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System Development
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Deliverable 05

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Executive Overview

This deliverable will summarize over revised documentation of the user experience development part of the project as well as the first visual prototype accompanied by the client's comment over the process of its entire creation and the changes made.

The document starts off with the revised narrative description of the future information system and the business problem that both didn't have any modification since the last deliverable. The narrative description represents the overview of the flow that an admin and a user would experience using the web application. It will also cover the usability guidelines chosen for the prototype with their explanations and their sources/references.

As stated, the document includes the prototype interfaces made with *Adobe XD* which showcase the flow of the user depending on their role, either user or admin. It is followed by the description of the process used to interact with the project's client and the comments that were made for each of the revisions (Sketch, Computer-Drawn) of the interfaces. A log of the changes made from one revision to the next is also available.

Appendix 1 and 2 are the revised appendices from the previous deliverable (04) which are: *User Stories and Tests & Story Map* and remain unchanged.

Revised 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 in 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 the 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, the booking page, etc. They also have the ability to register an account or log in 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 log in before the process is completed.

A 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 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 users. 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 have changeable status.

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

Business Problem

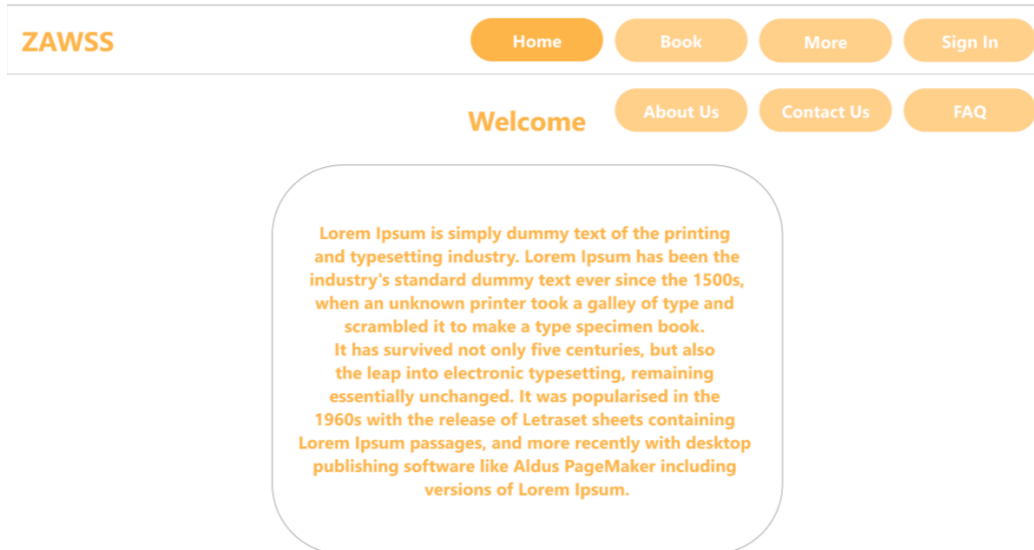
The business problems remain the same since the last deliverable (04).

- 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 it is 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*)

