

Elaboration Phase Specification

CIS 320-01

Team: Ladybirds

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1. System Requirements

In the execution of this project, it is important to keep note of the key features and requirements that must be implemented for the utmost success. These system requirements are split into functional and non-functional and defined by the goals outlined in both the Systems Request and Vision Document. Functional requirements will define specific behaviors and functions the system must have in order to meet our client's objectives. Non-functional requirements will then address what the system should do, addressing aspects such as performance, security, and usability. Below, these requirements are organized in a hierarchy based on prioritized product features and based on high-level requirements of the system.

1.1 Functional Requirements

1.1.A Chatbot Requirements

ID: SR001 - The Chatbot shall generate automated responses to frequently asked questions.

ID: SR002 - The Chatbot shall allow users to create support tickets and send them to an escalation system for further assistance.

ID: SR003 - The Chatbot shall facilitate user needs through a conversational interface.

ID: SR004 - The Chatbot shall allow administrators to manage a list of predefined responses.

1.1.B Volunteer Management Requirements

ID: SR005 - The Volunteer Management system shall allow users to sign up for volunteering opportunities directly through the website.

ID: SR006 - The Volunteer Management system shall allow users to update their availability if changes arise.

ID: SR007 - The Volunteer Management system shall allow the tracking and integration of volunteer hours automatically into the Airtable database.

ID: SR008 - The Volunteer Management system shall allow volunteers to have the options for one-time or flexible volunteering options.

ID: SR009 - The Volunteer Management system shall allow administrators to send reminders and notifications for upcoming events to volunteers.

1.1.C Event Scheduling Requirements

ID: SR010 - The Event Scheduling system shall allow the event coordinator to schedule a new event by inputting relevant details, such as date, time, location, and description.

ID: SR011 - The Event Scheduling system shall allow the event coordinator to modify existing event details as needed.

ID: SR012 - The Event Scheduling system shall allow clients access to a list of scheduled events and their relevant details, such as date, time, location, and description.

ID: SR013 - The Event Scheduling system shall allow users to register for events.

ID: SR014 - The Event Scheduling system shall allow the event coordinator to send confirmations and reminders regarding scheduled events

ID: SR015 - The Event Scheduling system shall allow users the option to pay for events securely online or in person.

ID: SR016 - The Event Scheduling system shall allow users to cancel events if circumstances arise.

ID: SR017 - The Event Scheduling shall allow for refunds to be made if an event is cancelled, or a client can no longer come.

ID: SR018 - The Event Scheduling system shall allow users to join the waitlist if needed.

ID: SR019 - The Event Scheduling system shall allow for administrators to accept or deny users from the waitlist.

1.1.D Sponsor a Pet Requirements

ID: SR020 - The Sponsor a Pet system shall allow users access to the options for various ways they can help through donating.

ID: SR021 - The Sponsor a Pet system shall allow users to sponsor a specific pet through Stripe.

ID: SR022 - The Sponsor a Pet system shall allow users to make a general donation through Stripe.

ID: SR023 - The Sponsor a Pet system shall allow for the recording and updating of contributions in real-time in the database.

ID: SR024 - The Sponsor a Pet system shall allow for immediate receipts and thank-you emails to be sent to donors upon completing a donation.

ID: SR025 - The Sponsor a Pet system shall display success stories from donations to engage donors.

ID: SR026 - The Sponsor a Pet system shall allow users to choose recurring donations.

ID: SR027 - The Sponsor a Pet system shall allow for enhanced user visibility of donation options through prominent placement on relevant pages.

1.2 Nonfunctional Requirements

ID: SR028 - The content management system shall allow for a user-friendly interface that is easy to navigate for all users.

ID: SR029 - The content management system shall allow for a responsive and optimal performing environment.

ID: SR030 - The content management system shall allow for an optimized experience for mobile devices as well, ensuring consistent accessibility for all users viewing the website.

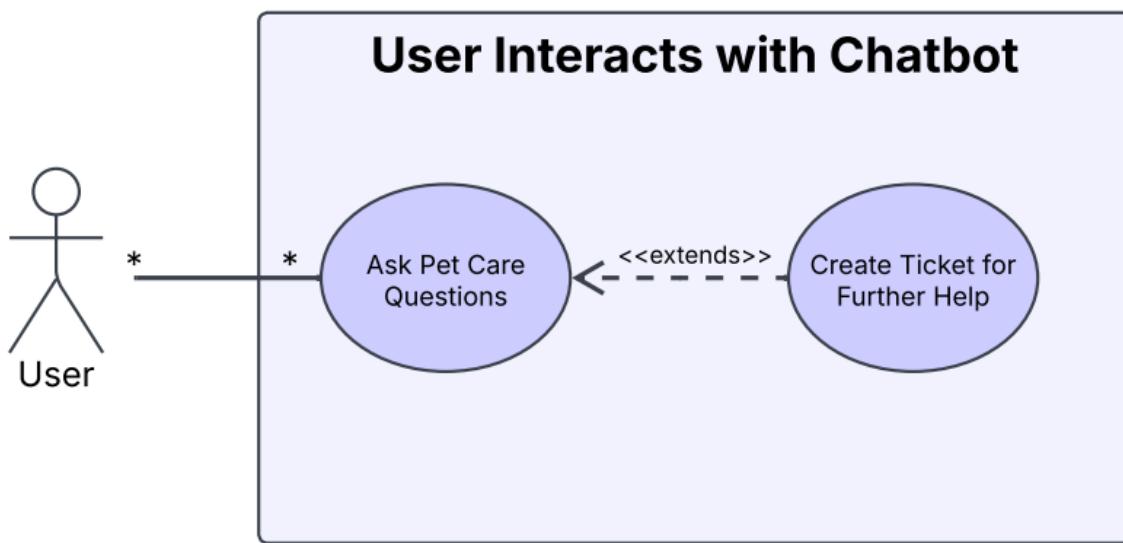
ID: SR031 - The content management system shall allow for secure, private, and protected data.

ID: SR032 - The chatbot shall allow for real-time assistance to be provided to users efficiently.

2. Use Case Diagrams

Use Case 1-2: User Interacts with Chatbot

Use Case Diagram

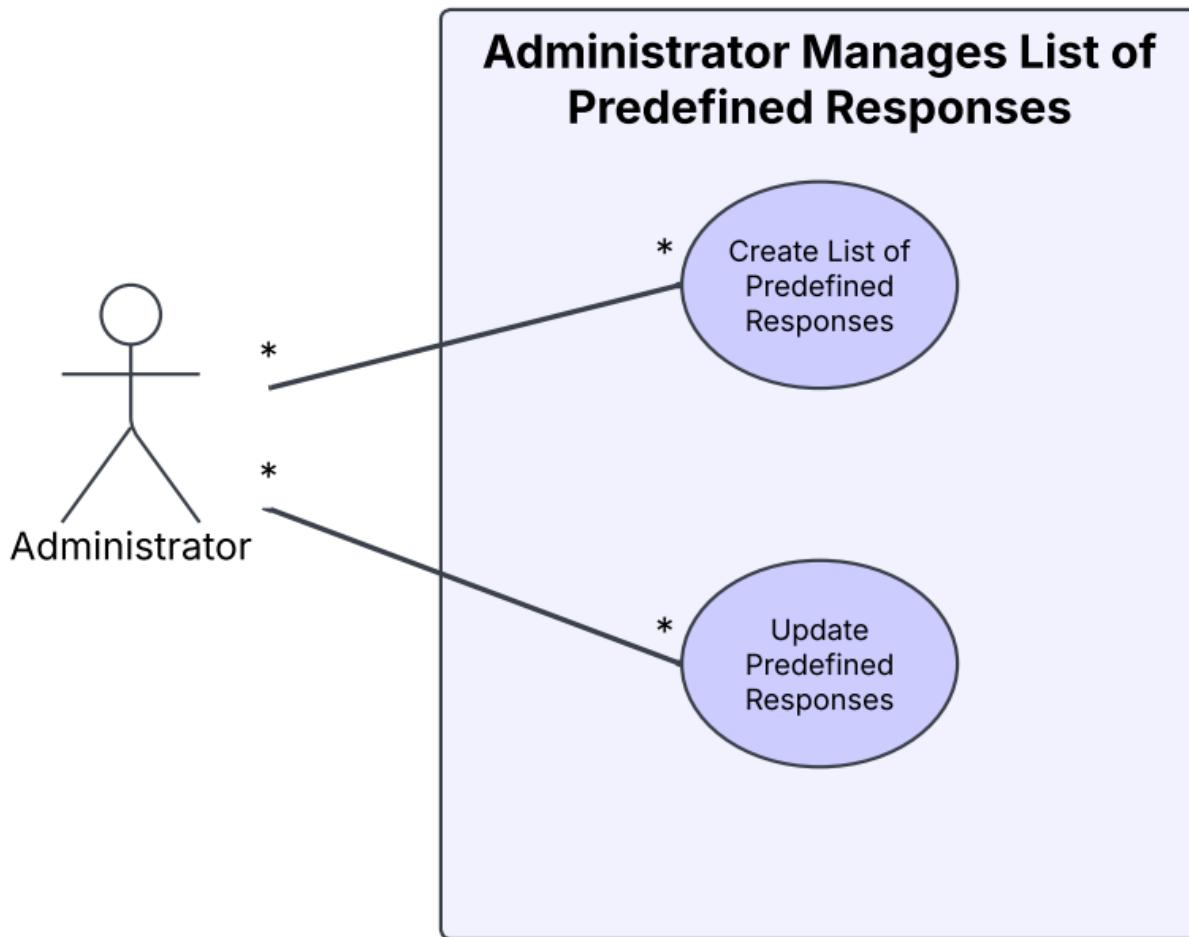


Use Case Diagram Narrative

In the chatbot widget, the user is able to interact with the chatbot through asking pet care related questions. If needed, a support ticket can be created for further help. The user can ask pet care questions many times, and pet care questions can be asked by many users. The “Ask Pet Care Questions” use case extends to the “Create Ticket for Further Help” use case, as it is an optional flow that depends on user input, which in this case is if their question cannot be answered by predefined responses, then they will need a support ticket for individualized help from the Pets4Life team.

Use Cases 3-4: Administrator Manages List of Predefined Responses

Use Case Diagram

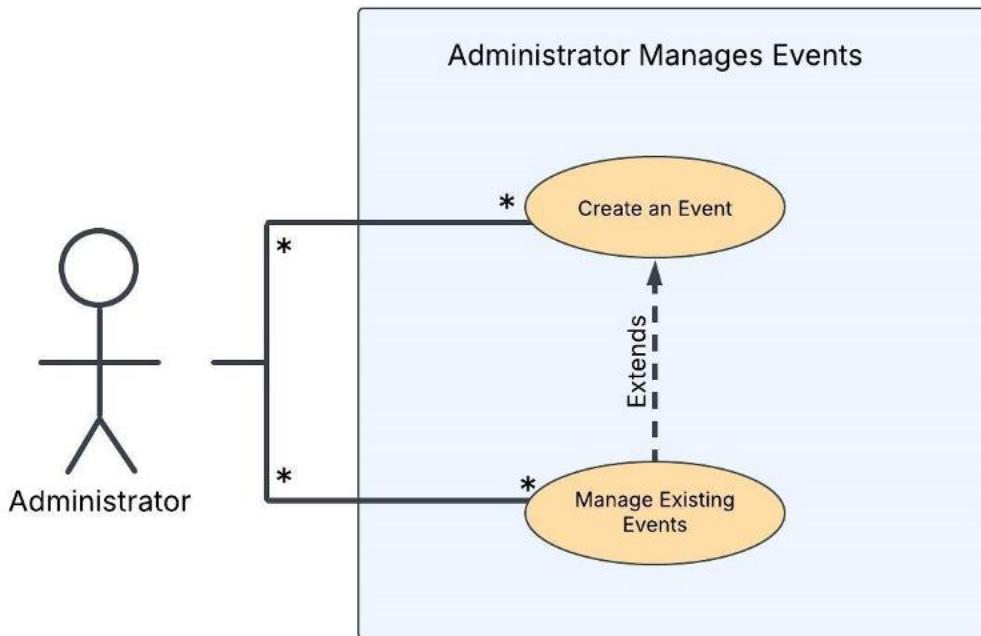


Use Case Diagram Narrative

On the WPBot control panel, the administrator can either create predefined responses or update those predefined responses. The administrator can create many predefined responses, and the predefined responses can be made by many administrators. The administrator can update many predefined responses, and predefined responses can be updated by many administrators. This is with the assumption that there will be many administrators handling Pets4Life's chatbot plugin and response queries.

Use Cases 5-6: Administrator Manages Events

Use Case Diagram

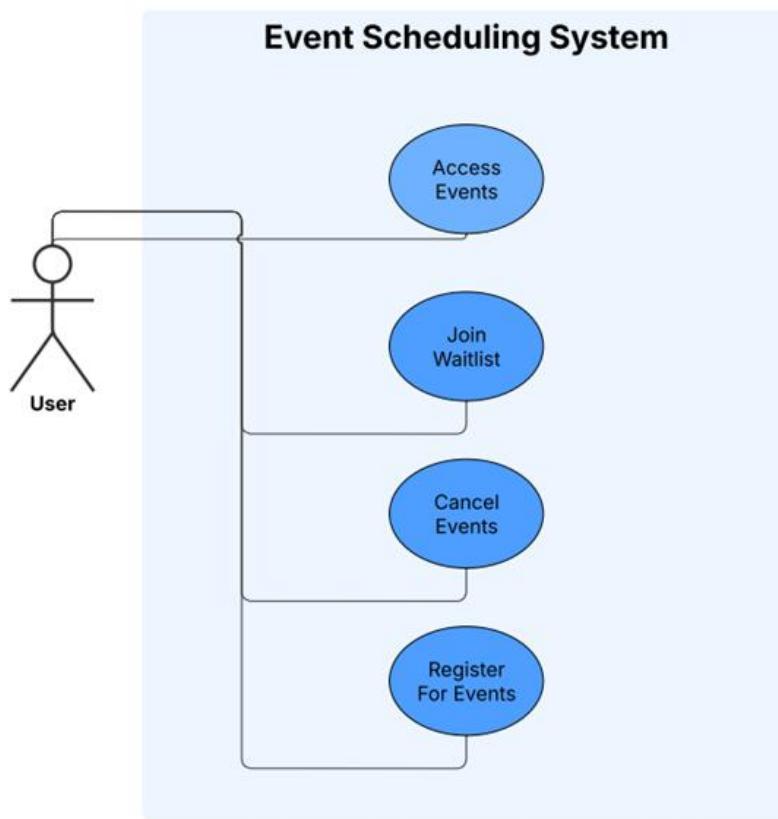


Use Case Diagram Narrative

On Amelia's events tab, the administrator can input information on the necessary fields then click save to create an event. They can also manage events on this same page by going to the calendar and clicking on an already created event to delete or update it. The “Manage Existing Events” use case extends to the “Create an Event” use case as the administrator can only manage pre-existing events. The multiplicities demonstrate that many administrators can create many events and that many administrators can manage many events.

Use Case 7, 8, 9, 11: Event Scheduling System

Use Case Diagram

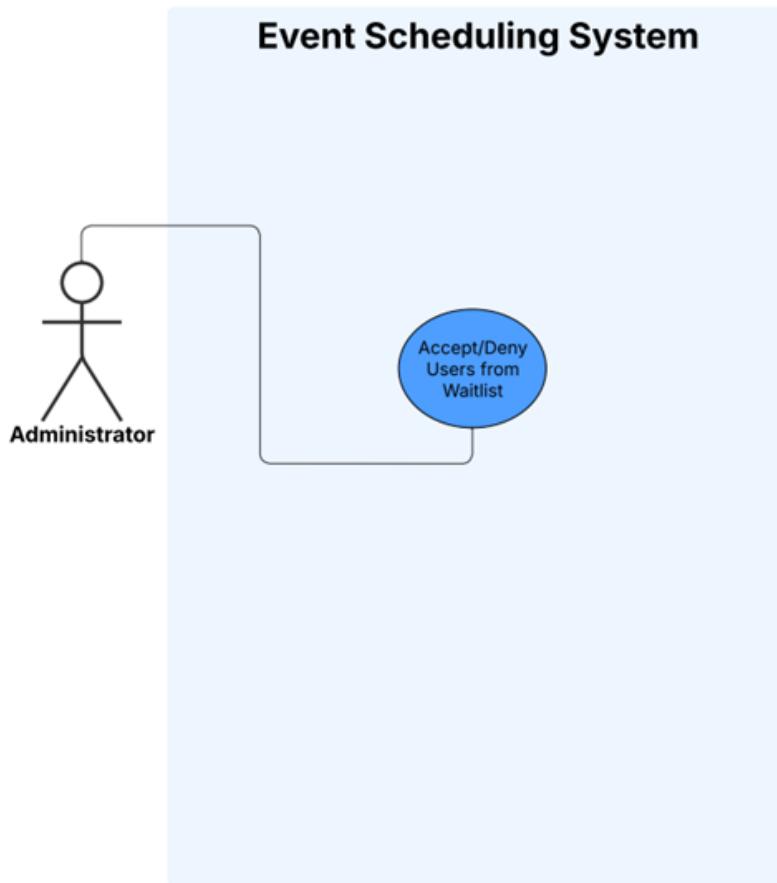


Use Case Diagram Narrative

In the Event Scheduling System, the client (user) interacts with several functionalities, including viewing event details/accessing events, registering for events, canceling events, and joining the waitlist. These actions are part of the system's key use cases and are all accessible through the main interface. The *View Scheduled Events* use case allows users to access event details, including information such as date, time, and location. The *Register for Event* use case is available for users who wish to attend an event, while the *Cancel Event* use case lets users cancel their registration if needed. Finally, if the event reaches full capacity, users can *Join Waitlist* for events they are still interested in attending.

Use Case 10: Event Scheduling System – Admin Waitlist

Use Case Diagram

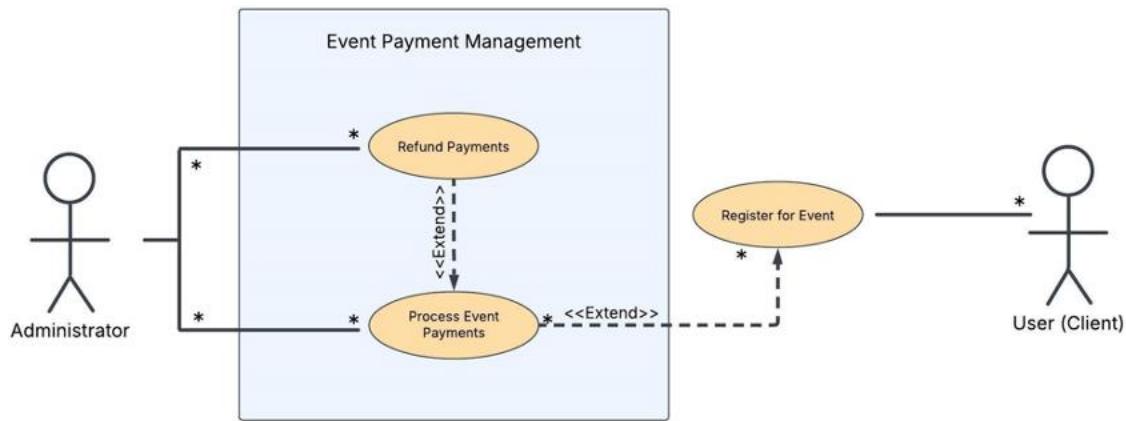


Use Case Diagram Narrative

In the Event Scheduling System, the Administrator is responsible for managing the waitlist for events. Specifically, system requirement **SR020** allows the administrator to accept or deny users from the waitlist. When an event reaches full capacity, users who cannot immediately register are placed on a waitlist. If spaces become available (for example if a participant cancels), the Administrator has the authority to review the waitlist and determine which users should be granted access to register for the event.

Use Cases 12 and 14: Event Payment Management

Use Case Diagram

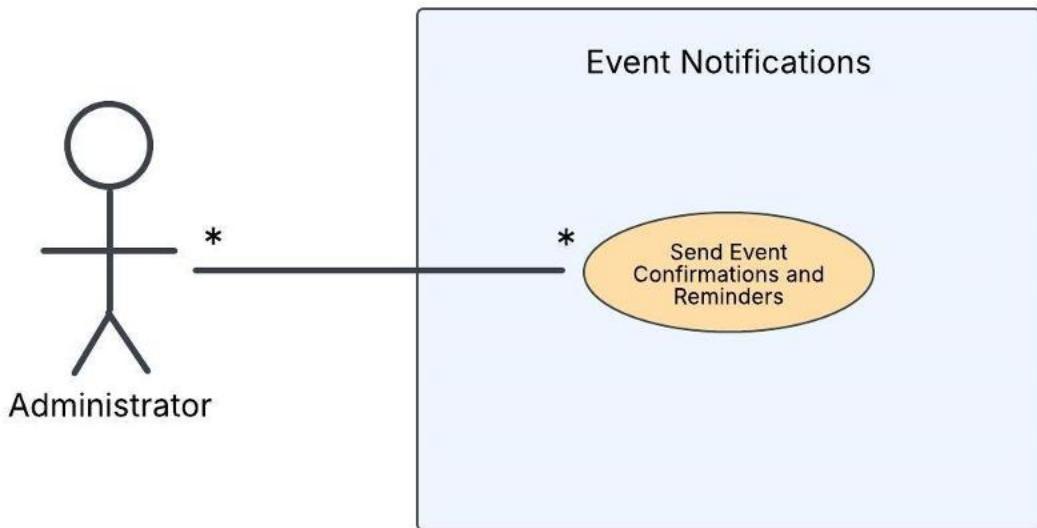


Use Case Diagram Narrative

The administrator can refund payments as well as process the event payments. Refund payments extend to process event payments since to ever process a refund there must have already been an original payment processed. The register for event use case is located outside the subject box as it does not have to do with event payment management but is included because process event payments extend to register for event seeing as how a user (client) must register for an event and pay before any payment can be processed. The multiplicities demonstrate that many administrators can refund many payments and that many administrators can process many event payments. The multiplicities on the relationship between user (client) and register for event show that many users (clients) can register for many events.

Use Case 13: Send Event Confirmations and Reminders

Use Case Diagram

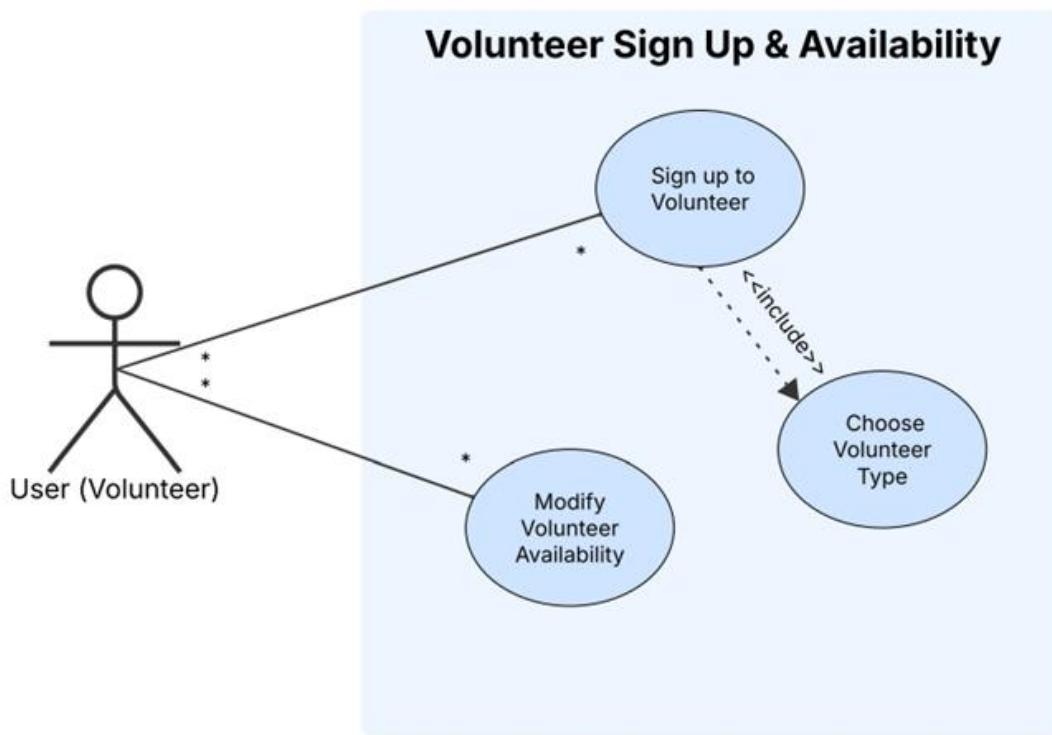


Use Case Diagram Narrative

The administrator can send event confirmations and reminders. The multiplicities demonstrate that many administrators can send many event confirmations and reminders.

Use Cases 15, 16, 17: Volunteer Sign Up & Availability

Use Case Diagram

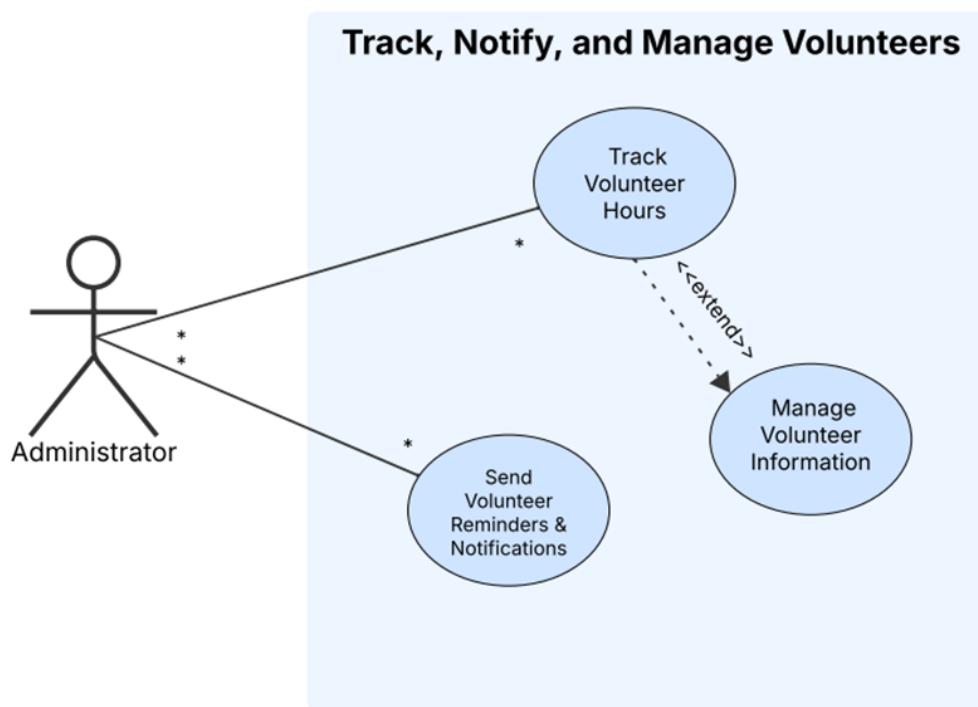


Use Case Diagram Narrative

On the volunteer management platform, users can sign up for volunteer opportunities, modify their availability, and choose between different volunteer types. Each volunteer can perform these actions independently, and multiple volunteers can engage with the system simultaneously. When a volunteer signs up, they are required to select a volunteer type, which includes one-time or flexible options. Because selecting a type is a necessary step in the sign-up process, the "Choose Volunteer Type" use case is included in the "Sign Up to Volunteer" use case. Volunteers can also modify their availability for events, ensuring their schedules remain flexible. This action is independent of the sign-up process, allowing users to update their schedules as needed.

Use Cases 18, 19, 20: Track, Notify, and Manage Volunteers

Use Case Diagram

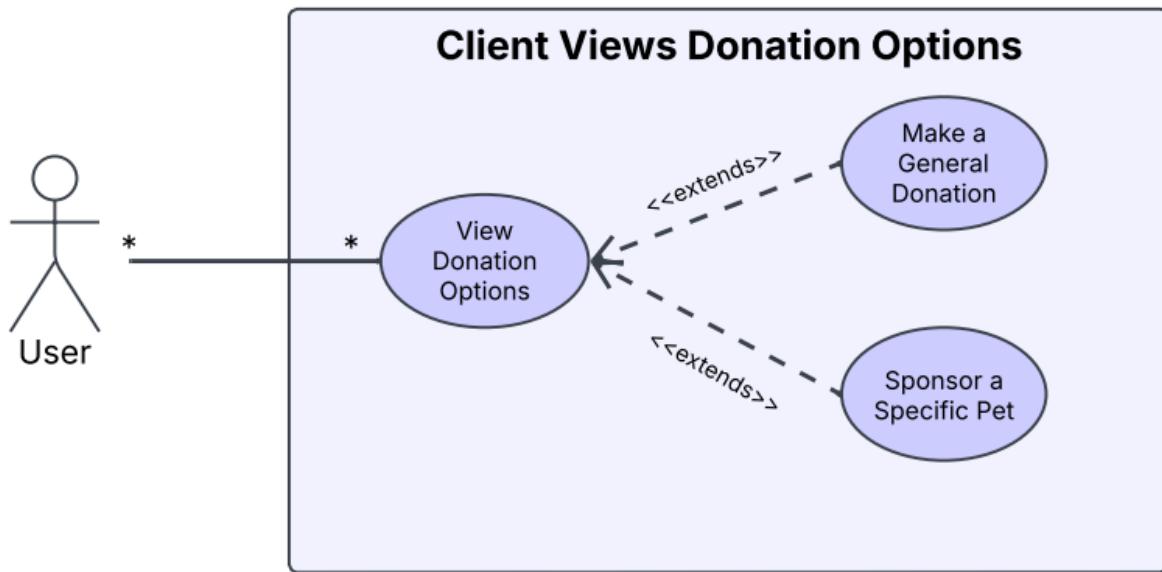


Use Case Diagram Narrative

Pets4Life administrators can track volunteer hours, send reminders, and manage volunteer information. These tasks can be performed many times by multiple administrators. Volunteer data can only be managed and notifications sent after volunteers have signed up or updated their availability.

