



Title Page



Q PetCare

PetCare

Group 5



Problem

An animal clinic is a place where animals receive medical care and attention. It is a place where pet owners can take their pets for regular check-ups, vaccinations, and treatment of illnesses.

Nowadays many people have pets and there are many volunteers to save animals .There are a lot of problems because there is no system for the clinic, such as the difficulty of accessing customer information and difficulty booking appointments and receiving orders , most people prefer to book appointments and order via the Internet because it provides the user with faster and easier access to information.

Therefore animal clinic needs to create its own system to easily store information about each person and their pet so that the user can book appointments easily, order products and have them delivered in a fast and convenient way.



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Problem

User Analyses



← → 🔍 User Analyses

User Analyses

The stakeholders for the system are Pet owners, veterinarians, Receptionist

Pet owners they are the primary stakeholders they bring their animals or pet to the clinic for medical care and attention, The owners may have many pets, so they need to provide relevant information about their pets during registration

Veterinarians The system should be designed to streamline their workflow, making it easier to manage appointments, access customer information, communicate with other staff members for coordinated care

Receptionist is responsible for managing customer inquiries, scheduling appointments, and maintaining the front desk operation, they act as a bridge between pet owner and the veterinarians



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Problem

User Analyses

Persona



← → 🔍 Persona

Persona

Heres an Example of one of the Persona



Name: Jana

Age: 25

Job: Pet owner

Jana is a busy professional who owns a dog named Max. She wants to ensure that Max receives proper medical care and finds it convenient to access the clinic's services online.

Goals and Needs:

- Easily schedule appointments for Max's check-ups and vaccinations.
- Retrieve Max's medical history and track his upcoming appointments.
- Order pet supplies and medications online for home delivery.
- Receive reminders for upcoming appointments and medication refills.



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Problem

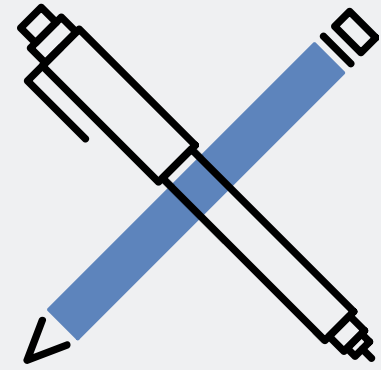
User Analyses

Persona

Task Analyses



← → 🔍 Task Analyses



Task Analyses

Task 1: Create Account

New pet owners want to create accounts to access the clinic's system and its services.

Pet owners navigate to the registration page on the clinic's website. Pet owner fills out the registration form with accurate and up-to-date information, including name, email, phone number, then the Pet owners choose a strong and secure password for their account. The system verifies the information provided by the pet owner. If the information is valid, the system creates the account.

Exceptions:

- The provided email address or phone number may already be associated with an existing account.
- The address provided may be invalid or incomplete.
- Pet owner may enter incomplete or inaccurate data.

Additional Features:

- Pet owners can easily update some information, such as contact details or pet information, from their account settings.
- The "Remember Me" option allows pet owners to conveniently access their accounts without having to log in each time.



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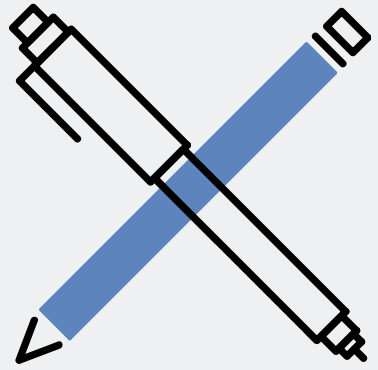
User Analyses

