

Happy Paws Web Site & App

Logical/Architectural Design

Revision 1.4

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PC Revision History

04/11/2017	Revision 1.1	Initial Creation
04/25/2017	Revision 1.2	First Revision
05/04/2017	Revision 1.3	Second Revision
06/04/2017	Revision 1.4	Third Revision

APPROVALS:

Function	Name	Signed	Date
Product Planning Team			
Web Design/Development	Tricia L. Holman		
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Design/Development			
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Disclaimer – This constitutes an internal commitment for target capabilities and is not intended to be construed as customer commitments. Actual capabilities will be characterized on the as-built product during the Design Development Process.

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1.1 – Problem/Opportunity Statement

Happy Paws is a dog walking business that started just last year, which has already established a moderately-sized loyal customer base through word-of-mouth recommendations among friends as well as recommendations from veterinarians and their staff, dog groomers, dog trainers and even pet supply businesses.

Last year, we developed a database system for Happy Paws to be able to track their dog walkers and clients – human and canine. Now that the business is solid, they need to establish a web presence that can handle scheduling, billing, and client/dog walker profiles; among other things.

This project will make it easier for the business to continue to grow. It will make things easier on Happy Paws' owners and their administrative assistant to manage the business side of things, as clients and dog walkers can arrange their own scheduling; billing information can be automatically generated; and all profile information will be directly accessible by those who need it. This project will make the entire business run more smoothly, and make interacting with the business more enjoyable for both clients and dog walkers, encouraging repeat business.

1.2 – Context

Happy Paws is a small but growing business that engages independent contractors, who have passed background checks and are insured and bonded, to exercise client's dogs. The dog walkers specify the types of dogs they're experienced handling, and how much and what kind of experience they have with dogs. Clients provide all pertinent information about their dogs and can review dog walker profiles to select the dog walker(s) they believe best suited to their pet(s). Clients can arrange a set schedule of any frequency, or engage a dog walker with a minimum of one hour's notice (although in the latter scenario, they may not get their dog walker of choice).

The business is currently being run out of a home-based office. Person-to-person contact is most common with the dog walker contractors, but primarily just for initial interviews. Clients (and their dogs) are welcome to meet with the owners, but rarely have a need to conduct in-person business. Most aspects of the business and interactions with both contractors and clients are easily conducted via email or over the phone: dog walkers can submit their dog-walking times in an email, clients can schedule walks over the phone or in an email.

Happy Paws believes that happy dog walkers make happy dogs, happy dogs make happy clients, and happy clients make a continued and expanding business. Creating an online interface that makes everything run smoothly and quickly will support this concept. It will also integrate nicely with the establishment of a social media presence.

2.1 – Business Use Cases: User Stories

Steve – Dog Walker:

Steve is a prospective dog walker, who would like to apply to contract with Happy Paws. With the business having an interactive web presence, Steve will be able to complete an online application, and attach the documents required to get a background check and prove that he's bonded and insured. Although the business will contact him when he's good to go, he can also check the status of his application online.

Once he's officially contracted with Happy Paws, Steve will be able to go onto the website and create a profile for himself, which the dog-owning clients can then review to know if they want to select him as their dog's temporary caretaker. He can post a photo of himself, and a brief narrative about his experience with dogs and what types of dogs he handles (such as large or toy breeds, or maybe old or special-needs dogs, or puppies). He can also fill out all the necessary information for the company to contact and pay him, and contact information that he's okay making available to the dog-owning clients.

Steve can use the online scheduling application to post his availability for walking client's dogs, for up to the next 90 days. As he accepts walk appointments, those blocks of time automatically change to show as unavailable to clients browsing dog walker schedules. The scheduling part of the website will also show Steve when all his bookings are by day/dates and times, and he can print off a listing if he wishes.

After Steve has walked a client's dog, he logs on to the online portal and enters a brief report so the dog's owner can read about how their dog was and what they did, where they went, and how long they were walked for. If any kind of emergency occurs while on a walk, Steve can use the website from his phone to quickly pull up the dog's owner's contact information, or that of their alternate emergency contact.

While logged on, Steve can also check to see how many total hours he's racked up, and what payment he'll be due on the next pay day. The site will also notify him when payment deposits have been made and verify the amount.

Lindsay – Dog Owner/Client:

Lindsay owns three Corgis who she loves dearly, but she has a very busy work schedule and is usually gone during daylight hours, leaving her dogs home alone all day. Besides general malaise from the boredom, the dogs tend to get into mischief alone in the house. Lindsey hears about Happy Paws from one of the technicians at her vet, and thinks they can help with her problem.

