Iteration 1: Pets4Life

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Pets4Life

Overview

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System Request

Sponsor

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Value

- ❑ Access to valuable information for users
- ❑ Easy front and back-end use

Constraints

- ❑ Non-Profit Budget
- ❑ Project due by 4/21/2025

System Request

Business Needs

- ❑ Customer Service Hub
- ❑ Volunteer Management
- ❑ Clinic Management
- ❑ Automated and Integrated Database
- ❑ Payment/Donation system

Business Requirements

- ❑ Chatbot for client requests and FAQ
  - ❑ Escalation system
- ❑ Calendar of events
  - ❑ Volunteers can sign up for
  - ❑ People can attend
- ❑ Automated sign-up forms for volunteers
- ❑ Airtable: Event Registration
  - ❑ Accepts payments
- ❑ Easy to manage Payment System

Narrative

Problem

- Unorganized back-end to process payments and documents
- Unable to provide animal information in a timely manner if needed
- Current platforms are not able to organize volunteers effectively

Business Case

- Provide inclusive platform for Pets4Life that:
- Efficiently manages volunteers, payments, donations, and documents
- Centralizes resources, making them easily accessible
- Gives users an easy and quick way to access pet-related information

Other

- Assuming that WordPress plugins work as needed and wanted. If not, new tools will be required
- Also assuming that the interface we develop will be easily manageable

Narrative

Economic Feasibility

- ❑ WordPress and suggested plugins are free, except for Amelia at $184/year
- ❑ PetSmart Charities Grant to support development and operational costs
- ❑ Stripe (2.2% + 30 cents per transaction)

Technical Feasibility

- ❑ Decided to stick with WordPress. Incorporate the plugins chatbots for client inquiries and volunteer management systems
- ❑ Implement Stripe for secure and easy to use payment system

Org. Feasibility

- ❑ Want this site to be manageable by the organization using low-code skills
- ❑ Centralize the data and make it easy to access for those who need to understand it
- ❑ Interface MUST be scalable based on business need

PRODUCT PERSPECTIVE

- Proposed system is more developed version of current system
- Enhance current website through integration of various product features using plugins

PRODUCT FEATURES

Live Chat

Event Calendar

Sponsor A Pet

Volunteer Sign-up

Product Features

Live Chat

- ❑ Automated answers to FAQ
- ❑ Immediate access to information and feedback
- ❑ Personalized support
- ❑ Point to further help if needed
- ❑ WordPress ChatBot plugin

Event Calendar

- ❑ Showcase upcoming events: time and location
- ❑ Accessible through website
- ❑ WordPress plugin feature
  - Amelia Calendar Integration
  - WordPress Booking Plugin

Product Features

Volunteer Sign-Up

- ❑ Easy to use sign up for people who want to volunteer
- ❑ Clear organization of volunteers in calendar
- ❑ Free WordPress Plugin

Sponsor a Pet

- ❑ Accessible place to host donations from donators that want to sponsor an animal
- ❑ Organized list of donators for managers to access and use
- ❑ Using WordPress Plugin to accept payment

Agile Stories

Volunteer

As a(n): volunteer for Pets4Life

Workflow (I want to...): Be able to see available events, including time and location, and sign up in an efficient manner.

When I sign-up for an event..., **this happens:** I receive a confirmation email with event details, including time, location, and any needed instructions. If any changes occur, I am notified immediately.