Use Case 21: User Views Donation Options

Use Case Diagram

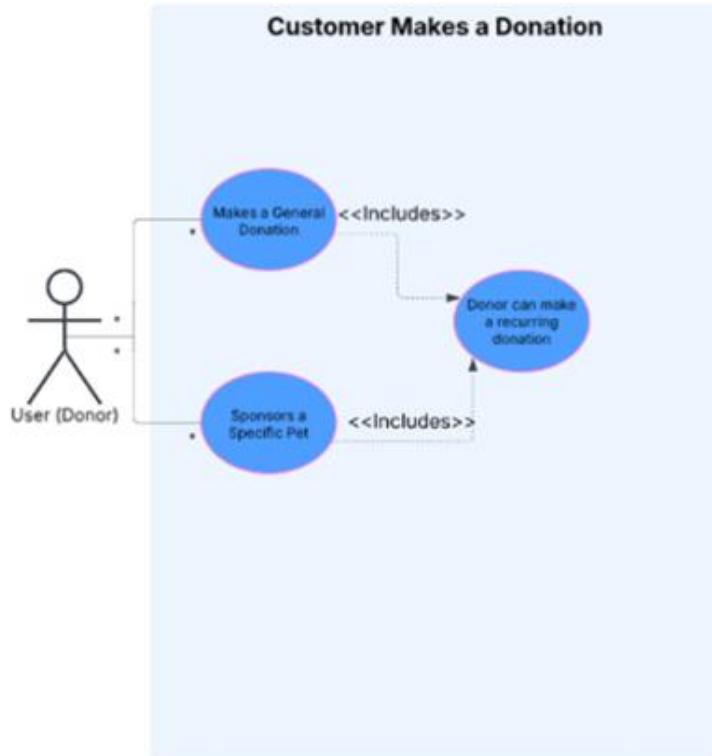


Use Case Diagram Narrative

On the donation tab, the user can view the various donation options that exist for Pets4Life, such as making a donation, whether it be through a monetary amount or items, or sponsoring a specific pet through the program Pets4Life has in place. Users can view the donation options many times within the donation tab, and donation options can be viewed by many users. The “View Donation Options” use case extends to the “Make a Donation” and “Sponsor a Specific Pet” use cases as this is an optional flow that depends on user actions, which in this case is if they proceed with making a donation or sponsoring a specific pet.

Use Case 22-23, 27: Donor Makes a General/Sponsor a Pet Donation. User Sets Up Recurring Donations

Use Case Diagram

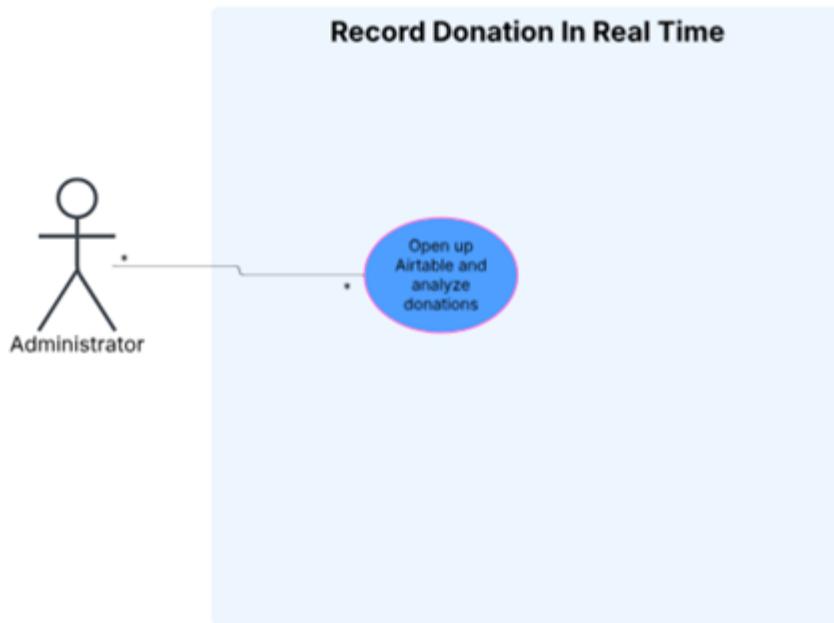


Use Case Diagram Narrative

A user can sponsor many pets or make many general donations. During this process, they can also include setting up recurring donations through the form, which could be included on both types of forms.

Use Case 24: Record Donation in Real Time

Use Case Diagram

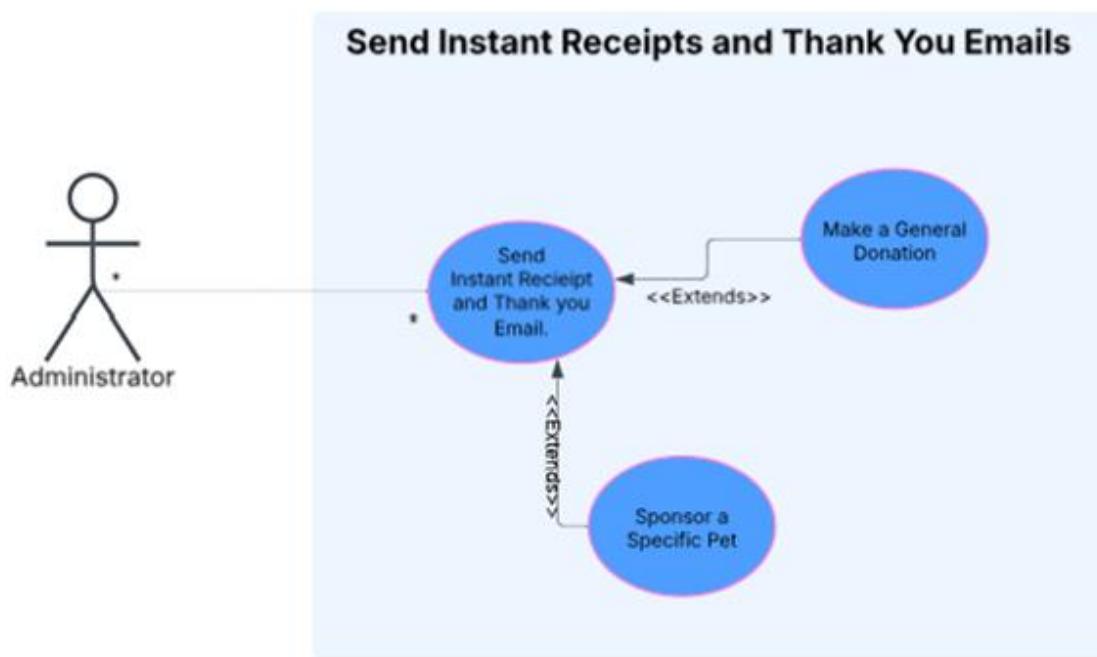


Use Case Diagram Narrative

An Administrator can open Airtable and analyze many donations in real time. Each and every one of these donations can be viewed by many administrators.

Use Case 25: Send Instant Receipts and Thank You Emails

Use Case Diagram

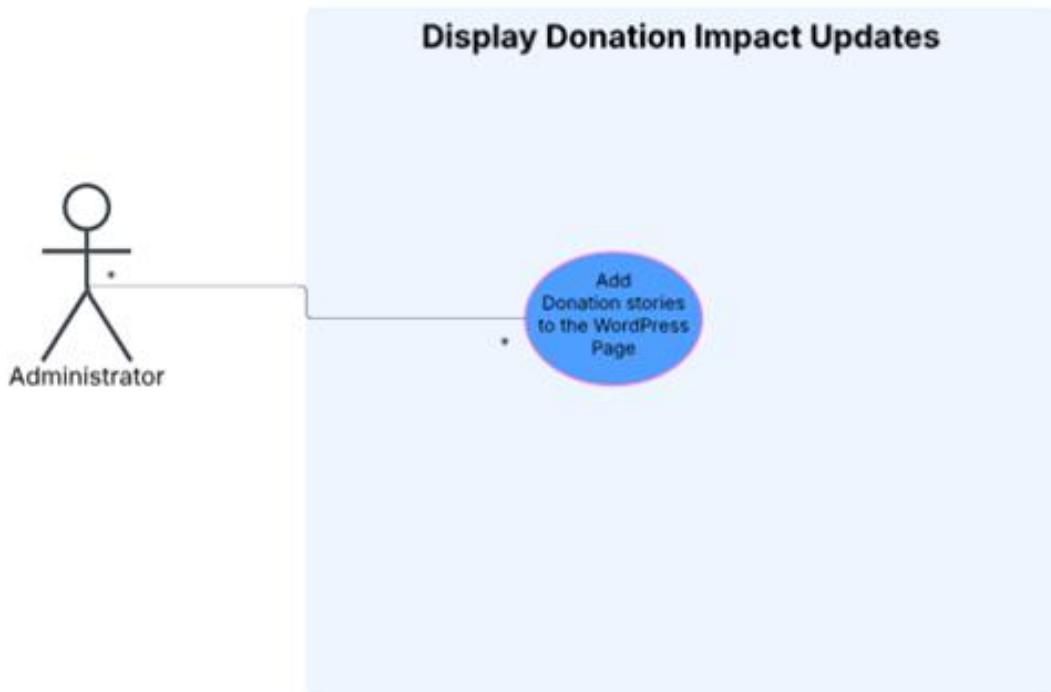


Use Case Diagram Narrative

An Administrator can send many Instant Receipts and Thank You Emails. These are dependent on donations that are made, whether through Sponsor a Pet or general donations.

Use Case 26: Display Donation Impact Updates

Use Case Diagram



Use Case Diagram Narrative

An Administrator can Add many donation stories to the WordPress page. Many donation impacts can also be associated with many administrators.

3. Trace Matrix

Ladybirds - Trace Matrix.xlsx

Pet4Life		Req 1: New Case Overview	Req 2: Data entry within 1hr	Req 3: Data entry of Production Requests	Req 4: Update Production Progress	Req 5: Create an Event	Req 6: Manage Events	Req 7: View Schedule Events	Req 8: Register to Event	Req 9: Create Individual Profile	Req 10: Change or Add Volunteer Details	Req 11: Create or Register	Req 12: Make Payment	Req 13: Search for a case and make notes	Req 14: Review Donations	Req 15: Sign Up to Volunteer	Req 16: Add/Edit Volunteer Availability	Req 17: Choose Volunteer Type	Req 18: Track Volunteered Hours	Req 19: Search for Donations and Edit Details	Req 20: Manage Volunteer Information	Req 21: View Case Details	Req 22: Make a General Donation	Req 23: Sponsor a Pet	Req 24: Record Donations in Real Time	Req 25: Search Donations and Track Details	Req 26: Display Donations Report	Req 27: Set Biometric Identifier	Total
<input type="checkbox"/> RPR01: The Dashboard will allow generate automated responses to frequently asked questions.		X																											9/28
<input type="checkbox"/> RPR02: The Dashboard will allow users to create support tickets and pending them in an escalation system for further assistance.			X																										9/28
<input type="checkbox"/> RPR03: The Dashboard will allow a facilitation of user needs through a conversational interface.			X																										9/28
<input type="checkbox"/> RPR04: The Volunteer Management system will allow users to sign up for volunteering opportunities directly through the website.				X																									9/28
<input type="checkbox"/> RPR05: The Volunteer Management system will allow the tracking and integration of volunteer hours automatically into the Relatable database.					X																								9/28
<input type="checkbox"/> RPR06: The Volunteer Management system will allow volunteers to have the option for one-time or monthly volunteering options.						X																							9/28
<input type="checkbox"/> RPR07: The Volunteer Management system will allow users to search for specific events based on location and description.							X																						9/28
<input type="checkbox"/> RPR08: The Event Scheduling pattern will allow the event coordinator to schedule a new event by inputting relevant details, such as date, time, location, and description.								X																					9/28
<input type="checkbox"/> RPR09: The Event Scheduling pattern will allow clients access to a list of scheduled events and their relevant details, such as date, time, location, and description.									X																				9/28
<input type="checkbox"/> RPR10: The Event Scheduling pattern will allow the event coordinator to send communications and reminders regarding scheduled events.										X																			9/28
<input type="checkbox"/> RPR11: The Event Scheduling pattern will allow users the option to pay for events occurring online or in person.											X																		9/28
<input type="checkbox"/> RPR12: The Event Scheduling pattern will allow users to cancel an event if it is no longer needed.												X																	9/28
<input type="checkbox"/> RPR13: The Event Scheduling pattern will allow for clients to be added or deleted from the waitlist.													X																9/28
<input type="checkbox"/> RPR14: The Event Scheduling pattern will allow users to sponsor a specific pet through their log on help through donating.														X															9/28
<input type="checkbox"/> RPR15: The Sponsor a Pet system will allow users to make a general donation through the site.															X														9/28
<input type="checkbox"/> RPR16: The Sponsor a Pet system will allow for immediate receipts and thank you emails to be sent to donors upon completing a donation.																X													9/28
<input type="checkbox"/> RPR17: The Sponsor a Pet system will allow users to choose one-time or recurring donations.																	X												9/28
<input type="checkbox"/> RPR18: The Sponsor a Pet system will allow users to choose recurring donations.																		X											9/28
<input type="checkbox"/> RPR19: The Sponsor a Pet system will allow enhanced user visibility of donation options through prominent placement on relevant pages.																			X										9/28
Total																												27/28	

The trace matrix serves as a tool to understand the relationships between identified use cases and top-level requirements. Along the horizontal axis, we have our use cases. Along the vertical axis, we have our top-level requirements. The relationships between the two are then represented through ‘X’ marks in their intersection points. Not only does it serve as a reference for our team to demonstrate our shared understanding of requirements and their relationships, but it is also able to inform Pets4Life of how each requirement contributes to their needs. Some use cases fulfill two requirements, while the rest fulfill one requirement. In constructing a trace matrix, our team is able to ensure all requirements needed for the success of this project are addressed.

4. Use Case Descriptions

Use Case 1: Ask Pet Care Questions

Use Case Name: Ask Pet Care Questions	ID: 1	Importance Level: High
Primary Actor: User		Use Case Type: Detail, Essential
Stakeholders and Interests: <ul style="list-style-type: none">– User: wants to ask pet care questions and receive accurate, timely answers.– Administrator: wants to ensure that users are able to receive the help they need when they need it.		
Brief Description: This describes how a user can ask the chatbot pet care related questions and receive automated responses.		
Trigger: User clicks on the chatbot icon on the bottom right of all pages and asks a question. Type: External		
Relationships: Association: User Include: Extend: Use Case 2 Generalization:		
Normal Flow of Events: <ol style="list-style-type: none">1. User enters chatbot widget.2. Chatbot asks the user what they need help with.3. User sends a pet care question.4. Chatbot searches the predefined knowledge base for matching keywords.5. Chatbot provides an automated response.6. User determines whether it resolves their needs.7. If the User is fully satisfied, the Chatbot thanks them and ends the interaction.		
SubFlows:		
Alternate/Exceptional Flows: 1a. User fails to respond. 4a1. Chatbot cannot provide an accurate answer and escalates the question to a representative through ticket creation. 4a2. System is unable to process the question and fails to respond. 5a. User asks follow-up questions. 6a. User is not satisfied and requests further assistance.		

Use Case 2: Create Ticket for Further Help

Use Case Name: Create Ticket for Further Help	ID: 2	Importance Level: High		
Primary Actor: User	Use Case Type: Detail, Real			
Stakeholders and Interests:				
<ul style="list-style-type: none"> – User: wants to create a support ticket to receive further assistance for their pet-related query. – Administrator: wants to ensure that users can receive the needed help for their more severe query when they need it. 				
Brief Description: This describes how users can create a support ticket to escalate chatbot inquiries, which then gets sent to a representative for further help.				
Trigger: User requests assistance via the chatbot widget, which then determines it is unable to resolve the issue automatically and prompts the user to create a ticket. Type: Internal				
Relationships: Association: User Include: Extend: Generalization:				
Normal Flow of Events:				
<ol style="list-style-type: none"> 1. User enters the chatbot widget. 2. User sends a pet care question. 3. Chatbot determines escalation is needed. 4. Chatbot prompts user through creating an escalation ticket. 5. User provides the required information. <ol style="list-style-type: none"> a. S-1: Complete Support Ticket Details subflow is performed. 6. Chatbot generates a ticket with a unique ID and stores it into the ticketing system. 7. User receives confirmation of escalation ticket. 				
SubFlows:				
S-1: Complete Support Ticket Details <ol style="list-style-type: none"> 1. User provides first and last name. 2. User provides email address. 3. User provides their phone number. 4. User provides the concerned pet species. 5. User describes the issue. 				
Alternate/Exceptional Flows:				
3a. User exits the chatbot, canceling the ticket creation process. 5a. User provides invalid or incomplete information.				

6a. System is unable to generate a ticket due to server issues.

Use Case 3: Create List of Predefined Responses

Use Case Name: Create List of Predefined Responses	ID: 3	Importance Level: High
Primary Actor: Administrator		Use Case Type: Detail, Essential
Stakeholders and Interests:		
<ul style="list-style-type: none">– User: wants to be able to receive accurate and relevant answers to their problems.– Administrator: wants to ensure that all relayed information to the user is accurate, recent, and relevant to the Pets4Life organization.		
Brief Description: This describes how a Pets4Life administrator creates their list of predefined responses for the chatbot to respond with.		
Trigger: Administrator clicks on “Add New Response” in the WPBot Control Panel. Type: External		
Relationships: Association: Administrator Include: Extend: Generalization:		
Normal Flow of Events: <ol style="list-style-type: none">1. Administrator navigates to the Predefined Knowledge Base in the WPBot Control Panel.2. Administrator clicks on “Add New Response.”3. The Administrator fills in required fields.<ol style="list-style-type: none">a. S-1: Input Required Fields subflow is performed.4. The Administrator clicks on “Save Response.”		
SubFlows:		
S-1: Input Required Fields <ol style="list-style-type: none">1. The Administrator adds Query Name.2. The Administrator adds Response to associated query.3. The Administrator adds Keyword(s) to be detected by the chatbot that helps it send a response.4. The Administrator adds Intent (optional).		
Alternate/Exceptional Flows:		
2a. The System is not able to process the request to create a new item. 4a1. The Administrator cancels the process. 4a2. The Administrator leaves required fields blank. 4a3. The Administrator creates a conversational form.		

1. In the Chatbot Form Builder, the Administrator clicks “Create Conversation.”
2. The Administrator clicks “Blank Form.”
3. The Administrator fills out fields as needed.
4. The Administrator clicks “Save Conversational Form.”

Use Case 4: Update Predefined Responses

Use Case Name: Update Predefined Responses	ID: 4	Importance Level: High
Primary Actor: Administrator		Use Case Type: Detail, Essential
Stakeholders and Interests:		
<ul style="list-style-type: none"> – User: wants to benefit from receiving accurate and up-to-date responses. – Administrator: wants to update responses to reflect current information. 		
Brief Description: This describes how a Pets4Life administrator can update existing predefined chatbot responses to ensure accurate and up-to-date information is provided to users.		
Trigger: Administrator clicks on “Edit Response” in the WPBot Control Panel. Type: External		
Relationships: Association: Administrator Include: Extend: Generalization:		
Normal Flow of Events: <ol style="list-style-type: none"> 1. The Administrator navigates to the Predefined Knowledge Base in the WPBot Control Panel. 2. The Administrator selects “Manage Predefined Responses.” 3. The Administrator selects the response they wish to update. 4. The Administrator updates needed fields. <ol style="list-style-type: none"> a. S-1: Input Updated Fields subflow is performed. 5. The Administrator clicks Save Response. 		
SubFlows:		
S-1: Input Updated Fields <ol style="list-style-type: none"> 1. The Administrator updates the Query Title. 2. The Administrator updates the Response. 3. The Administrator updates the Keyword(s). 4. The Administrator updates the Intent. 		
Alternate/Exceptional Flows:		
5a1. The Administrator cancels the update process.		

- | |
|--|
| 5a2. The Administrator leaves required fields blank. |
| 6a. The System fails to save the response due to system issues. |

Use Case 5: Create an Event

Use Case Name: Create an Event	ID: 5	Importance Level: High		
Primary Actor: Administrator	Use Case Type: Detail, Essential			
Stakeholders and Interests:				
<ul style="list-style-type: none"> – Administrator: The administrator needs a streamlined and efficient process when trying to create events – User (Client): Users need clear details on events to be aware of them and attend them – User (Volunteer): Volunteers need access to event details so that they can sign up and attend events depending on their availability. 				
Brief Description: The administrator can create new events by entering details, such as the date, time, location, and description.				
Trigger: Administrator begins creating an event Type: External				
Relationships:				
Association: Administrator Include: Extend: Generalization:				
Normal Flow of Events:				
<ol style="list-style-type: none"> 1. Administrator logs in to the system 2. Navigates to the event creation page 3. Inputs necessary event details 4. Launches event 5. Event is added to the system and visible and available to all users 				
SubFlows:				
3a. If event is recurring, system will require administrator to input the frequency of the event 3b. Administrator enters event time 3c. Administrator enters event date 3d. Administrator enters event location				

Alternate/Exceptional Flows:

- 1a.** Administrator fails to log in
- 2a.** Event creation page is down
- 3a.** Administrator fails to fill in all the necessary fields when inputting event details
- 4a.** Event doesn't launch due to system error

Use Case 6: Manage Existing Events

Use Case Name: Manage Existing Events	ID: 6	Importance Level: High
Primary Actor: Administrator		Use Case Type: Detail, Essential

Stakeholders and Interests:

- **Administrator:** The administrator needs to have the ability to update and modify event details.
- **User (Client):** The user needs to have up to date information on events to attend.
- **User (Volunteer):** The volunteer needs to have up to date information on events to volunteer.

Brief Description: Administrator can update event details, such as date, time, location, and description

Trigger: Administrator chooses an event to modify

Type: External

Relationships:

Association: Administrator

Include:

Extend: Use Case 5: Create an Event

Generalization:

Normal Flow of Events:

1. Administrator logs into the system
2. Administrator chooses an event from the events list
3. Administrator updates the event details where necessary
4. System saves updates
5. Updated event details are visible and available to all users

SubFlows:

- 3a. Administrator changes the event's maximum capacity
- 3b. Administrator changes the event's time
- 3c. Administrator changes the event's location

Alternate/Exceptional Flows:

- 1a. Administrator fails to log in
- 4a. Update is unable to save due to system error

Use Case 7: View Scheduled Events

Use Case Name: View Scheduled Events	ID: 7	Importance Level: High
Primary Actor: Client		Use Case Type: Detail, Essential

Stakeholders and Interests:

- **Client:** Wants to see available events, including details like date, time, location, & description.
- **Administrator:** Wants clients to have easy access to event schedules without confusion and having a hard time.

Brief Description: This describes how a client can view a list of scheduled events with all relevant details.

Trigger: User navigates to the events schedule page.

Type: External

Relationships:

Association: Client
Include:
Extend:
Generalization:

Normal Flow of Events:

1. The client selects “View Scheduled Events” from the main menu.
2. The system retrieves and displays a list of scheduled events/
3. The client can scroll or filter the events based on criteria.
4. The client selects an event to view more details.

SubFlows:

3. The client filters events by date, location, or type.

Alternate/Exceptional Flows:

- 1a. No events are available - the system displays “No upcoming events”.

Use Case 8: Register for Event

Use Case Name: Register For Event	ID: 8	Importance Level: High
Primary Actor: Client		Use Case Type: Detail, Essential

Stakeholders and Interests:

- **Client:** Wants to successfully register for an event.
- **Administrator:** Wants to ensure that registration works smoothly and maintains accurate participant records.

Brief Description: This describes how a client registers for an event by selecting it and completing the required steps.

Trigger: User clicks “Register” on an event details page.

Type: External

Relationships:

Association: Client

Include: View Scheduled

Events

Extend: Join the waitlist (if event is full)

Generalization:

Normal Flow of Events:

1. The client selects “View Scheduled Events” from the main menu.
2. The system retrieves and displays a list of scheduled events.
3. The client can scroll or filter the events based on criteria.
4. The client selects an event to view more details.

SubFlows:

S-1: The client edits registration details before confirming.

Alternate/Exceptional Flows:

7a1. The event is full – the system offers the option to join the waitlist.

7a2. The client cancels registration before finalizing.

Use Case 9: Join the Waitlist

Use Case Name: Join the waitlist	ID: 9	Importance Level: Low
Primary Actor: Client		Use Case Type: Detail, Essential

Stakeholders and Interests:

- **Client:** Wants to secure a spot if an event becomes available.
- **Administrator:** Wants to manage waitlists efficiently and notify clients when spots open up.

Brief Description: This describes how a client can join a waitlist if an event is fully booked.

Trigger: User attempts to register for a full event.

Type: External

Relationships:

Association: Client

Include:

Extend: Register for Event

Generalization:

Normal Flow of Events:

1. The client attempts to register for a full event.
2. The system prompts the client to join the waitlist.
3. The client confirms waitlist registration.
4. The system adds the client to the waitlist.

SubFlows:

S-1: The client checks their waitlist status later.

Alternate/Exceptional Flows:

2a. The client can decline to join the waitlist.

Use Case 10: Accept or Deny Waitlisted Clients

Use Case Name: Accept or Deny Waitlisted Clients	ID: 10	Importance Level: Low		
Primary Actor: Administrator	Use Case Type: Detail, Essential			
Stakeholders and Interests:				
<ul style="list-style-type: none"> – Administrator: Wants to manually manage event waitlist based on availability. – Client: Wants to be notified if a spot opens up. 				
Brief Description: This describes how an administrator can accept or deny waitlisted clients for an event that has reached capacity.				
Trigger: An event has an open spot, or an administrator manually reviews the waitlist. Type: External				
Relationships:				
Association: Administrator Include: Extend: Join the Waitlist Generalization:				
Normal Flow of Events:				
<ol style="list-style-type: none"> 1. The administrator accesses the waitlist for an event. 2. The system displays a list of waitlisted clients. 3. The administrator selects clients to accept or deny. 4. The system updates the event registration list and notifies clients. 				
SubFlows:				
S-1: The administrator prioritizes waitlist order based on signup time.				
Alternate/Exceptional Flows:				
3a. The administrator takes no action, leaving the waitlist unchanged.				

Use Case 11: Cancel Event Registration

Use Case Name: Cancel Event Registration	ID: 11	Importance Level: High		
Primary Actor: Client	Use Case Type: Detail, Essential			
Stakeholders and Interests:				
<ul style="list-style-type: none"> – Client: Wants to cancel their registration easily and successfully. – Administrator: Wants to keep an updated event registration list. 				

Brief Description: This describes how a can cancel their event registration if they are unable to attend.

Trigger: User selects the option to cancel their registration for an event.

Type: External

Relationships:

Association: Client

Include:

Extend: Register for Event

Generalization:

Normal Flow of Events:

1. The client navigates the “My Registrations”
2. The client selects an event and clicks “Cancel Registration.”
3. The system asks for confirmation.
4. The client confirms cancellation.
5. The systems changes the registration list and notifies the administrator.

SubFlows:

S-1: The systems ask the client for a reason for cancellation (can be optional).

Alternate/Exceptional Flows:

4a. The client decides not to cancel and exist the page.

Use Case 12: Refund Payments

Use Case Name: Refund Payments	ID: 12	Importance Level: High
Primary Actor: Administrator		Use Case Type: Detail, Essential

Stakeholders and Interests:

- **Administrator:** The administrator needs to refund requests efficiently and ensure that they are properly tracked and recorded.
- **User (Client):** The user needs a seamless and reliable refund process.

Brief Description: Administrators refund payments if client had to cancel event but already paid.

Trigger: Administrator receives a request for a refund from a user.

Type: External

Relationships:

Association: Administrator
Include:
Extend: Use Case 14: Process Event Payments
Generalization:

Normal Flow of Events:

1. Administrator receives refund request from user
2. Administrator retrieves payment details from the system
3. Administrator reviews and confirms the refund
4. System process refund through Stripe
5. System updates payment status to “refunded”
6. User is notified that the refund has been issued

SubFlows:**Alternate/Exceptional Flows:**

- 2a.** Payment record is not found
3a. User is not eligible for a refund and the administrator denies the request
4a. Refund is unable to process due to an error with the system or Stripe

Use Case 13: Send Event Confirmations and Reminders

Use Case Name: Send Event Confirmations and Reminders	ID: 13	Importance Level: Low
Primary Actor: Administrator		Use Case Type: Detail, Essential
Stakeholders and Interests:		
<ul style="list-style-type: none">– Administrator: The administrator wants to ensure that users (clients) are notified of event confirmations and reminders for the event to increase user engagement.– User (Client): The user wants to know if their registration for an event was confirmed and would like to receive reminders for the event to avoid forgetting about it.		
Brief Description: The administrator will set the plugin to send event confirmations following registration and reminders until the event occurs.		
Trigger: Administrator receives notification of a new event registration. Type: External		

Relationships:

Association: Administrator
Include:
Extend:
Generalization:

Normal Flow of Events:

1. Administrator receives confirmation that new attendee has registered for an event
2. Notification system sends the confirmation email to the user (client)
3. Administrator schedules event reminders to be sent periodically before the event occurs
4. Notification system periodically sends reminders to the user (client) with event details

SubFlows:

- 2a. Email is sent letting the user (client) know their registration was successful and includes the events date, time, location, and other needed information.
- 3a. The administrator sets bi-weekly event reminders
- 4a. Notification system reminds users (client) about the event as well as any changes to the event

Alternate/Exceptional Flows:

- 2a. Notification system fails to send user (client) an email confirming their registration
- 3a. Administrator fails to schedule event reminders
- 4a. Notification system fails to send reminders for the event as scheduled

Use Case 14: Process Event Payments

Use Case Name: Process Event Payments	ID: 14	Importance Level: High
Primary Actor: Administrator		Use Case Type: Detail, Essential

Stakeholders and Interests:

- **Administrator:** The administrator must ensure that payments are processed and recorded efficiently, accurately, and securely.
- **User (Client):** The user needs a secure and efficient payment process regardless of the method.

Brief Description: Administrators process the payments of users who can either choose to pay upfront through a secure system or in person at the event.

Trigger: Administrator processes a payment request from a user who registered and paid for an event.

Type: External

Relationships:

Association: Administrator

Include:

Extend: Use Case 8: Register for Event

Generalization:

Normal Flow of Events:

1. Administrator accesses the finance dashboard on Amelia
2. Client makes a payment
3. Stripe processes payment and sends confirmation back to system
4. System displays “Paid” next to the client’s payment record
5. Notification is sent to the client letting them know their payment was processed

SubFlows:

- 2a1.** Client pays in person at the event
2a2. Client pays using the Stripe terminal located at the event

Alternate/Exceptional Flows:

- 2a.** Payment fails during processing
3a. An error occurs on Stripe’s end and the transaction fails

Use Case 15: Sign Up to Volunteer

Use Case Name: Sign Up to Volunteer	ID: 15	Importance Level: Low
Primary Actor: User (Volunteer)		Use Case Type: Overview, Real

Stakeholders and Interests:

- **User:** Wants to register for volunteering opportunities.
- **Administrator:** wants to manage volunteer sign-ups efficiently.

Brief Description: This use case describes how a user can sign up for volunteer opportunities directly through the website by providing contact information and selecting from available opportunities.

Trigger: User navigates to the volunteer sign-up page.

Type: External

Relationships:

Association: User

Include:
Extend:
Generalization: Volunteer Registration System

Normal Flow of Events:

1. User accesses the volunteer sign-up page.
2. User enters personal contact details.
3. User selects preferred volunteer opportunities.
4. System registers the user and provides confirmation.

SubFlows:

S-1: User provides incorrect information.

S-2: System requests additional information for verification.

Alternate/Exceptional Flows:

2a. User provides incomplete information, and the system prompts for corrections.

4a. System fails to register the user due to an error, and an error message is displayed.

Use Case 16: Modify Volunteer Availability

Use Case Name: Modify Volunteer Availability	ID: 16	Importance Level: Low
Primary Actor: User (Volunteer)		Use Case Type: Overview, Real

Stakeholders and Interests:

- **User:** wants to update their availability
- **Administrator:** wants to keep an accurate record of volunteer schedules

Brief Description: Volunteers can update and modify their availability for specific events.