With a web presence, Lindsey can find out all she needs to know at any hour of the day, rather than having to try to make a phone call during business hours or wait for a reply to an email. She can learn about what Happy Paws does to ensure experienced and responsible dog walkers, how the booking and scheduling process works, check out dog walker profiles, and find out price structures – including multi-dog discounts. She can

look at photos of other client dogs having a good time with their walkers, and read recommendations from happy clients.

Once she decides that she likes what she sees, Lindsey can set up a client account for herself, with her contact and billing information; and a profile page for each of her dogs. She can include up to three photos of each dog, along with their name, breed, birthdate, gender, weight/size, and any special physical, dietary (in case of treats) or behavioral needs they may have; along with an emergency contact (Happy Paws recommends using your vet's office here).

Lindsey also enters her credit card information, so that when each walk is scheduled, the company can run the charge and collect her payment; each time this happens a receipt will be generated and emailed to her to confirm that the charge was made and went through. She can update her payment method as needed.

After that, Lindsey can pick out the dog walker she feels is best-suited to her dogs, and see when they're available for a walk. She can book the walk day-of, with at least one hour's notice; or she can book a walk for any time in the next 90 days (or as far out as the walker has posted). Once she's tried out the dog walker and decides that she (and her dogs) like that person, if she likes, she can go in and easily create a set schedule of walks – say, every day at 2pm. If she needs to contact the dog walker direction for some reason, the website has their email and a phone number.

Lindsey can log on to her client account each evening after her dogs have been walked to read the dog walker's report of how things went – how her dogs behaved, where they went, what they did, and for how long, and if the dog walker noticed anything that might be of concern. She can also use her client account to see how much walk time she's accrued, and what she's paid for exercising her dogs to date –or by a specific period such as the last two weeks, or the month of March.

2.2 – Essential Business Use Cases/Scenarios (structured)

Use Case ID: (UC - 1)		Use Case Name: Steve (dog walker)	Name: Set up & access dog walker accounts, profiles
Created by	Tricia Holman	Last Updated by	Tricia Holman
Date Created	04/25/17	Date Last Updated	04/25/17
Actors		Steve and any other dog walker who contracts with Happy Paws	
Description		Create a website, where one aspect of its functionality would allow dog walkers to register as potential independent contractors with Happy Paws, filling out a web form and uploading required documents. Once they are accepted as officially contracted dog walkers, they would create an online profile viewable by dog owners/clients, receive, accept, and confirm walk requests directly with clients, have the ability to access the online calendaring/scheduling system, and be able to enter dog walking reports. They could also check to see how much they're accruing for their next scheduled payment from the company.	
Preconditions		The website needs to be connected to/interactive with the database we developed last year, in order to write user-entered data to it and retrieve user-requested information. It also need connectivity with the scheduling/calendaring software used by Happy Paws.	
Post Conditions		Steve and other Happy Paws dog walkers will be able to register as dog walkers with the business; set up profiles for themselves that clients/dog owners can review; receive, accept, and confirm walk appointments directly with clients; enter dog walking reports; access pertinent information about the clients and their dogs; and review their completed and upcoming walks. All of this will not only make things easier and faster for the dog walkers, but also for the clients; and remove a lot of unnecessary workload from the business owners.	
Priority: (low/medium/high)		High	
Frequency of Use		Dog walkers will likely access their accounts at least several times a week, if not daily to check for, accept, and confirm dog walk requests; to access client and dog profiles; and to enter a brief report following each walk.	
Normal Course		UC – 1: Set up & access client/dog owner accounts, profiles for them and their dog(s)	
		Actor Actions 1. Steve and other prospective dog walkers fill out paper applications and gather necessary documentation. 2. They then submit their paperwork either by scanning and emailing it, traditional mail, or personal delivery.	System Responses

	<p>3. The prospective dog walker's information is reviewed by the business owners, and they have an interview/meeting.</p> <p>5. Currently, there is no way for dog walkers to post a profile for clients to view before selecting a walker for their dog.</p> <p>6. Dog owners (clients) call the business to request walks for their dogs; which the business owners coordinate based on an "available schedule" provided by the dog walkers.</p> <p>8. The business owners contact the dog walker to notify them they have a walk scheduled and confirm the details, then send a confirmation email or call to the client.</p> <p>10. The dog walker emails or texts a brief report about the walk to the business owner and to the dog owner (client).</p>	<p>4. The business owners enter all new dog walker information into the database we created for them last year, and scan any documentation to PDF form.</p> <p>7. The business owners manually enter all walk scheduling information to the database, and use that to keep track of upcoming and completed walks.</p> <p>9. The business owners send confirmation emails or calls to clients and dog walkers, and reminders the day before the walk is scheduled (except for same-day scheduling).</p> <p>11. The business owners enter the dog walker report into the database to keep a running account.</p>
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Alternative Course		
	<p>Actor Actions:</p> <p>1. Steve, or another prospective dog walker who would like to contract with Happy Paws, will go to the website and fill out a form with all pertinent information required by the business. They can also upload any required documentation from the website.</p> <p>3. Once the dog walker has met with and officially contracted with Happy Paws, they go online to set up their profile, which will be visible to clients/dog owners for making a selection of which dog walker they'd like to walk their dog. This can include a photo, a brief bio, and other information clients/dog owners might find interesting.</p> <p>5. The dog walker receives walk appointment requests directly from clients/dog owners, and can respond to them, and confirm appointments.</p>	<p>System Responses</p> <p>2. The website will post all user-entered information to the database, and send notification to the Happy Paws owners that a new dog walker has applied to be an independent contractor with their business.</p> <p>4. The website makes the dog walker's profile available for clients/dog owners to see. Dog walkers can update their profile whenever they want to.</p> <p>6. Once a dog walker confirms an appointment, it's posted to the calendaring/scheduling software, available on the website. The business owners have access to the calendars of all dog walkers and</p>