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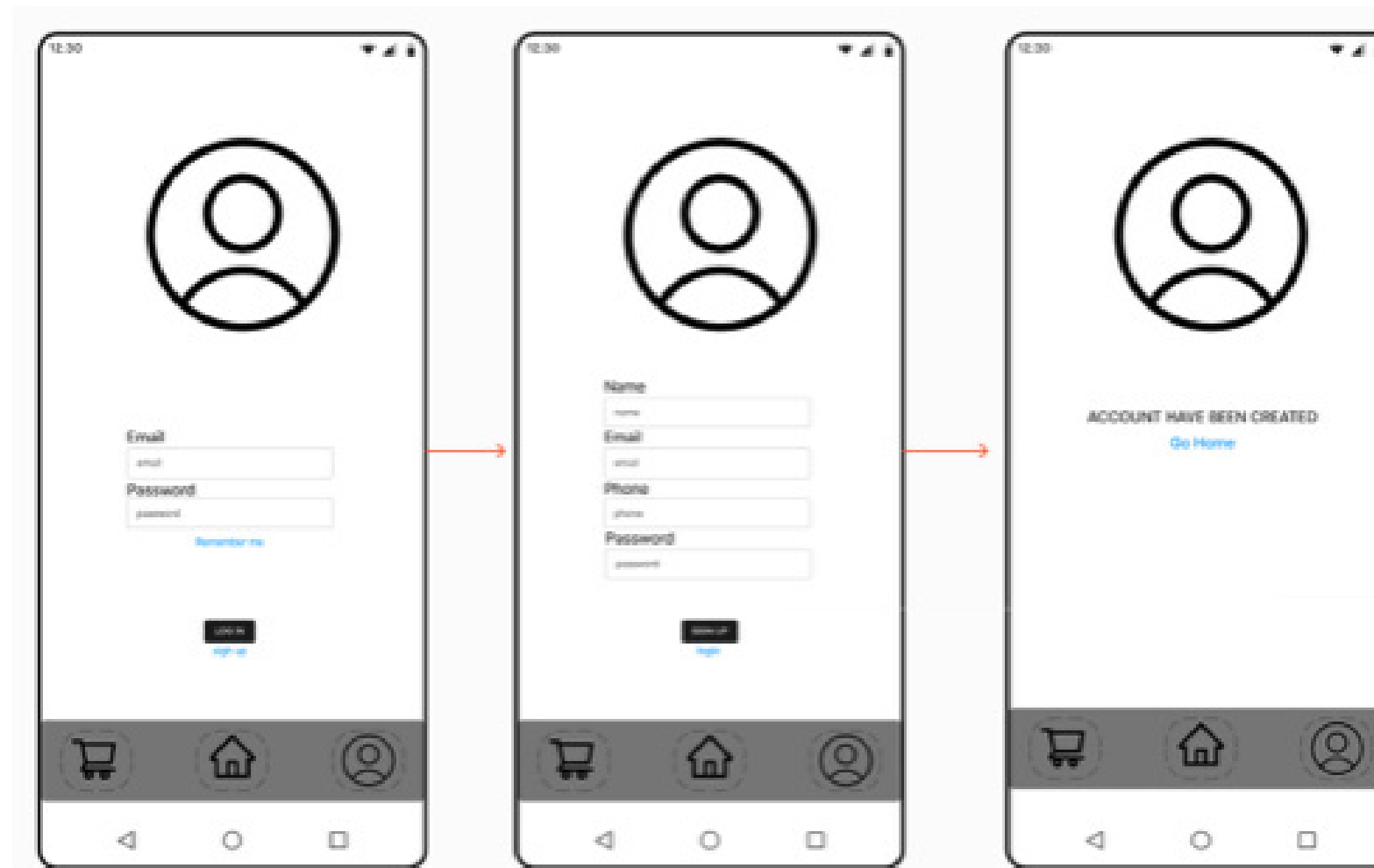
Create Account
Scenario



← → 🔍 Create Account Scenario



Create Account scenario





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Task Analyses

Studied docimaents



← → ↺ 🔍 Studied docimaents

Studied docimaents

we studied the Elite Veterinary Clinics website, which is one of the most successful and famous clinics, I found some features on their website like the ability to open an account for the client, and he can open a file for each pet he has, to benefit them from the services provided by the clinic, and he can also book an appointment with the veterinarian to check up on his pet's health or to solve a problem facing the pet, and enable the customer to order from their products, and deliver his order as fast as possibl



