: Valit date # features/
  Given I am on adminhome page # features/
rb:12
  When I fill in the following "05/06/2018 23:05" within ".datetime" # features/
  When I press "Submit" within ".place_order" # features/
rb:20
  Then the "05/06/2018 23:0" within ".main" should not contain ".datetime">31 or ".datetime"<1 # features/

Scenario: click on Customer account on navigation bar # features/adminhomepage.feature:9
  Given I am on adminhome page # features/step_definitions/web_steps.rb:12
  When I fill in the following "datetime" within ".main" # features/adminhomepage.feature:11
  Then I should be on customer login page # features/step_definitions/web_steps.rb:188

Scenario: Check handle # fe
e:14
  Given I am on adminhome page # fe
_steps.rb:12
  When I fill in the following "12345@sheffield.ac.uk" within ".twitterReply" # fe
e:16
  When I press "Submit" within ".place_order" # fe
_steps.rb:20
  Then the "12345@sheffield.ac.uk" within ".main" should not contain ".datetime"> 31 or ".datetime" <1 # fe
e:18

Scenario: click on Customer account on navigation bar # features/adminhomepage.feature:20
  Given I am on adminhome page # features/step_definitions/web_steps.rb:12
  When I fill in the following "datetime" within ".main" # features/adminhomepage.feature:22
  Then I should be on customer login page # features/step_definitions/web_steps.rb:188
```