	<p>8. Once a walk is completed, the dog walker goes online to post a brief report about the dog and the walk that the owner can review later.</p>	<p>clients; dog walkers and clients only have access to their own personal calendars.</p> <p>7. The website provides a “private messaging” system for dog walkers and clients/dog owners to use, until and unless they decide to exchange private email addresses.</p> <p>9. The system posts the dog walker’s report to the database, making it instantly accessible to Happy Paws’ owners and the client/dog owner.</p> <p>10. The time booked for each walk appointment is posted to the database, so that the dog walker’s accumulated time can be tracked for them to be paid at the agreed intervals.</p>
Exceptions		
<p>1. Internet access temporarily goes down</p>	<p>Actor Actions</p> <p>1. Dog walkers will need to call Happy Paws and/or clients as necessary to conduct whatever business is necessary.</p> <p style="padding-left: 40px;">a. Dog walkers will need to keep contact information for their current clients in the event of temporary internet outage.</p> <p style="padding-left: 40px;">b. If the matter isn’t urgent, they can simply wait for internet connectivity to return.</p>	<p>System Responses</p> <p>2. Happy Paws owners will still have access to all database information off-line, in order to provide any information necessary to the dog walkers.</p>

<p>2. A dog walker is having trouble using the system, or can't figure out some part of it.</p>	<p>Actor Actions</p> <p>1. Dog walkers can first access the FAQ/Help page that is specifically targeted to their potential needs.</p> <p>3. If this doesn't solve their problem, the dog walker will need to phone Happy Paws (after hours they can send an email or leave a voice mail) to get help figuring out their problem.</p> <p>5. If the business owners can't easily resolve the issue, they can refer the dog walker to us for tech support.</p>	<p>System Responses</p> <p>2. The website will have a page set up with FAQ's and troubleshooting suggestions specifically targeted to issues dog walkers may encounter.</p> <p>4. Happy Paws owners, who have been formally trained in system use and have access to full user manuals, can attempt to resolve the dog walker's problem; as it may be something relatively easy.</p> <p>6. Our company will investigate and resolve the dog walker's problem; and if appropriate make adjustments to the website and/or its dog walker FAQ/troubleshooting page.</p>
<p>Includes :</p>	<p>UC – 2</p>	
<p>Special Requirements</p>	<p>Dog walkers will simply need to have a device with a working, preferably high-speed, internet connection. This could be a mobile phone, tablet, laptop, or desktop computer.</p>	
<p>Assumptions</p>	<p>1. Dog walkers will have an internet-capable device and a basic level of competency navigating web forms and apps.</p> <p>2. After they're officially contracted with Happy Paws, dog</p>	

	walkers will receive formal orientation & training in the use of the website.	
Notes and Issues	The website should be intuitive and easy-to-use; designed with a “bright and happy” look and feel; and to make dog walkers feel like part of the “Happy Paws Family”.	

