Pets-R-Us

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Module 9.2 Assignment

April 30, 2022

The interactive prototype link is

https://marvelapp.com/2egjd3gg

Group Activity 1:

Requirement Elicitation Questions:

Interview with the Product Owner

1. How might we meet this business need?

1. I believe we can meet this need with a calendar that synchronizes with each user's personal calendar system. As well as any social network of their choosing.

2. What new features do you want to add to the website?

2. I would like to add the ability to give users access to create and manage appointments with Pets-R-Us directly from the site, minimizing the volume of phone scheduling resources.

3. Who will use the new features of making appointments?

The users will be the primary creators of their appointments. We will also have managers and select members of staff with password access to each member's account to edit, add, or delete appointments and the information within them.

4. When making appointments can be used?

Appointments can be made at any time by the user from our website. Our website can be accessed from any device connected to the internet running on Windows, iOS, Android, and select smart T.V. brands. The appointments will be created by order of appearance.

5. What should I know about the making appointments feature, what assumptions about these services have you made, about which I should know?

5. The appointment feature will be required to connect with our internal scheduling system, and to our Point Of Sales system. If your assumption is about the need for Purchasing encryption, you are correct.

6. Where would the user access the "making appointments" feature?

6. The user should be able to access the appointments making feature from their computer,

cellphone, tablet and select smart T.V. operating systems

7. Where would the user be physically located when using this feature?

7. The user can be located anywhere there is internet access.

8. Are there enough specialists ready to help customers at any time, day, or night?

8. Customers can schedule appointments at any time. Whenever customers need help, they are

welcome to call us at our store or chat with our staff through our website. If they need help after

hours, they can leave a detailed message and we will be happy to return their call. If there is an

emergency, our customers are encouraged to contact their nearest animal hospital.

9. Who are the key businesses whose resources are involved with the Pets'R'Us business

process?

9. The ASPCA, local pet adoption centers, pet toy manufacturers, as well as a couple of the

leading animal food suppliers.

10. How will this feature help the business become more efficient?

10. The new scheduling feature will greatly increase our ability to service more people in our

community with less resources and time. In addition, the direct feed into the social networks will

be worth a hundred marketing specialists.

11. When are you ready for us to start the development of your new website?

11. As soon as we have received your design, and it is approved by us, we can immediately give

you the "green light."

12. What are examples of key requirements data we should save for future use?

12. We would require all our User Data saved from all the customers that have created an account with us, along with any User Stories conceived during planning.

Interview with the UI Designer

1. What is the first step for developing the website?

1. I need to know more information about the website's users and the new features you want to add.

2. What is the important thing about knowing more about the Pets- R- Us customers?

2. I want to define how people use the interface, and which one is the best direct interactions (e.g. Tapping a button, swiping a card, dragging and dropping an item with a fingertip), or indirect interactions (Pointing and clicking with a mouse, using key commands/shortcuts, typing into a form field, or drawing on a Wacom tablet); making the interaction easy to understand and use.

3. What is the first priority for you in developing the website?

3. Making the interfaces easy to learn and use. So, the customer can use all kinds of devices and have the application work easily and smoothly.

4. How would you describe the process that you are going to conduct?

4. First, I will build the website's main page, then I will add each feature and design how people are going to navigate through it. I will create overall layouts, navigation menus, pricing pages, blog indexes, content feeds…etc. I need to think carefully about element placement and size.

5. How much time do we need to release the new features?

5. We can calculate the time we need to release the new feature according to the sprints.

6. What do you think about designing the appointment-making tools?

6. I will add the calendar feature so people can navigate to our session's dashboard, and then click and drag anywhere in this calendar interface to mark the time they want and their availability.

7. What are the steps that customers need to do in order to use the appointment-making tool?

7. The first thing is navigating the calendar, then choosing the trainer(professional)(or what kind of appointment) the user wants to schedule a session with, then choose the date and time, then confirming the session, and Lastly clicking on the checkout button.

8. How can we make sure that the website is secure for the customer to use?

8. We can use secure "HTTPS" instead of "HTTP", then choose themes and plugins. People can check the URL and then use security tools to evaluate the website. We can use security seals or a stamp for Pets-R-Us, so people can find out who owns the site. We can provide more tools for data or users' confidentiality.

9. Are there any challenge issues for you to manage?

9. Bugs, but we can correct that easily through debugging steps. I think that providing production support to an application is one of the most challenging aspects of software development. We can provide a maintenance team and work on patching bugs on the application.

10. How can you make sure of the success of your work?

10. We can run the application and test it by using too many tools. Then we can release it.

The User Stories According to the Priority:

1. As a UI designer, I need to create the best appointment-making tools, so that the customer can schedule an appointment confidently.