Pet Owner

As a(n): pet owner needing assistance

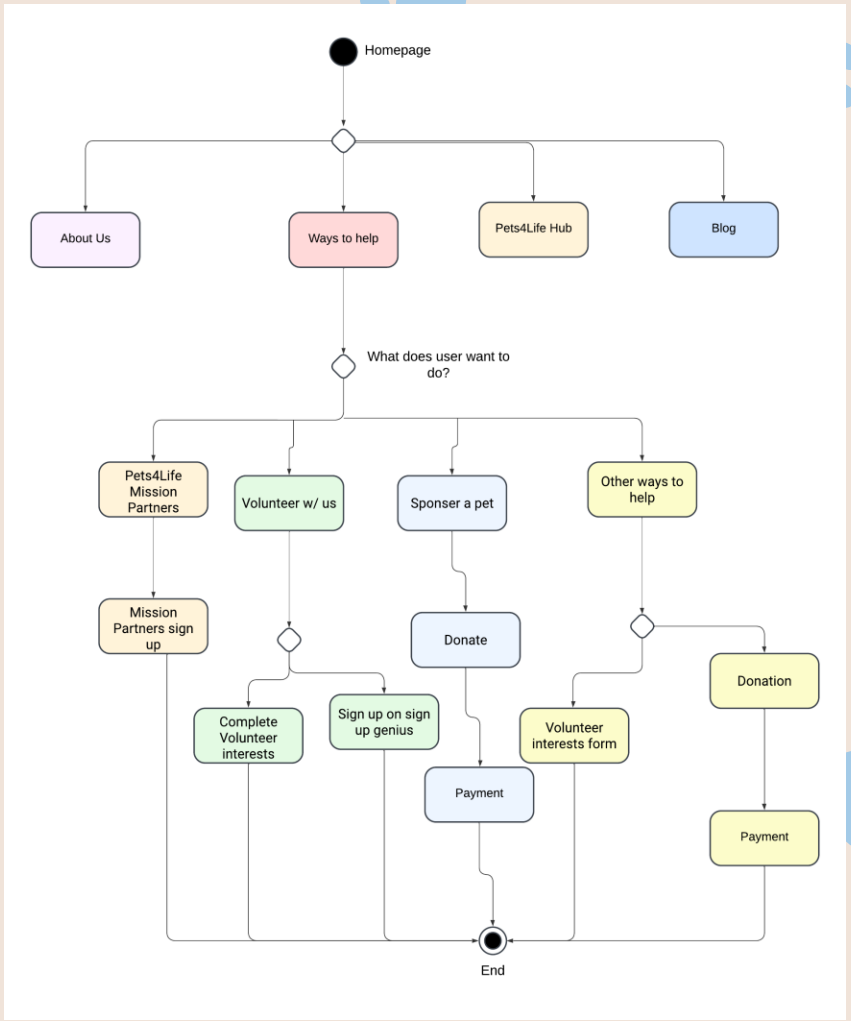
Workflow (I want to...): Use a chatbot or help desk for quick answers to my questions.

When I submit a query..., **this happens:** I get automated responses or am connected to an agent if needed, ensuring my concerns are resolved efficiently.