Trigger: User selects the option to update availability

Type: External

Relationships:

Association: User
Include:
Extend:
Generalization: Volunteer Management System

Normal Flow of Events:

1. User logs in to their volunteer account.

- | |
|--|
| <ol style="list-style-type: none"> 2. User selects "Modify Availability." 3. User updates availability preferences. 4. System saves the new availability details. |
|--|

SubFlows:

S-1: System validates the new availability

Alternate/Exceptional Flows:

- 2a.** User attempts to modify availability for a past event, and the system denies the request.

Use Case 17: Choose Volunteer Type

Use Case Name: Choose Volunteer Type	ID: 17	Importance Level: Low
Primary Actor: User (Volunteer)	Use Case Type: Overview, Real	

Stakeholders and Interests:

- **User:** wants to choose between one time or flexible volunteering options.
- **Administrator:** wants to categorize volunteers efficiently.

Brief Description: Volunteers can choose between one time or flexible volunteering options based on their availability.

Trigger: User selects a volunteer type preference.

Type: External

Relationships:

Association: User
 Include:
 Extend:
 Generalization: Volunteer Management System

Normal Flow of Events:

1. User accesses the volunteer type selection page.
2. User chooses between one time or flexible volunteering.
3. System records the preference.

SubFlows:

Alternate/Exceptional Flows:

- 3a.** System encounters an error while saving, and the user is prompted to retry.

Use Case 18: Track Volunteer Hours

Use Case Name: Track Volunteer Hours	ID: 18	Importance Level: Low
Primary Actor: Administrator		Use Case Type: Detail, Essential
Stakeholders and Interests:		
<ul style="list-style-type: none">– Administrator: wants to automatically track volunteer hours for record keeping and reporting purposes.– Volunteer: wants their time to be accurately logged and recognized.		
Brief Description: Administrators have an automatic and integrated system to track volunteer hours into the Airtable database for record-keeping.		
Trigger: Triggered by use case 15: Sign up to Volunteer Type: Internal		
Trigger: System detects a completed volunteer opportunity and logs the volunteer's time. Type: External		
Relationships: Association: Administrator Include: Extend: Manage Volunteer Information Generalization:		
Normal Flow of Events: <ol style="list-style-type: none">1. Volunteer completes a scheduled opportunity.2. The system logs the volunteer's hours based on their participation.3. Volunteer hours are recorded and stored in the Airtable database.4. Administrator accesses Airtable to view or manage logged hours.5. If needed, the administrator manages volunteer information.		
SubFlows:		
Alternate/Exceptional Flows:		

Use Case 19: Send Volunteer Reminders and Notifications

Use Case Name: Send Volunteer Reminders and Notifications	ID: 19	Importance Level: High
Primary Actor: Administrator		Use Case Type: Detail, Essential
Stakeholders and Interests:		
<ul style="list-style-type: none">– Administrator: wants volunteers to be notified about upcoming events to ensure participation– Volunteer: wants timely reminders with accurate details about their volunteering schedule		
Brief Description: The system will send automated reminders and notifications to volunteers with event details, such as date, time, and location.		
Trigger: Triggered by Use Case 15 or Use Case 16 Type: Internal Trigger: An upcoming event is scheduled with assigned volunteers. Type: External		
Relationships: Association: Administrator Include: Extend: Generalization:		
Normal Flow of Events: <ol style="list-style-type: none">1. Administrator schedules a volunteer event and assigns volunteers.2. The system detects the upcoming event based on date and time.3. System generates reminder and notification content (event name, date, time, location).4. Reminders are automatically sent via email or SMS to assigned volunteers.5. Administrator can view or manage sent notifications.		
SubFlows:		
Alternate/Exceptional Flows: 1a: Administrator manually edits or reschedules an event. <ol style="list-style-type: none">1. System updates the notification content.2. Updated reminder is sent to volunteers with the new event details.		

Use Case 20: Manage Volunteer Information

Use Case Name: Manage Volunteer Information	ID: 20	Importance Level: Low
Primary Actor: Administrator		Use Case Type: Detail, Essential
Stakeholders and Interests: <ul style="list-style-type: none">- Administrator: wants to manage, organize, and update volunteer data efficiently for coordination and reporting.- Volunteer: wants their personal and availability information to be accurate and up to date.		
Brief Description: This describes how administrators can manage, organize, and update volunteer data efficiently.		
Trigger: Triggered by use cases 15,16,17 when volunteer information is submitted or updated. Type: Internal Trigger: Administrator logs into the system to view or update volunteer records. Type: External		
Relationships: Association: Administrator Include: Extend: Generalization:		
Normal Flow of Events: <ol style="list-style-type: none">1. Administrator logs into the volunteer management dashboard.2. Administrator searches for a specific volunteer or views all records.3. Administrator edits volunteer data (e.g., contact info, availability).4. System saves and confirms the updates.5. Updated information is reflected in the system for future reference.		
SubFlows:		
Alternate/Exceptional Flows:		

Use Case 21: View Sponsorship Options

Use Case Name: View Donation Options	ID: 21	Importance Level: High		
Primary Actor: User	Use Case Type: Detail, Essential			
Stakeholders and Interests:				
<ul style="list-style-type: none">– User: wants to view the various ways they can support the organization.– Administrator: wants to ensure that donation options are correctly displayed.				
Brief Description: This describes how users can view the options of sponsoring a specific pet or donating through various methods.				
Trigger: User clicks on the Donation tab in the Navigation Bar. Type: External				
Relationships: Association: User Include: Extend: Use Case 22: Make a General Donation and Use Case 23: Sponsor a Specific Pet Generalization:				
Normal Flow of Events: <ol style="list-style-type: none">1. The User navigates to the Donation tab in the Navigation Bar.2. The System displays the various ways users can give to the organization.				
SubFlows:				
Alternate/Exceptional Flows: 2a. The System fails to display the donation options.				

Use Case 22: Make a General Donation

Use Case Name: Make a General Donation	ID: 22	Importance Level: High
Primary Actor: User (Donor)		Use Case Type: Detail, Essential
Stakeholders and Interests: <ul style="list-style-type: none">- Donor: Wants to make a general donation to fund a specific service for a pet in need- Administrator: Wants to ensure the plugin is working correctly and that the purchase is secure, easy to use, and accessible		
Brief Description: This describes how a potential donor will make a donation that does not go to a specific animal and rather is a donation that could go to a specific service for a pet through the Pets4Life non-profit. This interaction should also be secure through the PayPal or Stripe WordPress Plugin.		
Trigger: User Clicks on the “Donation” button through website Type: External		
Relationships: Association: Donator Include: Making donation payment Extend: Generalization:		
Normal Flow of Events: <ol style="list-style-type: none">1. Once a user decides to donation, the person navigates to the “General Donation” page through the donation section of the ribbon2. The user then clicks the donation button the “General Donation” page3. The user will be prompted to fill out a form to make the donation with their payment information4. User will submit and finalize donation		
SubFlows:		

Alternate/Exceptional Flows:

1. User does not make a general donation
2. User goes through the donation button but does not make general donation
3. User completes the form but their payment does not go through and is redirected back to form

Use Case 23: Sponsor a Specific Pet

Use Case Name: Sponsor a Specific Pet	ID: 23	Importance Level: High
Primary Actor: User (Donor)		Use Case Type: Detail, Essential
Stakeholders and Interests:		
<ul style="list-style-type: none">– Donor: Wants to make a donation to sponsor a specific pet through the Peets4Life non-profit– Administrator: Wants to ensure the WordPress Plugin is integrated and the security of the PayPal or Stripe plugin is secure while also receiving the donation		
Brief Description: This describes how a donor will make a potential donation that will go into sponsoring a pet within the Pets4Life care instead of a general donation to a specific service or purpose. The interactions should be secure through the WordPress Plugin that integrates with PayPal or Stripe.		
Trigger: User clicks on the “donation” button through website		
Type: External		
Relationships: Association: Donor Include: Making a donation payment by sponsoring a pet Extend: Generalization:		

Normal Flow of Events:

1. User will navigate to the “Sponsor a Pet” section of the website through the Donation section on website ribbon
2. User will view all pets on website who need a sponsorship
3. User will press the “Donate” button at the bottom of the page
4. User will be directed to fill out a form based on payment information and pet to sponsor
5. User will press submit and finalize the donation

SubFlows:**Alternate/Exceptional Flows:**

1. User does not sponsor a pet
2. User presses the “Donation” button through the Sponsor a Pet section but does not Sponsor a Pet.
3. User’s Payment does not go through and is redirected back to the page

Use Case 24: Record Donations in Real-Time

Use Case Name: Record Donations in Real Time	ID: 24	Importance Level: High
Primary Actor: User (Administrator)		Use Case Type: Detail, Essential
Stakeholders and Interests: <ul style="list-style-type: none">- Administrator: Want to ensure any and all donations that are made are recorded to then use for pet or other specific services. Also wants to track amounts and frequencies of donations.- Donor: The Donor wants to ensure their donation is received and used for the purpose that it was intended it for.		
Brief Description: the administrator wants to ensure that all donations that are made can be recorded and analyzed through the Airtable database to track amounts and what the donation’s intended use is.		

Trigger: Use case is triggered by Use Cases 22-23 Make a General Donation and Sponsor a Specific Pet.

Type: External

Trigger: User logs into Airtable database and tracks through Donation dashboard

Type: External

Relationships:

Association: Administrator

Include: Tracking all donations

Extend: Use Case 22-23: Make a General Donation and Sponsor a Specific Pet Generalization:

Normal Flow of Events:

1. After a donation is made, the administrator will log into their Airtable Database dashboard
2. The administrator will navigate to the Airtable donation dashboard
3. The Donation will be updated through Airtable and will be available for viewing

SubFlows:

Alternate/Exceptional Flows:

Use Case 25: Send Instant Receipts and Thank-You Emails

Use Case Name: Send Instant Receipts and Thank-You Emails	ID: 25	Importance Level: Low
Primary Actor: Administrator		Use Case Type: Detail, Essential
Stakeholders and Interests: – Administrator: Would like to thank donors for their donation after completion. – Donor: The Donor wants to ensure their donation is received.		
Brief Description: The administrator would send Instant receipts and Thank-You emails through WordPress and the PayPal and Stripe Plug-in to thank donors for their donation and to ensure that the donation goes through.		
Trigger: Use case is triggered by Use Cases 22-23 Make a General Donation and Sponsor a Specific Pet. Type: External Trigger: User completes a donation form and clicks submit. Type: External		
Relationships: Association: Administrator Include: Notifying donor of finished donations and thanking them Extend: Use Cases 22-23: Make a General Donation and Sponsor a Specific Pet Generalization:		
Normal Flow of Events: <ol style="list-style-type: none">1. Donor will fill out donation form through the donation section of the Pets4Life website ribbon and click submit.2. After submission, the system, through the administrator, will send a receipt from Stripe and PayPal Plugin3. A Thank you email will also be submitted by administrator to donor after donation completion.		

SubFlows:
Alternate/Exceptional Flows: <ol style="list-style-type: none"> 1. The instant receipt automation does not work and administrator sends notification manually 2. Donator does not finish donation and therefore does not receive a Thank-You or Receipt 3. Administrator does not send a manual Thank-You Email and donator only receives the receipts 4. The person goes through the donation process, but the payment does not go through and is directed back to donation form.

Use Case 26: Display Donation Impact Updates

Use Case Name: Display Donation Impact Updates	ID: 26	Importance Level: Low
Primary Actor: Administrator		Use Case Type: Detail, Essential
Stakeholders and Interests:		
<ul style="list-style-type: none"> – Administrator: Wants to add real-time updates of pet success stories from the non-profit to encourage potential donors to donate. – Potential Donors: Potential donors want to ensure that the donation they could submit will be used for a real pet for service through the non-profit. 		
Brief Description: The administrator can go through the website template and design and add success stories to the “General” Donation page and show the potential donors what their donation could do for an animal in need.		
Trigger: Administrator goes to WordPress and selects “Edit” Type: External		

Relationships:

Association: Administrator

Include: Updating Donation impacts on Website Extend:

Generalization:

Normal Flow of Events:

1. After a donation had been used and money has been allocated, administrator can go to WordPress website template and click “edit”
2. Through the “General Donation” page under the “Donation” title on ribbon, the administrator can add animal success stories with information and photo
3. Administrator can save and update website.

SubFlows:**Alternate/Exceptional Flows:****Use Case 27: Set Up Recurring Donations**

Use Case Name: Set up Recurring Donations	ID: 27	Importance Level: Low
Primary Actor: User (Donor)		Use Case Type: Detail, Essential
Stakeholders and Interests: <ul style="list-style-type: none">– Donor: During a donation process, donor will want to set up donations to Pets4Life that are recurring– Administrator: Wants to ensure those who want to have recurring donations within the company have the ability to set them up in a secure and simple manner.		
Brief Description: This action is an addition to donation where the user will be able to set up recurring donations within the WordPress Plugin and therefore through Stripe instead of regularly entering the Pets4Life website and entering the information in manually.		

Trigger: User clicks on the “donation” button through website

Type: External

Relationships:

Association: Donor

Include: Making a donation payment and setting up recurring donations

Extend:

Generalization:

Normal Flow of Events:

1. User will navigate to either options of the “Donation” section of the ribbon on the Pets4Life page
2. User will press the “Donation” button
3. User will fill out form depending on donation type and payment information
4. User will also selection recurring donations and select each amount
5. User will submit form and finalize payment

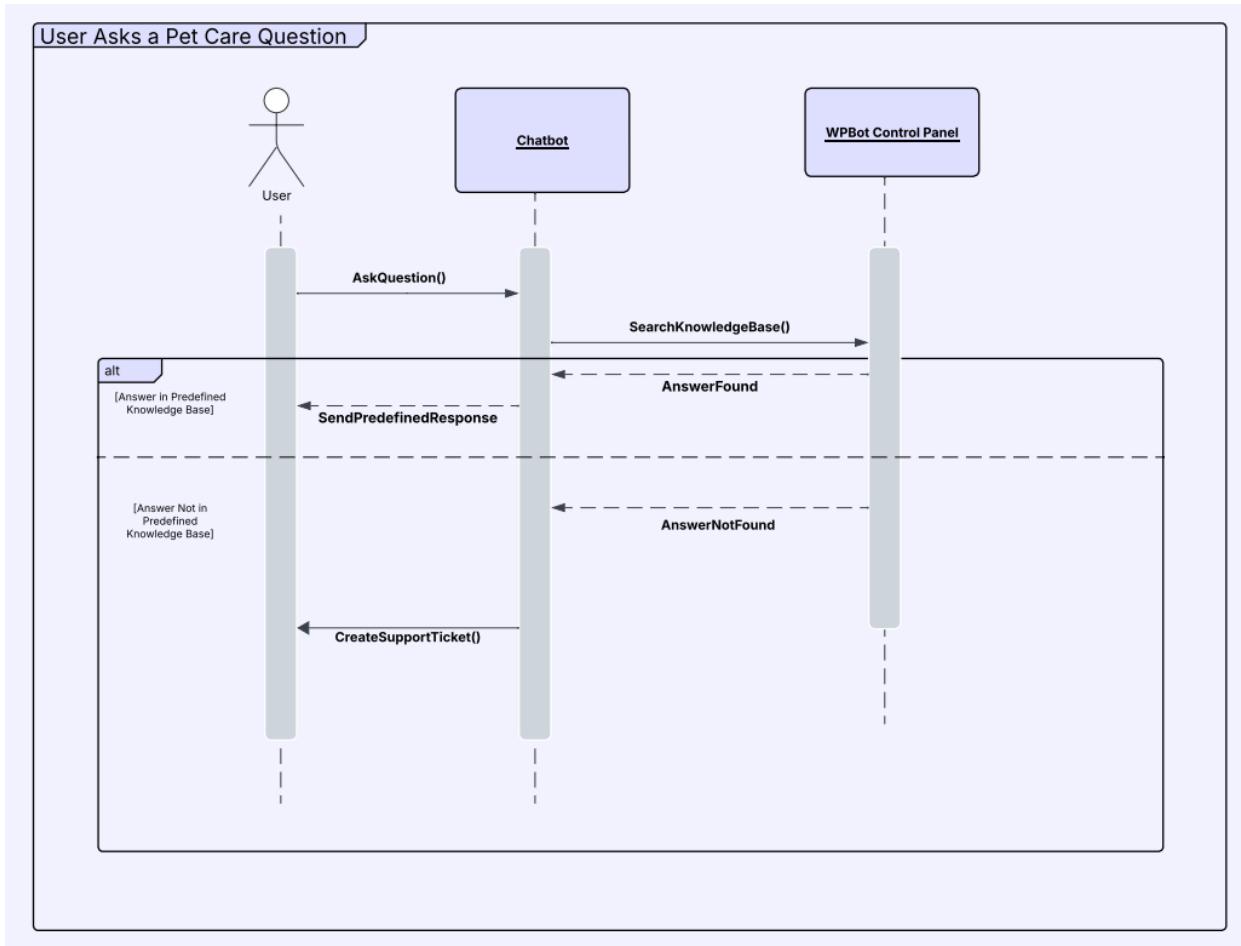
SubFlows:

Alternate/Exceptional Flows:

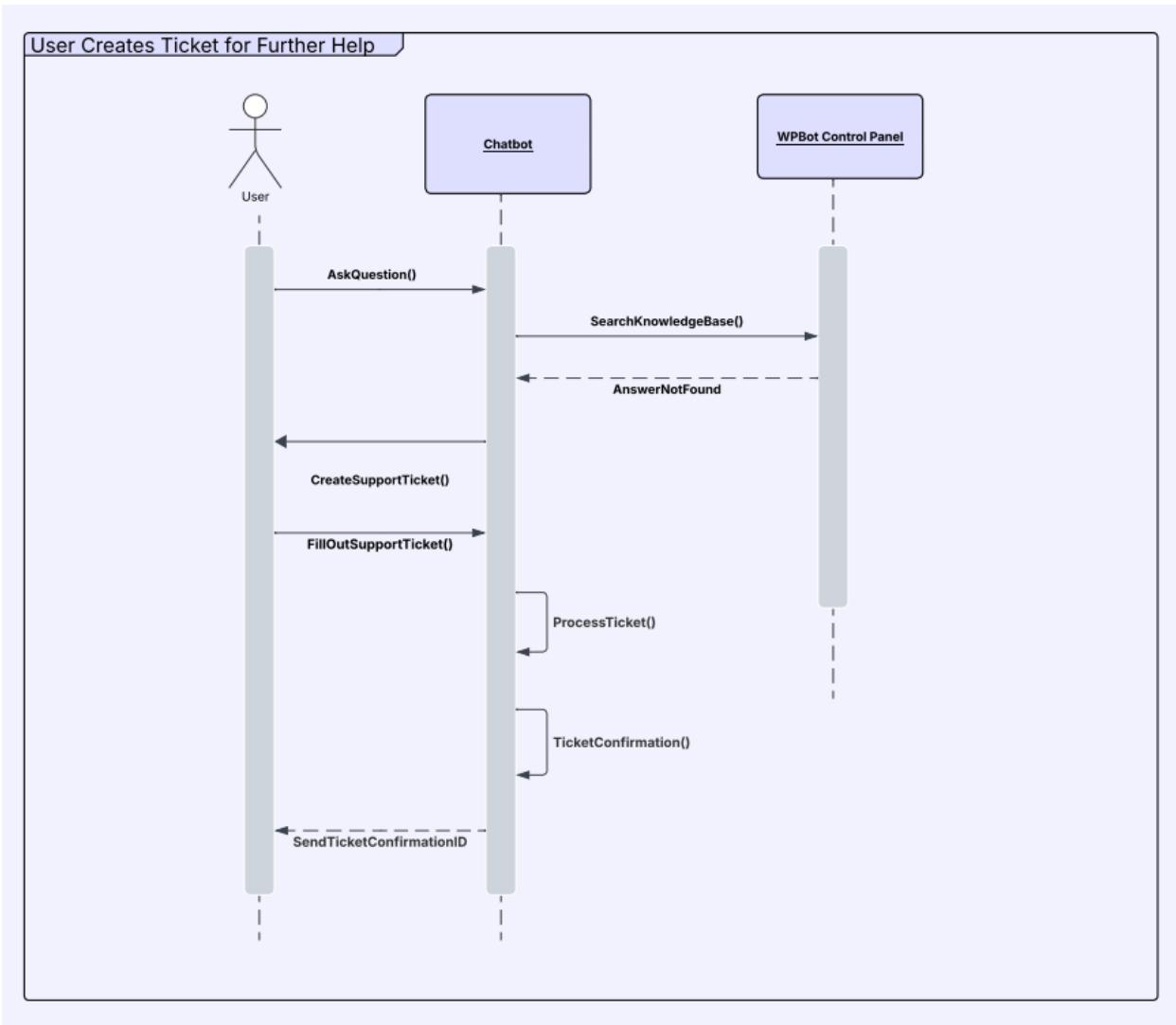
1. User donates but decides not to set up recurring donations
2. User cannot use the recurring donations button effectively and therefore will navigate to the website each month manually.
3. The user sets up recurring donations, but the payment does not go through, and they are redirected back to the donation form.

5. Sequence Diagrams

Use Case 1: Ask Pet Care Questions

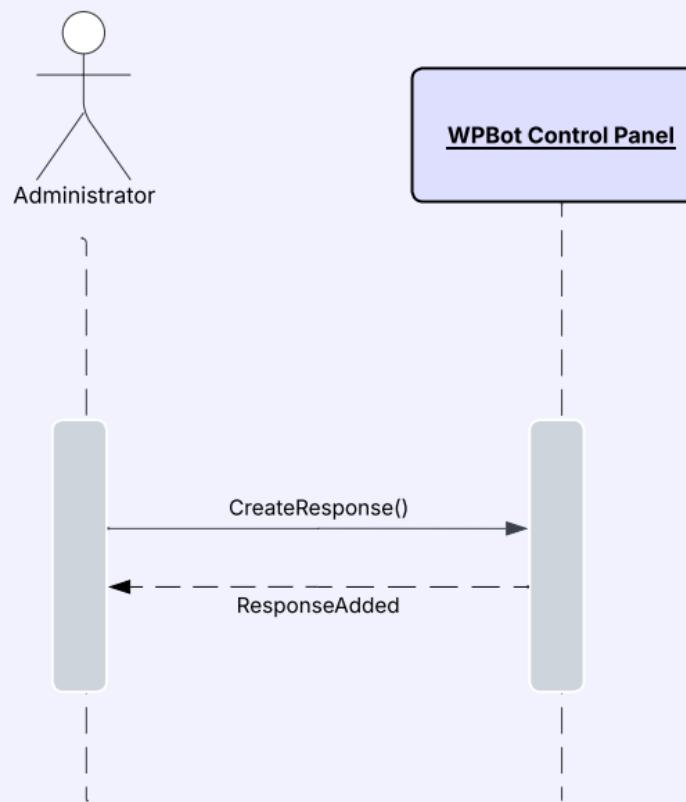


Use Case 2: Create Ticket for Further Help

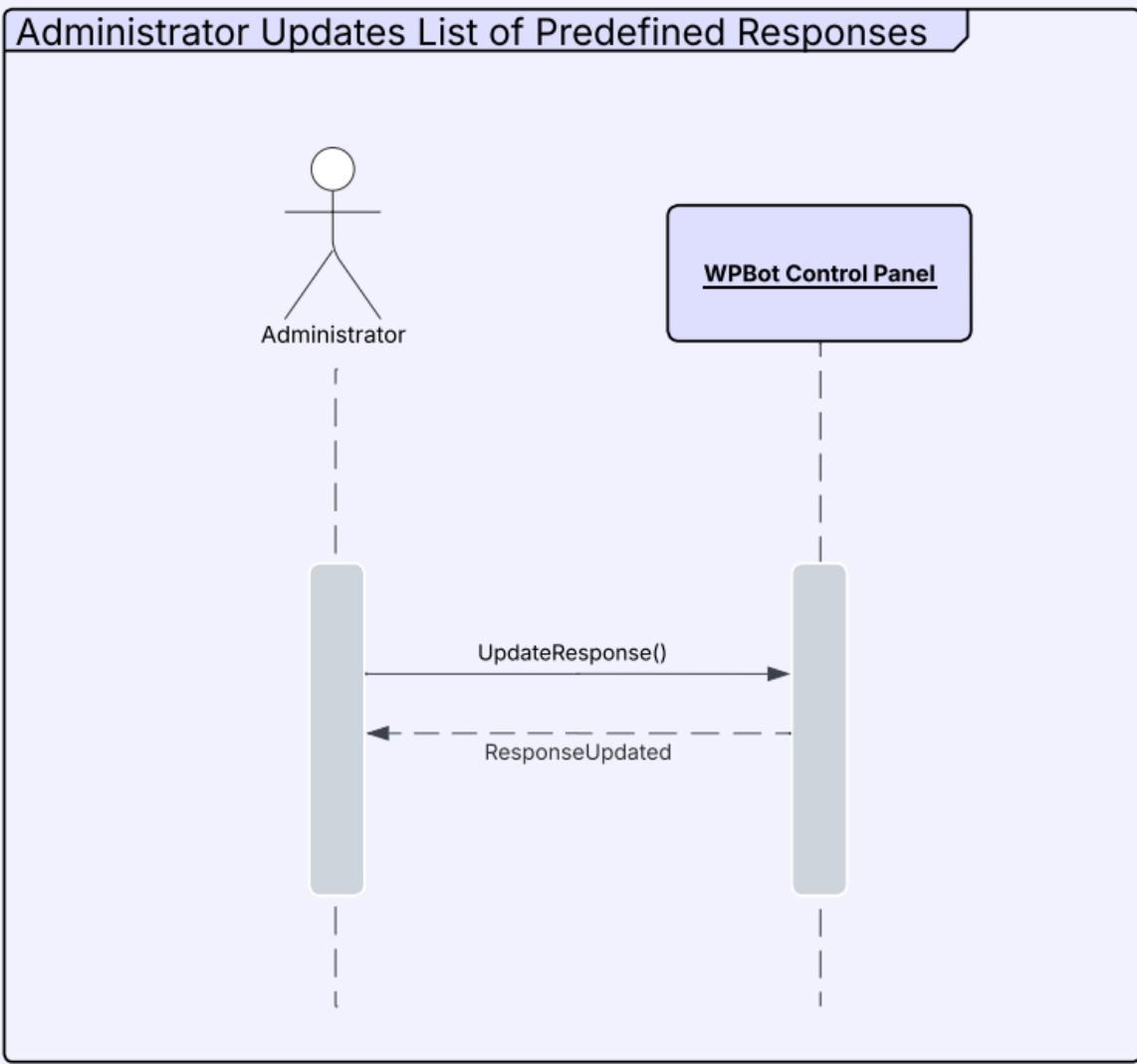


Use Case 3: Create List of Predefined Responses

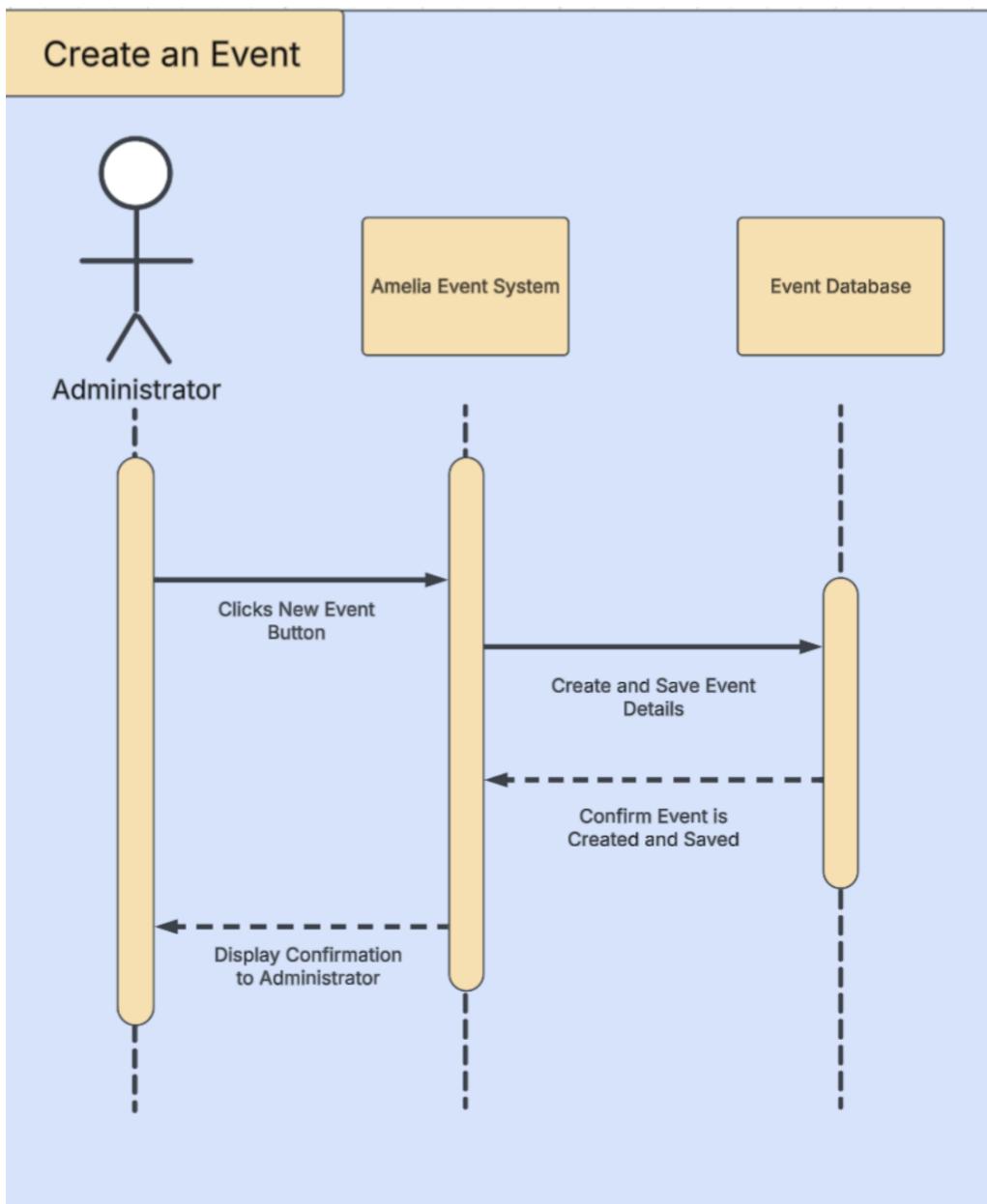
Administrator Creates List of Predefined Responses