Use Case ID: (UC - 2)		Use Case Name: Lindsey (client/dog owner)	Name: Set up & access client/dog owner accounts, profiles for them and their dog(s)
Created by:	Tricia Holman	Last Updated by:	Tricia Holman
Date Created:	04/26/17	Date Last Updated:	04/26/17
Actors		Lindsey and all other new and continuing clients/dog owners who use Happy Paws to arrange walks for their dog(s).	
Description		Create a website, where one aspect of its functionality would allow dog owners to register as clients with Happy Paws, filling out a web form and being able to create an online profile for themselves and their dog(s), which would be viewable by the business owners and its contracted dog walkers. Then they'd be able to view dog walker profiles to choose one they think would be suited to their dog(s), viewing the calendar/schedule for each of them, and request walk appointments. Once the requested dog walker accepts the appointment, the client would confirm and submit payment to the business online. After a walk, the client could log on to see the report the dog walker entered about how their dog did.	
Preconditions		The website needs to be connected to/interactive with the database we developed last year, in order to write user-entered data to it and retrieve user-requested information. It also need connectivity with the scheduling/calendaring software used by Happy Paws.	
Post Conditions		Lindsey and other Happy Paws clients will be able to set up their client accounts, along with a profile for themselves and their dogs, that the business and dog walkers will be able to access. The dog walkers will be able to learn more about the dogs they'll be walking this way, and find out pertinent client information too. (Additional client information that would prevent privacy concerns will be provided to dog walkers separate from profile information.) Clients will be able to review dog walker profiles to choose the one the feel is best suited to their dogs' needs, see the dog walkers' calendars, and request, confirm, and pay for walk appointment(s). After their dog has been walked, the client can log on to see the report the dog walker posted about how their dog did. All of this will not only make things easier and faster for the clients, but also for the dog walkers; and remove a lot of unnecessary workload from the business owners.	
Priority: (low/medium/high)		High	
Frequency of Use		Clients/dog owners could potentially access the website daily or more than once per day; they would hopefully at least access it a few times per week. They would access the website to arrange and confirm walk appointments as well as to check the dog walker's report after the walk; they'd also use the website to set up profiles for themselves and their dog(s).	

Normal Course	UC – 2: Set up & access dog walker accounts, profiles	
	<p>Actor Actions:</p> <ol style="list-style-type: none"> 1. People who wish to become clients of Happy Paws call a phone number and provide their basic information. 3. They the potential client receives a packet in the mail to fill out more details needed by the business about themselves and their dogs. Alternatively, they can visit in person to fill out and submit the paperwork. 5. When the potential client is all signed up, they call Happy Paws whenever they'd like to schedule a walk. 	<p>System Responses:</p> <ol style="list-style-type: none"> 2. Someone at Happy Paws enters the provided information into the database and send the potential client a form to fill out information about themselves and their dog(s). 4. Once the business receives the completed forms, someone enters all the information into the database. They identify compatible dog walkers based on information provided about the dogs, and about the dog walkers; and add this to the client's information for future reference. 6. When Happy Paws gets a client call requesting a walk, they check the schedule of the previously identified compatible dog walkers to see who has an opening when the client is requesting. 7. The business adds the walk to the dog walker's schedule and sends them an email or text asking them to confirm. 8. When the dog walker has confirmed, Happy Paws lets the

	<p>9. Happy Paws has dog walker's email or text a report of the walk to the client after the dog has been walked.</p>	<p>client know and runs payment from the provided credit card information kept in the database.</p>
Alternative Course		
	<p>Actor Actions:</p> <p>1. Lindsey, or any other potential client of Happy Paws, simply goes to the website, and fills out a form with all pertinent information about themselves and their dog(s).</p> <p>3. Once Lindsey has successfully registered her account (including a user name and password), she can set up a profile of herself and her dog(s). She can post photos and brief bios of her dogs. This profile will be visible to Happy Paws and their dog walkers, and may be shared with other clients if Lindsey wants.</p> <p>5. While Lindsey can view dog walker profiles before she registers a client account, she must be registered to see their calendar/schedule. She can then select her preferred dog walker and request a walk appointment directly.</p>	<p>System Responses:</p> <p>2. The website will post all user-entered information to the database, and send notification to Happy Paws that a new client has registered.</p> <p>4. The website makes Lindsey's profile available for viewing, and she can update it whenever she likes.</p>

	<p>8. Once a walk is completed, Lindsey can log into her account to view the dog walker's report about how her dog(s) did on their walk.</p> <p>9. Lindsey can schedule more walks at will, with a minimum of one hour notice (provided the preferred dog walker is available).</p>	<p>6. Once the dog walker receives the walk appointment request from a client, they confirm to add it directly to their calendar and a friendly confirmation email is generated to the client with directions on how to log into their account and pay for the walk.</p> <p>7. The website provides a "private messaging" system for clients and dog walkers to use, until and unless they decide they want to exchange private email addresses or other contact information.</p>
Exceptions		
1. Internet access temporarily goes down	<p>Actor Actions:</p> <p>1. Clients will need to call Happy Paws and/or their dog walkers as necessary to conduct whatever business they need.</p> <p>a. Or, if the need isn't urgent, they can simply wait for internet connectivity to return.</p>	<p>System Responses:</p> <p>2. Happy Paws owners will still have access to all database information off-line, in order to provide any information necessary to the clients.</p>
2. A client/dog owner is having trouble using the system, or can't figure out some part of it.	<p>Actor Actions:</p> <p>1. Clients can first access the FAQ/Help page that is specifically targeted to their potential needs.</p>	<p>System Responses:</p>