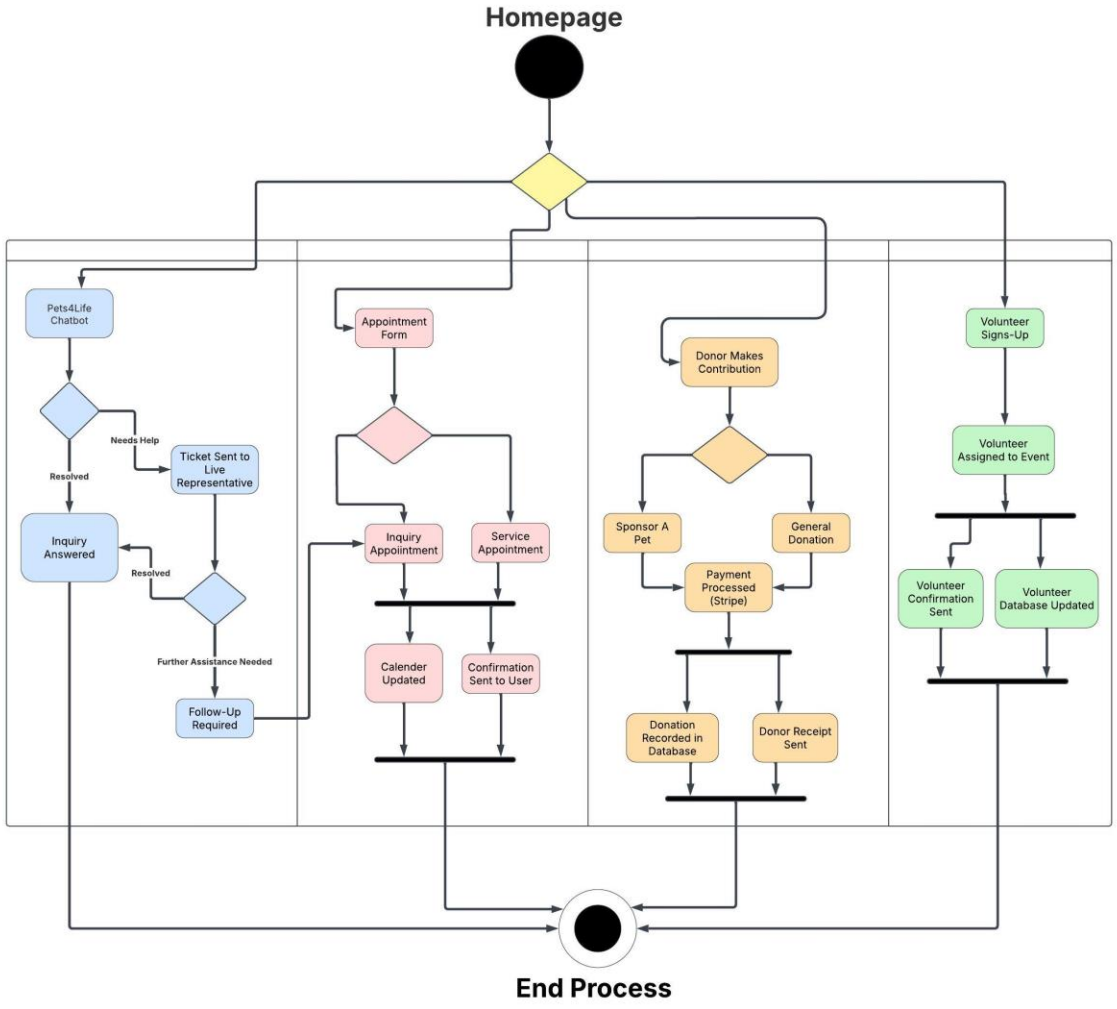
Agile Stories

Donor
As a(n): donor of Pets4Life
Workflow (I want to...): seamlessly and efficiently contribute funds to support pets in need and the organization as a whole.
When I click the prominent donate button **this happens:** I am securely redirected to Stripe, where I can quickly enter my information and complete my donation with little to no hassle.

As-Is Model


Homepage
About Us
Ways to help
Pets4Life Hub
Blog
What does user want to do?
Pets4Life Mission Partners
Volunteer w/ us
Sponser a pet
Other ways to help
Mission Partners sign up
Donate
Donation
Complete Volunteer interests
Sign up on sign up genius
Volunteer interests form
Payment
Payment
End

To-Be Model


Homepage
Pets4Life Chatbot
Needs Help
Ticket Sent to Live Representative
Resolved
Inquiry Answered
Resolved
Further Assistance Needed
Follow-Up Required
Appointment Form
Inquiry Appoiintment
Service Appointment
Calender Updated
Confirmation Sent to User
Donor Makes Contribution
Sponsor A Pet
General Donation
Payment Processed (Stripe)
Donation Recorded in Database
Donor Receipt Sent
Volunteer Signs-Up
Volunteer Assigned to Event
Volunteer Confirmation Sent
Volunteer Database Updated
End Process

Thanks!

Questions?

Plug-Ins

PAYMENTS
- https://wordpress.org/plugins/easy-paypal-donation/

FORMS
- https://wordpress.org/plugins/conversational-forms/
- https://wordpress.org/plugins/wpforms-lite/

VOLUNTEER
- https://wiredimpact.com/wordpress-plugins-for-nonprofits/volunteer-management/

CHATBOT
- https://wordpress.org/plugins/chatbot/

CALENDAR
- https://wpamelia.com/
  - https://petcare.wpamelia.com/