

Blaise Swartwood

CSSE371-01

Dr. Stephen Sher

01/23/2024

CSSE371 Milestone 2 Project – Blaise Swartwood

Contents

TC 1: View All Reservations Successful	2
TC2: Filter Reservation Successful	3
TC 3: Search Reservations Successful.....	4
TC 4: Add Reservations Successful	5
TC5: Edit Reservations Successful	6
TC6: Delete Reservations Successful	7
TC7: Search Room Availability Successful	8
TC8: View Reservation Details Successful	9
TC9: View Room Availability Successful	10
TC10: View Guest Information Successful	11
TC11: View Guest Details Successful	12
TC12: Search Guest Details Successful.....	13
TC13: Edit Guest Details Successful.....	14
TC14: View Deleted Reservation History Successful	15
TC15: Search Deleted Reservation History Successful	16
TC 16: View Details of Deleted Reservation Successful.....	17
TC 17: Restore Deleted Reservation Successful.....	18
TC 18: Permanently Delete Reservation Successful	19
Design Principles and Cognitive Processes:	20

TC 1: View All Reservations Successful

Step #	Steps	UC Step	P/F/Check
1	Click the Reservations link in the header		
2	Verify the system displays the following in a dropdown: 'Reservations' link 'Guest Information' link 'Room Availability' link 'Reservation History' link	BF Step 2	
3	Click the 'Reservations' link		
4	Verify the system displays the following <ul style="list-style-type: none">Title changes to "View Reservations"Search bar appears under navbarFilter icon left of search bar+ (add) button in the bottom right cornerTable with the headers:<ol style="list-style-type: none">Guest NamePhone NumberEmailHotel NameRoom TypeRoom NumberStart DateEnd DateDetails	BF Step 4	
5	Verify the following data is displayed in the table: <ul style="list-style-type: none">Matthew Chang, 808-765-1394, mattchang@gmail.com, B&B 1, Standard, 123, 09/24/2024, 10/01/2024, info buttonCaden Lombard, 808-235-4548, clombard@yahoo.com, B&B2, Fancy, 145, 03/12/2023, 03/21/2023, info button	BF Step 4	

TC2: Filter Reservation Successful

Step #	Steps	UC Step	P/F/Check
1	Click the Filter icon		
2	Verify the system displays the following <ul style="list-style-type: none">Title changes to "Filter Reservations""Remove Filters" button bottom left"Apply Filter" button bottom right"Cancel" button bottom rightHotel Name combo box labeled N/ARoom Type combo box labeled N/AStart Date combo box labeled N/AEnd Date combo box labeled N/ACheckbox left of "View Today's Booking"	BF Step 2	
3	Click the following: <ul style="list-style-type: none">Hotel Name combo box, select B&B1Room Type combo box, select StandardStart Date combo box, select 09/24/2024Checkbox of "View Today's Booking"		
4	Verify the system displays the following <ul style="list-style-type: none">Hotel Name combo box labeled B&B1Room Type combo box labeled StandardStart Date combo box labeled 09/24/2024End Date combo box labeled N/ACheckmark in checkbox of "View Today's Booking"	BF Step 4	
5	Click 'Apply Filters' Button		
6	Verify the system displays the table with the following data: <ul style="list-style-type: none">Matthew Chang, 808-765-1394, mattchang@gmail.com, B&B 1, Standard, 123, 09/24/2024, 10/01/2024, info button	BF Step 6	

TC 3: Search Reservations Successful

Step #	Steps	UC Step	P/F/Check
1	Click the Search Bar icon		
2	Type in 'Matthew Chang'		
3	System displays dropdown column below the searchbar when typing an option labeled 'Matthew Chang'	BF Step 3	
4	Click the dropdown option 'Matthew Chang'		
5	Verify the system displays the table with the following data: <ul style="list-style-type: none">Matthew Chang, 808-765-1394, mattchang@gmail.com, B&B 1, Standard, 123, 09/24/2024, 10/01/2024, info button	BF Step 5	