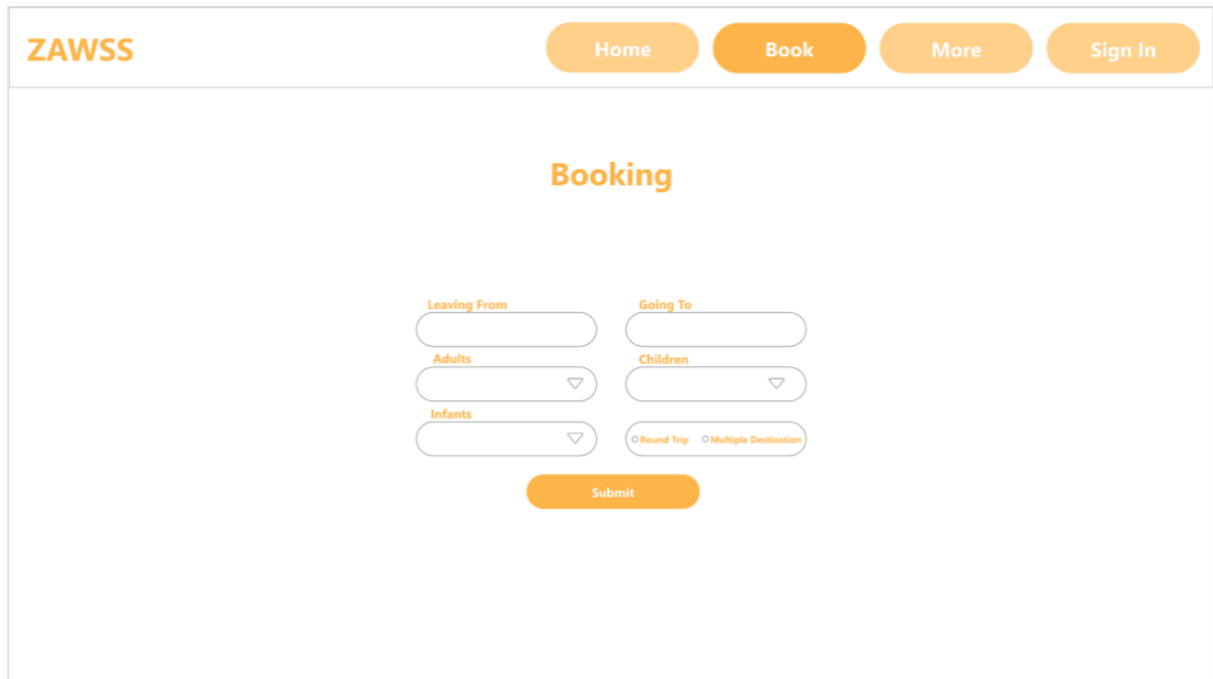
Our client's business service goes as is: Customers request quotes with their provided information (Number of People, Place of Travel, Hotel Requirement); The Agency collects said information; The Agency processes the information through the *Sabre* Software to make a quote; The Agency sends the created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

Usability Guidelines

Home page



- Every user will be presented with this page when they first get on the website, so this will be a very important factor if a user will want to dig deeper into the website.

Booking page

The image shows a mockup of a flight booking page for 'ZAWSS'. At the top, there is a navigation bar with the 'ZAWSS' logo on the left and four orange buttons labeled 'Home', 'Book', 'More', and 'Sign In' on the right. Below the navigation bar, the word 'Booking' is centered in a large, bold, orange font. Underneath 'Booking', there is a form with several input fields and a submit button. The form is organized into two columns. The left column contains three dropdown menus labeled 'Leaving From', 'Adults', and 'Infants'. The right column contains two dropdown menus labeled 'Going To' and 'Children', followed by two radio buttons labeled 'Round Trip' and 'Multiple Destination'. At the bottom center of the form is an orange 'Submit' button.

- Every user that wants to book a flight must log in if he has an account otherwise he must register. Once those steps are done, he inputs all the information needed to book a flight.

Contact Us

ZAWSS[Home](#)[Book](#)[More](#)[Sign In](#)