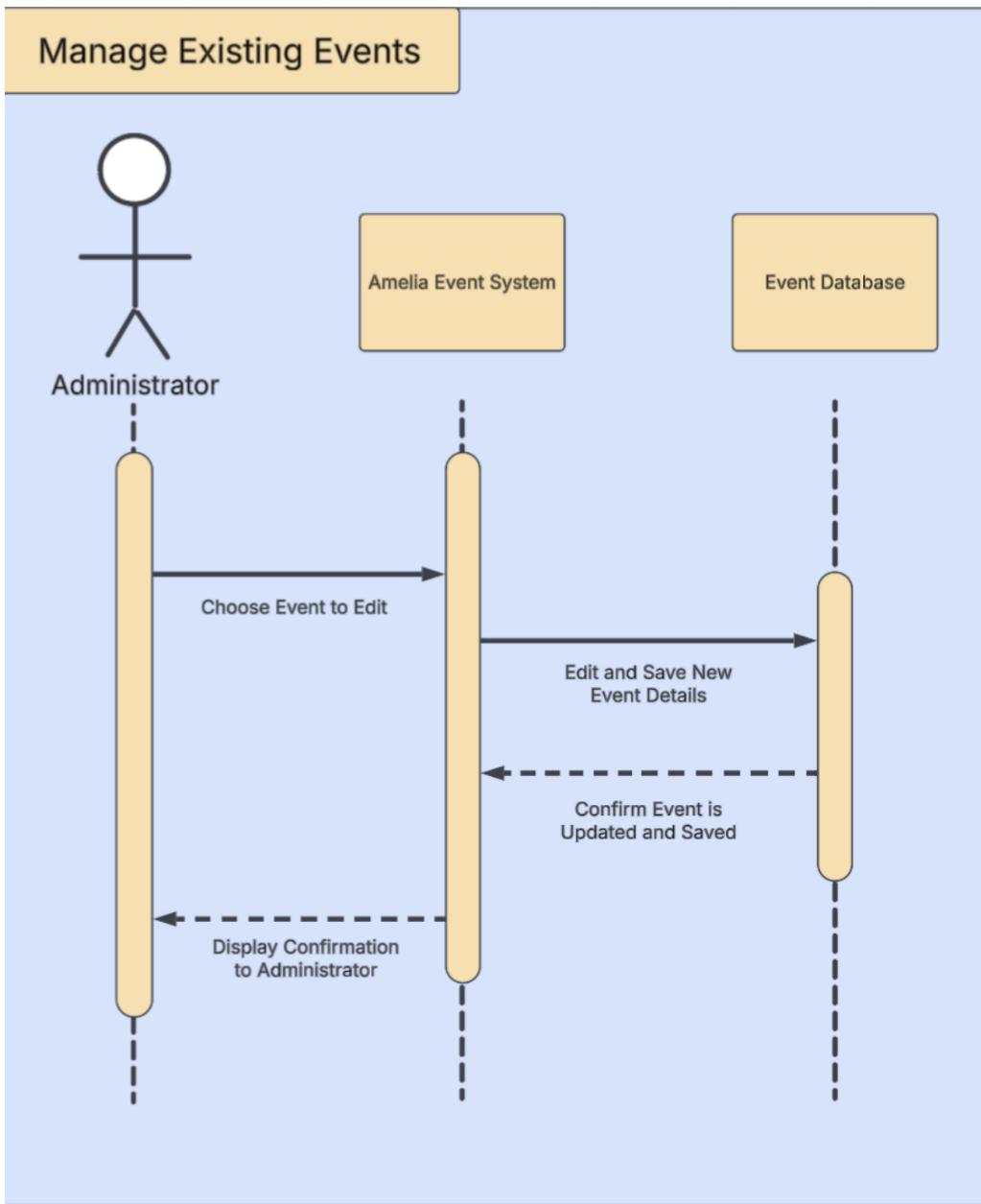
Use Case 4: Update Predefined Responses



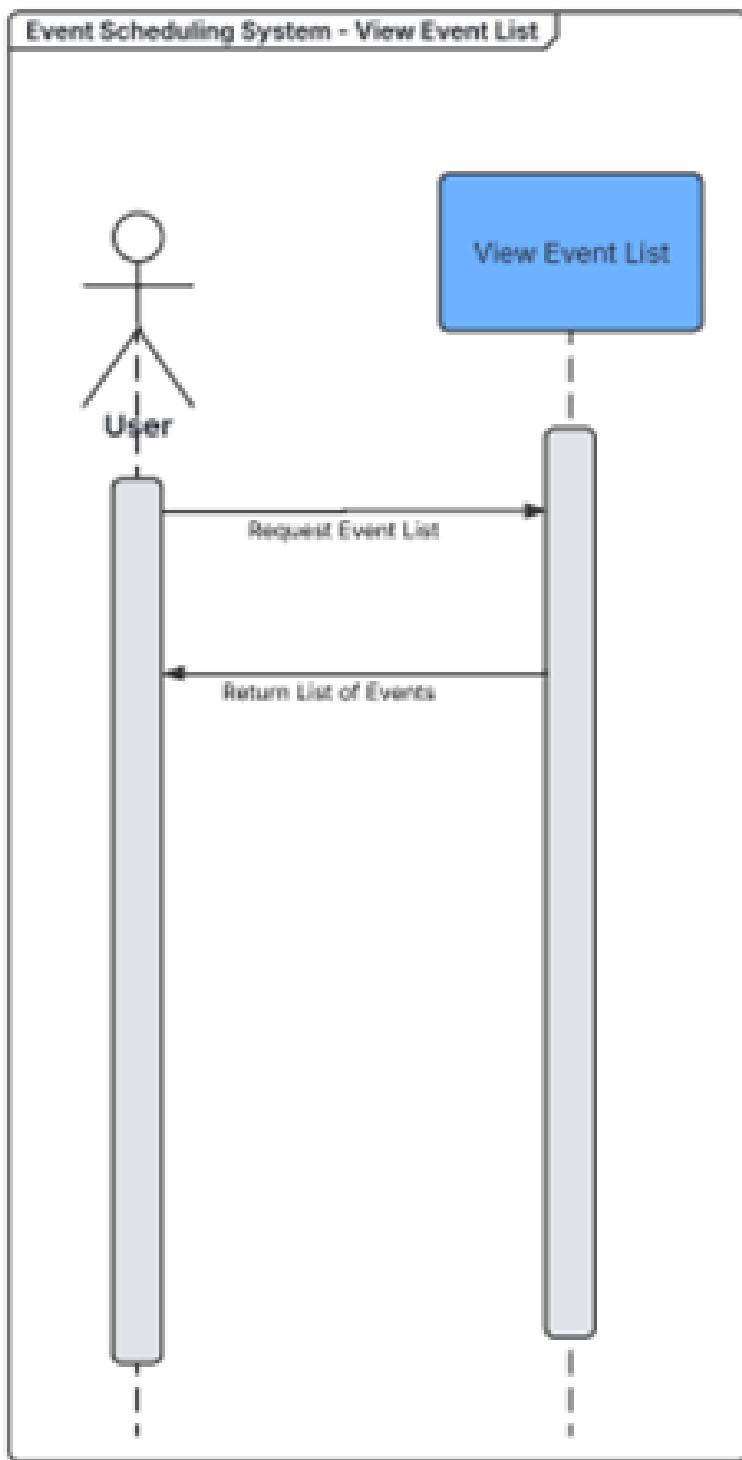
Use Case 5: Create an Event



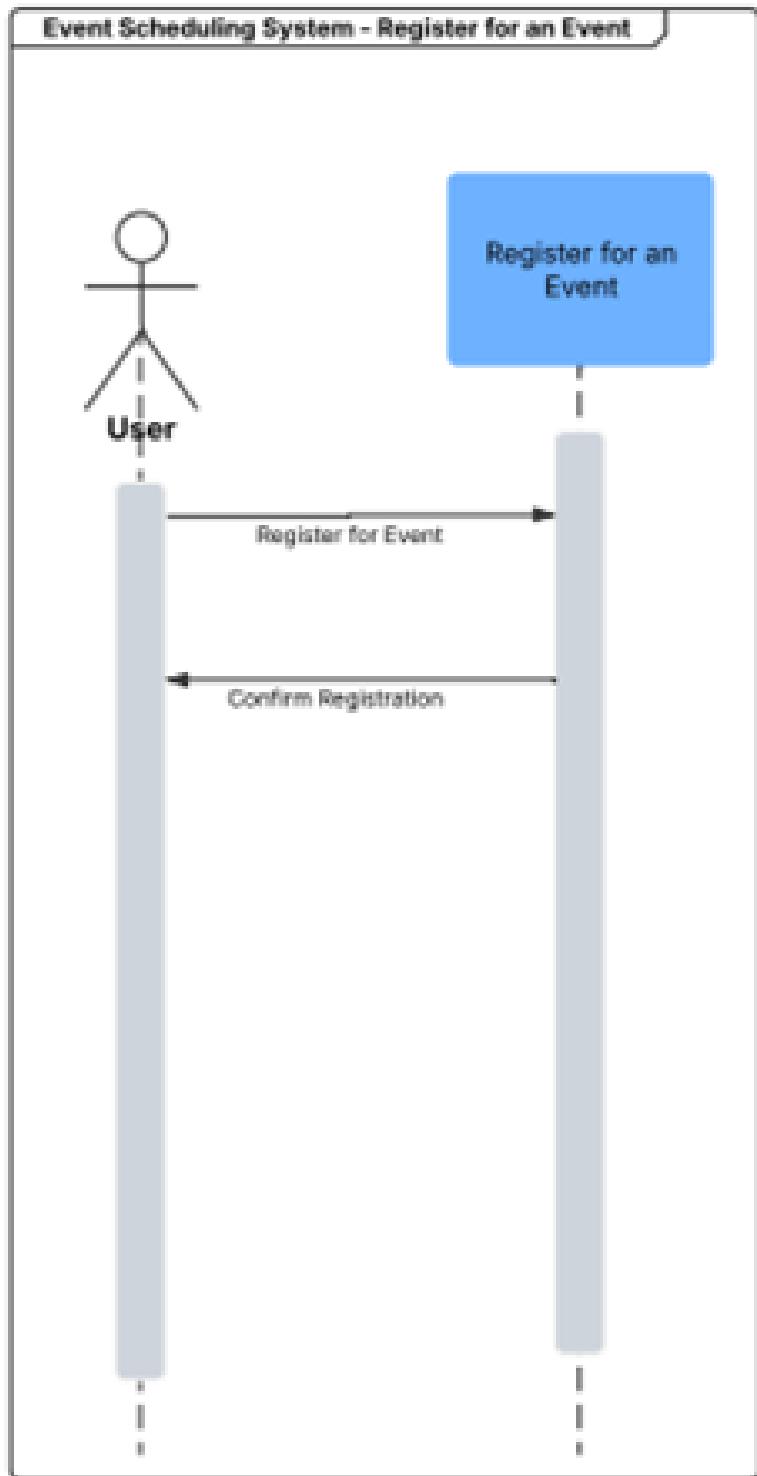
Use Case 6: Manage Existing Events



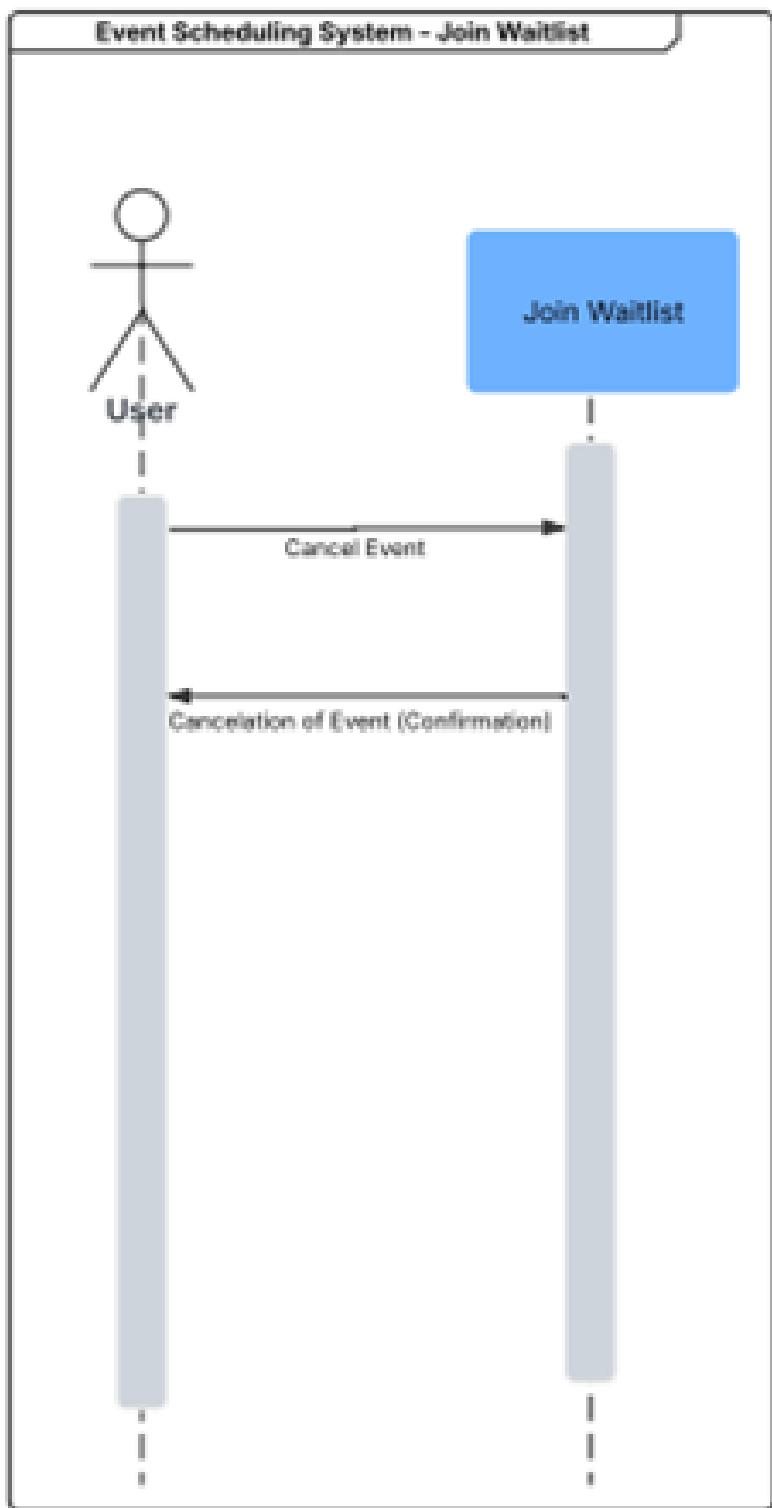
Use Case 7: View Scheduled Events



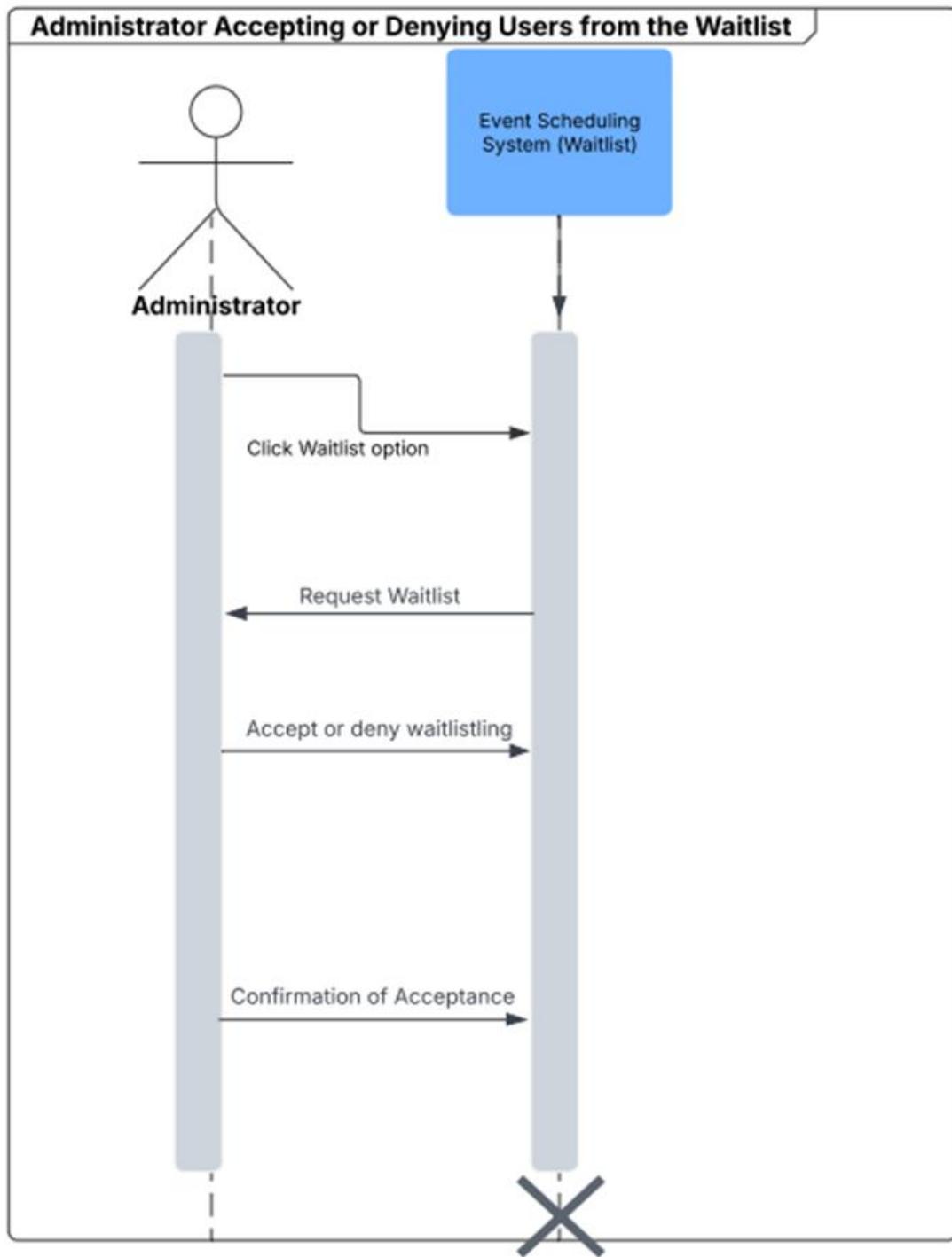
Use Case 8: Register for Event



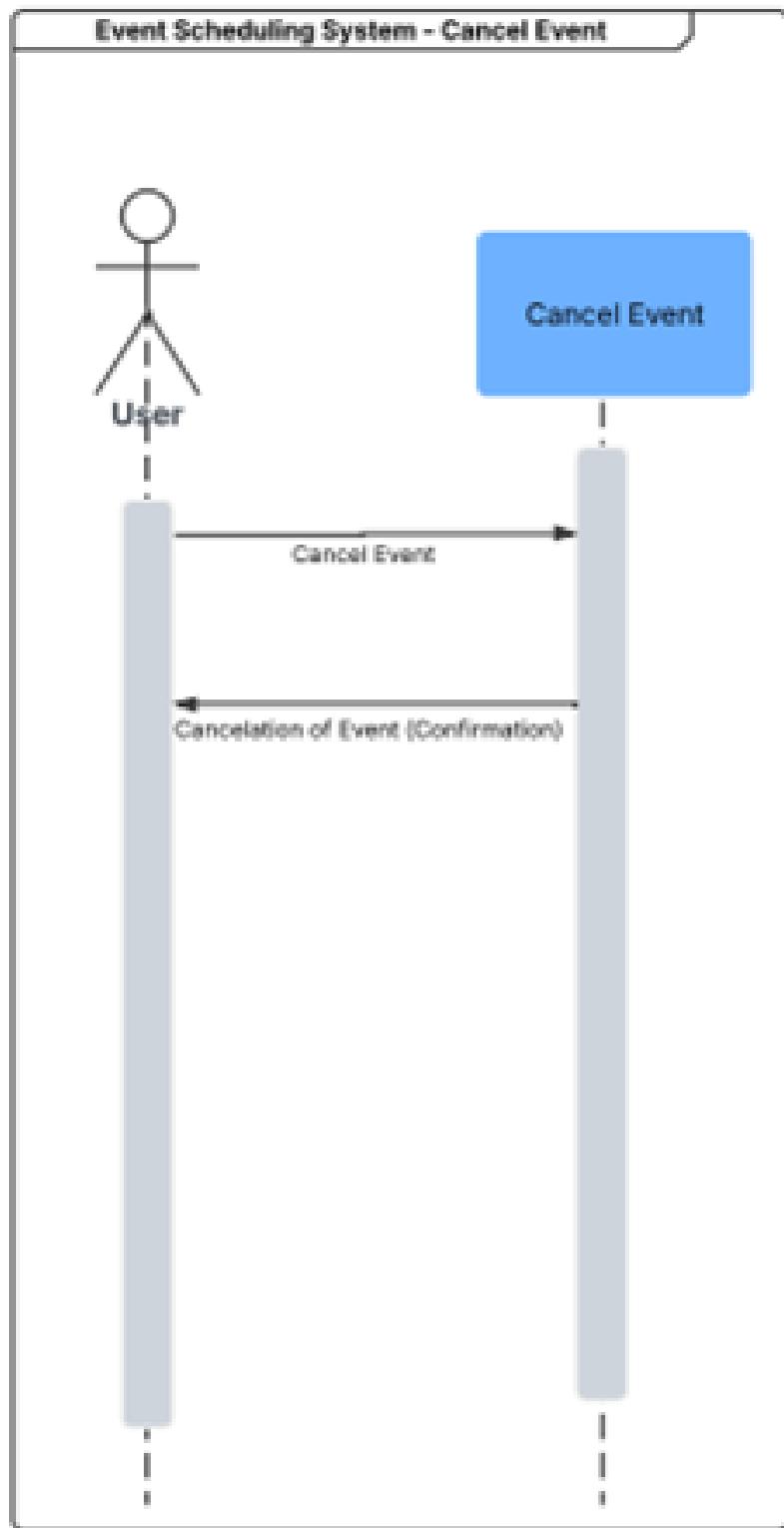
Use Case 9: Join the Waitlist



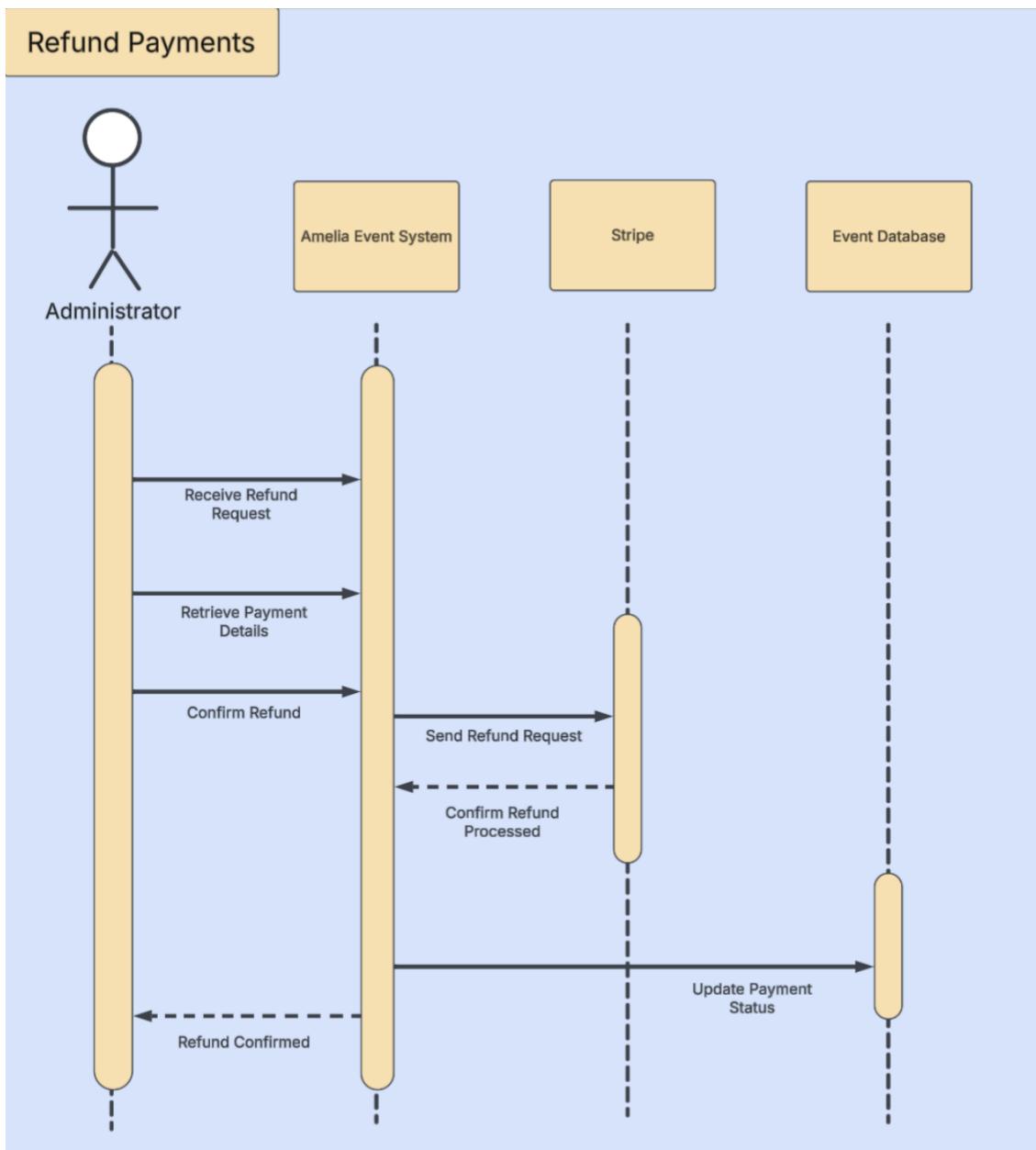
Use Case 10: Accept or Deny Waitlisted Clients