TC 4: Add Reservations Successful

Step #	Steps	UC Step	P/F/Check
1	Click the + (Add Reservation) icon		
2	Verify the system displays the following <ul style="list-style-type: none"> Title changes to "Add Reservation" "Guest Name" with input field to the right "Email" with input field to the right "Phone Number" with input field to the right right Select Hotel Room Button with "Not selected yet" to the right "Save" button bottom right "Cancel" button bottom right 	BF Step 2	
3	Click the "Select Hotel Room" Button		
4	Verify the system changes to the Room Availability Search page	BF Step 5	
5	Complete Test Case 7: Search Room Availability Successful		
6	Verify next to the "Select Hotel Room" it says: "Room 001, Standard, B&B1, 02/00/2024-02/14/2024"	BF Step 6	
7	Click and type in the following: <ul style="list-style-type: none"> "Guest Name" label – "Brian Beasley" "Email" label – bbbaba@gmail.com "Phone Number" label – "317-420-6789" 		
8	Click the "Save" button		
9	Verify a pop-up is displays the following: <ul style="list-style-type: none"> "Are you sure you want to add a reservation for Brian Beasley?" "Confirm" button "Cancel" button 	BF Step 8	
10	Click the "Confirm" button		
11	Verify the pop-up displays the <ul style="list-style-type: none"> "Reservation for Brian Beasley added successfully!" Green checkmark "Ok" button 	BF Step 10	
12	Click the Ok button		
13	Verify the system displays the reservations page with table with the following data: <ul style="list-style-type: none"> Brian Beasley, 317-420-6789, bbbaba@gmail.com, B&B 1, Standard, 001, 02/00/2024, 02/14/2024 Matthew Chang, 808-765-1394, mattchang@gmail.com, B&B 1, Standard, 123, 09/24/2024, 10/01/2024 Caden Lombard, 808-235-4548, clombard@yahoo.com, B&B2, Fancy, 145, 03/12/2023, 03/21/2023 	BF Step 12, 13	

TC5: Edit Reservations Successful

Step #	Steps	UC Step	P/F/Check
1	Click the Edit icon		
2	Verify the system displays the following: <ul style="list-style-type: none"> Title changes to "Edit Reservation" Edit icon is not present Delete icon is not present Close button is not present Save button in the bottom right Cancel button in the bottom right 	BF Step 2	
3	Verify the input fields display: <ul style="list-style-type: none"> "Guest Name" with editable text input currently with "Matthew Chang" "Email" with editable text input currently with "matthewchang@gmail.com" "Phone Number" with editable text input currently with "808-7655-1394" "Select Hotel Room" button with "Room 123, Standard, B&B1, 09/10/2023-09/20/2023" to the right 	BF Step 2	
5	Click the Email textbox.		
6	Replace the text in the Email textbox with "mcprofessor@rose-hulman"		
7	Click the "Save button"		
8	Verify the system displays the following: <ul style="list-style-type: none"> Title change to "View Reservation Details" Edit icon is present Delete icon is present Close button is present Save button is not present Cancel button is not present 	BF Step 5	
9	Verify the input fields display: <ul style="list-style-type: none"> "Guest Name" with editable text input currently with "Matthew Chang" "Email" with editable text input currently with "mcprofessor@rose-hulman" "Phone Number" with editable text input currently with "808-7655-1394" "Select Hotel Room" button with "Room 123, Standard, B&B1, 09/10/2023-09/20/2023" to the right 	BF Step 5	

TC6: Delete Reservations Successful

Step #	Steps	UC Step	P/F/Check
1	Click the Delete icon		
2	Verify a pop-up is displays the following: <ul style="list-style-type: none">• “Are you sure you want to delete this reservation for Matthew Chang?”• “Confirm” button• “Cancel” button	BF Step 2	
3	Click the “Confirm” button		
4	Verify the pop-up displays the <ul style="list-style-type: none">• “ Reservation for Matthew Chang removed successfully!• Green checkmark• “Ok” button	BF Step 4	
5	Click the Ok button		
6	Verify the system returns to the View Reservations Page	BF Step 6	
7	Verify the data in the table reads: <ul style="list-style-type: none">• Caden Lombard, 808-235-4548, clombard@yahoo.com, B&B2, Fancy, 145, 03/12/2023, 03/21/2023	BF Step 6	