2. As a Pets-R-Us owner, I need to make sure to provide the best tools for customers in making appointments and payments, so the customers can check out easily.

3. As a Pets-R-Us owner, I need to ensure that customers can make flexible appointments according to their available time so that they can provide a great review and recommendations for the website.

4. As a UI designer, I need to design an easy-to-use website, so that the customer can navigate the new features easily.

5. As a Pets-R-Us owner, I need to guarantee that the Pets-R-Us website will secure the customer information, so that the customers feel safe using it.

6. As a UI designer, I need to create the best safety and security tools, so that the customer feels secure when using the Pets-R-Us website.

Group Activity 2

Story 1:

Task # 1. Design appointment-making function tools

Task # 2. Display the calendar.

Task # 3. Show the available appointments.

Task # 4. Verify the date and the timing.

Task # 5. Display the confirmation for the scheduled appointment.

Story 2:

Task # 1. Verify that the payment works with Visa, American Express, PayPal, and Master Card.

Task # 2. Verify that the payment does not work with any other cards.

Task # 3. Verify that Pet-R-Us loyal customers can use their coupon codes.

Task # 4. Verify that the customers will receive email confirmations for their appointments.

Task # 5. Verify that the customers can cancel the appointments and still be able to get the

refund back.

Planning Poker:

User Story	Task	Points			Hours
User Story # 1		Christeen	James	Estimation	
	Task # 1	5	4	5	9
	Task # 2	2	3	3	2
	Task # 3	3	3	3	6
	Task # 4	3	3	3	5
	Task # 5	2	3	3	4
		Total for Story # 1		**17**	**27**
		Points			Hours
User Story # 2		Christeen	James	Estimation	
	Task # 1	7	7	7	10
	Task # 2	3	5	5	5
	Task # 3	2	4	3	9
	Task # 4	4	6	5	9
	Task # 5	3	5	5	5
		Total for Story # 2		**25**	**37**

Group Activity 3:

Hand-drawn pencil-sketched wireframe design for the selected functionality

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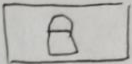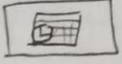
Navigation Bar

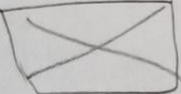Header
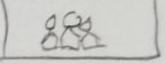
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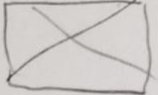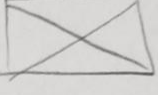
Adopt A Pet
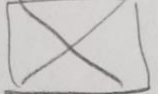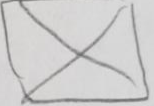
Pet's name _Princes_
Age _8weeks_
Details _____