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Application
Requierments



← → G Q Application Requierments

Application Requierments



Functional requirements:

- 1-The system shall allow the customer/veterinarian to view pet's information.
- 2-The system shall allow the customer to book appointments.
- 3-The system shall allow the customer to add products to the cart.
- 4-The system shall allow the customer to search for products inventory and availability.
- 5- Create Account
- 6-Add Pet Information



Non-Functional requirements:

- 1-Availability: the system must be available 24/7 to allow users to book appointments and place orders at any time.
- 2-Performance: the system must have speedy and responsive performance to ensure customers can quickly access information, place orders, and book appointment.
- 3-Scalability: the system must accommodate a growing number of customers and their pets over time.
- 4-Reliability: the system must operate continuously and reliably without any failure or downtime (that can cause inconvenience to the clinic and its customers).
- 5-User-friendliness: the system must have an easy-to-use interface that allows customers to search and place online orders efficiently.



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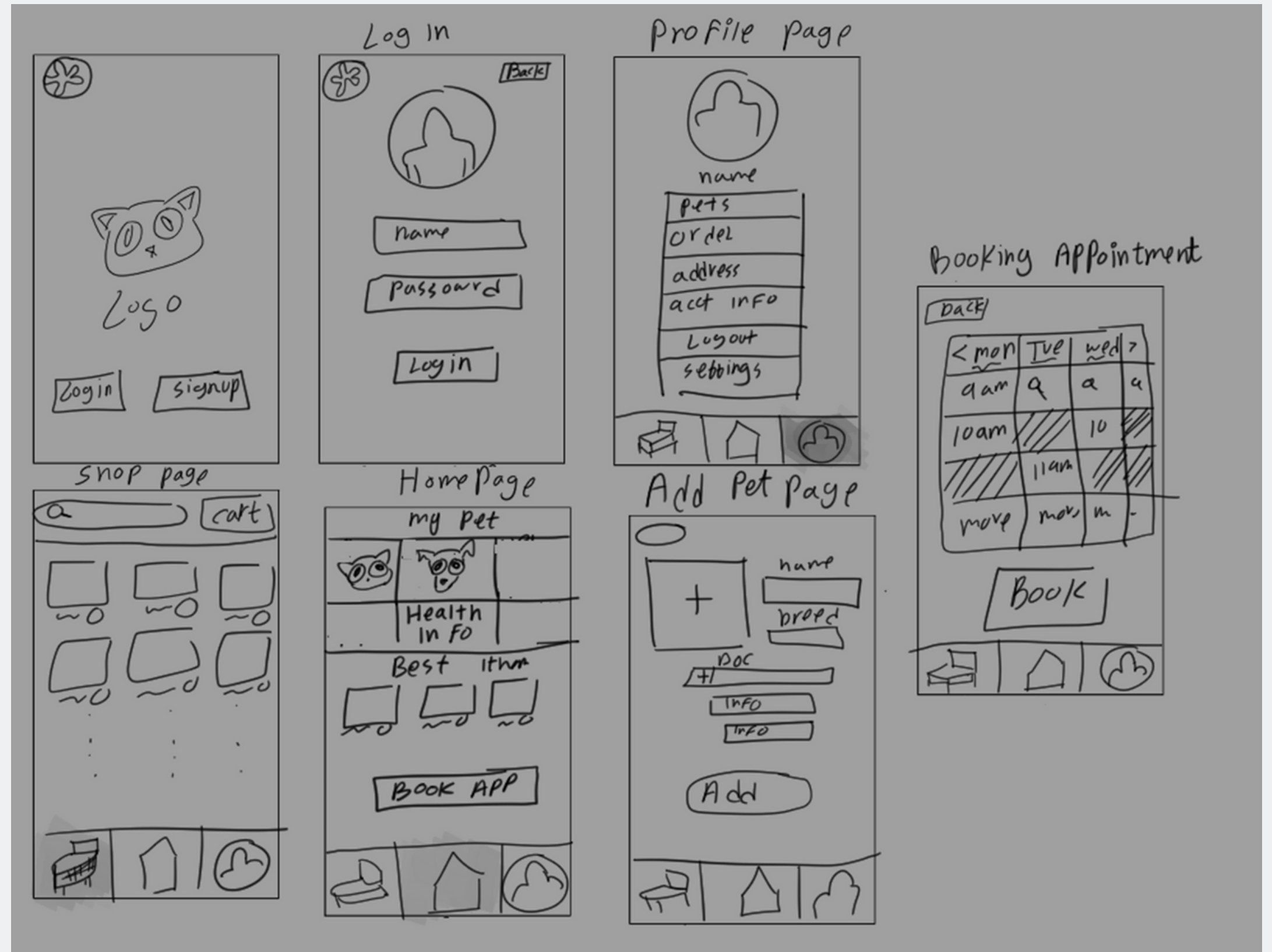
Task Analyses