TC7: Search Room Availability Successful

Step #	Steps	UC Step	P/F/Check
1	Verify the system displays the following: <ul style="list-style-type: none">• Title “Search Available Rooms”• “Hotel Name” label combo box with “Select Option” selected• “Start Date” label combo box with “Select Option” selected• “End Date” label combo box with “Select Option” selected• “Type of Room” label combo box with “Select Option” selected• Search button bottom right• Cancel button bottom right	BF Step 1	
2	Click the following for each combo box: <ul style="list-style-type: none">• “Hotel Name” label combo box with “B&B1” selected• “Start Date” label combo box with “02/00/2024” selected• “End Date” label combo box with “02/14/2024” selected• “Type of Room” label combo box with “Standard” selected• 		
3	Click the “Search” button		
4	Verify the following is displayed: <ul style="list-style-type: none">• Title “View Room Availability”• Label “Total Number of Rooms Available: 2”• Close button• Table with the following headers: Room Number, Room Type, Hotel Name, Start Date, End Date, Book	BF Step 4	
5	Verify the following data is displayed in the table: <ul style="list-style-type: none">• 001, Standard, B&B 1, 01/29/2024, 02/23/2024, “Book” button• 003, Standard, B&B 1, 01/17/2024, 02/29/2024, “Book” button	BF Step 5	

TC8: View Reservation Details Successful

Step #	Steps	UC Step	P/F/Check
1	Find the reservation with “Matthew Chang” in the table		
2	Click the “Info” button next the reservation		
3	Verify the following is displayed: <ul style="list-style-type: none">• Title “View Reservation Details”• Edit button upper right• Delete icon upper right below the edit button• Close button bottom right	BF Step 3	
4	Verify the input fields display: <ul style="list-style-type: none">• “Guest Name” with text input currently with “Matthew Chang”• “Email” with text input currently with “matthewchang@gmail.com”• “Phone Number” with text input currently with “808-7655-1394”• “Select Hotel Room” button with “Room 123, Standard, B&B1, 09/10/2023-09/20/2023” to the right	BF Step 3	

TC9: View Room Availability Successful

Step #	Steps	UC Step	P/F/Check
1	Click the Reservations link in the header		
2	Verify the system displays the following in a dropdown: 'Reservations' link 'Guest Information' link 'Room Availability' link 'Reservation History' link	BF Step 2	
3	Click the 'Room Availability' link		
4	Verify the system displays the following <ul style="list-style-type: none">Title changes to "Search Available Rooms"Filter Screen with following:<ol style="list-style-type: none">Hotel Name with combo box selectionStart Date with combo box selectionEnd Date with combo box selectionType of room with combo box selectionSearch button in bottom right cornerCancel button in bottom right corner	BF Step 4	
6	Verify the all combo boxes are labeled with "Select option"	BF Step 4	

TC10: View Guest Information Successful

Step #	Steps	UC Step	P/F/Check
1	Click the Reservations link in the header		
2	Verify the system displays the following in a dropdown: 'Reservations' link 'Guest Information' link 'Room Availability' link 'Reservation History' link	BF Step 2	
3	Click the 'Guest Information' link		
4	Verify the system displays the following <ul style="list-style-type: none">Title changes to "View Guest Information"Search bar appears under navbarTable with the headers:<ol style="list-style-type: none">Guest NamePhone NumberEmailBooking HistorySpecial Preferences/FeedbackDetails	BF Step 4	
6	Verify the following data is displayed in the table: Matthew Chang, 808-765-1394, mattchang@gmail.com, 09/24/2024 - 10/01/2024, N/A, info button Caden Lombard, 808-235-4548, clombard@yahoo.com, 03/12/2023 - 03/21/2023, No Room Service, info button	BF Step 4	

TC11: View Guest Details Successful

Step #	Steps	UC Step	P/F/Check
1	Find the guest information for “Matthew Chang” in the table		
2	Click the “Info” button next to this guest information row		
3	Verify the following is displayed: <ul style="list-style-type: none">• Title “View Guest Information”• Edit button upper right• Close button bottom right	BF Step 3	
4	Verify the input fields display: <ul style="list-style-type: none">• “Name” with editable text input currently with “Matthew Chang”• “Phone Number” with editable text input currently with “808-7655-1394”• “Email” with editable text input currently with “matthewchang@gmail.com”• “Preferences” with “N/A”• “Booking History” table with the following:<ul style="list-style-type: none">a. 09/24/2024, 10/01/2024, B&B1, Standard, 123b. 09/25/2018,10/03/2018, B&B1, Standard,134	BF Step 3	

