

## **Application features and details**

### **(Third Party application)**

**One hybrid platform for all. Using (React Native / Xamarin) work frame** with one single code to produces native android as well IOS app. with ability of using native features such as GPS, push notifications and most of the native platform work.

#### **Application faces:**

- 1) User/Customer Mobile App and Website providing the same.
  - 2) Providers web interface accounts on Main web.
  - 3) Customer Care agent web interface
  - 4) Admin manager web interface
- Application language is Arabic and English.
  - Developer should upload the application in play store and app store.

Task	Sub Task
Requirement Analysis & Planning	Requirement Analysis & Planning for the development will go to be managed under this section.
Splash Screen	User will see the splash screen on each app launch. It can be modified by the Admin
Login	User can login into the app using his <b>Mob # or Email + password</b> .
Sign Up	User can register into the app with very minimal details such as (Mob# + First and last name + DOB + Gender + Email address + physical home address can use the GPS to locate the address) password. There will also be a check box which user needs to check to agree to terms and conditions in order to complete the registration. User can also check this from app settings. User will also need to verify his mobile number via OTP which he will receive on his mobile number.
Forgot Password	In case of forgot password, customer will need to enter his Mob# and he will receive the OPT SMS or Email to reset the password.



## **1) Customer Mobile App:**

- Users (customer) will be able to register and create account with very details such as (**Mob# + First and last name + DOB + Gender + Email address + physical home address can use the GPS to locate the address**). Also, user needs to check and agree the terms and conditions in order to complete the registration. And also chose preferred language.
- User will also need to verify his/her mobile number via OTP which will receive on his/her mobile number.
- Users will be able to login automatically after first registration to his/her account. Unless he/she logout on last use.
- In case of forgetting password, customer will need to enter his/her mob# and he will receive OPT SMS OR via link on email address. And from there can proceed to reset password.
- After registration or login back there will be option to choose the emirate that the customer in and what type of pet she/he have and accordingly the customer will see the services or products will suite his pet. after it 2 options will appear (Services or Products).

### **- Services:**

- customer will see 2 new options (service in your place OR at the facility). There will be in both options the available services such (Pets Mobil grooming) and (Vets).
- Customer will be able to see all the providers (details+ profile + services + prices) and customer will be able to book the available date and time slots on the application as it will be linked to the provider web account and will be always updated. After confirming the booking will proceed to the payment summary and will be able to see (service or services prices and total price) also they will be place to use the discount vouchers or if there is offers already. after confirming the home address then can complete the order by paying online (There will be no COD on home service order) but it will be in the provided services at the provider place

### **Products:**

- Customer will be able to see all shops and their products (details+ profile + products + prices) and customer will be able to add item or more than one item in his cart. And after it will proceed to the payment summary and will be able to see (products prices with pictures and total price + Delivery charge + Cash on delivery charge if he/she choose COD) also they will be place to use the discount vouchers or if there is offers already. after confirming the home address then can complete the order by paying online or choose COD.