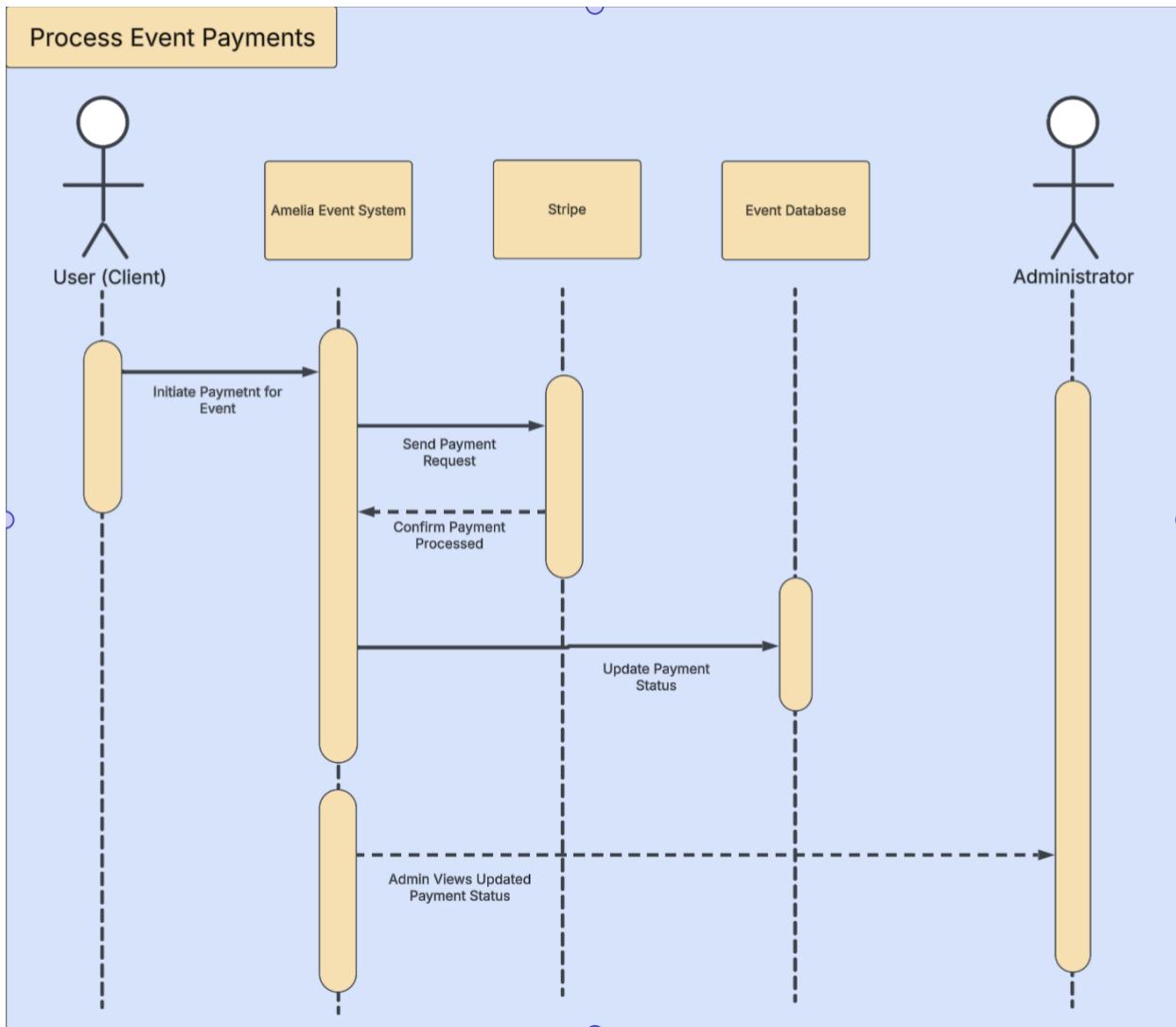
Use Case 11: Cancel Event Registration



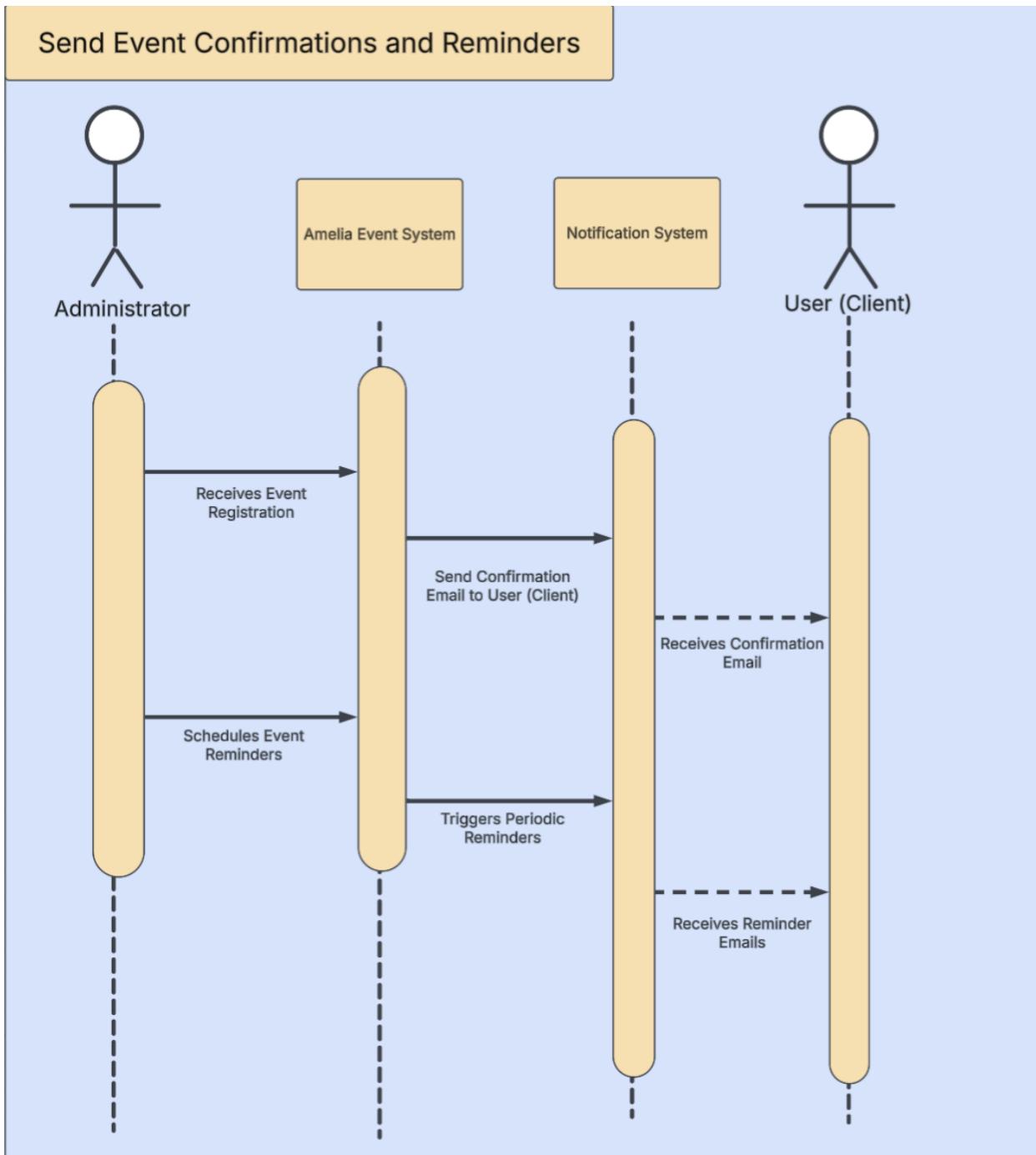
Use Case 12: Refund Payments



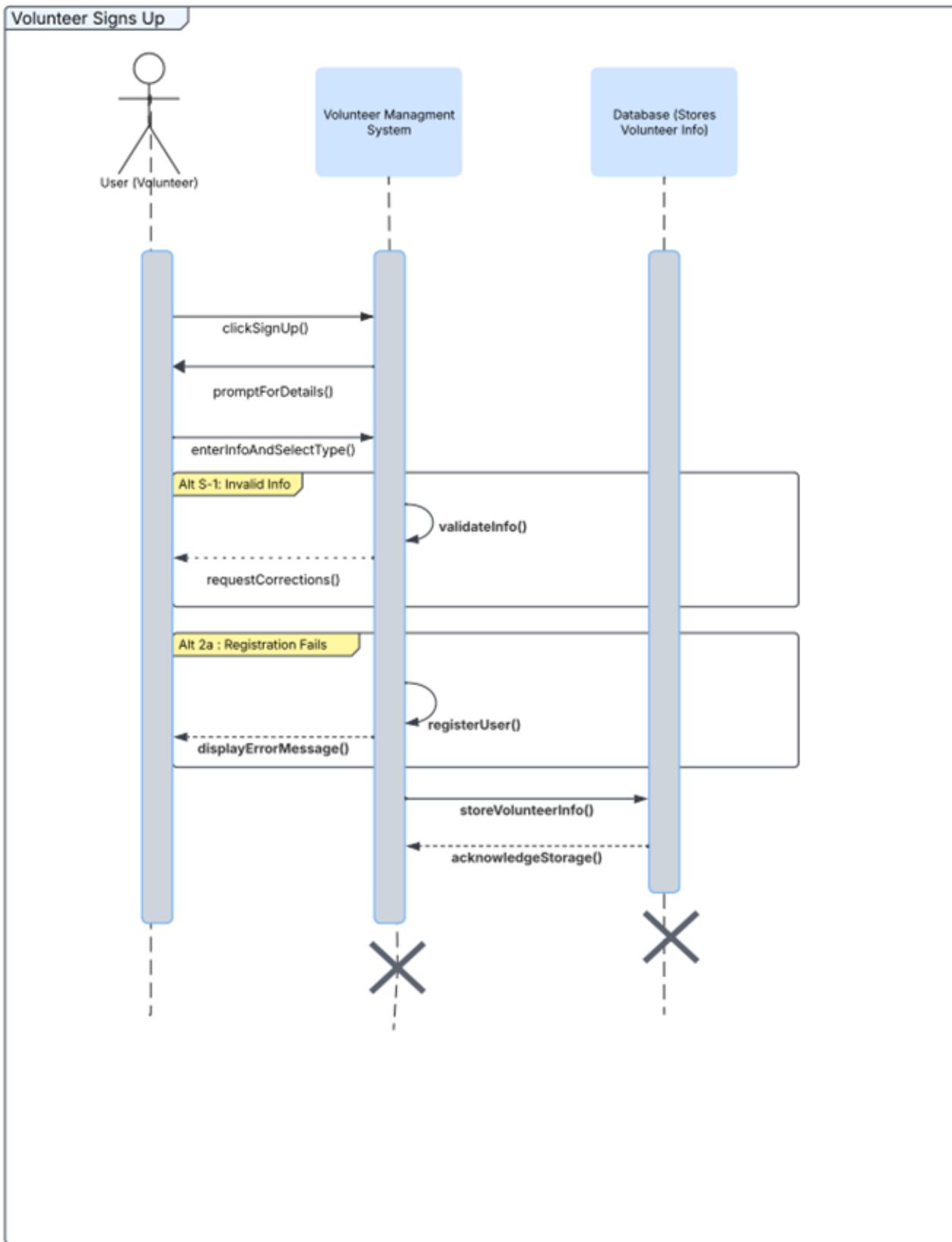
Use Case 13: Send Event Confirmations and Reminders



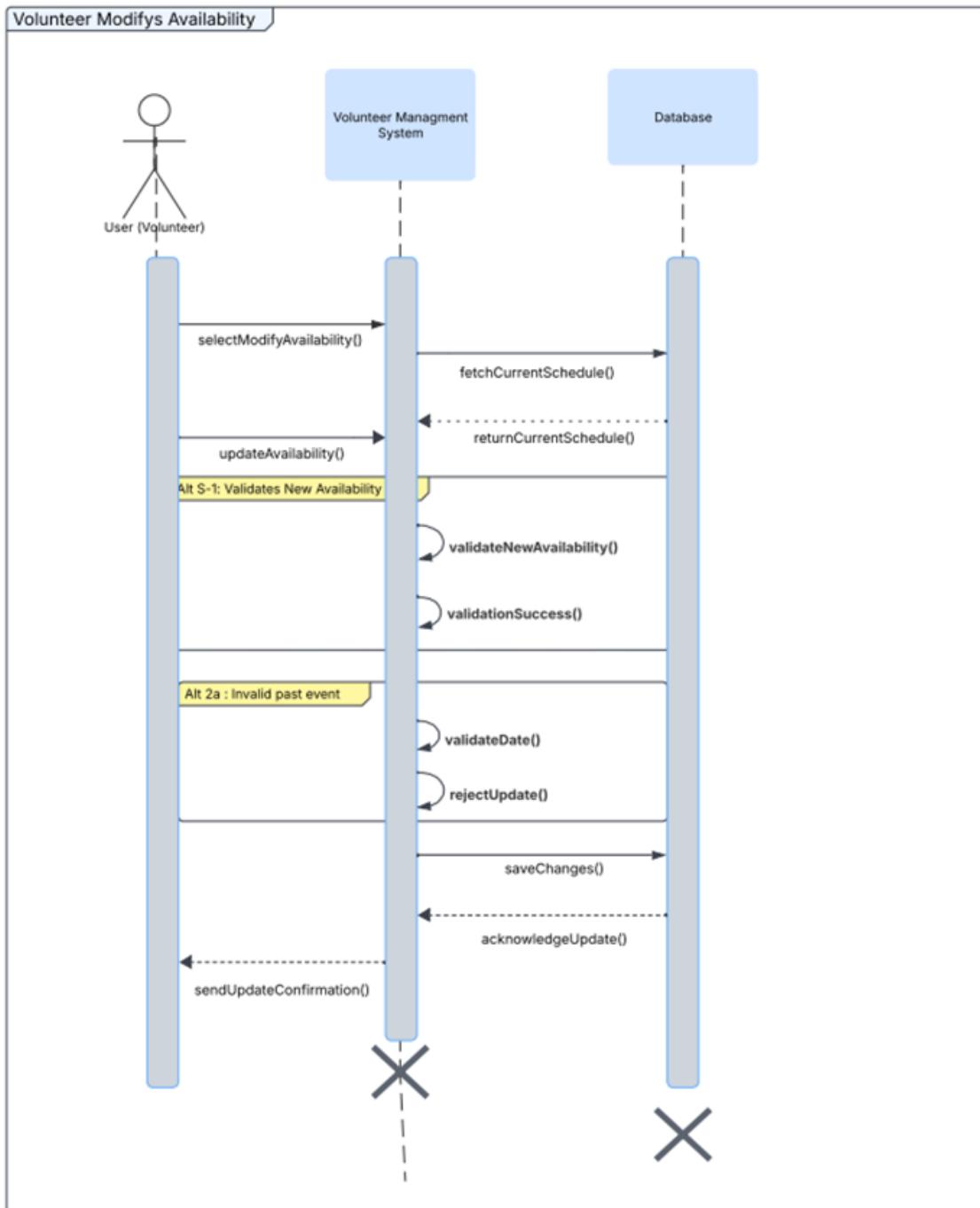
Use Case 14: Process Event Payments



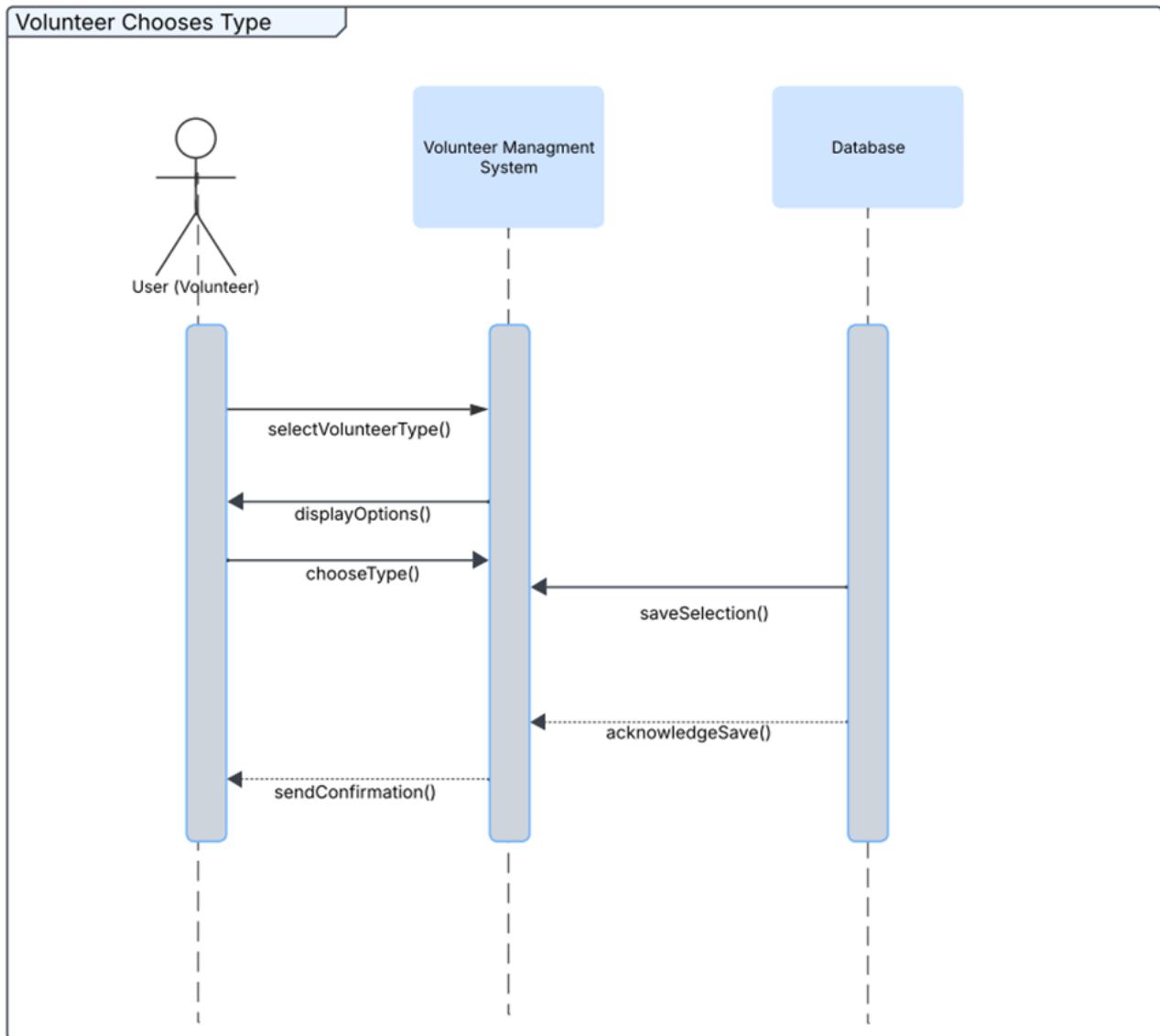
Use Case 15: Sign Up to Volunteer



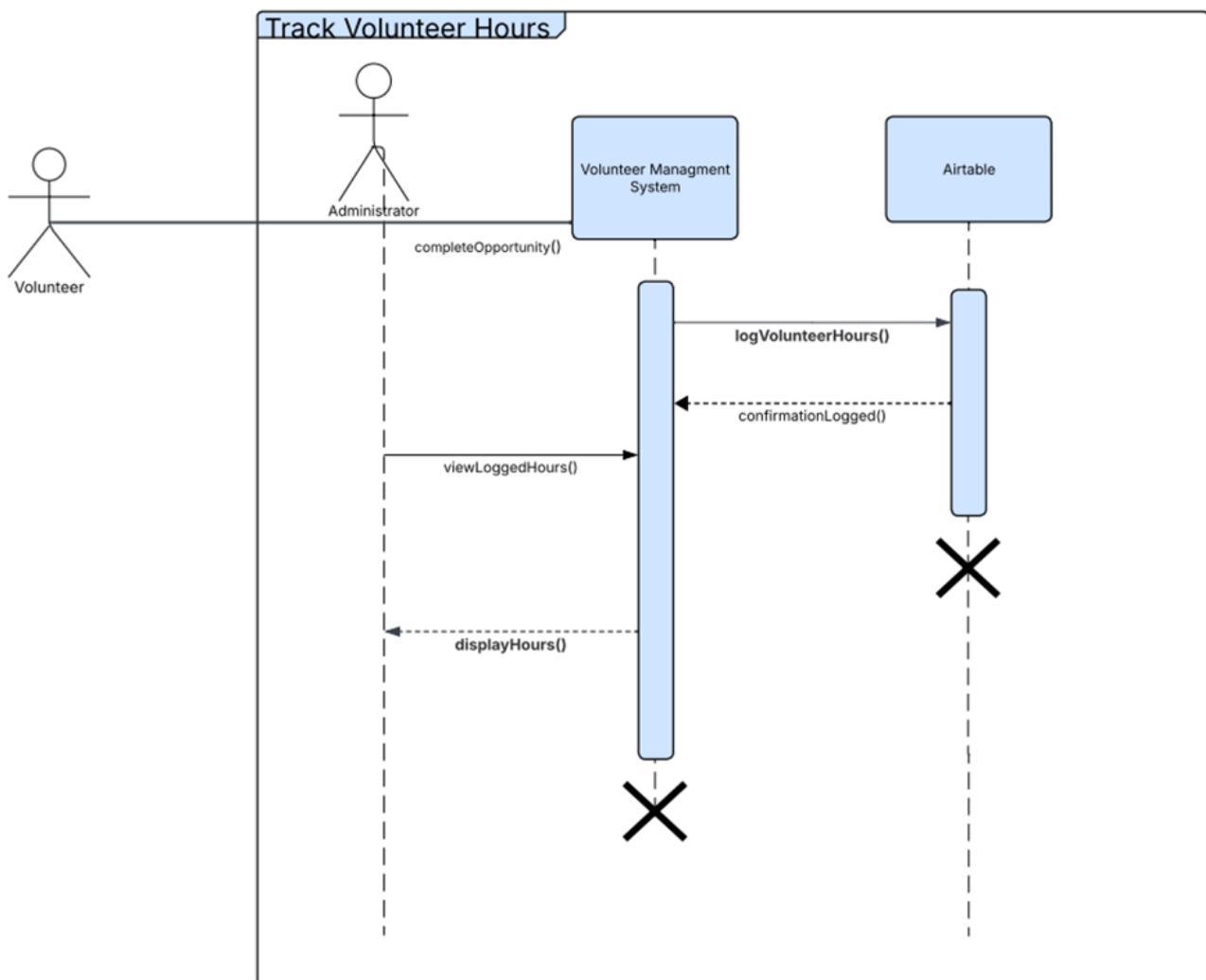
Use Case 16: Modify Volunteer Availability



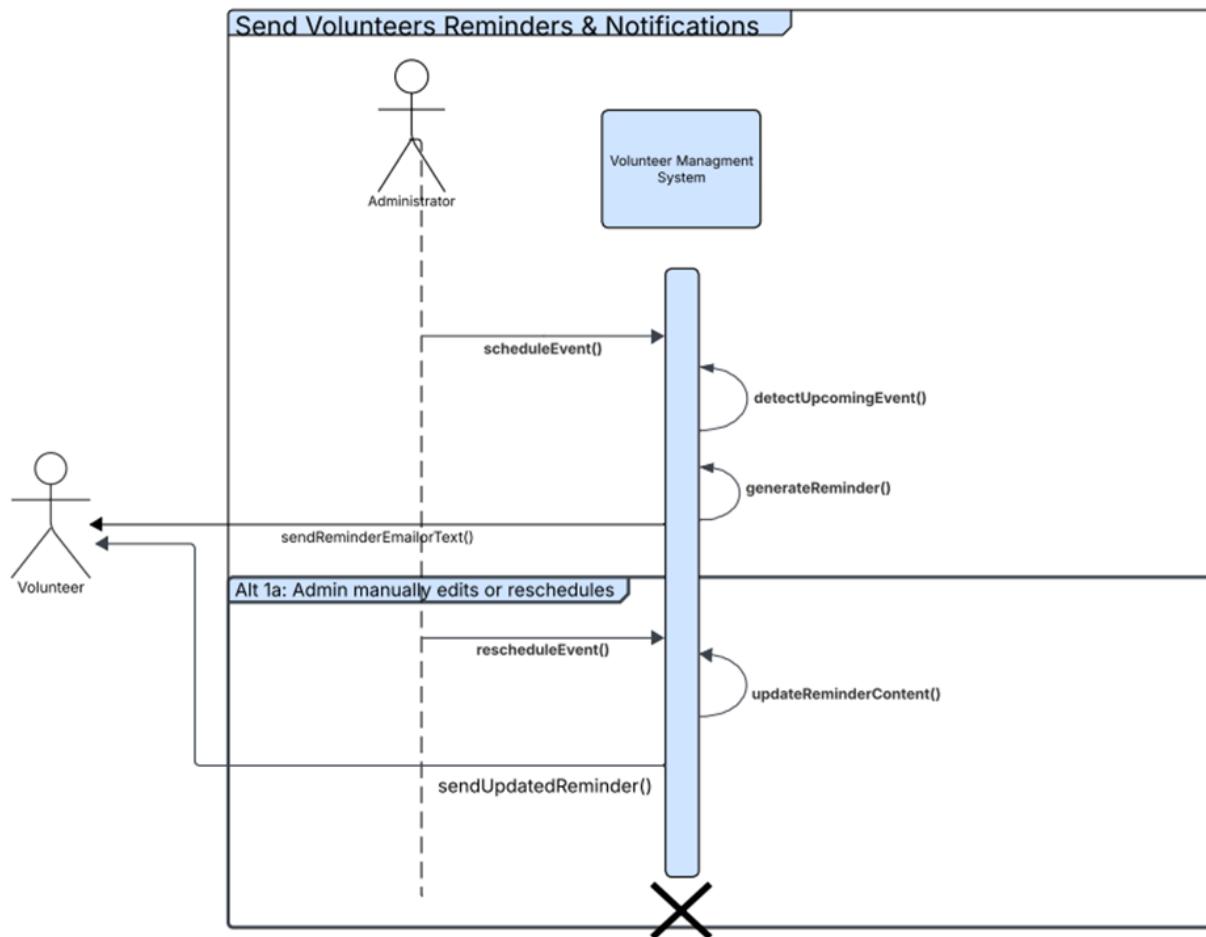
Use Case 17: Choose Volunteer Type



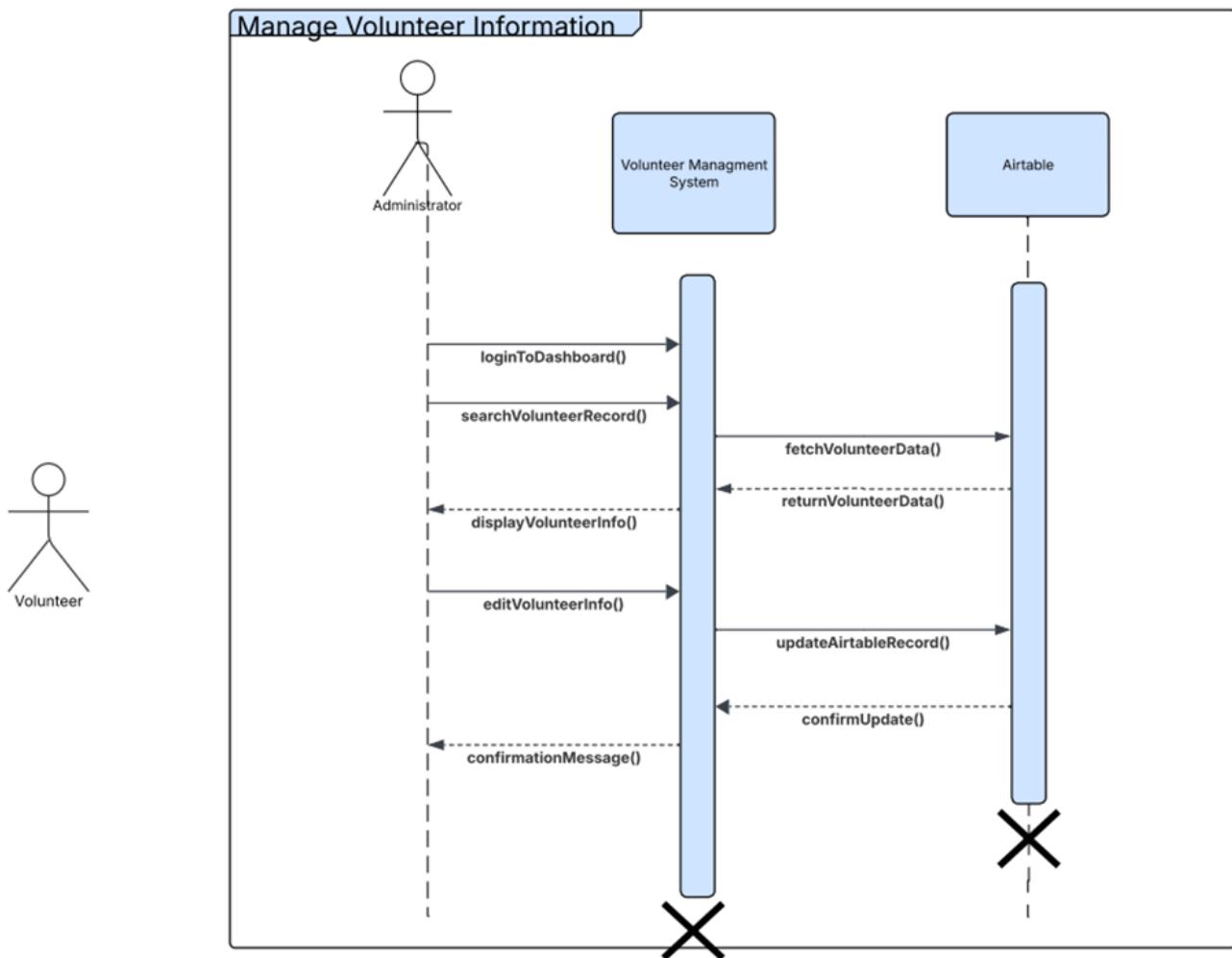
Use Case 18: Track Volunteer Hours



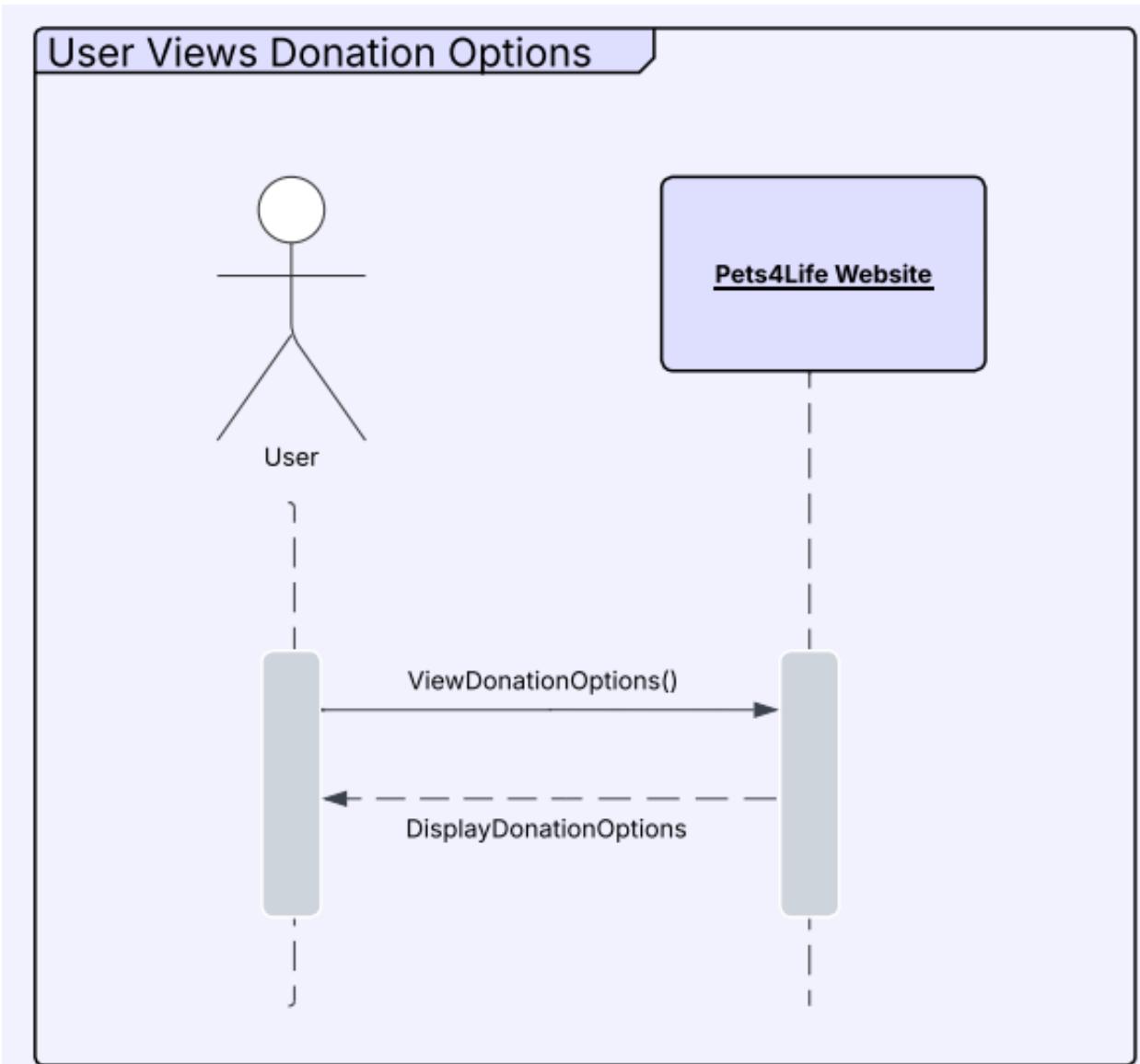
Use Case 19: Send Volunteer Reminders and Notifications



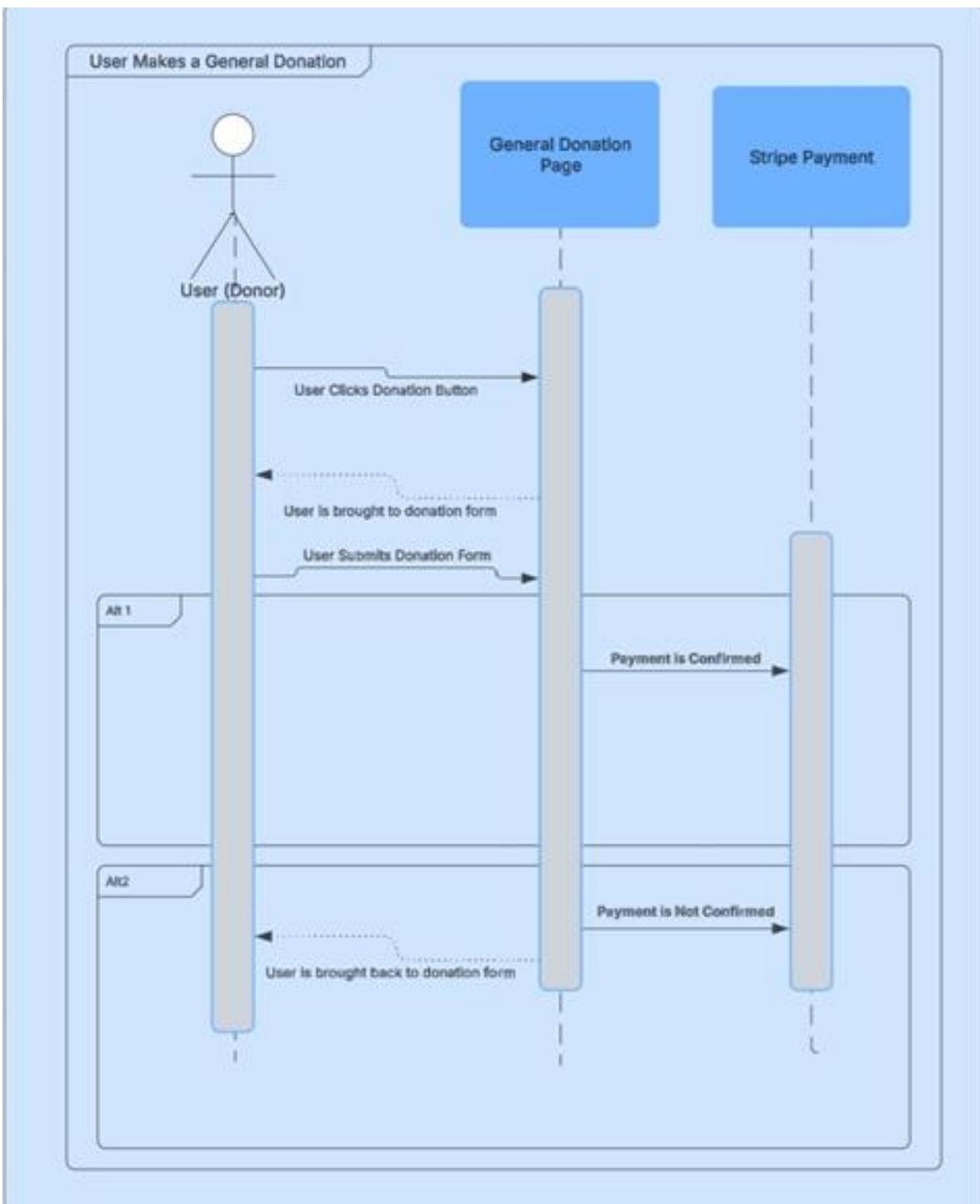
Use Case 20: Manage Volunteer Information