TC12: Search Guest Details Successful

Step #	Steps	UC Step	P/F/Check
1	Click the Search Bar icon		
2	Type in 'Caden Lombard'		
3	System displays dropdown column below the searchbar when typing an option labeled 'Caden Lombard'	BF Step 3	
4	Click the dropdown option 'Caden Lombard'		
5	Verify the system displays the table with the following data: <ul style="list-style-type: none">Caden Lombard, 808-235-4548, clombard@yahoo.com, 03/12/2023 - 03/21/2023, No Room Service, info button	BF Step 5	

TC13: Edit Guest Details Successful

Step #	Steps	UC Step	P/F/Check
1	Click the Edit Icon		
2	Verify that all textbox fields next to labels are now editable	BF Step 2	
3	Replace what is typed in "Preferences" with "Wants Room Service on Mondays from 1 - 2 pm"		
4	Click the "Save" button		
5	Verify a pop-up is displays the following: <ul style="list-style-type: none"> • "Are you sure you want to change guest information for Matthew Chang?" • "Confirm" button • "Cancel" button 	BF Step 5	
6	<ul style="list-style-type: none"> • Click the "Confirm" button 		
7	Verify the pop-up displays the <ul style="list-style-type: none"> • " Guest information for Matthew Chang changed successfully!" • Green checkmark • "Ok" button 	BF Step 7	
8	Click the Ok button		
9	Verify the system returns to the View Guest Information Page	BF Step 9	
10	Verify the data in the table reads: <ul style="list-style-type: none"> • Matthew Chang, 808-765-1394, mattchang@gmail.com, 09/24/2024 - 10/01/2024, Wants Room Service on Mondays... • Caden Lombard, 808-235-4548, clombard@yahoo.com, 03/12/2023 - 03/21/2023, No Room Service 	BF Step 9	

TC14: View Deleted Reservation History Successful

Step #	Steps	UC Step	P/F/Check
1	Click the Reservations link in the header		
2	Verify the system displays the following in a dropdown: 'Reservations' link 'Guest Information' link 'Room Availability' link 'Reservation History' link	BF Step 2	
3	Click the 'Reservation History' link		
4	Verify the system displays the following: <ul style="list-style-type: none">Title changes to "Reservation History"Label called "Deleted Reservations" appears under navbarSearch bar under labelAt the very bottom, "Deleted reservations not restored will automatically be deleted in 6 months"Table with the headers:<ol style="list-style-type: none">Guest Name,Phone Number,Email,Hotel Name,Room Type,Room Number,Start Date,End Date,Details	BF Step 4	
6	Verify the following data is displayed in the table: <ul style="list-style-type: none">Alahana Gonzalez, 808-724-1484, amgf@gmail.com, B&B 2, Fancy, 120, 01/00/2024, 01/15/2024, info buttonBlaise Swartwood, 123-456-7890, blaises@gmail.com, B&B 2, Fancy, 121, 01/00/2024, 01/15/2024, info button	BF Step 4	

TC15: Search Deleted Reservation History Successful

Step #	Steps	UC Step	P/F/Check
1	Click the Search Bar icon		
2	Type in 'Alahana Gonzalez'		
3	System displays dropdown column below the searchbar when typing an option labeled 'Alahana Gonzalez'	BF Step 3	
4	Click the dropdown option 'Alahana Gonzalez'		
5	Verify the system displays the table with the following data: <ul style="list-style-type: none">Alahana Gonzalez, 808-724-1484, amgf@gmail.com, B&B 2, Fancy, 120, 01/00/2024, 01/15/2024, info button	BF Step 5	