User/Customer Mobile App	
Task	Sub Task
<b>Choose City/Location</b>	On home page customer can choose his emirate > Pet type (Cat, Dog, bird...)> then service or product
<b>Tab Bar Menu</b>	App will have a tab bar menu which will have mainly 5 tabs/options i.e Home, Orders, Offers, Cart, and My Account.
<b>Home</b>	On home page customer can choose his emirate > Pet type (Cat, Dog, bird...)> then service or product.  Then will open for him page with all options suits him and on the top, will be area for highlighting some shops if they have offers with pictures or offers highlights
<b>Cart</b>	User can check the cart from this screen. Also, will be a small cart icon on top corner. He can see all the items and can edit the items. Once he is done with that, he will proceed for completing the orders For making payments, we will use Stripe payment gateway. Once payment is done, user will see a order confirmation
<b>Orders</b>	User can check complete list of orders from this screen. On click of any order, he can check all the details. In order detail, Customer can view all orders history and statues (Processing/ completed/ Canceled)
<b>My Account</b>	My Profile: - User can check and edit his profile details. My Addresses: - User can add his address on this screen. He can also edit or delete the address. Can change Language. Manage payment Cards: customer can add or delete his payments cards details for easier shopping and payments. Change Password: - User can change his password from this screen. Settings: - 1. About Us: - This screen will display information about the app. 2. FAQs: - User can check some frequently asked questions on this screen. 3. Privacy Policy: - User can check privacy policy of the app on this screen. 4. Terms & Conditions: - User can check all the terms and conditions of the app on this screen. 5. Contact Us: - User can contact the app administrator/owner using this screen which will display a simple form with name, email, contact number and feedback/suggestion/complaint. And also Whatssap number for live support chat and customer care Mob# Logout: - User can logout from the app and will navigate to login screen.
<b>Push Notification</b>	User will receive push notifications on different events and activities. (Offers/ reminders by booking services/ completing orders/ any messages)
<b>Payments</b>	User will be transfer after completing his order to payment screen. Where he can double check his final order details (Products/ Service) with pictures. And will confirm his address. also will choose the method of payments: Cash on delivery (COD) will be there is additional charge or E payment. The delivery charge if there is. And the grand total. Also, the will be place to enter the discounts (Vouchers) or (Codes) for offers.

## Website:

Website linked to the application can provide all the same. With same access details and features. Customer will be able to access their accounts from Computers and have the same services and products on website linked to the app

## **2) Providers service / Products control panel access (Web account).**

- Providers will have account on our website on which they would be running their face facility in.
- They will have a provider dashboard on which they would be able to view the incoming orders from customers and bookings.
- once there is incoming order notification there should be very noticeable loud sound alert as well a very clear visual alert like blinking or coloring. Alerts shouldn't stop until the accepting by the provider and stop it manually
- Providers would be able to manage their complete page, define the offers and can view the complete transaction on the application.
- The providers will have there on dashboard user name and password to access to their account that will create and provide by the application admin manager.
- Providers dashboard will include some finical details related to that facility like total orders, bestselling, total amount and any other can add value.
- Provider will be able to add, delete and modify their Services/ Products list> Descriptions> Prices. And also, can manage their date and time of their slots for booking the service as if it booked for their customers they need to mark it as not available to avoid the conflicts and overlapping in bookings. And once they close the slot it will appear as this time frame is not available on the customer application.

Provider web panel access	
<b>Complete Profile</b>	<b>On app first usage, Provider will submit online request to create user name and password by the admin.</b> And after creation need to complete his profile. Their lists, prices and adding picture's.
<b>Home</b>	On successful login/registration, user will navigate to home screen which will display / Booking slots – services – products – communications - Profile
<b>Booking Slots</b>	From this option provider can assign booking slots list to a service, can control the length. dates on and off. And can close the booked slots for their direct customers
<b>Services and products</b>	Provider will be able to add, delete and modify their Services/ Products list> Descriptions> Prices.
<b>communications</b>	It's a box mail to exchange communications with admin, customer care and providers.
<b>Profile</b>	Provider can add his profile details and it will appear on his page on the application.  Also, he will fill his communication details but will appear for the customer care agent and admin <b>ONLY</b> as Contact points + owners or managers + email address + Mobiles + Land line



### **3) Customer Care agent web interface:**

- Customer care agents will have the web interface on which they would be managing the disputes from customers or helping customers to cancel or replace their orders.
- Also, by the order ID they can track all the orders details such as (order details + provider details and contact details+ Customer contact details + can book and cancel services slots on behalf of the customers)
- They will be able to update the order status as (On process/ Completed/Canceled)

### **4) Admin manager web interface:**

- Will have the option to create accounts for the providers and customer care agents.
- Will have the option to hold and reactivate the activities of Providers.
- Will have access to all data and analysts and option to track any kind of details.
- Ability to add advertisements (advertisement Pictures) +Highlight offers+ Moving providers who should appear first in the list
- Have full access and control in financial details and reports creating (financial reports + and workloads) adding and changing prices of delivers/ discounts/ create discount codes/ .... etc.