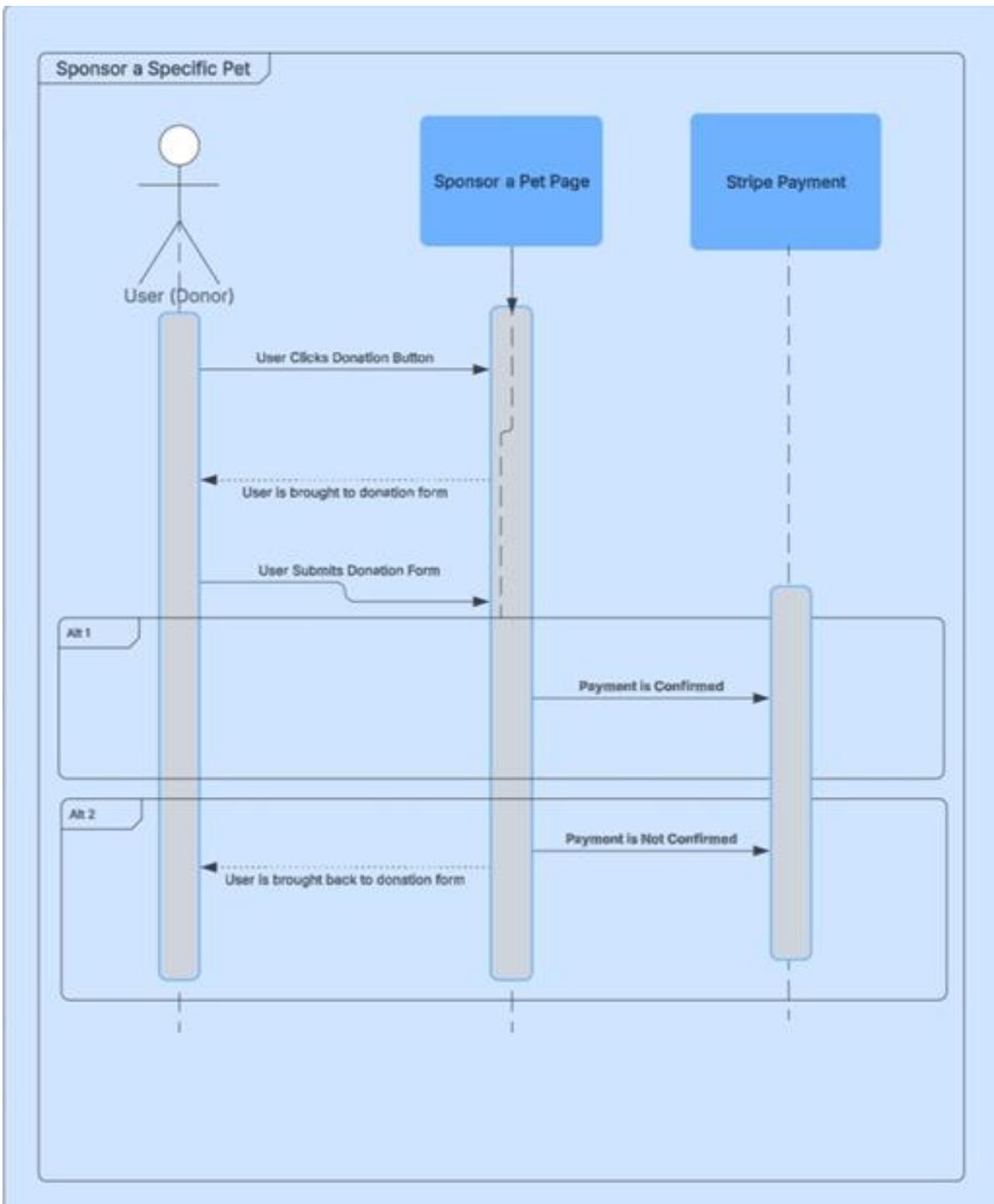
Use Case 21: View Sponsorship Options



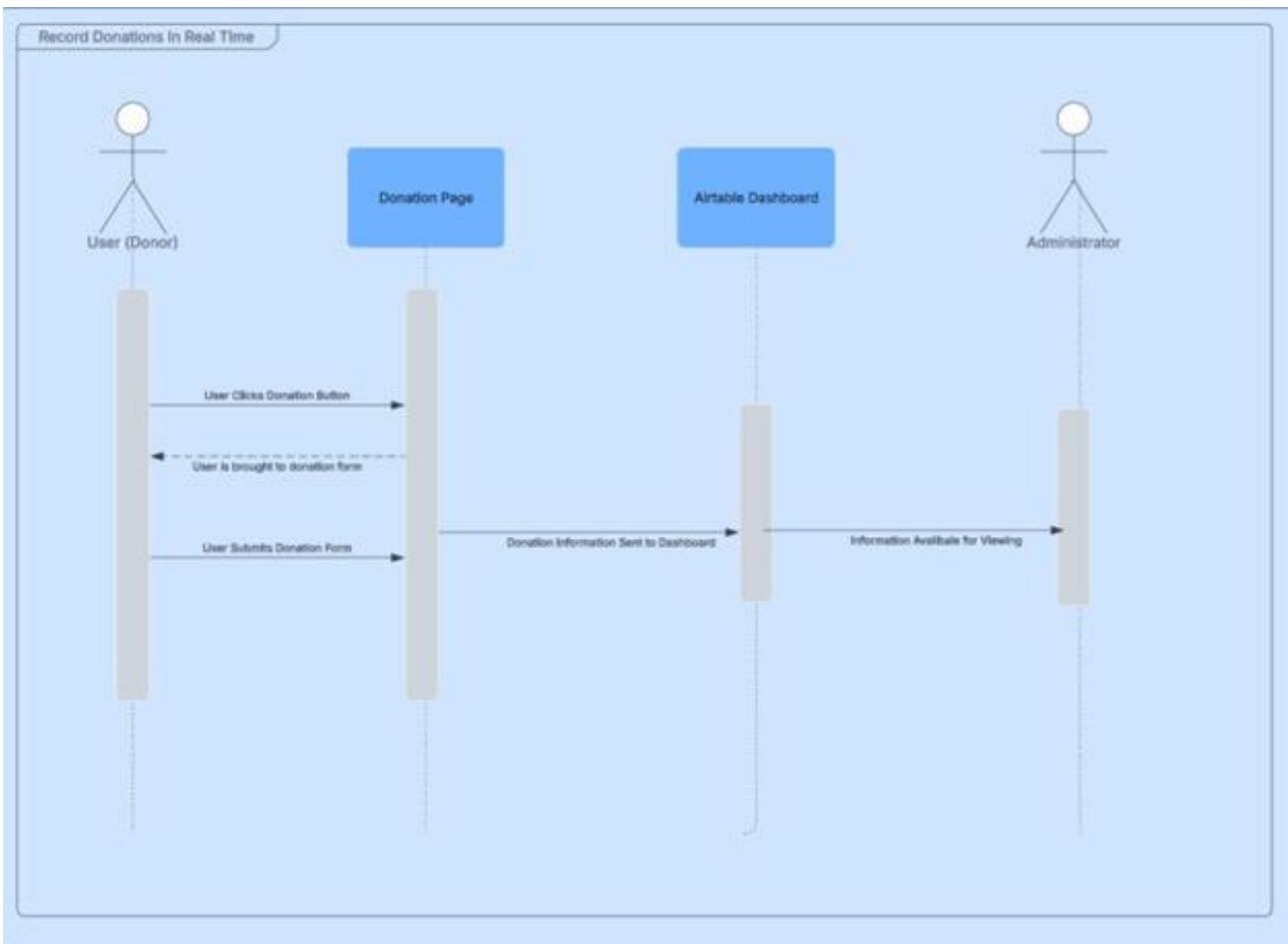
Use Case 22: Make a General Donation



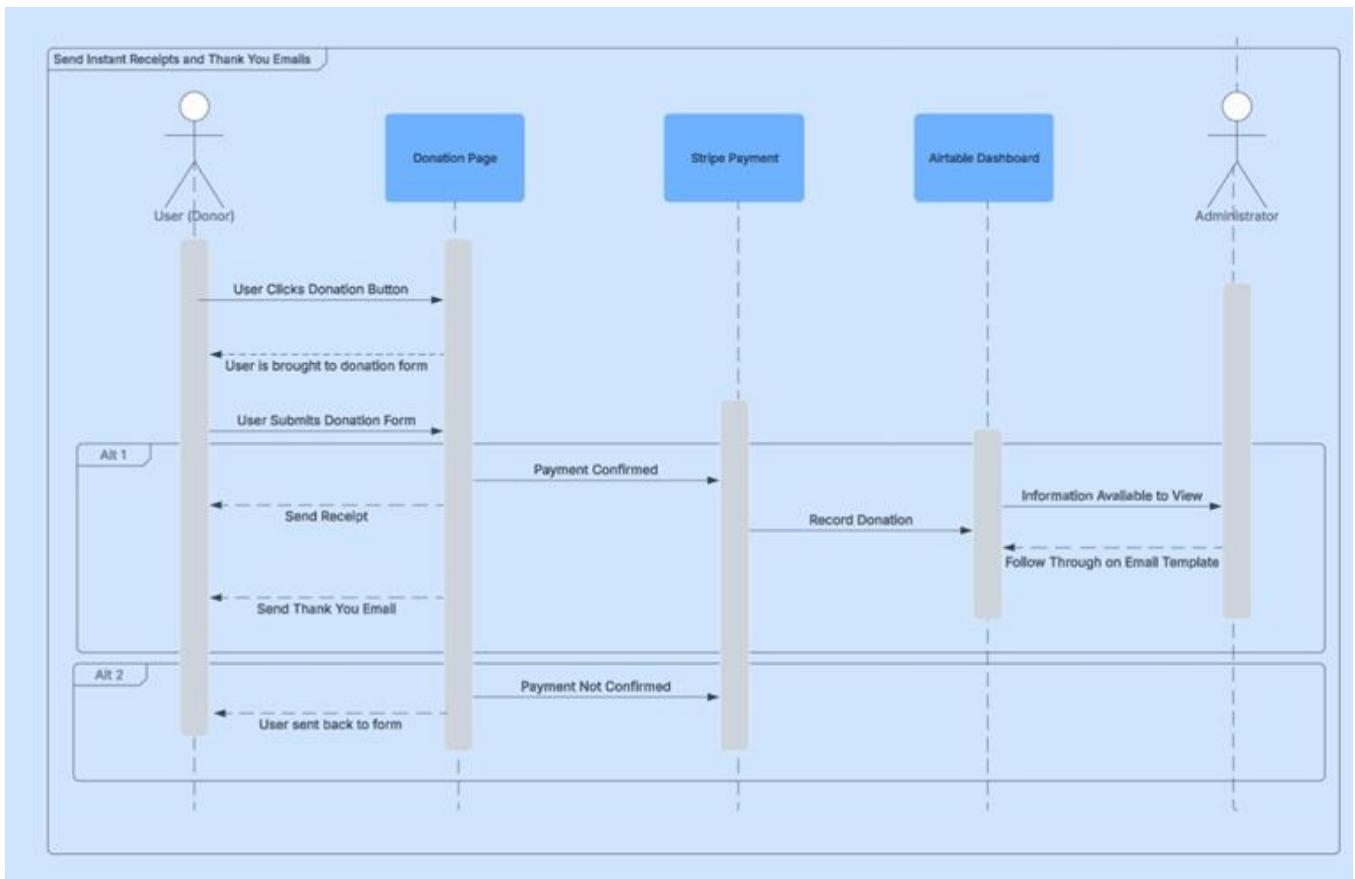
Use Case 23: Sponsor a Specific Pet



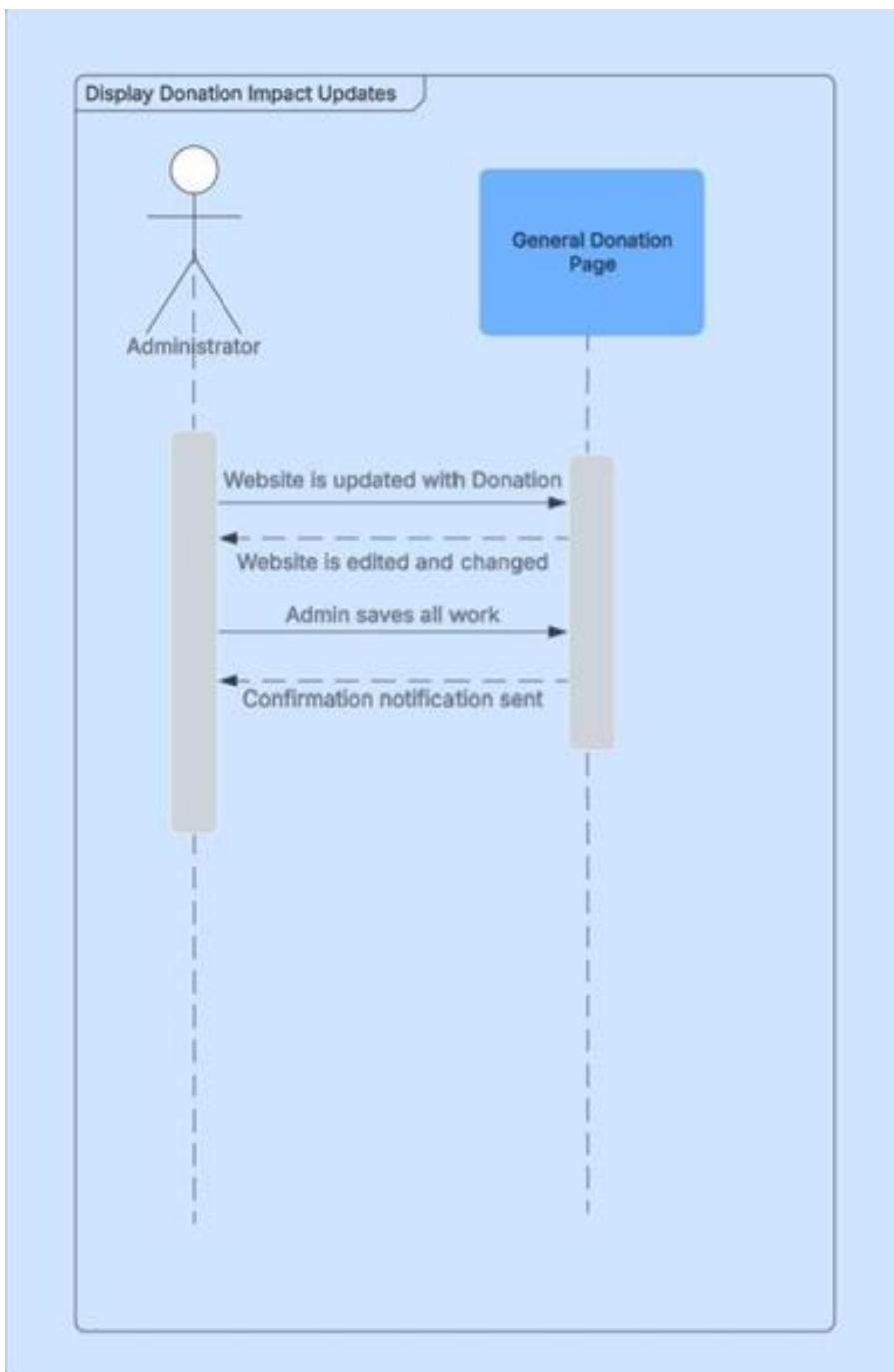
Use Case 24: Record Donations in Real-Time



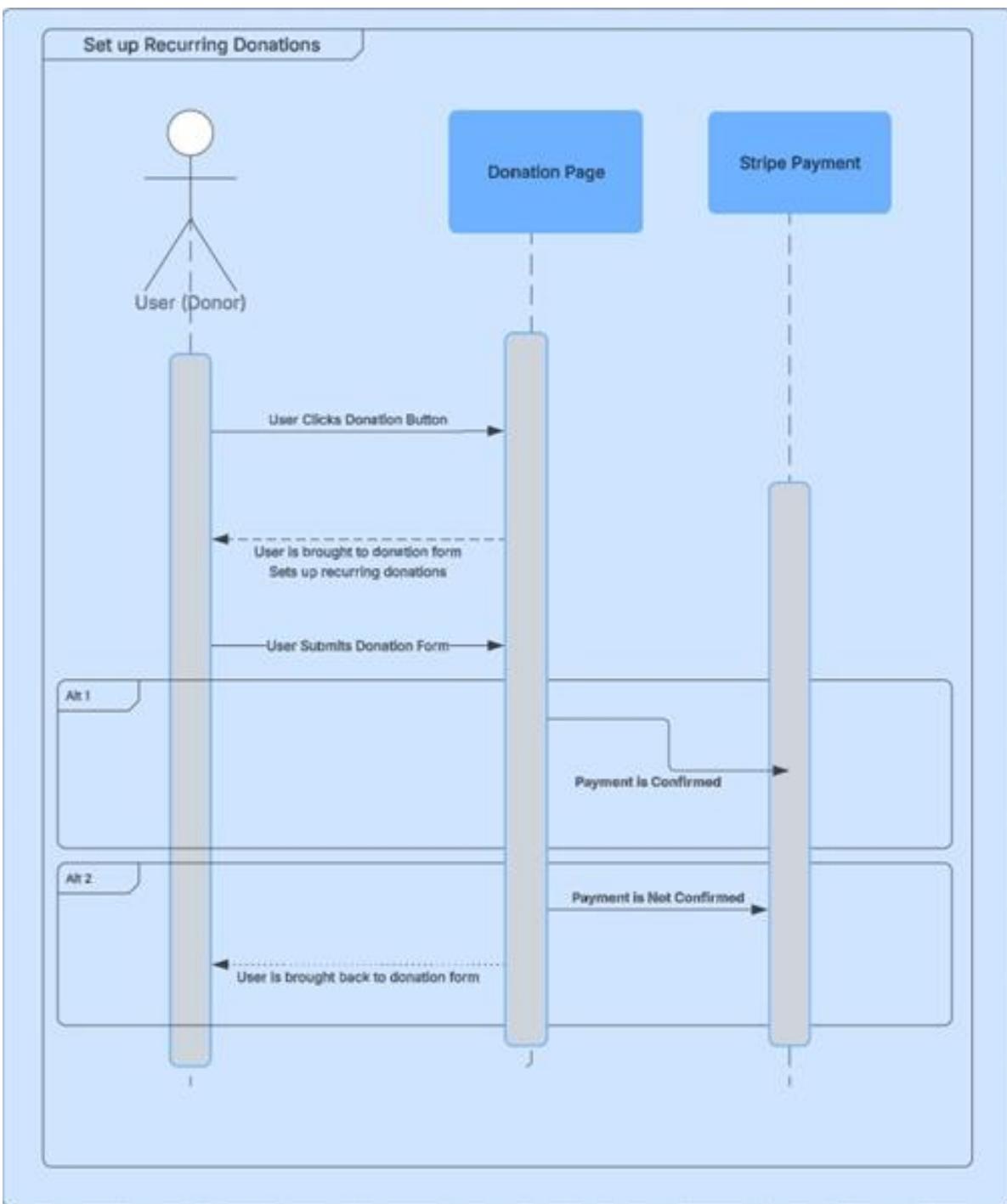
Use Case 25: Send Instant Receipts and Thank-You Emails



Use Case 26: Display Donation Impact Updates



Use Case 27: Set Up Recurring Donations

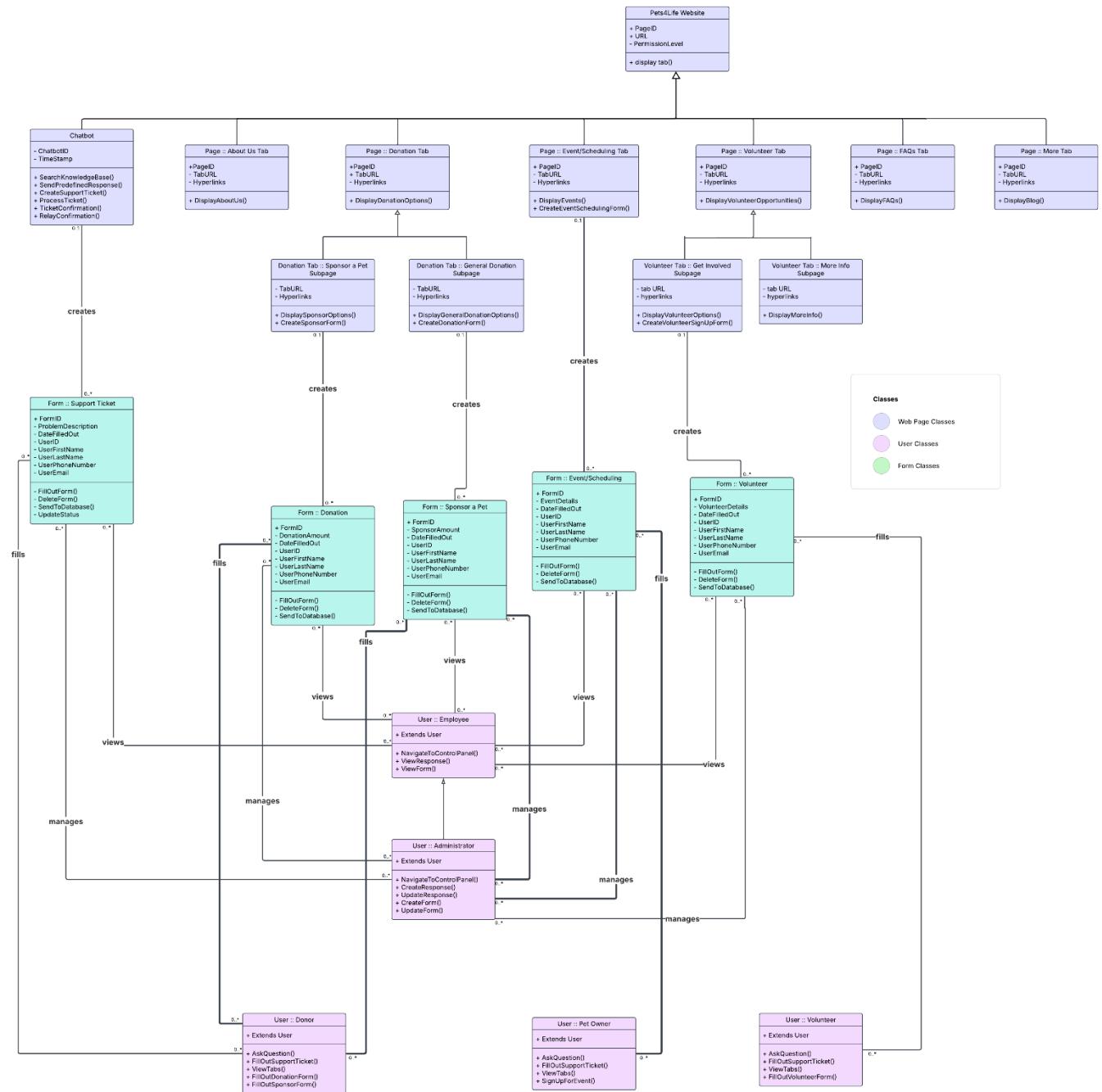


6. Class Diagram

6.1 Class Diagram Narrative

Our Class Diagram serves as a blueprint for all the major classes needed for this project. In blue, we have webpage classes which outline the navigation of our proposed project. There are various tabs in the overall Pets4Life website, and within some of the tabs, there are subpages that can be navigated to through the navigation bar. The chatbot is not a tab, but instead a button we intend to feature in the bottom right that allows users to interact with the chatbot from anywhere on the site. Various subpages and the chatbot are then able to create forms which are labeled in green. Those subpages and the chatbot are linked to an abstract form class that then is connected to concrete classes of the various forms offered, such as the donation form, sponsor a pet form, a support ticket form, and more. These forms are where Pets4Life will receive data from those involved in the Pets4Life community. Lastly, in purple, we have the user classes who are the ones that will be using the website and submitting forms. There are volunteers, pet owners, and donors who are able to fill out their unique forms but are still overall users. There is also the superclass of employee with a subclass of administrator. While all administrators are still employees, administrators are granted unique access levels that allow them to manage the system, rather than simply view. This is also represented in the Database Diagram. This diagram was constructed through verb-noun analysis. From the system requirements and use-case descriptions, classes and operations were identified, in addition to attributes that provided important characteristics of each entity. Interactions between classes were denoted in associations and multiplicities. Inherited classes are represented by the ‘::’ operator in its name. To add clarity to the diagram, some lines are more bolded to understand what relationship it is specifically establishing.

6.2 Class Diagram



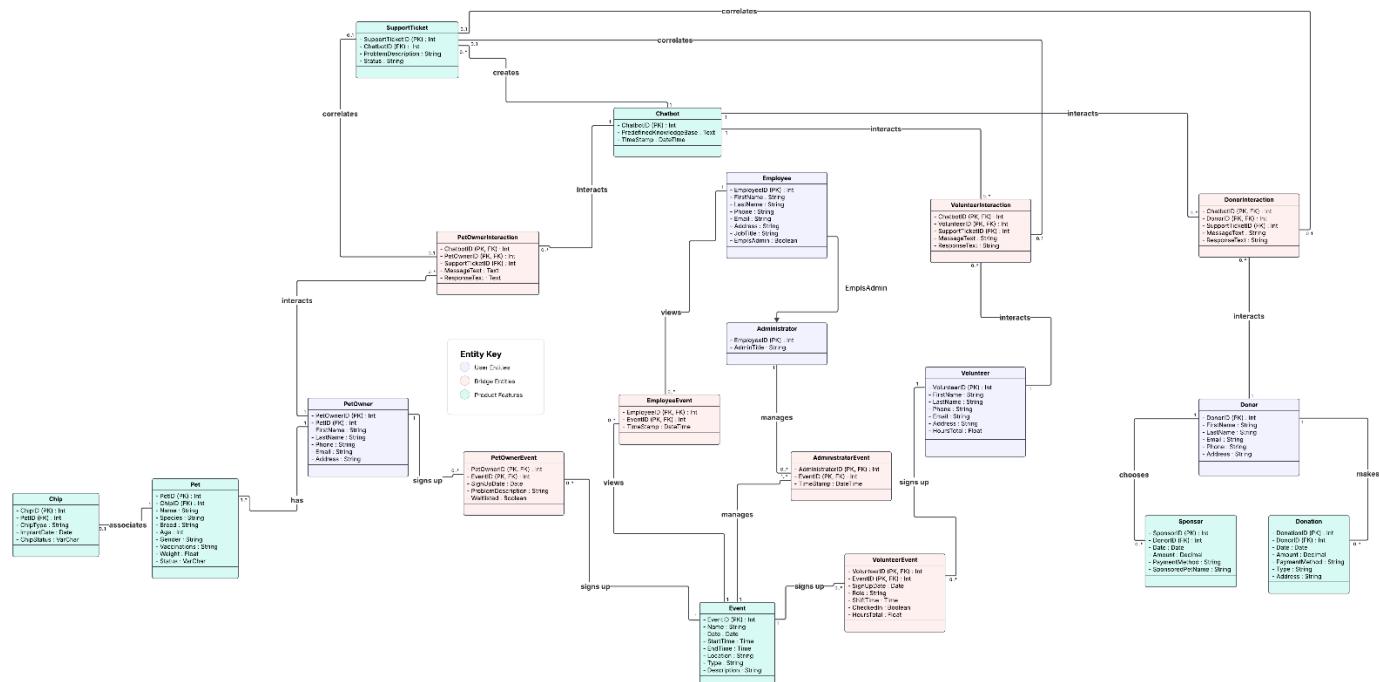
7. Database Design and Data Definitions

7.1 Database Diagram Narrative

This database was designed to encompass all those included in the Pets4Life environment – pet owners, pets, donors, volunteers, and employees – and the features included within the website, such as a chatbot that can create a support ticket for further escalation and various forms to attend an event, volunteer, donate, or sponsor a pet. Bridge tables were then made to reduce many-to-many relationships to one-to-many relationships, reducing complexity in the database.

To be fully normalized in third normal form (3NF), any partial and transitive dependencies must be converted to fully-functional dependencies. Partial dependencies are defined as those who have elements dependent upon only part of a composite key (multiple primary keys). Transitive dependencies are defined as those where dependency is on a non-key.