TC 16: View Details of Deleted Reservation Successful

Step #	Steps	UC Step	P/F/Check
1	Find the deleted reservation information for “Alahana Gonzalez” in the table		
2	Click the “Info” button next to this deleted reservation row		
3	Verify the following is displayed: <ul style="list-style-type: none">• Title “Deleted Reservation Details”• “Permanently Delete” label with “trash can” button upper right• Restore button bottom right• Close button bottom right	BF Step 3	
4	Verify the input fields display: <ul style="list-style-type: none">• “Guest Name” with text input currently with “Alahana Gonzalez”• “Email” with text input currently with “amgf@gmail.com”• “Phone Number” with text input currently with “808-724-1484”• “Select Hotel Room” button with state: disabled, with “Room 120, Fancy, B&B 2, 01/00/2024-01/15/2024” to the right	BF Step 3	

TC 17: Restore Deleted Reservation Successful

Step #	Steps	UC Step	P/F/Check
1	Click the “Trash Can” icon next to “Permanently Delete” label		
2	Verify a pop-up is displays the following: <ul style="list-style-type: none">• “Are you sure you want to permanently restore Alahana Gonzalez's reservation?”• “Confirm” button• “Cancel” button	BF Step 2	
3	Click the “Confirm” button		
4	Verify the pop-up displays the <ul style="list-style-type: none">• “ Reservation for Alahana Gonzalez restored successfully!”• Green checkmark• “Ok” button	BF Step 4	
5	Click the Ok button		
6	Verify the system returns to the Reservation History Page	BF Step 6	
7	Verify the data in the table reads: <ul style="list-style-type: none">• Blaise Swartwood, 123-456-7890, blaises@gmail.com, B&B 2, Fancy, 121, 01/00/2024, 01/15/2024, info button	BF Step 6	

TC 18: Permanently Delete Reservation Successful

Step #	Steps	UC Step	P/F/Check
1	Click the “Trash Can” icon next to “Permanently Delete” label		
2	Verify a pop-up is displays the following: <ul style="list-style-type: none">• “Are you sure you want to permanently delete Alahana Gonzalez's reservation?”• “Confirm” button• “Cancel” button	BF Step 2	
3	Click the “Confirm” button		
4	Verify the pop-up displays the <ul style="list-style-type: none">• “ Reservation for Alahana Gonzalez permanently deleted successfully!”• Green checkmark• “Ok” button	BF Step 4	
5	Click the Ok button		
6	Verify the system returns to the Reservation History Page	BF Step 6	
7	Verify the data in the table reads: <ul style="list-style-type: none">• Blaise Swartwood, 123-456-7890, blaises@gmail.com, B&B 2, Fancy, 121, 01/00/2024, 01/15/2024, info button	BF Step 6	

Design Principles and Cognitive Processes:

Visibility	<p>The software has good visibility. This principle is applied quite well in the software. All data is stored in tables with clear headers and the necessary fields as requested by the customer. Additionally, for filter/adding fields, it is easy to see the large labels and text inputs to add data. Buttons are also quite easy to see and are placed in consistent ways (in the bottom right usually) to continue to the next action/page.</p> <p>Visibility could be improved by adding more color into the design. This could help indicate which buttons are cancel and saved briefly without having to read anything. Furthermore, the design is very plain and color could make it more visually appealing and aesthetic for the user.</p>
Feedback	<p>The software is decent for feedback. When a user enters incorrect data, there is feedback given for “please make sure the data is ...” and gives the correct requirements. When not all data fields are entered, there is feedback given when the user clicks submit to ensure that all fields are completed. There is also a confirmation message after a user performs a task like adding or deleting a reservation as well.</p> <p>Beyond this however, there is not that much feedback given in other ways. It takes a lot more time and is quite exhausting to show feedback for every single possible user data submitted case. I think some more feedback when certain filters are applied to summarize what they are doing could be quite nice as well to help the user.</p>
Constraints	<p>The software is lacking in the constraints department. The only basic constraints currently implemented are using dropdown boxes for fields like hotel name instead of having the user potentially type it. While this is a constraint on what action a user can perform, it is standard and not extra.</p> <p>Something that I could do in the future is to grey out buttons to add a reservation or guest information when the user has not inputted data into all the required fields. This would allow the user to know if something is wrong before having to try and submit. However, this could require losing some feedback because the user would not know exactly why the button cannot be clicked directly. Adding more constraints would make it easier to know what users can and cannot do in the software.</p>
External Consistency	<p>The software has good external consistency to my knowledge. When designing the software, I made sure to follow standard conventions for textboxes, labeling, dropdowns, and buttons. Some specific examples are using a save and cancel button in the bottom right next to each other, using the little carrot downward to indicate a dropdown, and using a green color to indicate a successful removal/addition. Furthermore, the filter and search buttons use standard conventions across all software.</p> <p>To really increase external consistency, I need to do more research on what other hotel reservation software tends to look like and its norms. Then, by comparing</p>