Contact Us

First Name

Last Name

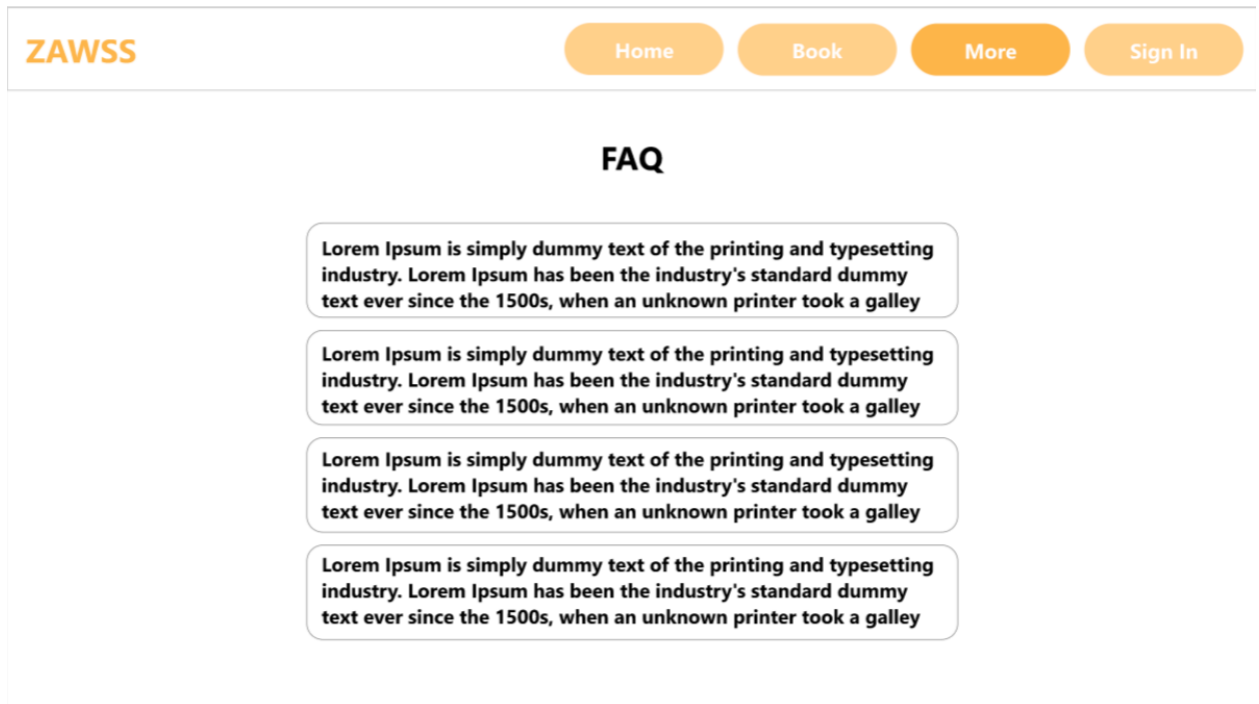
Email

Message

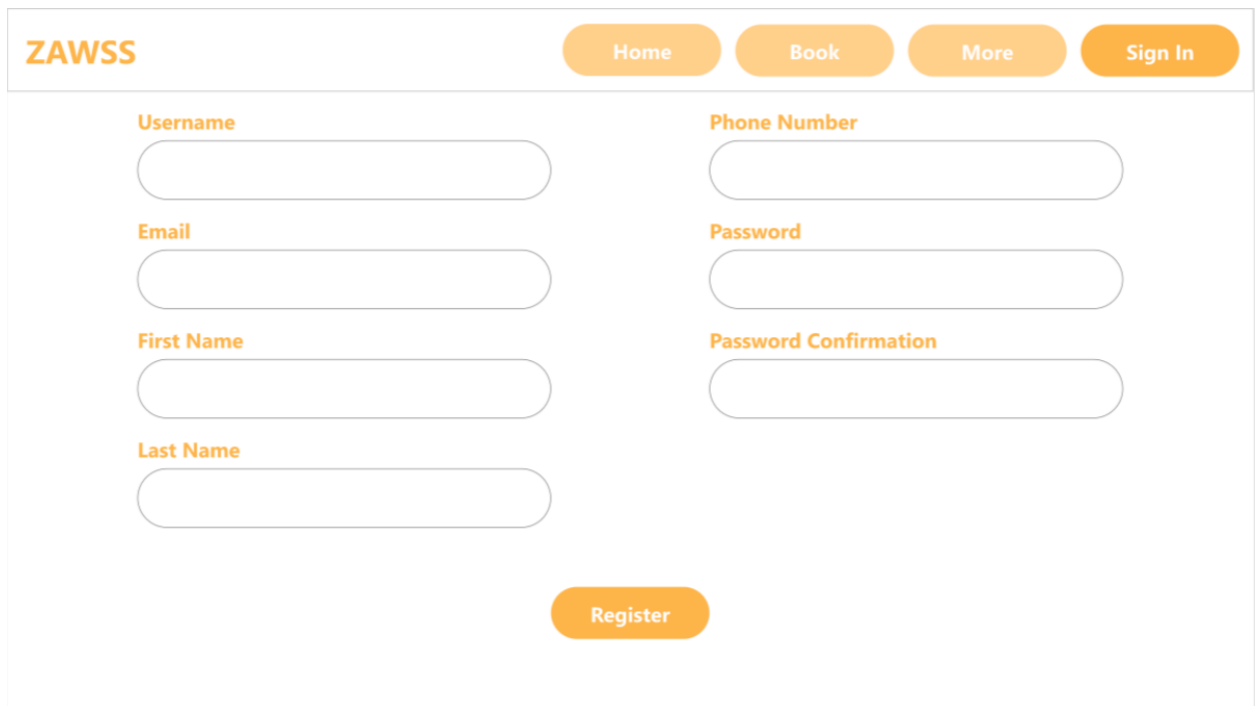
[Send](#)

- Every user that has any type of questions that are not already answered in the FAQ, can ask them on this page and expect to receive a reply within a few business days on his email.

