Deliverable 04

Green Team

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We, the Green Team, certify that this assignment is our own work

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Executive Overview

This deliverable will gloss over the documentation of the user experience development part of the web application that will be created for this project.

The document starts off with a summary description of Muhammad Zahid Hussain, and his travel agency, *Voyages Zawss Travel & Tours*, our project's client. They offer services that cover booking flights and lodgings, connecting their customer to local tour agencies in their desired place of travel. They user *Saber* & *Asmodeus*, software to process the quotes and other travel services, and Excel as a local manual database since their computer knowledge is limited.

Since the last deliverable (03), the business problems and present solutions all remain the same with a few additions in clarity of what has to be done.

A narrative description for the future information system is presented in this document. It includes a general overview of the process that an admin and client will experience using the new web application. It explains client navigation and main functionalities of the web application, such as booking requests, customer service questioning, etc., as well as the admins' point of view and their journey using the web application.

The following appendices listed relates to the development of the project's user experience part. Appendix 1 describes the process used to collect and obtain user stories as well as the list of all user stories of our prototype. Appendix 2 showcases a story test per user story found in Appendix 1 and the transcriptions of said user story tests. Appendix 3 presents the user story map printout of the project, the explanation of the choice of tool for the representation of it, and the references/differences in user stories between the presented map and the list in Appendix 1.

Summary Description of the Client

Muhammad Zahid Hussain owns a travel agency named Voyages Zawss located in Montreal and composed of two other employees. His agency has the purpose of booking tickets and helping the process of their travel. They average around 25 clients per day, which are mostly travelers and tourists, with fluctuation during pre-holidays.

Mr. Zahid is not tech savvy and mostly does all his work manually through phone, emails, text messaging, Microsoft Word, and Microsoft Excel. Most clients who want to book tickets contact him through the phone and he collects their information and stores it in Excel sheets. After collecting the info, he uses *Amadeus* and *Sabre* to check prices for the ticket and sends a quote to the client through email because the prices are not fixed and vary depending on multiple factors, such as destination, number of passengers, etc.

Business Problem

The business problems remain the same since the last deliverable (03). However, the solutions became clearer with the making and defining of the user stories of the project.

- It is to replace the current uncompleted website of the agency
- There is no function/process to collect customers' information/request to make a travel quote
- There is no function for the agency to return responses to customers, whether its a quote or response from "Contact Us"
- There is no ability to gather leads for marketing with proper consent
    - An example of this may be requesting an email for promotions at checkout.
    - In need of a search engine optimization (*SEO*)

Our client's business service goes as is: Customers request quotes with their provided information (Number of People, Place of Travel, Hotel Requirement); The Agency collects said information; The Agency processes the information through the *Sabre* Software to make a quote; The Agency sends the created quote to the customer; The customer pays the received quote.

Narrative Description of the Future Information System

With the new future information system made for this project, the user experience will heavily change as most of the process will be done with the new web application.

There are in total three primary roles to the system. First, there is the general user, representing anyone using the web application prior to any authentication. Then there is the customer who is a user who has registered and logged in to their account; they have access to the main functionality. Ultimately, there is the owner who acts as system administrator, having system privileges, hence having access to the admin dashboard.

A general user only has minimal functionalities offered to them. The user will have access to the client-side of the web application, such as information pages, booking page, etc. They also have the ability to register an account or login to an existing one. The "Contact Us" form will also be offered, provided that the user has a valid email and message to input. Attempting to request a booking will prompt the user to login before the process is completed.

An user who is logged in to a client account will have the functionality to request a book and view the status of it or any prior requests. They will have the ability to change their account information, such as an address, and their password. They will also be able to log out and terminate their session once done to prevent unauthorized use.

The owner can access their administrative account through the same login page as the rest of the user. However, upon finishing the authentication, the owner will be redirected to the admin dashboard. There are three main components to this dashboard which are the three databases, messages, booking requests, and customer profiles. In this case, the owner can view and manage each entry. Messages and booking requests changeable status.

The owner will also be able to send promotional emails to the customers who opted-in the email subscription.