	<p>how they implement most of their selection, editing, and other features, I could try adding those different styles as well.</p>
Internal Consistency	<p>The software overall has decent internal consistency. All of the pages have the same labeling at the top of each page. Additionally, each page has the same navbar to be the same throughout the program. Data tables and types of buttons (combo box for dates, etc.) were also the same throughout the built feature set. The same style was also used for pop-up confirmations.</p> <p>The next step to really increase internal consistency is to ensure that every placement and design is nearly identical for all feature sets. Since we all work in slightly different ways, some small details such as how we design filter features and edit selections an ordering is slightly different. This could be improved to increase internal consistency.</p>
Affordance	<p>The system has good affordance because it is quite intuitive for what one should do next. All the buttons/dropdowns/, etc. function as a user would expect them to. Each button/dropdown/etc. is quite obvious for when to use. The same types of buttons for the next step (save, make, cancel) are typically located in the same bottom right location, making it easy for the user to understand that this is the next thing to do.</p> <p>The software can be improved in terms of affordance after the Room Availability page specifically. After seeing this screen, there is no real actions the user can take next (they should not have the option to book an appointment from here, so it can be greyed out/non-existence), and there is nothing more to do than exit.</p>
Attention	<p>The software is lacking in attention. Generally, all features that the user needs to input data are easily emphasized. Furthermore, there is not too much attention given to any specific attribute on a page besides a data table. There is some attention in the fact that there is no distracting color or distracting/excess images and there is good spacing. However, there should be more in the sense of highlighting and bolding important features and next steps.</p> <p>The software could be improved in attention by highlighting the row of a data table the user has selected with their mouse. Furthermore, more actions when the user is hovering their mouse over them could be underlined, highlighted, or change color to indicate the user is going to click that specific button/textbox/etc. This would make it easier for the user to see what they are doing and they are more likely to pay attention to the task at hand.</p>
Memory	<p>The software design has decent memory because of the labeling of the task that is being performed at the top of each slide. By changing this 'title' depending on the current user page/action (for example, if I am adding a reservation the title changes to "Add Reservation"), this can quickly help me understand what I am doing if I am switching between tasks. I have to remember less information and can quickly gain an understanding of what I am doing. The design also uses drop boxes to promote recognizing values instead of typing values whenever possible. Furthermore, filters, tables and other places to add information require the bare</p>

	<p>minimum additional information to add which will require the user to remember less information.</p> <p>The software can be improved for memory by adding in ways to remember specific filters that a user might want to apply. One of these was already added in “View Daily Reservations”, but custom ones where View Daily Reservations + a specific hotel name is easily addable would be a great feature to reduce memory load. Additionally, some indication on the view page to note what filter is currently being applied would also allow the user to remember less about applied filters in their head and easily see that information when switching between tabs.</p>
Perception	<p>There is good perception in the software. Standard graphical icons are used, which makes it easy for the user to know what functionality a button should do. The title of each page changes depending on the functionality, which makes it much easier to easily perceive the current function. There is significant white space that allows for easy distinguishing of the different labels, sections, and functionality. The UI buttons, clicks, and functions were kept to a minimum to avoid cluttering the screens. Labels that were sufficient to describe the data the user needs to input were there for a quick understanding of what is going on.</p> <p>Perception could be improved to further improve the software by adding more color distinction to separate functionality at a quick glance. Furthermore, there could be more spacing and distinguishing between the different headers and data in rows of the data table. A highlighting feature where the row of the data the user has their mouse over could also help with perception so the user knows what they are clicking quite easily.</p>