FAQ



- The FAQ page is used to display the most asked questions and their answers about the services that the company offers to clients.

Register page

The image shows a registration form for ZAWSS. At the top, there is a header bar with the ZAWSS logo on the left and four navigation buttons: Home, Book, More, and Sign In. Below the header, the form is divided into two columns. The left column contains four input fields labeled Username, Email, First Name, and Last Name. The right column contains three input fields labeled Phone Number, Password, and Password Confirmation. All input fields are empty and have a light gray border. At the bottom center of the form, there is a large orange button labeled Register.

ZAWSS Home Book More Sign In

Username

Phone Number

Email

Password

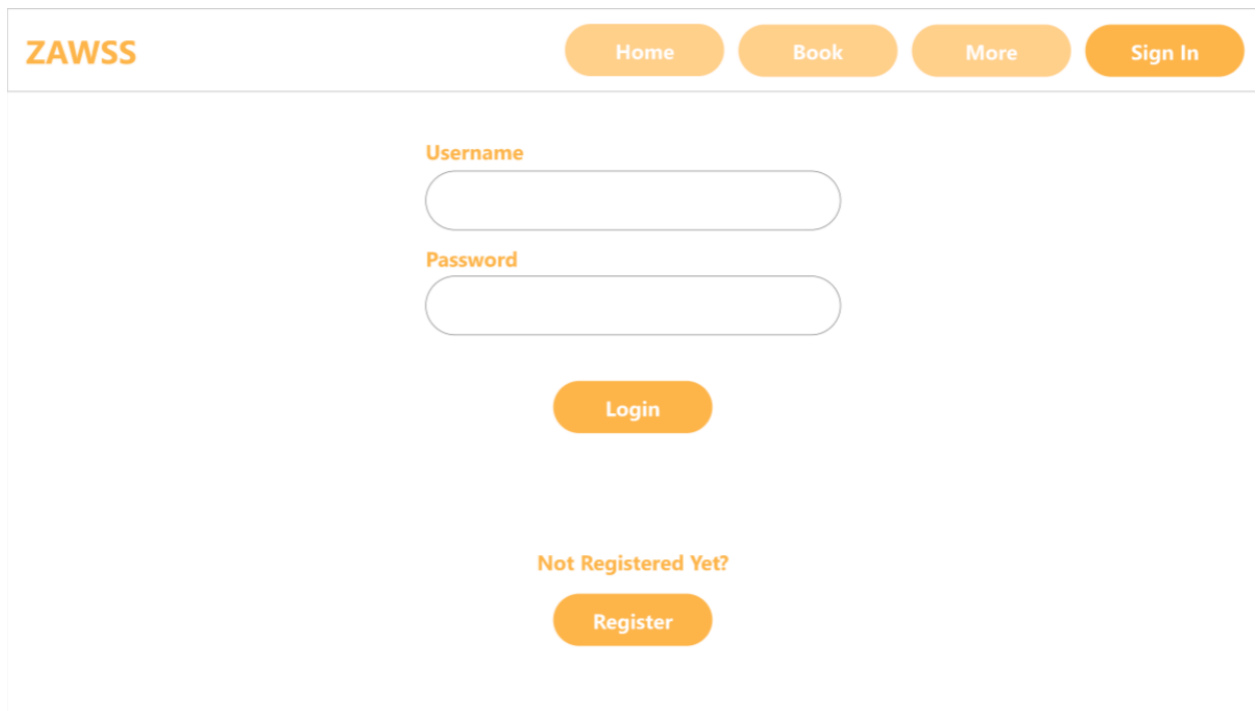
First Name

Password Confirmation

Last Name

Register

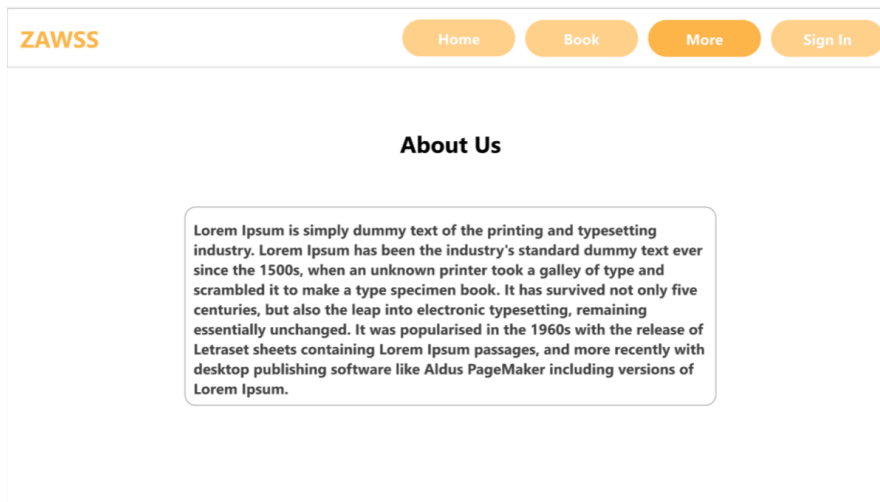