Sketches



← → 🔍 Sketches

Sketches





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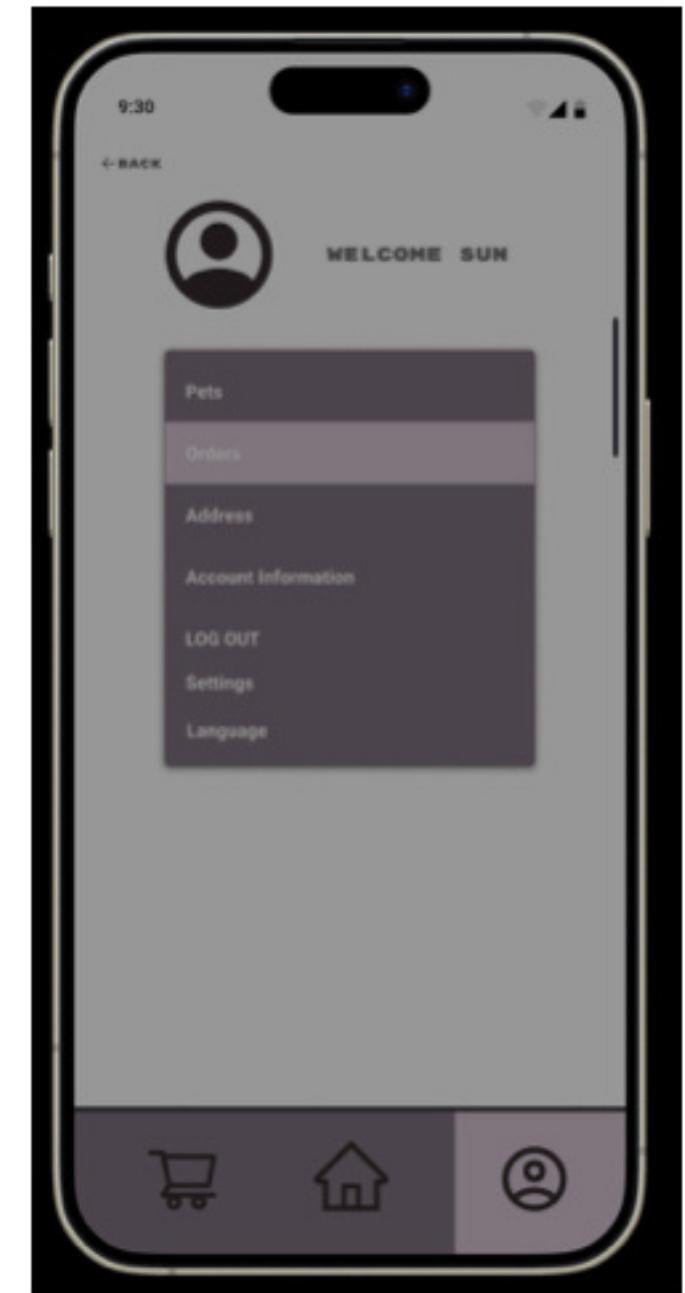
Task Analyses