7.2 Database Diagram



7.3 Database Definitions

Support Ticket

Attribute	Definition	Type	Size	Key
<u>SupportTicketID</u>	Support ticket's unique identifier	Int	8 bytes	Primary
<u>ChatbotID</u>	Unique identifier assigned to the chatbot	Int	8 bytes	Foreign
ProblemDescription	Description of the problem	String	255 bytes	No
Status	Status of the support ticket	String	20 bytes	No

Chatbot

Attribute	Definition	Type	Size	Key
<u>ChatbotID</u>	Unique identifier assigned to the chatbot	Int	8 bytes	Primary
PredefinedKnowledgeBase	Predefined knowledge or responses of the chatbot	Text	255 bytes	No
TimeStamp	Timestamp of chatbot interaction or update	DateTime	8 bytes	No

PetOwnerInteraction

Attribute	Definition	Type	Size	Key
<u>ChatbotID</u>	Unique identifier assigned to the chatbot	Int	8 bytes	Primary, Foreign
<u>PetOwnerID</u>	Unique identifier assigned to the specific pet owner	Int	8 bytes	Primary, Foreign
SupportTicketID	Support ticket's unique	Int	8 bytes	Foreign

	identifier			
MessageText	Messages sent from the pet owner to the chat bot	Text	255 bytes	No
ResponseText	Responses sent from the chatbot to the pet owner	Text	255 bytes	No

Pet

Attribute	Definition	Type	Size	Key
<u>PetID</u>	Unique ID assigned to a specific pet	Int	8 bytes	Primary
<u>ChipID</u>	Unique ID assigned to the pet's chip	Int	8 bytes	Foreign
Name	Pet's name	String	255 bytes	No
Species	The pet's species	String	255 bytes	No
Breed	The pet's breed	String	255 bytes	No
Age	The pet's age	Int	3 bytes	No
Gender	The pet's gender	String	8 bytes	No
Vaccinations	The vaccinations that the pet has gotten	String	255 bytes	No
Weight	The pet's weight	Float	4 bytes	No
Status	Adoption or availability status of the pet	VarChar	50 bytes	No

Chip

Attribute	Definition	Type	Size	Key
<u>ChipID</u>	Unique ID assigned to the pet's chip	Int	8 bytes	Primary
<u>PetID</u>	Unique ID assigned to a specific pet	Int	8 bytes	Foreign
ChipType	Type of chip used	Int	8 bytes	No
ImplantDate	Date when chip was implanted in pet	Date	3 bytes	No
ChipStatus	Current status of pet, such as active, inactive, or expired	VarChar	255 bytes	No

PetOwner

Attribute	Definition	Type	Size	Key
<u>PetOwnerID</u>	Unique ID assigned to the specific pet owner	Int	8 bytes	Primary
<u>PetID</u>	Unique ID assigned to a specific pet	Int	8 bytes	Foreign
FirstName	Pet owners first name	String	255 bytes	No
LastName	Pet owners last name	String	255 bytes	No
Phone	Pet owners phone number	String	10 bytes	No
Email	Pet owners email address	String	255 bytes	No
Address	Pet owners home address	String	255 bytes	No

PetOwnerEvent

Attribute	Definition	Type	Size	Key
<u>PetOwnerID</u>	Unique ID assigned to the specific pet owner	Int	8 bytes	Primary, Foreign
<u>EventID</u>	Unique identifier assigned to the specific event	Int	8 bytes	Primary, Foreign
<u>SignUpDate</u>	The date the pet owner signed up for the event	Date	3 bytes	No
<u>ProblemDescription</u>	The description of any issues	String	255	No
<u>Waitlisted</u>	Whether or not the pet owner is waitlisted for the event	Boolean	1 byte	No

Event

Attribute	Definition	Type	Size	Key
<u>EventID</u>	Unique identifier assigned to the specific event	Int	8 bytes	Primary
Name	The name of the hosted event	String	255 bytes	No
Date	The date of the hosted event	Date	3 bytes	No
StartTime	The start time of the hosted event	Time	5 bytes	No
EndTime	The end time of the hosted event	Time	5 bytes	No
Location	The location the event is taking place	String	255 bytes	No
Type	The type of event being held	String	255 bytes	No
Description	A short description of the event being held	String	255 bytes	No

VolunteerEvent

Attribute	Definition	Type	Size	Key
<u>VolunteerID</u>	A unique identifier for someone who signs up to volunteer	Int	8 bytes	Primary, Foreign
<u>EventID</u>	Unique identifier assigned to the specific event	Int	8 bytes	Primary, Foreign
SignUpDate	The date that the user signed up to volunteer	Date	3 bytes	No
Role	The volunteer's role in the event	String	100	No
ShiftTime	Time the volunteer is set to volunteer	Time	5 bytes	No
CheckedIn	Whether the volunteer has checked in or not	Boolean	1 byte	No
HoursTotal	The total hours worked/completed by the volunteer	Float	4 bytes	No

Volunteer

Attribute	Definition	Type	Size	Key
<u>VolunteerID</u>	A unique identifier for someone who signs up to volunteer	Int	8 bytes	Primary
FirstName	The first name of the volunteer	String	255 bytes	No
LastName	The last name of the volunteer	String	255 bytes	No
Phone	The phone number of the volunteer	String	20 bytes	No
Email	The email address of the volunteer	String	255 bytes	No
Address	The home address of the volunteer	String	255 bytes	No
HoursTotal	The total hours worked/completed by the volunteer	Float	4 bytes	No

AdministratorEvent

Attribute	Definition	Type	Size	Key
<u>AdministratorID</u>	Unique identifier assigned to an administrator	Int	8 bytes	Primary, Foreign
<u>EventID</u>	Unique identifier assigned to the specific event	Int	8 bytes	Primary, Foreign
TimeStamp	The time when the administrator's involvement occurred	DateTime	8 bytes	No

Administrator

Attribute	Definition	Type	Size	Key
<u>EmployeeID</u>	Unique Identifier for Employee	Int	8 bytes	Primary
AdminTitle	Employee's administrative title	String	100 bytes	No

EmployeeEvent

Attribute	Definition	Type	Size	Key
<u>EmployeeID</u>	Unique Identifier for Employee	Int	8 bytes	Primary, Foreign
<u>EventID</u>	Unique identifier assigned to the specific event	Int	8 bytes	Primary, Foreign
TimeStamp	Timestamp of employee activity	DateTime	8 bytes	No

Donor

Attribute	Definition	Type	Size	Key
<u>DonorID</u>	A unique Identifier for a person who is giving a donation	Int	8 bytes	Primary
FirstName	The first name of donor	String	255 bytes	No
LastName	The last name of donor	String	255 bytes	No
Email	The Email Address of donor	String	255 bytes	No
Phone	The phone number of donor	String	15 bytes	No
Address	The home address of donor	String	255 bytes	No

Sponsor

Attribute	Definition	Type	Size	Key
<u>SponsorID</u>	A unique identifier for a donor-sponsorship	Int	8 bytes	Primary
<u>DonorID</u>	A unique Identifier for a person who is giving a donation	Int	8 bytes	Foreign
Date	The date when the donation was given	Date	3 bytes	No
Amount	The total amount of the donation	Decimal	5 bytes	No
PaymentMethod	The payment method used to make donation	String	100 bytes	No
SponsoredPetName	The name of the pet being sponsored by donor	String	255 bytes	No

Donation

Attribute	Definition	Type	Size	Key

<u>DonationID</u>	Unique identifier assigned to each donation	Int	8 bytes	Primary
<u>DonorID</u>	Unique identifier assigned to each donor	Int	8 bytes	Foreign
Date	The date the donation was made	Date	3 bytes	No
Amount	The amount of money donated	Decimal	5 bytes	No
PaymentMethod	The payment method used to pay for the donation	String	100 bytes	No
Type	The category of donation	String	100 bytes	No
Address	The home address of the donor	String	255 bytes	No

DonorInteraction

Attribute	Definition	Type	Size	Key
<u>ChatbotID</u>	Unique identifier assigned to the chatbot	Int	8 bytes	Primary, Foreign
<u>DonorID</u>	Unique identifier assigned to the donor	Int	8 bytes	Primary, Foreign
<u>SupportTicketID</u>	Unique identifier assigned to the support ticket generated	Int	8 bytes	Foreign

MessageText	Messages sent by the donor to the chatbot	String	255 bytes	No
ResponseText	Responses sent from the chatbot to the donor	String	255 bytes	No

VolunteerInteraction

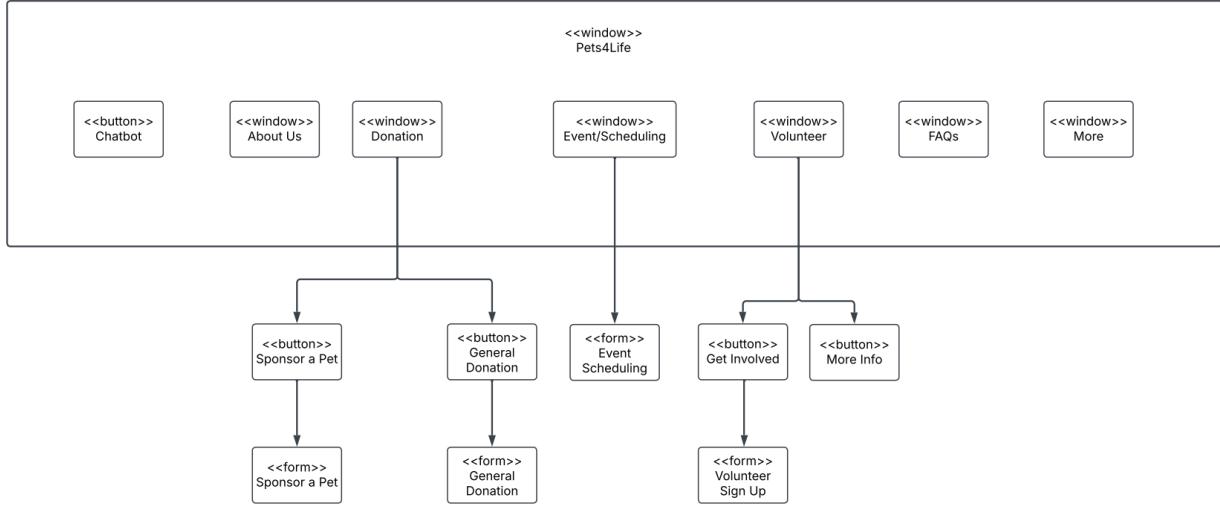
Attribute	Definition	Type	Size	Key
<u>ChatbotID</u>	Unique identifier for the chatbot used	Int	8 bytes	Primary, Foreign
<u>VolunteerID</u>	Unique identifier assigned to the volunteer	Int	8 bytes	Primary, Foreign
<u>SupportTicketID</u>	Unique identifier assigned to the support ticket generated	Int	8 bytes	Foreign
MessageText	Messages sent from the volunteer to the chatbot	String	255 bytes	No
ResponseText	Responses sent from the chatbot to the volunteer	String	255 bytes	No

Employee

Attribute	Definition	Type	Size	Key
<u>EmployeeID</u>	Unique Identifier for Employee	Int	8 bytes	Primary
FirstName	The Employee's First Name	String	255 bytes	No
LastName	The Employee's last name	String	255 bytes	No
Phone	The Employee's phone number	String	15 bytes	No
Email	The employee's address	String	255 bytes	No
Address	The employee's home address	String	255 bytes	No
JobTitle	The employee's job title in company	String	100 bytes	No
EmplsAdmin	Displays employee's administrative access. Determines subtype relationship	Boolean	1 byte	No

8. User Interface Navigation Diagram, Screen Layouts, and Narrative

8.1 User Interface Navigation Diagram



8.2 User Interface Diagram Narrative

This is a Windows Navigation Diagram which visually represents the flow and structure of the user interface and how users move through the application. In doing so, it showcases the relationship between forms and the interface in a logical, user-friendly flow. In the overall Pets4Life website, users can navigate to the various windows, such as About Us, Donation, Event/Scheduling, and more, that are in the Navigation Bar. Additionally, on all pages, there will be a button where users can interact with the Chatbot. Within their respective windows are also subpages, which then have forms corresponding to information that suits their particular need.

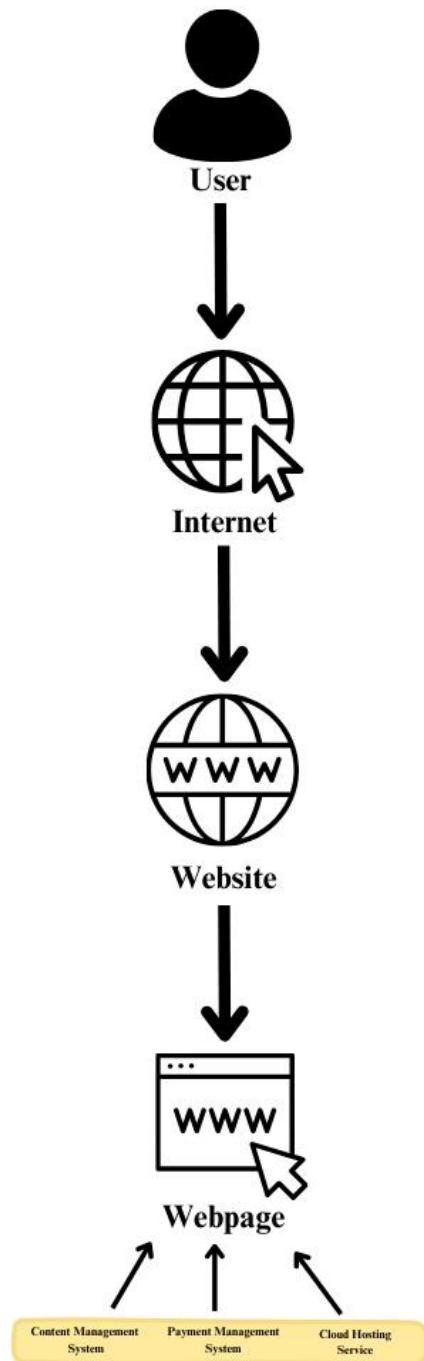
9. Physical Architecture Design

When we started working on the Pets4Life system redesign, our initial idea was to create a unified system by bringing together tools like WordPress, Airtable, and Stripe. The main aim was to streamline their processes, combining volunteer sign-ups, clinic schedules, and donation management into one straightforward platform.

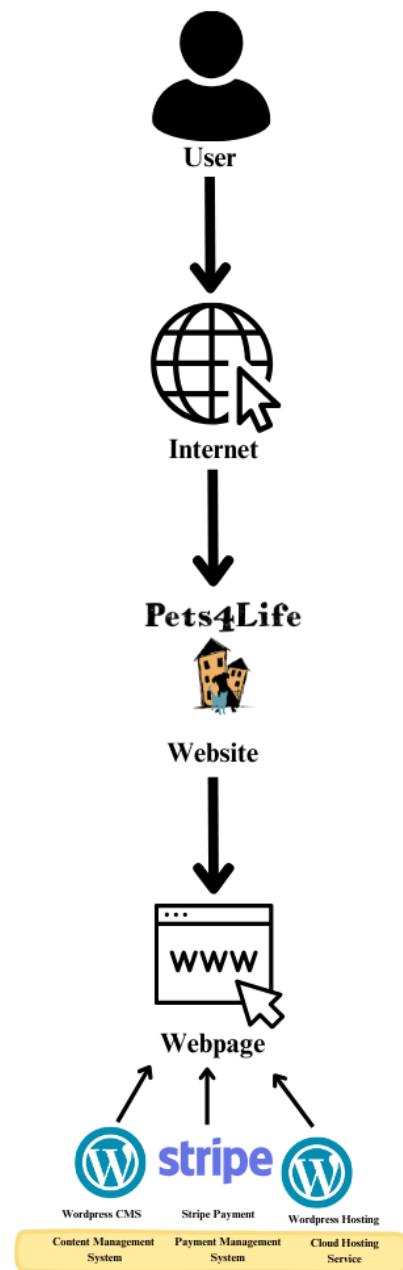
At first, we simply considered WordPress as the main site and integrating Airtable for data and Stripe for payments. However, after analyzing how the system would need to grow and how easy it would be for their team and volunteers to use, we decided to change our direction. We opted to focus more on low-code solutions, making it simpler for the organization to run the system without needing deep technical expertise.

The final setup keeps WordPress at the core, but we've significantly improved the connection with Airtable and Stripe. This is designed to give pet owners better experience using their services, volunteers signing up for events, and donors supporting the cause. By building a more organized and user-friendly system, Pets4Life now has a solid, adaptable platform that will allow them to operate effectively and expand in the future.

9.1 Initial Design View



9.2 Realistic View



10. Design Procedures for Non-Functional Requirements

While there are non-functional requirements in our prototype that promote security, we also want to ensure that the other non-functional requirements are not only useful but ensure security within the system and website. With the content management system, we ensured to limit the access for employees and administrators based on their position level. This ensures high security by restricting access to only those who need it. The chatbot is also a part of the secure content management system, as the chatbot will only include pre-determined conversational forms and will have the feature of the ticket-escalation with the required information for someone on the team to help. This will ensure data integrity, as people will not be providing their data in an AI-generate chatbot, and the data they do use will only be accessed by the approved team members.

11. Gantt Chart

11.1 Gantt Chart Spreadsheet

11.1.A Iteration 2-3

Task ID	Task Name	Start Date	End Date	Duration (Days)	Task Responsibility	Dependencies
ID0200	I2 Document Compilation	2/17/25	3/9/25	21	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	None
ID0201	Vision Document	2/17/25	2/25/25	8	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	None
ID0202	Feasibility Analysis	2/17/25	3/9/25	21	Helen Le and Jawharah Mused	ID0201
ID0203	System Requirements	2/25/25	2/28/25	3	Sara Alshimary	ID0201, ID0202
ID0204	Use Cases	2/17/25	3/9/25	21	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID0201, ID0203
ID0205	Architecture Considerations	3/3/25	3/4/25	2	Fatin Nuur	ID0201, ID0204
ID0206	Risk Analysis	2/27/25	3/2/25	3	Maddy Schroth	ID0201, ID0204, ID0205
ID0207	Gantt Chart	3/1/25	3/9/25	9	Sara Alshimary, Fatin Nuur	None
ID0208	Inception Phase Prototype	2/27/25	3/2/25	3	Maddy Schroth	ID0201
ID0300	I3 Document Compilation	3/10/25	4/6/25	27	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	None
ID0301	Use Cases	3/15/25	3/30/25	15	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	None
ID0302	Use Case Diagram	3/20/25	4/2/25	13	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID0301
ID0303	Gantt Chart	3/27/25	4/6/25	10	Sara Alshimary, Fatin Nuur	None
ID0304	Use Case Prototype Version 1	3/27/25	4/6/25	10	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID0301, ID0302

11.1.B Iteration 3-5

Task ID	Task Name	Start Date	End Date	Duration (Days)	Task Responsibility	Dependencies	
ID0300	I3 Document Compilation	3/10/25	4/6/25	27	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	None	
ID0301	Use Cases	3/15/25	3/30/25	15	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	None	
ID0302	Use Case Diagram	3/20/25	4/2/25	13	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID0301	
ID0303	Gantt Chart	3/27/25	4/6/25	10	Sara Alshimary, Fatin Nuur	None	
ID0304	Use Case Prototype Version 1	3/27/25	4/6/25	10	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID0301, ID0302	
ID0500	Class Diagram	4/7/25	4/12/25	5	Helen Le	None	
ID0501	Database Design	4/7/25	4/11/25	4	Helen Le	None	
ID0502	Database Definitions	4/11/25	4/13/25	2	Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID0501	
ID0503	User Interface Diagram	4/11/25	4/13/25	2	Helen Le	None	
ID0504	Screen Layouts	4/10/25	4/13/25	3	Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID0304	
ID0505	Gantt Chart	4/7/25	4/8/25	1	Sara Alshimary	None	
ID0506	I5 Document Compilation	4/7/25	4/14/25	13	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID0300	

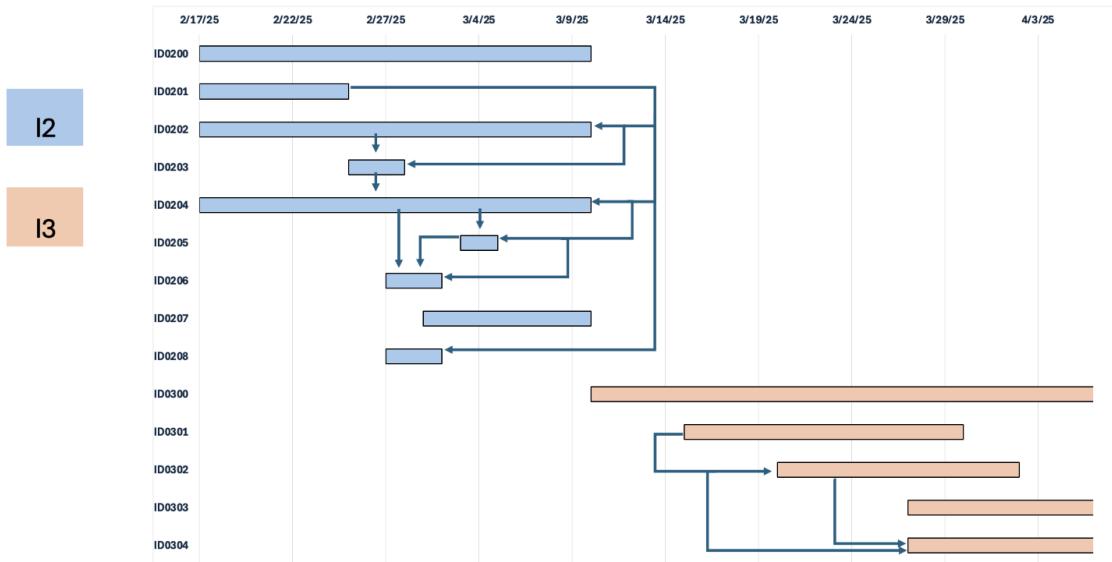
KEY
I3
I5

11.1.C Iteration 5 – Elaboration Specification

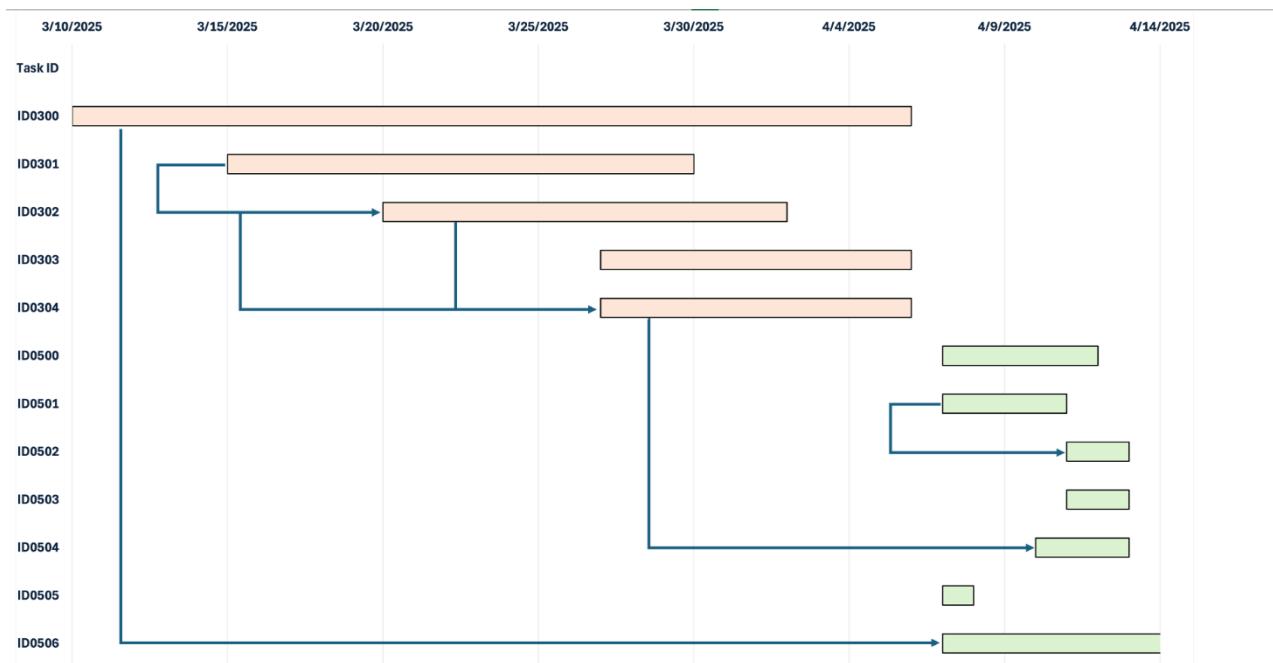
Task ID	Task Name	Start Date	End Date	Duration (Days)	Task Responsibility	Dependencies
ID0500	Class Diagram	4/7/25	4/12/25	5	Helen Le	None
ID0501	Database Design	4/7/25	4/11/25	4	Helen Le	None
ID0502	Database Definitions	4/11/25	4/13/25	2	Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID0501
ID0503	User Interface Diagram	4/11/25	4/13/25	2	Helen Le	None
ID0504	Screen Layouts	4/10/25	4/13/25	3	Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID0304
ID0505	Gantt Chart	4/7/25	4/8/25	1	Sara Alshimary	None
ID0506	I5 Document Compilation	4/7/25	4/14/25	7	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID0300
ID0600	Elaboration Spec. Compilation	4/15/25	4/27/25	12	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID506
ID0601	Gantt Chart	4/15/25	4/20/25	5	Sara Alshimary	None
ID0602	Design Procedures for Non-Functional Req.	4/18/25	4/26/25	8	Helen Le, Jawharah Mused, Fatin Nuur, and Maddy Schroth	ID0301
ID0603	Elaboration Phase HTML Prototypes	4/19/25	4/25/25	6	Helen Le, Jawharah Mused, Fatin Nuur, Maddy Schroth, and Sara Alshimary	ID304

11.2 Gantt Chart

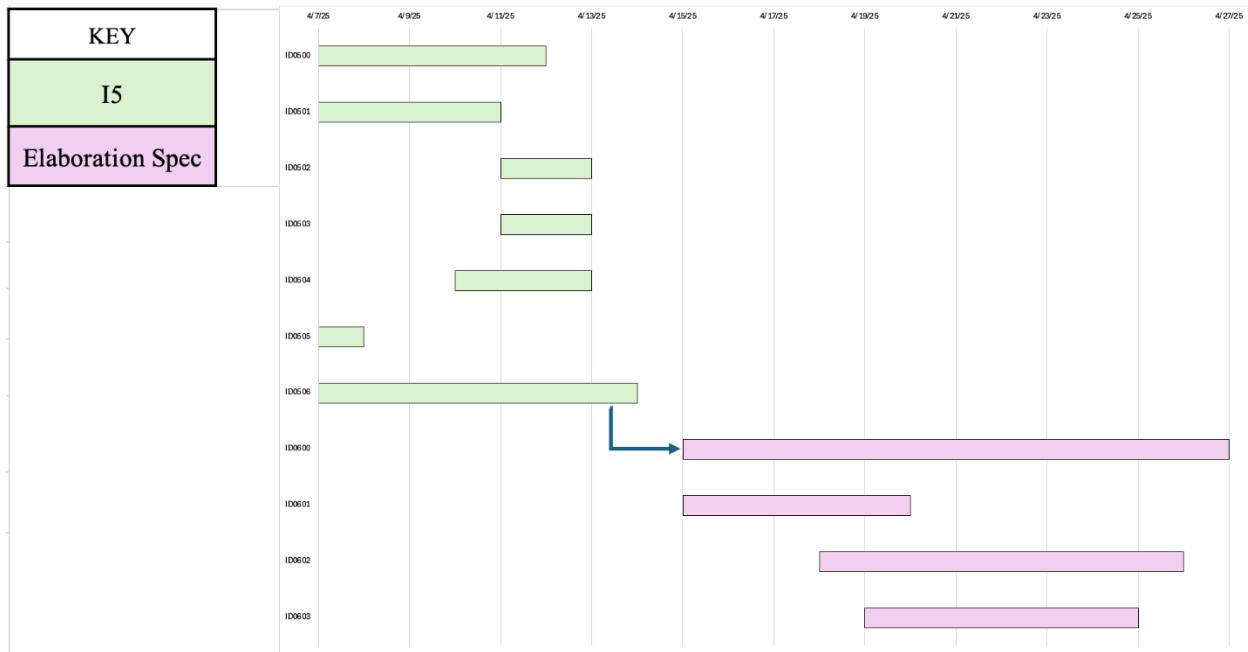
11.1.A Iteration 2-3



11.1.B Iteration 3-5



11.1.C Iteration 5 – Elaboration Specification



12. Prototypes

Use Case 1: Ask Pet Care Questions

The screenshot shows the Pets4Life website interface. At the top, there's a navigation bar with links for About Us, Donation, Event/Scheduling, Volunteer, FAQs, and More. The logo "Pets4Life" features a stylized dog and cat icon. Social media icons for YouTube, Facebook, and Instagram are also present. The main content area has two photographs: one of two women with a black dog at a table, and another of a woman holding a black and white puppy outdoors. Overlaid on the images is a large, semi-transparent "Welcome to P" text. To the right, there's a chat-like sidebar with a speech bubble saying "Hi! Welcome to Pets4Life. How can we help you today?". It includes small images of a white dog and a kitten. Another speech bubble says "My cat needs a vaccine." with an image of a kitten. A third speech bubble contains the text "Click here to navigate to the Event/Scheduling tab, where you can sign-up for your request!" with images of a white dog and a kitten. At the bottom, a button says "Write Message Here..." and there's a circular icon with paw prints.

Pets4Life

About Us Donation Event/Scheduling Volunteer FAQs More

Welcome to P

Hi! Welcome to Pets4Life. How can we help you today?

My cat needs a vaccine.

Click here to navigate to the Event/Scheduling tab, where you can sign-up for your request!

Write Message Here...

Our Mission

Use Case 2: Create Ticket for Further Help

Pets4Life

The screenshot shows the Pets4Life website. At the top, there is a navigation bar with links: About Us, Donation, Event/Scheduling, Volunteer, FAQs, and More. Below the navigation bar are two photographs: one of two women interacting with a black dog on a table, and another of a woman holding a puppy. Overlaid on these images is a large white text "Welcome to P". To the right of the images is a white chat box with three blue speech bubbles containing text and small animal icons. A "Write Message Here..." input field is at the bottom of the box. The background of the main content area is light beige.

Welcome to P

I need a microchip change.
Please enter your contact information for further help!
What is your first and last name?

Write Message Here...

Our Mission

Pets4Life

The screenshot shows the Pets4Life website. At the top, there is a navigation bar with links: About Us, Donation, Event/Scheduling, Volunteer, FAQs, and More. Below the navigation bar are two photographs: one of two women interacting with a black dog on a table, and another of a woman holding a puppy. Overlaid on these images is a large white text "Welcome to P". To the right of the images is a white chat box with three blue speech bubbles containing text and small animal icons. A "Write Message Here..." input field is at the bottom of the box. The background of the main content area is light beige.

Welcome to P

Betty Smith
Great! What is your email address? (____@____.com)
bettsmith123@gmail.com

Write Message Here...

Our Mission

Pets4Life



About Us Donation Event/Scheduling Volunteer FAQs More



What is a good phone number to reach you at?
(xxx)-xxx-xxxx

(555)-555-5555

Paw-some!
Almost done. Can we have your pet's species?

[Write Message Here...](#)

Our Mission

Pets4Life



About Us Donation Event/Scheduling Volunteer FAQs More



Dog

Lastly, can you describe the issue to us?

My chip is undetectable.

[Write Message Here...](#)

Our Mission

Pets4Life



About Us Donation Event/Scheduling Volunteer FAQs More



Sorry to hear that! Our team will get back to you as soon as we can. Thank you!

Your Ticket Number is #1.

Is there anything else I can help with?

Write Message Here...

Our Mission

Pets4Life



About Us Donation Event/Scheduling Volunteer FAQs More



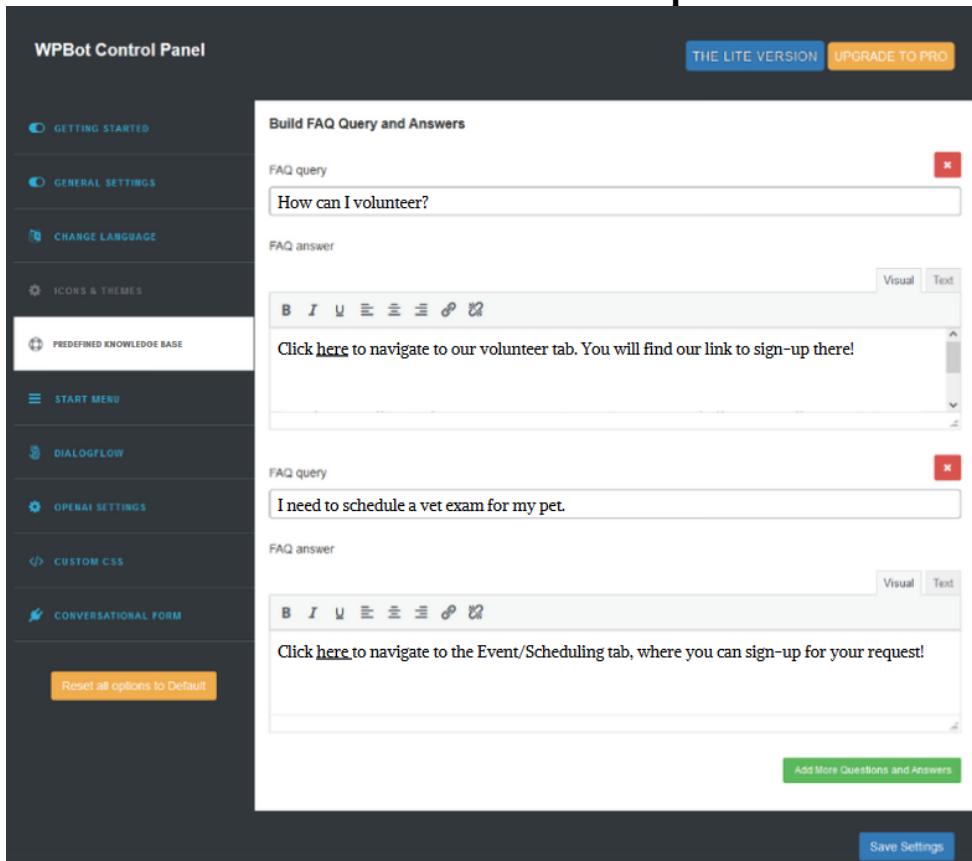
No.