- Every user who wants to book a ticket must go through the registration process to create an account. He has to fill out the registration form completely to have access to booking a ticket.

Login page/Sign-in page

The image shows a login page design for a system named ZAWSS. At the top left is the ZAWSS logo. To its right are four orange buttons: Home, Book, More, and Sign In. Below these, the page is centered with a Username label above a text input field, followed by a Password label above another text input field. Below the password field is an orange Login button. Further down is the text 'Not Registered Yet?' followed by an orange Register button.

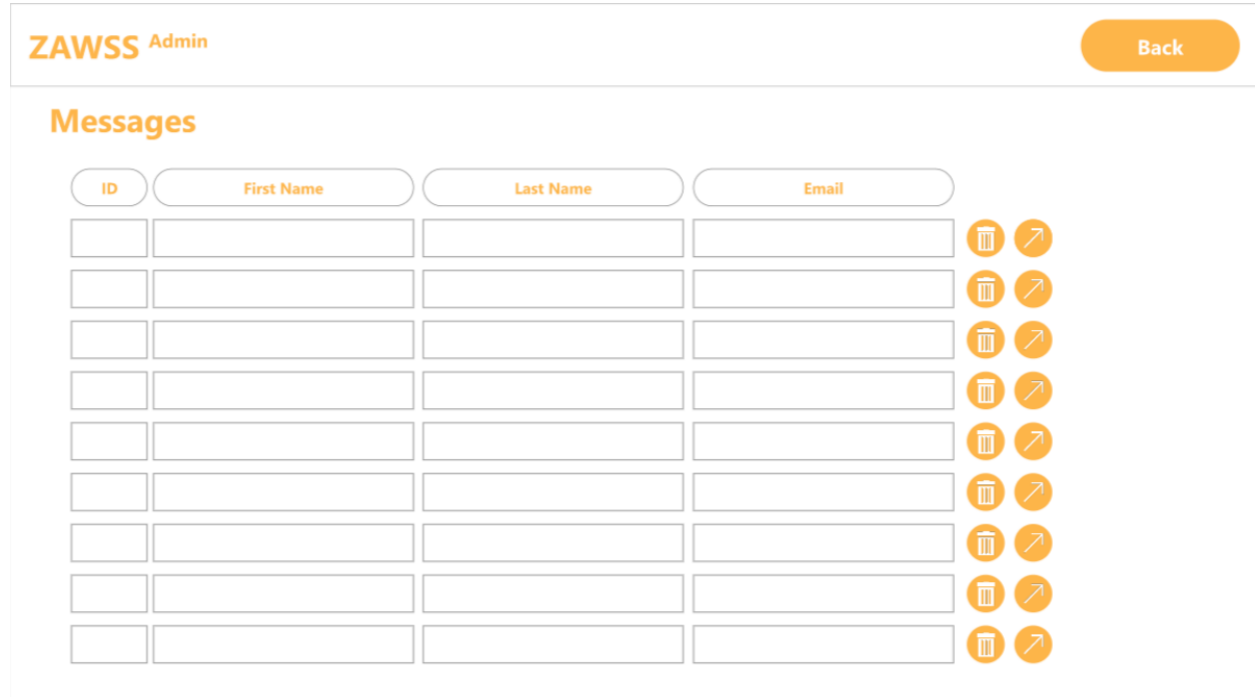
- The login page could be used by the admin or the client and if the client doesn't have an account he has to register first before proceeding to anything else. The login process is really important because without it the client wouldn't be able to book, contact the admin or anything else.