Prototypes



← → 🔍 Prototypes

Prototypes





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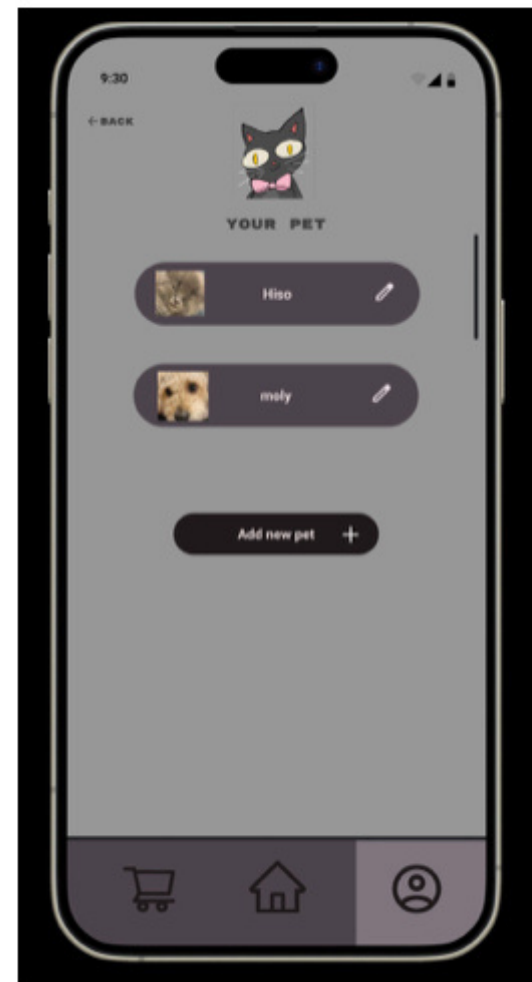
Task Analyses

Prototypes



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Prototypes





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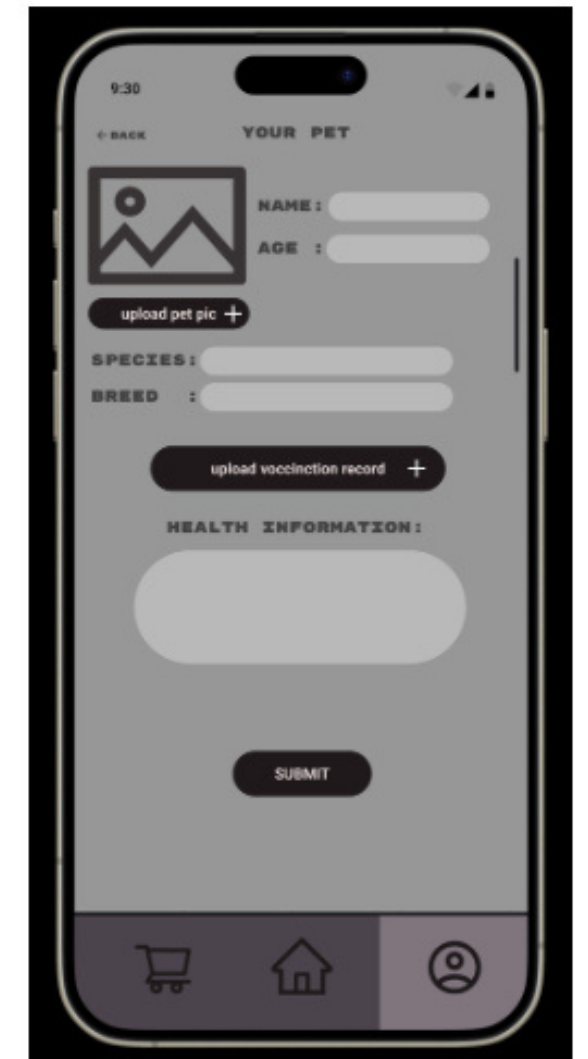
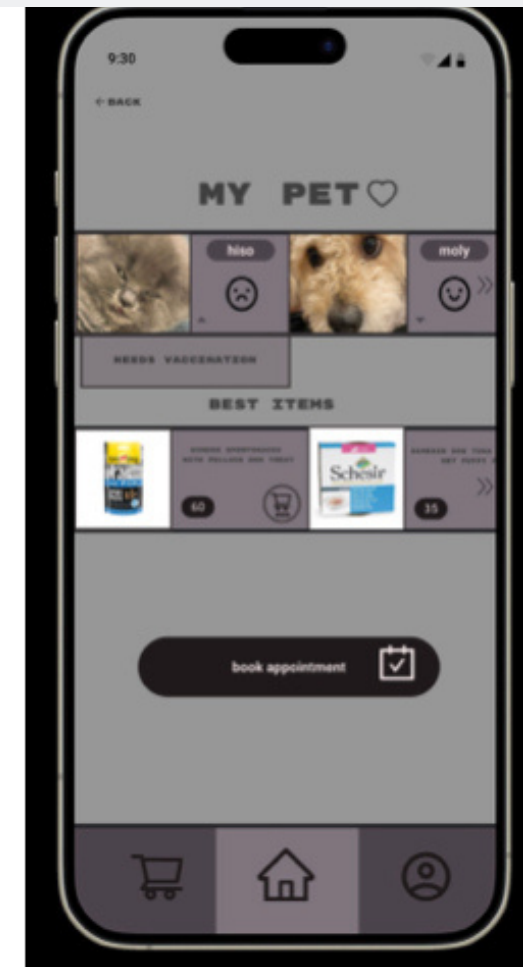
Task Analyses