Appendix 01

As a	I want to	So that	Test criteria	Story Number
Admin	Load bookings from server	When a customers makes a booking, the admin can process their information	Damiano will see if any bookings can be loaded	1
Admin	Update booking status	When the customer makes a booking the admin can change the status of booking to let the customer know the quote for the ticket	Saqliyan will check if the booking status has changed from previously	2
Admin	Delete booking status	When a customer accidentally fills up a booking which he doesn't want. The admin can delete it or the admin can delete redundant bookings which are no longer in use	Yassine will check if the booking was successfully removed	3
Admin	Load messages from contact Us from server	When a customer sends a message via the contact us page the admin can see the messages from the admin page	Uraib will see if any messages can be loaded.	8
Admin	Answer to	The customer	Andy will send a test	4 & 5

	contact Us	can get back an answer to their message	message from contact us as a customer, and see if we can receive any messages back from the admin	
User	Input booking info	The admin can use this info to plan out the quote for the customer	Damiano will send test booking info and see if the admin receives it	6
User	Message for contact us	The customer can get informed by the admin on any information they are not sure about	Saqliyan will send a message as a customer and see if the admin receives the message	7
User	Load my booking info	The customer can see their booking info	Yassine will register and see updates about booking?	9
User	Login	The user can see all their saved information	Uraib will create an account	10

Appendix 02

Story 01: Load bookings from server in admin page
        Scenario 01: Verify that the admin can view a list of bookings.
                Given [that the user is an administrator]
                When [the user clicks "View Bookings"]
                Then [a list of bookings will be displayed]

        Scenario 02: Verify that non-administrators cannot view the admin's booking load page
                Given [that the user is not an administrator]
                When [the user is on the website]
                Then [the user does not have a " View Bookings" button]

Story 02: Update booking status in admin page

        Scenario 01: Verify that the admin can update a status
                Given [that the user is an administrator]
                When [the admin clicks on "View booking"]
                Then [all booking will be loaded from the database]
                When [the admin clicks on a the specific booking he wants to update]
                Then [a page will be loaded with the details of the booking]
                When [the admin changes anything in the booking info]
                And [clicks on "save"]
                Then [a confirmation message is displayed]

        Scenario 02: Verify that the non-administrator cannot update booking
                Given [that the user is not logged in as an administrator]
                When [the user is on the website]
                Then [the user does not have a "View Booking" button]

Story 03: Delete booking status in admin page

Scenario 01: Verify that the admin can delete the booking status

Given [that the user is an administrator]

When [the user clicks on "View Booking"]

Then [the user clicks on a specific booking from the displayed bookings]

When [the user clicks on "Delete Booking"

Then [that specific booking no longer exist in the database]

Scenario 02: Verify that the non-administrator cannot delete booking

Given [tht the user is not an administrator]

When [the user is on the website]

Then [the user does not have a "View Booking"

Which then [the user does not have a "Delete Booking"

Story 04: Answer to contact us in admin page

Scenario 01: Verify that the admin can answer contact us messages

Given [that the user is an administrator]

When [the user clicks on the contact us page]

Then [the contact us page will be displayed]

When [the user clicks on "view messages"]

Then [a list of all messages and information from customers will be displayed]

Which then [the user can send emails to the customers using the email provided in the "view messages" part of the contact us page]

Scenario 02: Verify that non-administrators cannot answer contact us messages

Given [that the user is not an administrator]

When [the user clicks on the contact us page]

And [the user does not have a "view messages" option]

Then [the user cannot message customers]

Story 05: Answer to contact us

Scenario 01: Verify that the admin can answer to messages from Contact us

Given [that the user is an administrator]

When [the user clicks on "View Messages"]

Then [a list of messages will be displayed]

And [clicks on a message and then "reply"]

Then [user inputs his reply]

And [clicks on "send message"]

Scenario 02: Verify that a non-admin cannot answer to messages from Contact Us

Given [that the user is not an administrator]

When [the user is on the website]

Then [the user does not have a "View Messages"]

Story 06: Input booking info in booking page
      Scenario 01: Verify that user can input his information and send the booking info
            Given [that the user is a normal user and not an admin]
            When [the user clicks on the booking page]
            Then [the Booking page with an empty form will be displayed]
            When [the user inputs all his information such as gender, age, destination, etc]
            Then [the user clicks on "confirm booking" button]
            Which then [displays a confirmation message saying booking has been sent]

      Scenario 02: Verify that administrators cannot view client booking page
            Given [that the user is not an administrator]
            When [the user clicks on the Booking page]
            Then [the admin view Booking page should be displayed instead of client's booking page]

Story 07: Message for contact us in contact us page
      Scenario 01: Verify that the customer can contact the admin
            Given [the customer is on the website]
            When [the customer clicks on contact us]
            Then [the contact us page will be prompted where an empty form will be displayed]
            And [the user will enter their message and information in the fields]
            When [the user clicks on send]
            Then [a confirmation pop up will display whether the message has been sent or not]

      Scenario 02: Verify the a admin cannot access the page
            Given [the user is not a customer but an admin]
            When [the user is on website]
            Then [the user does not have "contact Us" button]