Footer

②

logo

Navigation Bar

≡

Make Appoinment

Grooming
Appoinment

Training
Appoinment

Veterinary
Appoinment

Adoption
Appoinment

Footer
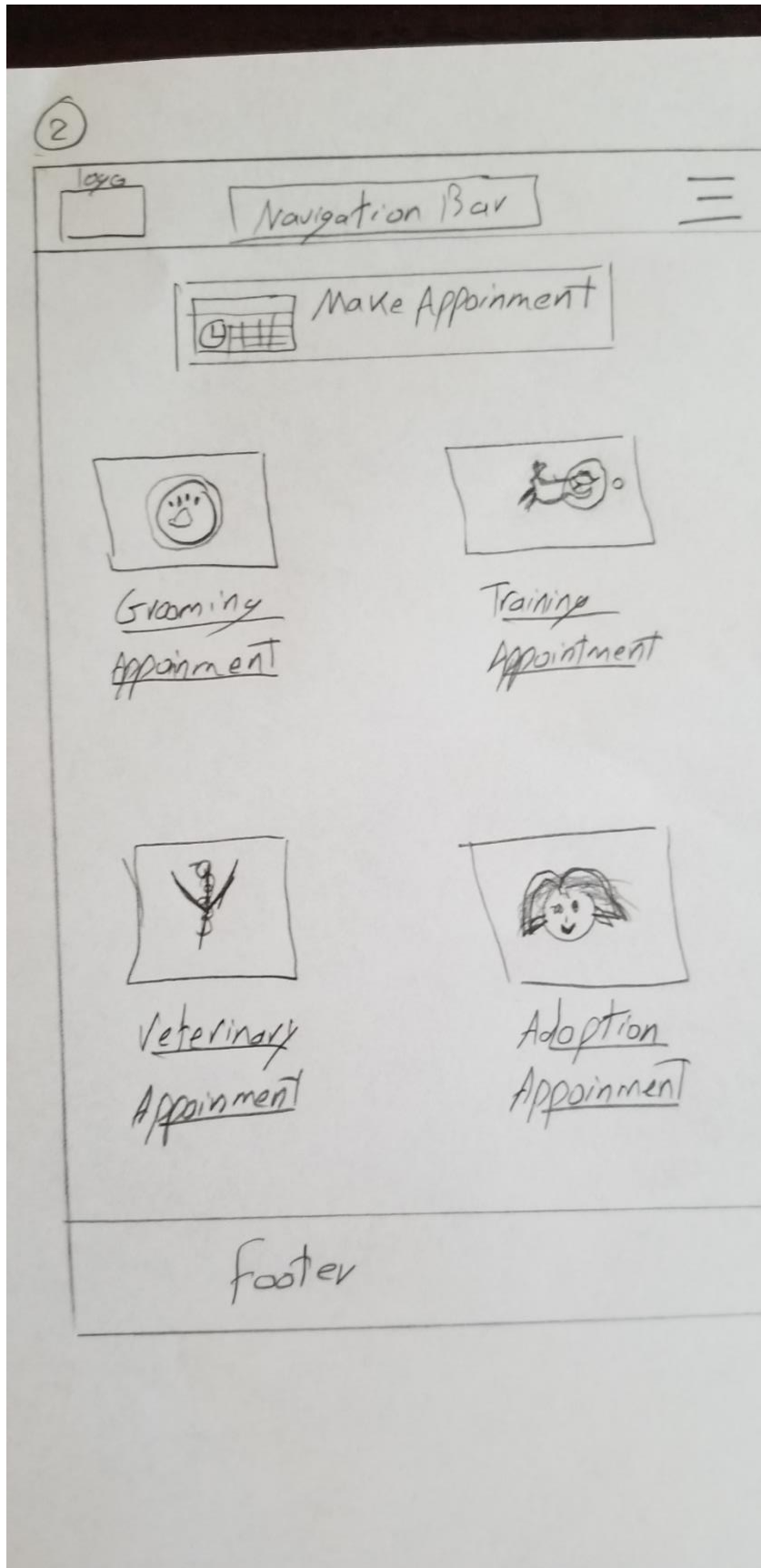
Adoption Appoinment ⋮

Select A Date

Calender

↓

Select A Time

Max 2

- ⊘ 7:00 am
- ○ 8:00 am
- ○ 9:00 am
- ○ 10:00 am
- ○ 11:00 am
- ○ 1:00 pm
- ○ 2:00 pm
- ○ 3:00 pm
- ○ 4:00 pm
- ○ 5:00 pm

Confirm Date & Time ✓

Select A Specialist

Name

⑤

Confirm a Specialist　⋮

_____

_____

_____

Confirm

Continue to Check-out

6

Check out

⋮

☑

Appaioment

Billing Informatic

Name   ☎ Phone

🏠 Address   ☑ Email

Continue

Check Out

Total Price [＿＿＿]

CARD
xxxx x xxx xxxx

Name

Credit Card [✓]

Debt Card [✓]

Net Banking [✓]

Gift Card
[＿＿＿＿＿]

[Confirm Payment]

Credit Card Λ

Card Information

X XXX XXXX XXXX

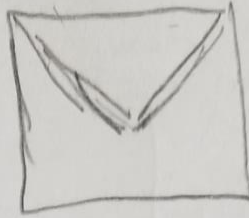Name - - - -

- Card Holder

- Card Number

- Expriation Date

- SC

Confirm

Continue

You received an
email Confirmation
for your Appointment

Go to Home Page

The challenges the team faced or the lessons that we learned during the group activity:

As a group, we have agreed on sketching our ideas for the appointment-making service. It was immediately evident, after converging our sketches that we were on different approaches toward our designs in both interfaces as well as technical solutions.

There were some key differences in our sketched wireframe ideas before comparing notes. As my concept of "nodes" was misunderstood, I ended up creating individual web pages with multiple node functions within them. During our conversation, while comparing our different versions, Christeen was able to correct my misconceptions by explaining that "nodes" were the individual functionalities the user will be able to use to complete a specific task. I had a basic calendar in my wireframe sketch that was connecting to a bunch of services. Despite all our differences, our sketches for the appointment-making service were similar. The similarity was in the fact that we were both using a calendar as the initiation of the appointment's node. Therefore, the calendar was agreed to be the central starting point toward making appointments, producing a pop-up to choose a date, which in turn produces a pop-up allowing a specific time to be selected for the appointment. Following this is a third pop-up that displays a confirmation notification. Afterward, the user is taken to another page, giving them the ability to choose a specific technician with basic information provided for each technician available within the category being scheduled. The user, after comparing available technicians is taken to the next function, Check-out.

We did see some challenges during our remote collaboration throughout this project. Communication was one of the largest issues. We were able to speak to each other easily enough through Discord. However, it was very one-dimensional and we found were not able to easily show each other what we were trying to convey about our designs. Even after sending each other

our sketches and files explaining our sketches, it took several hours of talking about them to make a breakthrough and find collaboration at last.