Prototypes



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Prototypes





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Evaluations

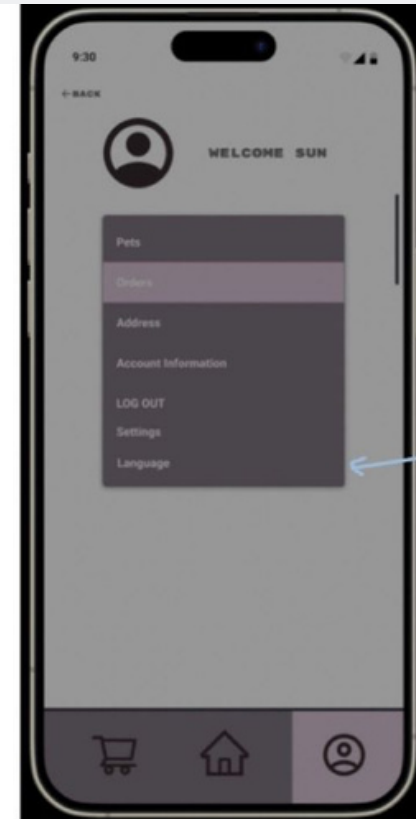


← → 🔍 Evaluations

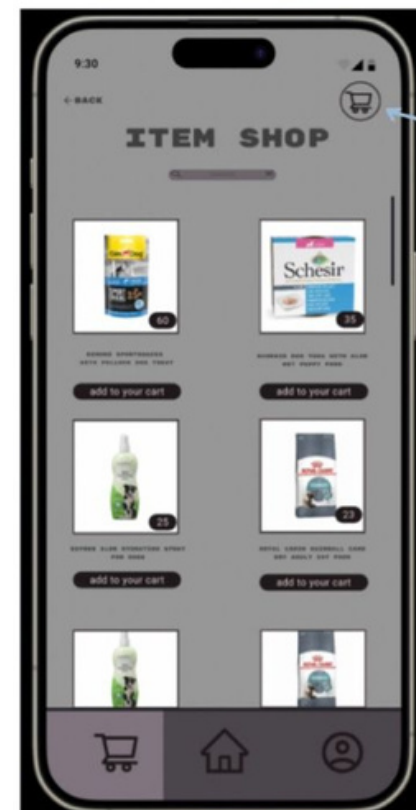
Evaluations

Heuristic Evaluation is the best evaluation method for the Pet Care application because it helps the designer to identify and focus on specific issues without having to speak to users, easy and quick to implement, Saves money and time, and the designer can obtain feedback early in the design process.

