**Assignment 2: Dissecting a Mobile App**

*Group 4*

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CPRG303 G

Mobile Application Development

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# Part A: App Information

**A logo with dots on it

Description automatically generatedApplication Name:** Zenoti mobile

Figure 1

**Supported operating systems:** Android, IOS

**Hardware:** Most modern smartphones, tablets,

any web browser have access to an website version.

**App type:** Mobile POS (point of sale) and booking system.

# Part B: App AnalysisA screenshot of a phone Description automatically generated

Figure 2

## User Interface:

The user interface for this application is very clean and straight forward. It only displays the information related to what the user is doing for each page. For example, this page shows the current booking for the day, client information, time of appointment, modalities, and the service provider. This page also displays whether the transaction is already closed, in progress, confirmed or unconfirmed. This is a very smart idea to utilize a color scheme that would have a different status meaning for each booking.

The negative side of this interface is that you have no control on modifying the appointment. And it would also be nice to have a direct button to access the patient’s medical information and soap notes from the client’s previous appointments. These features are deeply nested once you click on the client’s files and appointments.

## 

## Features:

The features of this application are the filter and the notification on the top right corner. This also displays more features when you click the top left hamburger button. When you click the filter button it will show you the lists of therapists that are on duty that day. When you select a specific therapist, it will bring you back to the appointments page. This feature is great to make sure that there is no confusion on who has a booking to which therapist. The only thing I would like to add is to show the therapists’ name statically on the top page.

## A screenshot of a phone Description automatically generatedFunctionalities:

Figure 3

The functionality of this application is also one of its strong suits. The layout provides you will all the information you need to set up your account and the tabs give you the control to change the status of your appointment. This also gives you the summary of the appointment and the ability to add modalities to your appointment. At the bottom gives you navigation to proceed to the next step or move back to the previous step.

## Security:

This is where I believe this app lacks. Because this application is used with a communal device where one iPad/tablet gets passed on several times. It is very easy to look at different client’s profiles if you work with the company that will provide you with your encrypted username and password. Just because personal information is collected and shared by the therapists, there should still be a safeguard to enter in a key to access the files again. This way, it can be traced to who the user was that tried to access which file.

## Privacy and policy:

This application does collect personal information for both clients and employees alike. This is common to most applications. And is normally disclosed that personal information is collected confidentially, and responsibly.

A screenshot of a computer

Description automatically generatedHere is some basic information that this app collects for functionality, advertising, and account management [1]. Every person that uses this app will have to agree but always has the option to decline which prevents them from using the app.

Figure 4

To get more information about Data safety, refer to [Google Data Safety](https://support.google.com/googleplay/answer/11416267?hl=en&visit_id=638322392327472373-3769086250&p=data-safety&rd=1) [2] . They also noted on google play store that No data is shared with third parties. If you wanted to read more about [Zenoti Privacy Notice](https://www.zenoti.com/trust/privacy-notice) [1]

# Glossary

|  |  |
| --- | --- |
| User Interface | The area where interactions between users and the system. |
| Modalities | Refers to different forms of additional services and or products. |
| Service provider | Refers to the company or an employee. |
| Transaction | An agreement between the business and customer. |
| Soap notes | Refers to a form that therapists documents per appointment |
| Filter | A feature that narrows down a search result. |
| Notification | A feature that notifies the user of alerts and urgent messages |
| Statically | A component that stays put and immovable. |
| Booking | Components of the application that displays booking information |
| Nested | Hidden and can be accessed with intentional directions |
| Application | A program that offers a system and serves a user. |
| Safeguard | A safety parameter to protect information or users. |
| Advertising | A form of soliciting or offering promotions of services and or products. |
| Navigation | A user interface that lets you move around a system |
| User ID | Unique identifier for the system’s user. |
| Passwords | Prevents unauthorized access to the system. |

# References

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| [1] | unknown, "www.zenoti.com," Zenoti, 21 October 2021. [Online]. Available: https://www.zenoti.com/trust/privacy-notice. [Accessed 06 October 2023]. |
| [2] | unkonwn, "Google Play Help," Google, 2023. [Online]. Available: https://support.google.com/googleplay/answer/11416267?hl=en&visit\_id=638322392327472373-3769086250&p=data-safety&rd=1. [Accessed 06 October 2023]. |

# Table of figures

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| *Figure 1* | https://play.google.com/store/apps/details?id=com.zenoti.mpos&hl=en&gl=US |
| *Figure 2* | https://play.google.com/store/apps/details?id=com.zenoti.mpos&hl=en&gl=US |
| *Figure 3* | https://play.google.com/store/apps/details?id=com.zenoti.mpos&hl=en&gl=US |
| *Figure 4* | https://play.google.com/store/apps/details?id=com.zenoti.mpos&hl=en&gl=US |