APU AUTOMOTIVE CENTER

NASSIM GUETTAT – TP056994

**User manual for APU automotive center’s software**

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User manual

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Information: The predefined manager’s username and password are:

Username: John\_Doe

Password: AZERTYUIOP

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Log in Page

# Log in Interface:

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* Here is the main window of our software. First of all, you will have to mention to the software what type of user you are. To do that, you just have to click on this Combo box and choose the item according to you.
* Then, put your username and your password as in every log in page.
* Press the Log in Button. According to the user type (Manager, Technician or Customer), a new Interface will show up.

Manager Interface

# Manager’s interface:

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* Here is the manager interface, each button will show an inherited dialog window which will allow the manager to access his functions.
* The LOG OUT button will re-open the log in page.

# Register new end users:

If the manager needs to register new end users, a dialog window will appear with a form:

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Description générée automatiquement

This form will dynamically change according to the manager’s choice in the “user type” combo box.

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Description générée automatiquement

Then, the manager has to fill all the text fields according to the user’s information and push the “register” button to save these data into our files.

# Manage user’s information:

To manage user’s information, a first dialog window with a combo box will appear to ask the logged manager to choose the type of user he needs to manage:

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After that, another dialog window will appear with a table that contains all the user’s information:

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There, the manager can do a lot of things:

* First of all, he can edit information directly into cells.
* Second of all, he can delete a user by selecting a row and push the “delete” button.
* Moreover, he can search a specific user by filling the “search” text field with the username and pushing the “search” button, it will auto select the row according to the searched user (as you can see in the screenshot).
* Finally, to update the updated data, he will have to push the “save update” button.

# Set the prices:

To set the price of Major and Normal services. A simple dialog window will appear:

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Indeed, it is quite simple for the manager to understand how to use this tool. He just has to fill the according text field with the price he wants to set and push the according “update” button to save the field data. Then, to close the window, he has to push the “ok” button or just close the window.

# Assist customer for booking an appointment:

The manager will obviously have to assign appointments to one technician according to the customer’s needs.

Here is the scenario:

To begin with, customer come to our automotive office or call the manager. The manager will open our program and a first dialog window will ask him what type of service the customer needs for his car:

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Then, a second dialog window will ask the manager who needs an appointment (by using ID):

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And finally, the main dialog window to book an appointment will open:

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First of all, the manager will have to choose a date within the next 30 days thanks to the “date” combo box and click on the “valid date” button:

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* In fact, our program will let the manager now how many technicians are available this day. Our program will calculate which ours in the date (from 8 am to 7 pm) which hours are available for an appointment (according to the service).
* However, if he changed his mind or if there is no technician available this day, he just has to push the “change date” button to restart the process and choose another date.
* So, the manager will just have to choose a time among the available ones in the “time” combo box and push the “valid time” button.

Therefore, a table with available technicians appears:

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Thus, the customer has to choose a technician by pushing the “choose” button according to the right row in the third column.

However, if he reconsiders his choices, he has to push the “cancel” button to restart the process and choose another date.

# Generate a receipt of ended appointment:

If a customer needs a receipt for the service which he applied for, the manager can generate one.

Foremost, a dialog window asking for the customer id will appear:

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Afterwards, a table with all ended appointments regarding the chosen customer will appear:

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Here is the detailed appointment with the technician ID, the date and how much it cost. To generate the receipt, the manager has to push the “generate a receipt” button according to the right row.

Ultimately, a dialog with the receipt will appear:

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# Cancel an appointment:

To cancel an appointment, the manager will first have to input the customer’s id who needs to cancel an appointment.

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Then a simple table will appear with all the chosen customer’s appointment date and time and a “cancel” button that will cancel the appointment:

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Description générée automatiquement

# Access company balance:

If the manager needs to check the company balance, a simple dialog window will show up letting the manager know how much the balance worth:

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Description générée automatiquement

# Check Requirements:

If the manager wants to check the software improvements requirement, a Dialog window will show up with the list of all requirements from customers and technicians:

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The manager has to click the “ok” button or close the window to close this window.

Technician’s interface

# Technician’s interface:

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Here is the technician’s interface. Indeed, the technician can:

* edit his profile.
* check his appointments, mention that the appointment is done and provide a feedback to the customer.
* see his comments and rates.
* Provide a requirement to improve the software

# Edit my profile:

If the technician needs to edit his profile, a table with his data will appear:

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Description générée automatiquement

As the manager’s edit interface, the technician can directly edit the cells and to save the data that he put, he just has to click on the “update” button.

# Check my assigned appointment:

If the technician needs to check his appointment, a table with all his assigned appointment will appear:

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The table contains the customer ID and the appointment start time and end time. To finish the appointment, he has to push the according “finished” button in the fourth column.

After that, a feedback form will appear:

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Description générée automatiquement

The technician will have to fill the text area with the feedback and push the confirm button to provide the feedback.

# Comments from my customers:

To check his comments and rates, a table will appear:

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This table contains the customer’s ID who provided the comment, the appointment date and time and the rate.

To access the comment, he has to push the according “access comment” button, then a dialog with the comment will show up:

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Description générée automatiquement

# Give a requirement:

If the technician wants to provide a requirement, a dialog window will show up with a requirement form:

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Description générée automatiquement

The user just has to fill the text area and when he finishes his requirement writing, he just has to push the confirm button. However, if he leaves a blank text, it will not be added to the requirements.

Customer’s interface

# Customer’s interface:

Here is the customer’s interface:

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Description générée automatiquement

Indeed, the customer can:

* Edit his profile
* Access his histories Services, provide comments and rate to the technician who provided the service.
* Provide a requirement to improve the software (same as the technician functionality)

# Edit my profile

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This window is exactly the same as technician edit profile.

# Service and payment histories:

If the customer wants to check his history, this table with all his former appointment will appear:

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It contains the technician’s ID who provided the service, the appointment date and time and how much he paid.

* To access the provided feedback from the technician, he has to click on the according “access feedback” button and a feedback dialog will appear:

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Description générée automatiquement

* To leave a comment to the technician, he has to push the according “comment” button and a comment form will appear:

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The customer will have to fill the text area and choose a rate (it is not mandatory to choose one):

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