Thank you for using the chatbot! Have a purrfect day!

Write Message Here...

Our Mission

Use Case 3: Create List of Predefined Responses



The screenshot shows the WPBot Control Panel interface. On the left, a sidebar lists various settings: GETTING STARTED, GENERAL SETTINGS, CHANGE LANGUAGE, ICONS & THEMES, PREDEFINED KNOWLEDGE BASE (which is selected and highlighted in white), START MENU, DIALOGFLOW, OPENAI SETTINGS, CUSTOM CSS, and CONVERSATIONAL FORM. At the bottom of the sidebar is a button labeled "Reset all options to Default". In the top right corner, there are two buttons: "THE LITE VERSION" and "UPGRADE TO PRO". The main content area is titled "Build FAQ Query and Answers". It contains two sections: "FAQ query" and "FAQ answer". The first section has a query "How can I volunteer?" and an answer "Click [here](#) to navigate to our volunteer tab. You will find our link to sign-up there!". The second section has a query "I need to schedule a vet exam for my pet." and an answer "Click [here](#) to navigate to the Event/Scheduling tab, where you can sign-up for your request!". Both answers are in rich text format, indicated by a "Visual" tab next to the "Text" tab. A green "Add More Questions and Answers" button is located at the bottom right of the answer section. At the very bottom right is a blue "Save Settings" button.

FAQ Builder – Structured, dynamic, interactive FAQ system

Edit Response

Please note the following:

1. The Query, Response and Keywords fields will be searched. Add Keywords for best matches
2. Please clear browser Cache and Cookies both before testing new responses

Query

How can I help?

*Required. Add the query here.

Response

Add Media

Visual Text

Paragraph B I = = = = = = = = = = S L D

There are many ways to help! We are in need of **volunteers** and **donations**. Please refer to the [Volunteer Tab](#) and the [Donation Tab](#) for more information!

*Required. Add the response here.

Keyword

Help, give back

Optional. Add multiple keyword or phrases as comma(,) separated value. It will help to find the best match result.

Intent

Optional. Single keyword or Phrase. Leave it empty if you do not need to use this response as a intent. This will add as a custom intent in every intent selection field in wpbot settings. Also the intent can be used as system command to trigger the response.

Save Settings

Create Simple Text Responses – Static responses to a simple query; no follow up questions supported

Chatbot Form Builder [Contact Form](#) [Form Settings](#) [Save Conversational Form](#)

Layout [Email](#) [Processors](#) [Conditions](#) [Variables](#) [Revisions](#)

Please enter your contact information for further help!

What is your first and last name?

Great! What is your email address? (___@___.com)

What is a good phone number to reach you at? (xxx)-xxx-xxxx

Paw-some! Almost done. Can we have your pet's species?

Lastly, can you describe the issue to us?

Sorry to hear that! Our team will get back to you as soon as we can! Thank you!

Add Field

Conversational Forms Builder

Use Case 4: Update List of Predefined Responses

Edit Response

Please note the following

1. The Query, Response and Keywords fields will be searched. Add Keywords for best matches
2. Please clear browser Cache and Cookies both before testing new responses

Query

How can I help?

*Required. Add the query here.

Response

Add Media

Visual Text

Paragraph

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There are many ways to help! We are in need of **volunteers** and **donations**. Please refer to the [Volunteer Tab](#) and the [Donation Tab](#) for more information!

*Required. Add the response here.

Keyword

Help, give back

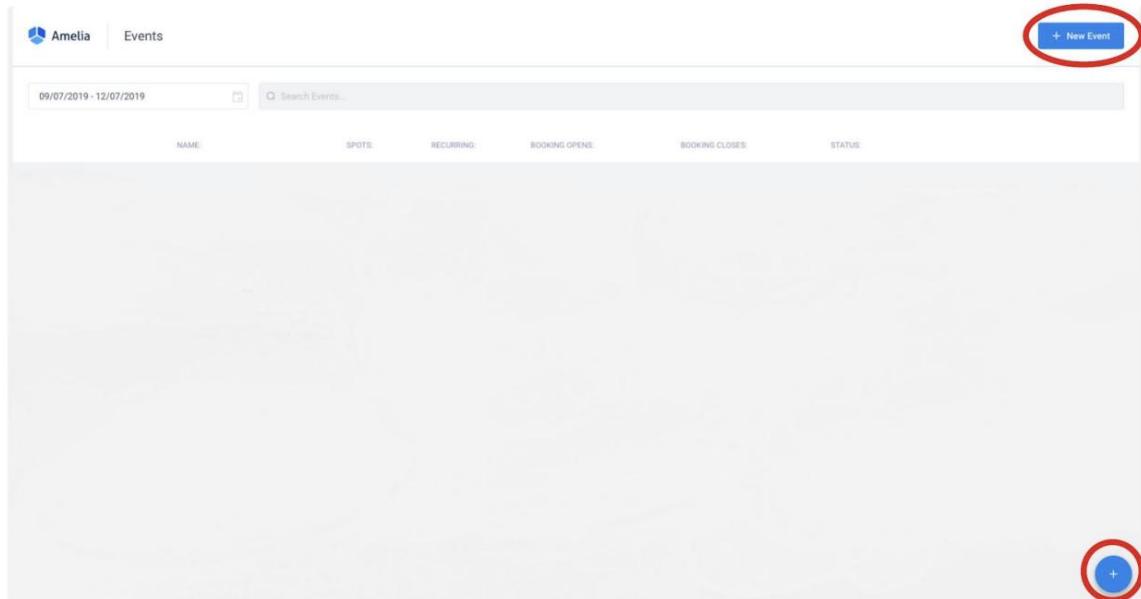
Optional. Add multiple keyword or phrases as comma(,) separated value. It will help to find the best match result.

Intent

Optional. Single keyword or Phrase. Leave it empty if you do not need to use this response as a intent. This will add as a custom intent in every intent selection field in wpbot settings. Also the intent can be used as system command to trigger the response.

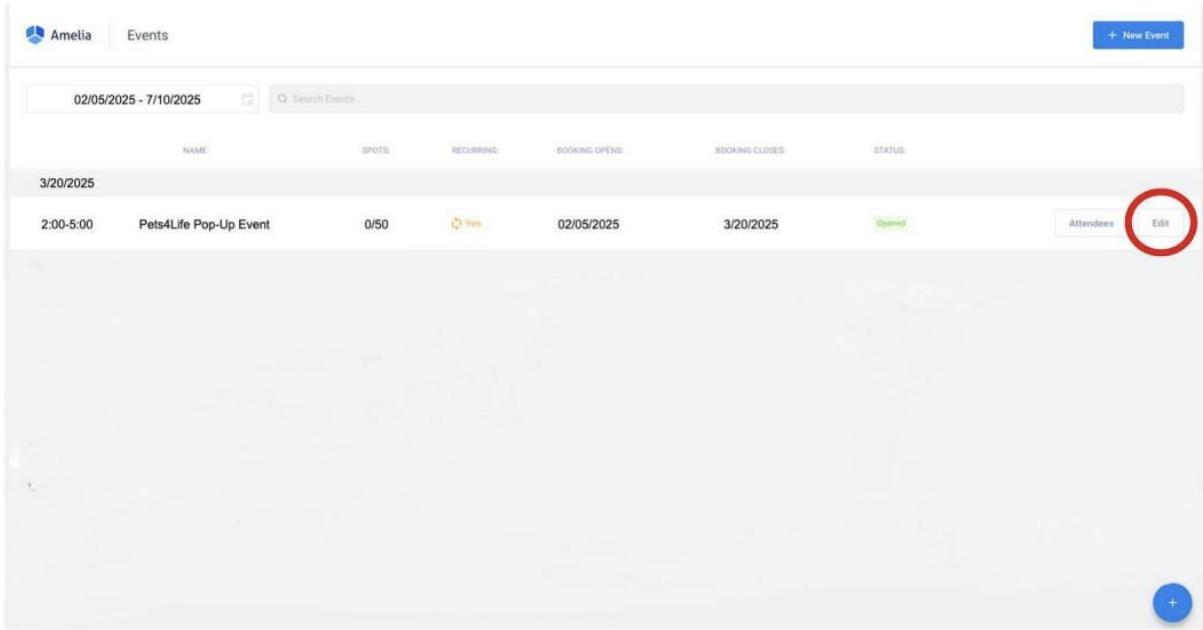
Save Settings

Use Case 5: Create an Event

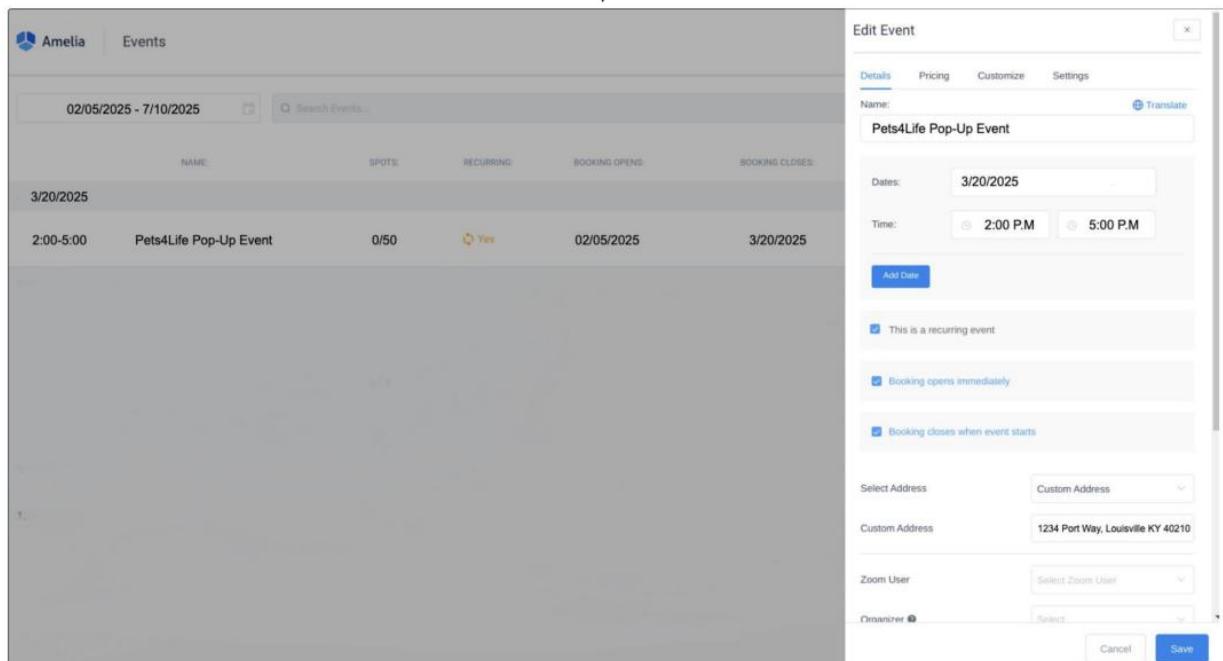


The screenshot shows the 'New Event' modal window. At the top, it says 'New Event' with tabs for 'Details', 'Pricing', 'Customize', and 'Settings'. The 'Details' tab is active. The 'Name' field contains 'Event Name'. The 'Dates' field shows 'MMMM D, YYYY - MMMM D, YYYY'. The 'Time' field has two dropdown menus. Under 'Booking Options', there are three checkboxes: 'This is a recurring event' (unchecked), 'Booking opens immediately' (checked), and 'Booking closes when event starts' (checked). The 'Address' section includes fields for 'Select Address' (dropdown), 'Custom Address' (text input), 'Zoom User' (dropdown), and 'Organizer' (dropdown). At the bottom right are 'Cancel' and 'Save' buttons. A small note at the bottom left says 'Thank you for creating with Amelia!'.

Use Case 6: Manage Existing Events



The screenshot shows the Amelia software interface for managing events. At the top, there's a header with the Amelia logo, a search bar, and a 'New Event' button. Below the header is a date range selector (02/05/2025 - 7/10/2025) and a search bar. The main area displays a table of events with columns: NAME, SPOTS, RECURRING, BOOKING OPENS, BOOKING CLOSES, and STATUS. One event, 'Pets4Life Pop-Up Event', is selected. To the right of this event are two buttons: 'Attendees' and 'Edit'. The 'Edit' button is circled in red.



The screenshot shows the 'Edit Event' dialog box. The 'Details' tab is selected. The event name is 'Pets4Life Pop-Up Event'. The date is set to '3/20/2025'. The time is '2:00 P.M. - 5:00 P.M.'. There are three checkboxes: 'This is a recurring event' (unchecked), 'Booking opens immediately' (unchecked), and 'Booking closes when event starts' (unchecked). Other tabs available are 'Pricing', 'Customize', and 'Settings'. At the bottom are 'Cancel' and 'Save' buttons.

Use Case 7: View Scheduled Events

The screenshot shows the Pets4Life website interface. At the top, there is a navigation bar with links for About Us, Donation, Event/Scheduling, Volunteer, FAQs, and More. There are also social media icons for YouTube, Facebook, and Instagram. A logo for "Pets4Life" is on the left, featuring a stylized house with a chimney and a dog silhouette.

The main content area displays a table of scheduled events:

Date	Name	Status	Actions
6:00pm Tomorrow	VetWellness Clinic	Opened	A [] > D []
6:00pm Tomorrow	VetWellness Clinic	Opened	A [] > D []
6:00pm Tomorrow	VetWellness Clinic	Opened	A [] > D []
6:00pm Tomorrow	VetWellness Clinic	Opened	A [] > D []
6:00pm Tomorrow	VetWellness Clinic	Opened	A [] > D []

A blue circular icon with a white paw print is located on the right side of the page.

Use Case 8: Register for Events

The screenshot shows the Pets4Life website's Event/Scheduling section. At the top, there is a navigation bar with links for About Us, Donation, Event/Scheduling, Volunteer, FAQs, and More. Social media icons for YouTube, Facebook, and Instagram are also present. The main content area displays a list of events available for booking. Each event entry includes the date, time, location, and status (e.g., Closed, Full, Open). A search bar and filter button are at the top of the list. A blue paw print icon is located in the bottom right corner of the content area.

Date	Time	Location	Status	Action
27 Jan	02:00	Pets4Life Vet Wellness Clinic The Table (Portland)	Closed	Learn more
3 Feb	02:00	Pets4Life Vet Wellness Clinic The Table (Portland)	Full 0 people waiting	Add waiting list
10 Feb	02:00	Pets4Life Vet Wellness Clinic The Table (Portland)	Open 60 slots left	Read more
17 Feb	02:00	Pets4Life Vet Wellness Clinic The Table (Portland)	Open 60 slots left	Read more

Use Case 9: Join the Waitlist

Pets4Life



About Us Donation Event/Scheduling Volunteer FAQs More

16 MAR Waiting List
06:00
Full 6 people waiting

Event Info Tickets

Timetable: March 16, 2025 - March 16, 2025

March 16, 2024 - 02:00 - 04:00

[Close](#) [Join waiting list](#)



Pets4Life



About Us Donation Event/Scheduling Volunteer FAQs More

Congratulations

You are on the waiting list with position #7
We'll notify you if a spot opens up and your booking is approved.

Waiting List
Event ID #E00000

About Event:

Event Starts: March 16, 2025 at 02:00
Event Ends: March 16, 2025 at 04:00

Your Name: Fatin Nur
Email Address: Fatinnur29@gmail.com

Add to Calendar

 Google  Outlook  Yahoo!  Apple

[Customer Panel](#)



Use Case 10: Accept or Deny Waitlisted Clients

Waiting list



Fatin Nuur (2025a)
fatinnuur29@gmail.com



Approved



Canceled



No-Show



Waiting List



Use Case 11: Cancel Event Registration

The screenshot shows the Pets4Life website with a purple border highlighting the "Event/Scheduling" section. The page displays a list of scheduled events for "Amelia Events". A red box highlights the first event in the list, which is scheduled for 1:30 AM on 4.06.2018. The event details are: Customer - Arthur Singleton (arthuringleton@gmail.com), Employee - Guy Peterson, Service - Wellness Check up, Duration - 1h, Payment - \$100, Status - Approved. Below this, there are two more events: one at 0:00 AM and another at 2:00 PM. At the bottom, a confirmation message asks if the user is sure they want to cancel the 1:30 AM appointment, with "Cancel" and "Delete" buttons.

Date	Customer	Employee	Service	Duration	Payment	Status
1:30 AM 4.06.2018	Arthur Singleton arthuringleton@gmail.com	Guy Peterson	Wellness Check up	1h	\$100	Approved
0:00 AM	Stanley Watkins stanleywatkins@gmail.com	Krista Armstrong	Chip Insertion	30min	\$50	Pending
2:00 PM	Laura Romero lauraromero@gmail.com	Randy Boone	X-ray diagnostics	1h	\$150	Approved

Are you sure you want to cancel this appointment? [Cancel](#) [Delete](#)

Use Case 12: Refund Payments

Amelia Finance 4 Total

Payments Coupons

2/05/2025 - 3/20/2025 Customer: Employee: Services: Events: Status:

PAYMENT DATE	CUSTOMER	EMPLOYEE	SERVICE/EVENT	STATUS	
February 10, 2025	Michael Myers michey@roghagh.cc		Pets4Life Pop-Up Clinic	Paid	Details
February 23, 2025	Peter Johnsson		Pets4Life Pop-Up Clinic	Refunded	Details
February 24, 2025	Judy Irwin		Pets4Life Pop-Up Clinic	Paid	Details
March 2, 2025	David Mitchel		Pets4Life Pop-Up Clinic	Paid	Details

Payment Details

Customer
Judy Irwin

Payment #1

Date: February 24, 2025
Payment Method: Stripe
Status: Paid

Appointment Info

Event: Pets4Life Pop-Up Event
Date: March 20, 2025 2:00 PM

Are you sure you want to refund this payment?

The refund amount is \$25.00

Cancel

Confirm

Event Price	\$25.00
Extras	\$0.00
Subtotal	\$25.00
Discount	\$0.00
Paid	\$25.00
Due	\$0.00
Total	\$25.00

Refund

Cancel

Save

Use Case 13: Send Event Confirmations and Reminders

Create New Notification

Discard

Notification name

Pets4Life Pop-Up Event

Notification is enabled

Notification Type

Action triggered notification

Scheduled notification

Active

Pending

Canceled

Rescheduled

Services

All Services

Send only this notification ⓘ

Schedule

Before

After

On the same day

Choose when

-

1

+

Hours

▲

Minutes

Hours

Days

Weeks

Months

Subject:

... . . .

Use Case 14: Process Event Payments

Card ACH bank debit ...

Card number
1234 1234 1234 1234 VISA MasterCard AMEX DISCOVER

Expiration date Security code
MM/YY CVV 123

Pay \$25.00

✓

Payment Successful

Your payment has been processed successfully.

Order Details

Order Number #12345	Total Amount \$25.00
Transaction Date May 28, 2024	

[Return to Homepage](#)

Use Case 14: Process Event Payments (cont.)

Payment Details X

Customer
Judy Irwin

Payment #1

Date	February 24, 2025
Payment Method	stripe Stripe
Status	✓ Paid

Appointment Info

Event	Pets4Life Pop-Up Event
Date	March 20, 2025 2:00 P.M.

Event Price	\$25.00
Extras	\$0.00
Subtotal	\$25.00
Discount	\$0.00
Paid	\$25.00
Due	\$0.00
Total	\$25.00

Use Case 15: Sign Up to Volunteer

Pets4Life 

About Us Donation Event/Scheduling **Volunteer** FAQs More

Sign Up to Volunteer

First Name:

Email Address:

Last Name:

Availability Selection

Availability

March 2020							April 2020						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
							1			1	2	3	4
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30			
30	31												

Phone Number:

SUBMIT 

Use Case 16: Modify Volunteer Availability

Pets4Life 

About Us Donation Event/Scheduling **Volunteer** FAQs More

Modify Volunteer Availability

Need to update your volunteer schedule?
Enter your details below to adjust your availability.

Get Involved! > Modify Availability
More Info

Email Address:

Phone Number:

Volunteer Type:

New Availability

Availability

March 2020							April 2020						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7	8	9	10	11	12	13	14
14	15	16	17	18	19	20	21	22	23	24	25	26	27
28	29	30	31										

Update Availability 

Use Case 17: Choose Volunteer Type

The screenshot shows the Pets4Life website with a blue header bar. In the top left is the logo "Pets4Life" with a small icon of a dog and a house. On the right are social media icons for YouTube, Facebook, and Instagram. Below the header are navigation links: About Us, Donation, Event/Scheduling, Volunteer (which is highlighted in blue), FAQs, and More. A central call-to-action button says "Get Involved!" with a "More Info" link below it. The main content area has a light brown background and features a large blue heading "Volunteer Opportunities". Below it is a text block: "Check out our one-time and recurring volunteer opportunities to learn more and select the opportunity that's right for you". Two orange rectangular buttons are present: "One-Time Opportunities" and "Flexible Opportunities". In the bottom right corner of the content area is a blue circular icon with a white paw print.

Use Case 18: Track Volunteer Hours

The screenshot shows the Admin Dashboard of the Pets4Life website. At the top, there's a blue header bar with the "Admin Dashboard" and a "Volunteer Hours" link. On the right are social media icons for YouTube, Facebook, and Instagram. The main content area has a light brown background and features a large blue heading "Volunteer Hours". To the right of the heading is an "Export to CSV" button. Below the heading is a text block: "View and manage automatically logged hours for each volunteer." and a note: "*Hours are logged automatically when an event is complete*". A table is displayed with columns: Volunteer Name, Event, Date, Hours Logged, and Status. The first row contains data: "John Doe", "Clean up", "05/01/25", "3", and "Logged". There are four empty rows below for additional entries. In the bottom right corner of the content area is a blue circular icon with a white paw print.

Volunteer Name	Event	Date	Hours Logged	Status
John Doe	Clean up	05/01/25	3	Logged

Use Case 19: Send Volunteer Notifications & Reminders

The screenshot shows the Pets4Life Admin Dashboard. At the top, there's a navigation bar with the logo, "Admin Dashboard", and a link to "Send Event Reminders and Notifications". Below the navigation is a section titled "Email Your Volunteers". It contains a text area with instructions: "Send a custom email to all volunteers who signed up for this opportunity. This email is sent to the admin and the contact for this opportunity with the volunteers BCC'd. That way you know the email was sent successfully. You can use these variables to personalize the email when it's sent: {opportunity_name}, {opportunity_date_time}, {opportunity_location}, {contact_name}, {contact_phone}, {contact_email}." There's also a WYSIWYG editor toolbar and a "Send Email" button.

Use Case 20: Manage Volunteer Information

The screenshot shows the Pets4Life Admin Dashboard with the "Volunteer Records" page open. The title "Volunteer Records" is at the top. Below it, a card displays information for "Volunteer: Ethan Rodriguez". It includes a profile picture, contact details (Email: ethanrodriguez@wiredimpact.com, Phone: (555) 987-6543, Volunteer since 2024), and a notes section stating "Ethan Rodriguez is a dedicated volunteer known for his compassionate and proactive attitude.". There's a "Edit Volunteer Info" button. To the right, a sidebar titled "Volunteer Opportunities (1)" lists "One-Time Volunteer Opportunities (1)" with one item: "Clubhouse Clean-Up Day" (Sat, February 24, 2024 from 10:00 am – 2:00 pm) and a "Remove RSVP" button. It also shows "Flexible Volunteer Opportunities (0)".

Use Case 21: View Donation Options

Pets4Life



About Us Donation Event/Scheduling Volunteer FAQs More

Sponsor a Pet

General Donation

Sponsor a Pet

Sponsoring a Pet will directly impact a pet of your choice and the help they need. Please check out the pets below who need your help!



Prancer needs a person who would love to sponsor them for their Microchip!



Lazy Boy needs someone who can pay for a years worth of pet visits!



Chester would love someone who could sponsor his deworming treatment!

Donate



Pets4Life



About Us Donation Event/Scheduling Volunteer FAQs More

Sponsor a Pet

Sponsoring a Pet will directly impact a pet of your choice and the help they need. Please check out the pets below who need your help!



Prancer needs a person who would love to sponsor them for their Microchip!



Lazy Boy needs someone who can pay for a years worth of pet visits!



Chester would love someone who could sponsor his deworming treatment!

Donate





Sponsor Success Stories

At Pets4Life Louisville, we provide wellness care to over 400 pets each year. This could not be possible without the help of our generous vets, vet techs, volunteers, and donors. See how donors have been able to impact pet lives!



Connie H. sponsored a full year's vaccinations, vet exams, microchip, and nail trim for Eve.



Cindy R. sponsored a full year's vaccinations, vet exam, microchip, and nail trim for Princess Bella.



Joanne B. sponsored a vet follow-up visit and medications for this sweetie Jake.



Donations

Donations are the way we operate our business! Just 1 donation can buy pet food, supplies, and treats for those dogs who are in need. These donations can also pay for veterinarian visits, microchipping, and much more! Any donation helps!

Donate

With our \$25 Sponsor a Pet program, we were able to help this puppy with his deworming and microchip!





\$10 donation: Provides a microchip to reunite a lost pet with owner

\$25 donation: Provides a wellness exam for a cat or dog

\$50-\$85 donation: Provides a spay/neuter to reduce unwanted births

\$500 donation: Sponsor a spay/neuter clinic for 8-10 pets

\$750 donation: Sponsor a wellness clinic for up to 50 pets



With our \$25 Sponsor a Pet program, we were able to help Little Man get vet exams, vaccinated, microchipped, and trimmed for a whole year!



More Ways to Donate

Wishlist

We are always in need of supplies for our wellness clinics. This includes both administrative supplies, as well as pet and medical supplies.

If you would like to donate supplies:

- Bring them to one of our clinics
- Mail to 291 N. Hubbards Ln. Suite 176, Box 105, Louisville, KY 40207
- Email AWClouisville@gmail.com for delivery arrangements





Wishlist Items

- [Amazon Wishlist Link](#)
- **Gift Cards:** Amazon, Walmart, Target, Feeder Supply
- **Restaurant Gift Cards** (to give to vets/techs as a thank you)
- **Slip leads, leashes, and collars**
- **Flea Medicines:** medium size dogs and all cat sizes
- **Dog Harnesses:** all different sizes
- **Paper:** 8.5 x 11 ink jet paper
- **Ink Cartridges:** 62 Black, 62 Tri-color, and 902 Black
- **Anti-bacterial Wipes:** Clorox preferred
- **Hand sanitizer**
- **Paper towels**



More Ways to Help

Kroger

Register your Kroger card! Kroger will give Pets4Life a percentage of your purchases. Registration is one-time only at [this link](#). Choose **Pets4Life Louisville** as your charity!

Igive

Go to www.igive.com and select **Pets4Life Louisville**. Start online shopping through their site or their FREE app. Shop at hundreds of stores including Chewy, Macy's, Target, Walmart, Academy Sports, and Oriental Trading Company!

Amazon Smile

Start ALL Amazon shopping at www.smile.amazon.com. Choose **Spay Neuter Coalition of Louisville** as your charity. Amazon will donate directly to Pets4Life Louisville!

Facebook

'Like' and 'Follow' us on the [Pets4Life Louisville](#) Facebook page!



Use Case 22-23, 27: Donor Makes a General/Sponsor a Pet Donation. User Sets Up Recurring Donations

Donate with a debit or credit card

United States

Card number

Expires Security code

First name Last name

Billing address

Street address

Apt., ste., bldg. (optional)

City

State ZIP code

Contact Information

Mobile Phone number

Email

Save this information for next time.

View PayPal policies and your payment method rights.

Donate Now



Recurring Donations

Recurring Donation:

Billing cycle: 15 ▾ day(s) ▾

After how many cycles should
billing stop: 5 ▾

Use Case 24: Record Donation in Real Time

Demo for Pets4Life

SHARE **AUTOMATIONS** **BLOCKS** **HELP** **?** **?** **?** **?**

Views **All Donations** **Donors** **Donor Source** **Newsletter** **Follow Ups** **Cause**

All Donations **All Donations** **...**

	#	Donation ID	Donor ID	\$ Donation Total
1		7963	2156	\$1,018.00
2		6529	364	\$90.00
3		6182	234	\$94.12
4		6116	900	\$52.50
5		7585	3852	\$94.12
6		5888	4009	\$104.53
7		7639	1153	\$19.20
8		7415	1384	\$100.00
9		7178	680	\$56.66
10		7586	2995	\$45.00
11		6371	1007	\$360.00
12		6744	2145	\$52.50
13		7403	204	\$180.00
14		7569	1026	\$19.20
15		6675	1310	\$94.12
16		6319	38	\$10.00
17		6295	1736	\$47.29
18		7504	3603	\$26.48
19		6030	176	\$100.00
20		6972	1141	\$37.93
21		6213	1791	\$47.29
22		7006	300	\$90.00
23		7679	4366	\$90.00
24		7614	864	\$180.00

All Donations **Last 90 days**

Last 90 days

Use Case 25: Send Instant Receipts and Thank-You Emails

Send an email

To
Separate multiple emails with commas

Record (Step 1: Trigger) ... Client email +

Subject
Donation Confirm Record (Step 1: Trigger) ... Name +

Message
Use [markdown](#) syntax for rich text formatting

Hi Record (Step 1: Trigger) ... Name ,
We have received your donation Record (Step 1: Trigger) ... Name to go towards the
Pets4Life Foundation. Thank you so much and we hope to see you again soon!

Thanks for being the amazing person you are for Record (Step 1: Trigger) Record URL ,

The Pets4Life Foundation and its members

Pets4Life


Receipt from acct_1H1zFCL2q0tS1VV0

Receipt #0000-0000

AMOUNT PAID	DATE PAID	PAYMENT METHOD
\$19.99	October 14, 2020	VISA - 4242

SUMMARY

Charge Description	\$19.99
Amount charged	\$19.99

If you have any questions, contact us at

Pets4Life@gmail.com

Something wrong with the email? View it in your browser.

You're receiving this email because you made a purchase at
acct_1H1zFCL2q0tS1VV0, which partners with Stripe to provide invoicing and
payment processing.