	<p>3. If this doesn't solve their problem, the client will need to phone or email Happy Paws (after hours they can send an email or leave a voice mail) to get help figuring out their problem.</p> <p>5. If the business owners can't easily resolve the issue, they can refer the client to us for tech support.</p>	<p>2. The website will have a page set up with FAQ's and troubleshooting suggestions specifically targeted to issues clients/dog owners may encounter.</p> <p>4. Happy Paws owners, who have been formally trained in system use and have access to full user manuals, can attempt to resolve the client's problem; as it may be something relatively easy.</p> <p>6. Our company will investigate and resolve the dog owner/client's problem; and if appropriate make adjustments to the website and/or its dog owner/client FAQ/troubleshooting page.</p>
Includes	UC – 1	
Special requirements	Clients/dog owners only need their existing devices – mobile phone, tablet, laptop, or desktop – and their existing internet connection, to make use of the website.	
Assumptions	<p>1. Clients/dog owners will have an internet-capable device and a basic level of competency navigating web forms and apps.</p> <p>2. The website will include simple instructions, guiding clients/dog owners step-by-step through the process of setting up their account and a</p>	

	profile for themselves and their dog(s).	
Notes and issues	The website should be intuitive and easy-to-use; designed with a “bright and happy” look and feel; and to make clients/dog owners feel like they’re part of the “Happy Paws Family”.	

3.2 – Functional/Behavioral Requirements

- Everything needs to run from the website, rather than a stand-alone app you'd have to download.
- All functions and features of the website need to be intuitive and easy to use, with no wasted processes or steps.
- Website functionality needs to be integrated with the database developed last year, both to access client, dog, and dog walker information from the website; and so that new client, dog, dog walker, scheduling, and walk report information entered from the website is automatically added to the database and immediately accessible by users.
 - The website also needs to be able to access the calendaring/scheduling software, so that once a walk time is requested by a client, accepted by a dog walker, and confirmed by both; it's added to the master calendar for the business and to the dog walker's personal calendar, and also immediately accessible.
- The website should provide a "private messaging" functionality between dog walkers and clients (dog owners), so that can be used in lieu of personal email addresses if desired.
- The website needs to be designed responsively, so that it looks good, is 100% functional, and is easy to navigate and interact with from any device regardless of screen size, operating system, or browser.
- The website needs to be developed such that it processes and responds to user actions as efficiently and quickly as possible.
- Happy Paws owners will need to be taught how to use all features of the website: scheduling, billing, payroll; and accessing all information about clients, dogs, and dog walkers.
- Happy Paws dog walkers will need to be taught how to use the features of the website applicable to them: scheduling, confirming walks completed so they can be paid, and accessing pertinent information about clients and their dogs.
- The side of the website for clients (dog owners) will need to be particularly intuitive and easy to use; with the simple step-by-step instructions (as few as possible) necessary for them to set up their accounts and their dog's profile; since obviously it would be impossible to provide formal training for clients.

3.3 – Non-Behavioral/Non-Functional Requirements

- Happy Paws owners will simply access the website from any of the devices they currently own; their dog walkers and clients will be able to access the website from any of their current personally owned devices; in both cases using their existing internet connection.
- The website needs to simply run quietly, efficiently, quickly, and smoothly with maintenance or updating required only in the event new content or functionality is desired at a later date.
- There needs to be a means for clients and dog walkers to access support if they run into problems using the website; for off-hours help, there should be an FAQ/Troubleshooting page targeted to each type of user (dog walker and dog owner).
- The website needs to be designed with the appropriate branding; i.e., a look and feel that accurately represents the company.
- The website needs to provide a “fun” experience for clients, and make them feel that they and their dogs are part of the “Happy Paws Family”.
 - The website should feature appropriate links to any social media the company participates in, as well.
 - Dog walkers should also feel like “part of the family” when accessing the website.

3.4 – System Constraints

- Happy Paws will need to purchase and maintain a web server to host the website and database; or arrange to lease the necessary equipment/services;
 - This includes hardware and software necessary to keep all server-stored files secure; and for secure transmission of data in both directions.
- Given that this is a website, all users will need to have internet access on their device(s) in order to access the site and use its features.
- The website needs to be created so that it’s completely and easily accessible and functional from any type of device, operating system, or browser.
- The website needs to have access to information stored in the previously created database, and be able to write new information to the database as well.

- The website needs to have access to the calendaring/scheduling software so that when a client requests a walk time and a dog walker accepts the walk, it goes both to a central place for the business owners, and to the dog walker's personal calendar.
- The website needs to be able to handle uploading of user photos (for clients to create their dog's profiles) and documents (for dog walkers to submit necessary paperwork).
- The website needs to have a "private messaging" function for dog walkers and clients.
- All users will need to be provided with training and/or guidance in using the website as applicable to their needs. For dog walkers, an orientation/training video will be provided.