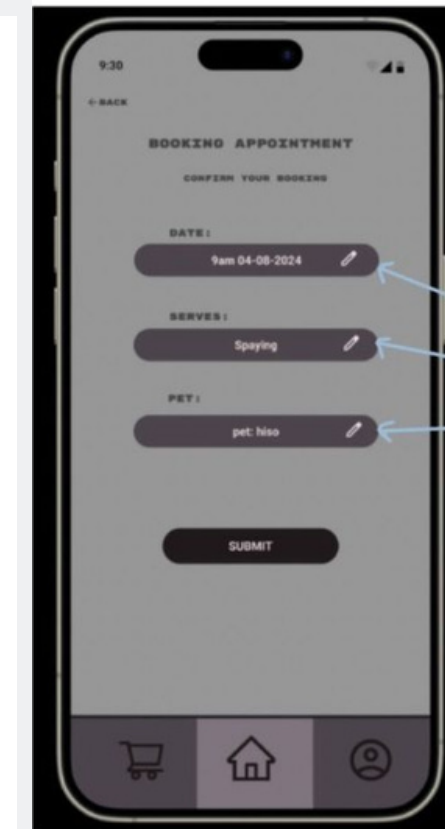
No.	Criteria	Evaluation
1	Visibility of system status	0 Good
2	Match between system and the real world	0 Good
3	User control and freedom	1 Medium
4	Consistency and standards	0 Good
5	Errors prevention	0 Good
6	Recognition rather than recall	0 Good
7	Flexibility and efficiency	0 Good
8	Aesthetic and minimalist design	0 Good
9	Help users recognize, diagnose, and recover from error	0 Good
10	Help and documentation	1 medium



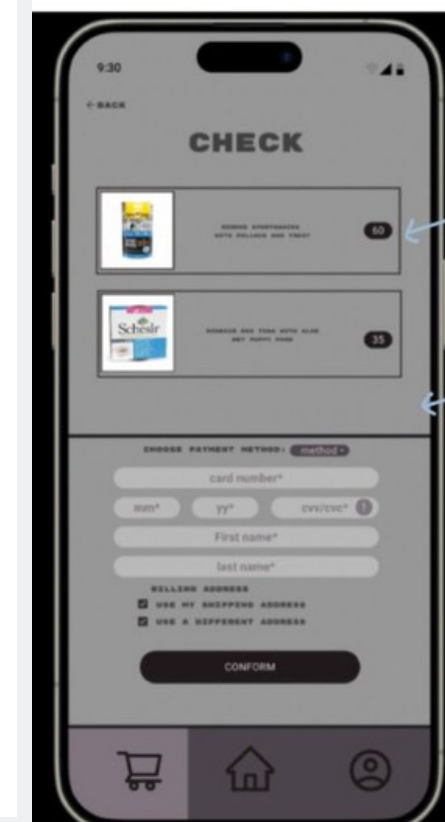
The designer designed the site in different languages, to allow the largest number of users to use the site easily and without language problems



The designer has taken into account the standards by placing the shopping cart in the place that is known among users and in most applications which is the upper right corner of the screen



The designer allowed the customer to edit the order information if there was any mistake, or if he wants to change something, and that's support's the most important rule in Heuristics Evaluation which is the user control and freedom



When evaluating the program an error has been detected, the designer spotted that the user was not allowed to remove products from the shopping cart

The designer did not display the total price for the customer's order



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Result



← → 🔍 Result

Result

During the evaluation process. There are errors that was discovered in the page conform orders which is the user does not have the option to cancel an order and he cant even cancel an item too and he cant see the overall price of his cart So the designer have add and item delete button and cancel order item and a label the shows the overall price of his cart



DELETE
BUTTON

Overall price

CANCEL
BUTTON



End



Q PetCare

Thank you for listening

Group 5