Story 08: Load Contact Us messages in admin dashboard page
      Scenario 01: Verify that the admin can view the contact Us messages sent by user
            Given [the user is an administrator]
            When [the user clicks on "View Messages"]
            Then [the list of messages will be displayed]
            And [options such as delete, marked as replied, will be accessible]

      Scenario 02: Verify that non-administrator cannot view the contact Us messages page
            Given [that the user is not an administrator]
            When [the user is on the website]
            Then [the user does not have a "View Messages" button]

Story 09: Load my booking info in booking page
    Scenario 01: Verify that the customer can see their booking info
        Given [the user is on the website]
        When [the user clicks on the booking page]
        Then [the booking page will be loaded]
        When [the user clicks on "booking information"]
        Then [the customer's booking information will be loaded]

    Scenario 02: Verify that the customer cannot see any booking information if they have not booked anything
        Given [the user is on the website]
        When [the user clicks on the booking page]
        Then [the booking page will be loaded]
        When [the user clicks on "booking information]
        Then [no booking information will be displayed]

Story 10: Login/register page

Scenario 01: Verify that a user can log in with his credentials
Given [the user is on the login page]
And [the user has an account]
When [the user clicks on "login"] //should we put that the user enters their info
Then [the login page displays where user can choose if he is an admin or a client]
When [the user enters correct credentials]
And [clicks "login" button]
Then [the user is logged in to his respective role (admin or normal user)]

Scenario 02: Verify that the user cannot log in with wrong credentials
Given [the user is on the login page]
 And [the user has an account]
Then [the login page displays an option where user can choose if he is an admin or a client]
When [the user enters wrong credentials]
Then [an error message is displayed telling either username or password is wrong]

Scenario 03: Verify the user is redirected to registration page if he does not have an account

Given [the user is on the login page]
And [the user does not have an account and is not an admin]
When [the user clicks on "login"]
Then [the login page displays where user can choose if he is an admin or a client along with a "create account" button]
When [the user clicks on "create account" button]
Then [user gets redirected to registration page]

Appendix 03

Admin:

Login		Contact us		Booking	
Input Credentials		View all messages		Browse list of bookings	
Confirm login		Answer messages		Select specific booking	
Cancel		Delete messages		Update specific booking status	
+ Add a card		Cancel		Delete specific booking	
		+ Add a card		Cancel update/delete	
				+ Add a card	

User (logged in):

Contact Us	Booking
Open contact us page	Fill in destination
Input email	Fill in flight date
Input subject	Fill in return date
Input message	Fill in passengers
Send	Fill in gender
Cancel	Fill in age
+ Add a card	Send
	Cancel
	+ Add a card

User (Not Logged in):

Login/Register ...	Contact Us ...	Booking ...
Redirected from booking	Input email	Fill in destination
Select Login or Register	Input subject	Fill in flight date
Input Credentials	Input message	Fill in return date
Confirm Login	Confirm and send message	Fill in number of Passengers
Redirects back to booking page or contact us page	Cancel	Fill in gender
Cancel	+ Add a card	Fill in age
+ Add a card		Confirm Booking
		Redirect to login/register
		Cancel
		+ Add a card

FAQ and about us were not added to the user story maps as they are not essential to the user experience.