5.2 – Website Diagram/Site Map

The website design is intentionally simple and concise. From the home page, users can go to the Client portal, or the Dog Walker portal; where they will be able to create an account, or log in to their existing account. From there, they may create or edit/update their user profiles or view the profiles of other users, both clients and dog walkers.

The Happy Paws calendaring/scheduling system is accessible from the main home page, or from either of the user portals. While still in development, the end concept is that it will show which dog walkers are available on which days and times, then allow users with registered client accounts to request walk appointments when their favorite dog walker has open time.

The website will also provide a private messaging system, accessible from each user's portal and profile page, to contact each other without the necessity of using their private email accounts, if they wish.

Finally, Happy Paws will have a page on their website to promote upcoming dog-related community events that their clients and dog walkers would likely be interested in, to post photos of recent events, and to encourage their clients to have fun with their dogs in the community.

5.3 – Interface Flow Diagram

The interface flow diagram depicts the steps users would take – both prospective clients and prospective dog walkers (independent contractors) – as they interact with the website and set up their individual user accounts.

The diagram shows what parts of the site are viewable/accessible to unregistered users – in other words, any visitor; and what parts are only available only to registered users, either clients or dog-walkers.

5.4 – Sequence Diagram

The sequence diagram depicts the steps that would be taken by a website user who wishes to become a client of Happy Paws, and are required for them to successfully schedule a walk appointment for their dog(s).

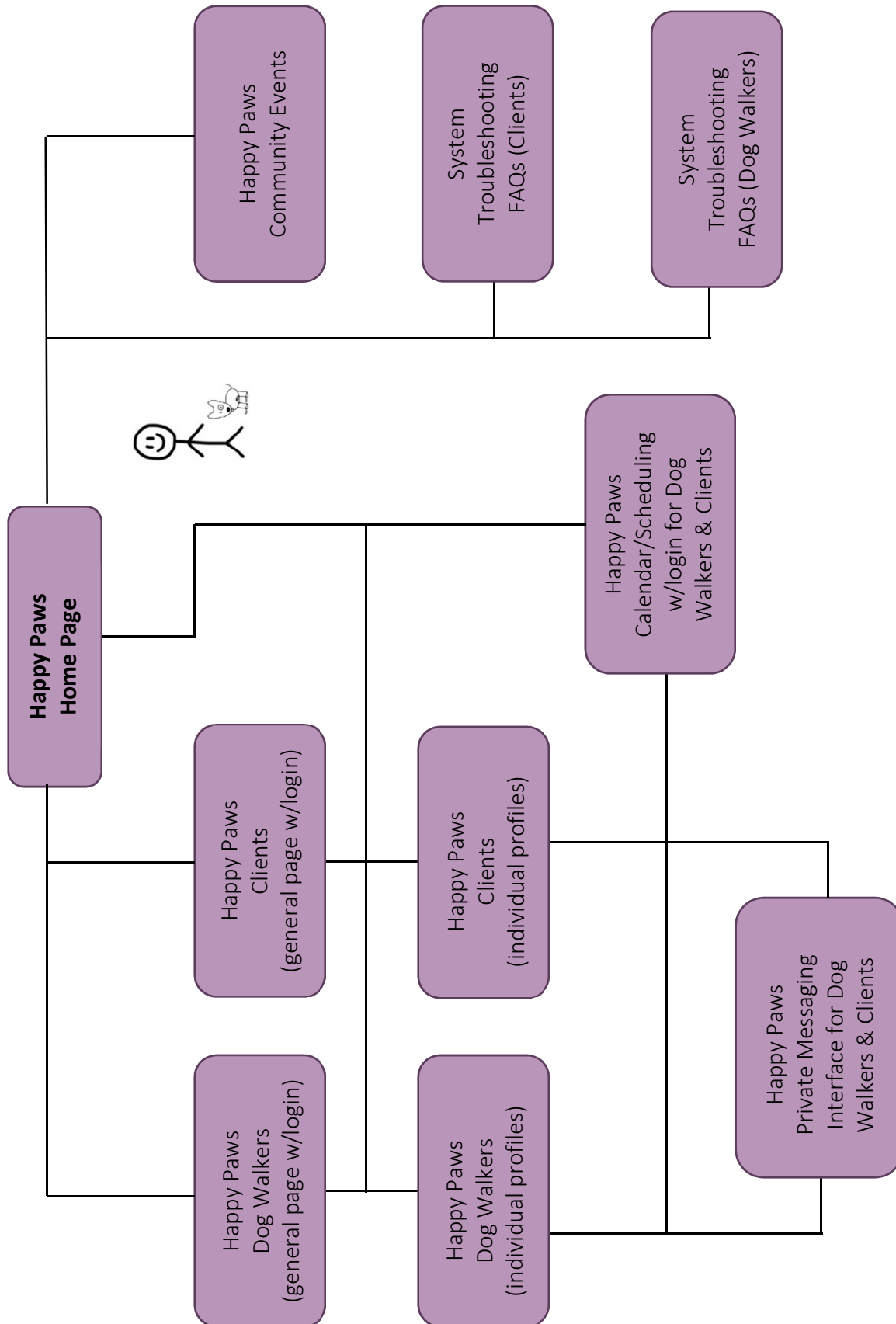
This diagram is only from the perspective of the prospective client; however, prospective dog walkers would follow a similar sequence for steps one through nine. Since dog walkers don't select clients, in the way clients select dog walkers; their sequence after