About Us



- The about us page is a page that displays information about the ZAWSS travel agency and its owner. It shows the founder's history how it was created, what is the goal of the agency, etc.

View Messages



















- The view messages page is used by the administrator to see the messages he got from his clients to perhaps reply to them or delete them.

View Bookings

ZAWSS Admin Back

Booking Requests



















ID	First Name	Last Name	Email		
					
					
					
					
					
					
					
					

- This page is used by the admin to check his clients' booking requests to see if his clients have confirmed the booking or not. If they didn't confirm then the admin deletes the request.

View Profiles

ZAWSS AdminBack

Customer Profiles

ID	First Name	Last Name	Email	Phone	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	 

- The view profiles page allows the admin to view all customer profiles saved in the database and allows the admin to edit or delete them.

Prototype Interfaces

<https://xd.adobe.com/view/b5be9745-a923-4c70-9244-57ced48cbcdc-e0ed/>

https://drive.google.com/file/d/13MmGMMRo8_DbZS-d1X084goU_-ITyf1B/view?usp=sharing

Client's Comments

Description

We mostly used Whatsapp to communicate with the client. However, when it came to showing them our drawn sketch of the prototype, *Zoom* was used to show the illustrations. As for the final revision, made with Adobe XD, a link was sent to him so he can view and interact with the prototype.

The client's first remark was about the index page of his current website. He was confused as to why the auto slider images would all bring to the same booking page. (Not changing any of the info to match the slider image that was pressed). Other than that one input the client had no other remarks and basically gave us permission to do this however we feel like.

Sketch

Client gave us permission to make it to our liking as long as the functionalities were present

Computer Design

Client gave us permission to make it to our liking as long as the functionalities were present

Changes

- Changed the layout of the booking page while still keeping the same content in it.
- Used a different layout for the login page.
- Added the delete and view buttons for the admin profiles, messages, and booking pages.

Appendix 01

(No changes made)

As a	I want to	So that	Test criteria	Story Number
Admin	Load bookings from server	When a customer 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 the database	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 Contact Us Messages	The customer can get back an answer to their message via email.	Andy will send a test message from contact us as a customer, and see if we can receive any messages back from the admin	4 & 5
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

(No changes made)

Admin:

The Admin interface consists of three panels, each with a title bar and a list of actions:

- Login** (Title bar: Login, Menu icon: ...)
 - Input Credentials
 - Confirm login
 - Cancel
 - + Add a card (with a card icon)
- Contact us** (Title bar: Contact us, Menu icon: ...)
 - View all messages
 - Answer messages
 - Delete messages
 - Cancel
 - + Add a card (with a card icon)
- Booking** (Title bar: Booking, Menu icon: ...)
 - Browse list of bookings
 - Select specific booking
 - Update specific booking status
 - Delete specific booking (with an edit icon)
 - Cancel update/delete
 - + Add a card (with a card icon)

User (logged in):

The User interface consists of two panels, each with a title bar and a list of actions:

- Contact Us** (Title bar: Contact Us, Menu icon: ...)
 - Open contact us page
 - Input email
 - Input subject
 - Input message
 - Send
 - Cancel
 - + Add a card (with a card icon)
- Booking** (Title bar: Booking, Menu icon: ...)
 - Fill in destination
 - Fill in flight date
 - Fill in return date
 - Fill in passengers
 - Fill in gender
 - Fill in age
 - Send
 - Cancel
 - + Add a card (with a card icon)

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