Revised Gantt Chart

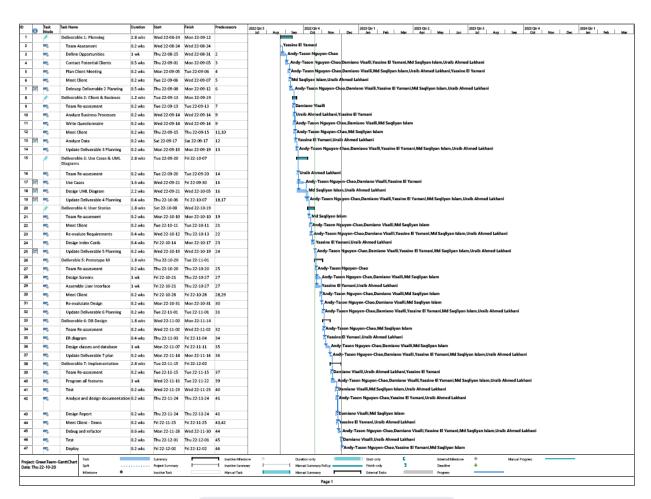| ID		Task Mode	Task Name	Duration	Start	Finish	Predecessors
1			Deliverable 1: Planning	2.8 wks	Wed 22-08-24	Mon 22-09-12	
2			Team Assessment	0.2 wks	Wed 22-08-24	Wed 22-08-24	
3			Define Opportunities	1 wk	Thu 22-08-25	Wed 22-08-31	2
4			Contact Potential Clients	0.5 wks	Thu 22-09-01	Mon 22-09-05	3
5			Plan Client Meeting	0.2 wks	Mon 22-09-05	Tue 22-09-06	4
6			Meet Client	0.2 wks	Tue 22-09-06	Wed 22-09-07	5
7			Delevop Deliverable 2 Planning	0.5 wks	Thu 22-09-08	Mon 22-09-12	6
8			Deliverable 2: Client & Business	1.2 wks	Tue 22-09-13	Mon 22-09-19	
9			Team Re-assesment	0.2 wks	Tue 22-09-13	Tue 22-09-13	7
10			Analyze Business Processes	0.2 wks	Wed 22-09-14	Wed 22-09-14	9
11			Write Questionnaire	0.2 wks	Wed 22-09-14	Wed 22-09-14	9
12			Meet Client	0.2 wks	Thu 22-09-15	Thu 22-09-15	11,10
13			Analyze Data	0.2 wks	Sat 22-09-17	Sat 22-09-17	12
14			Update Deliverable 3 Planning	0.2 wks	Mon 22-09-19	Mon 22-09-19	13
15			Deliverable 3: Use Cases & UML Diagrams	2.8 wks	Tue 22-09-20	Fri 22-10-07	
16			Team Re-assesment	0.2 wks	Tue 22-09-20	Tue 22-09-20	14
17			Use Cases	1.6 wks	Wed 22-09-21	Fri 22-09-30	16
18			Design UML Diagram	2.2 wks	Wed 22-09-21	Wed 22-10-05	16
19			Update Deliverable 4 Planning	0.4 wks	Thu 22-10-06	Fri 22-10-07	18,17
20			Deliverable 4: User Stories	1.8 wks	Sat 22-10-08	Wed 22-10-19	
21			Team Re-assesment	0.2 wks	Mon 22-10-10	Mon 22-10-10	19
22			Meet Client	0.2 wks	Tue 22-10-11	Tue 22-10-11	21
23			Re-evalute Requirements	0.4 wks	Wed 22-10-12	Thu 22-10-13	22
24			Design Index Cards	0.4 wks	Fri 22-10-14	Mon 22-10-17	23
25			Update Deliverable 5 Planning	0.2 wks	Wed 22-10-19	Wed 22-10-19	24
26			Deliverable 5: Prototype UI	1.8 wks	Thu 22-10-20	Tue 22-11-01	
27			Team Re-assesment	0.2 wks	Thu 22-10-20	Thu 22-10-20	25
28			Design Screens	1 wk	Fri 22-10-21	Thu 22-10-27	27
29			Assemble User Interface	1 wk	Fri 22-10-21	Thu 22-10-27	27
30			Meet Client	0.2 wks	Fri 22-10-28	Fri 22-10-28	28,29
31			Re-evalutate Design	0.2 wks	Mon 22-10-31	Mon 22-10-31	30
32			Update Deliverable 6 Planning	0.2 wks	Tue 22-11-01	Tue 22-11-01	31
33			Deliverable 6: DB Design	1.8 wks	Wed 22-11-02	Mon 22-11-14	
34			Team Re-assesment	0.2 wks	Wed 22-11-02	Wed 22-11-02	32
35			ER diagram	0.4 wks	Thu 22-11-03	Fri 22-11-04	34
36			Design classes and database	1 wk	Mon 22-11-07	Fri 22-11-11	35
37			Update Deliverable 7 plan	0.2 wks	Mon 22-11-14	Mon 22-11-14	36
38			Deliverable 7: Implementation	2.8 wks	Tue 22-11-15	Fri 22-12-02	
39			Team Re-assesment	0.2 wks	Tue 22-11-15	Tue 22-11-15	37
40			Program all features	1 wk	Wed 22-11-16	Tue 22-11-22	39
41			Test	0.2 wks	Wed 22-11-23	Wed 22-11-23	40
42			Analyze and design documentation	0.2 wks	Thu 22-11-24	Thu 22-11-24	41
43			Design Report	0.2 wks	Thu 22-11-24	Thu 22-11-24	41
44			Meet Client - Demo	0.2 wks	Fri 22-11-25	Fri 22-11-25	43,42
45			Debug and refactor	0.6 wks	Mon 22-11-28	Wed 22-11-30	44
46			Test	0.2 wks	Thu 22-12-01	Thu 22-12-01	45
47			Deploy	0.2 wks	Fri 22-12-02	Fri 22-12-02	46

Project: GreenTeam-GanttChart
Date: Thu 22-10-20

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