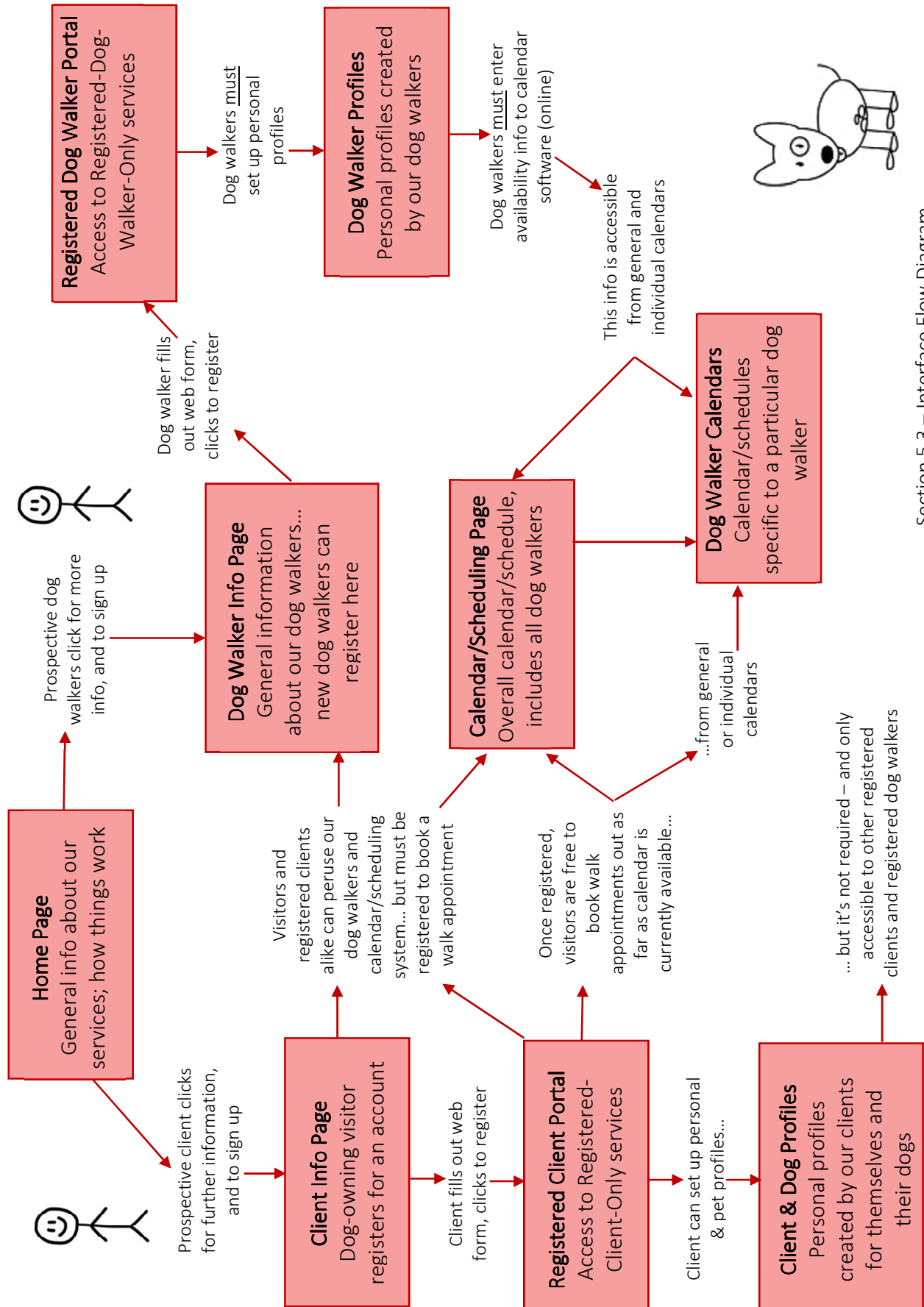
Step Nine would look different – most prominently, steps ten through eighteen would be missing.

Because the calendaring/scheduling application that will be used with the website is a separate piece of software – which is being designed and developed concurrently with this project – some sub-steps between steps fifteen and nineteen were glossed over; focusing instead only on what the user would do and experience as they interact with the website.

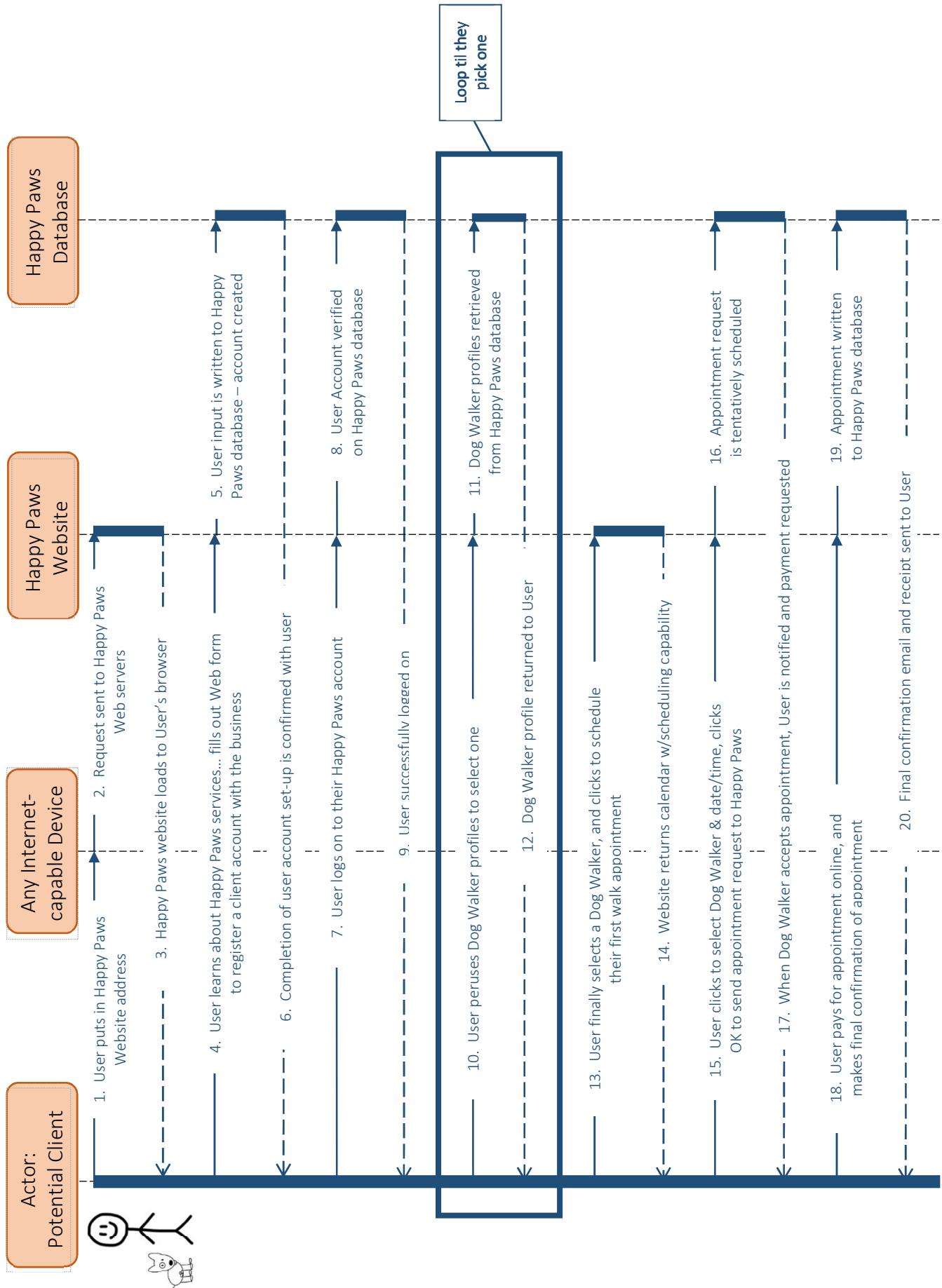
Since the sequence diagram is intended to show the process for scheduling walks for client's dog(s) with Happy Paws dog walkers, the part where the new client would have the opportunity to set up a profile for themselves and their pets was omitted – a walk appointment can be successfully scheduled without the client setting up a profile, since all information potentially needed by the dog walker was written to the database when the new client created their account.

In other words, creating an account is independent from creating a profile for clients, and not a requirement; creating a profile is, *however*, creating a profile is required for dog walkers who sign up with Happy Paws.





Section 5.3 – Interface Flow Diagram



8.1 – References

Cooper, Lindsey. Personal interview. 05 Apr. 2017.

Anderson, Steve. Personal interview. 05 Apr. 2017.