

Case Study: Hubooko.com

A Web application to search and avail different merchant services online. There will be predefined merchant services from where consumers can find a merchant for their service. Rating and reviews of the merchant will help a consumer to select suitable merchant. Consumer can request for an appointment from the merchant's calendar.

Technical Specification

Technology : JAVA/J2EE
Framework : Struts1.3
Database : Mysql 5
Tools : iReport
UI : JSP/Ajax/XML/DHTMLX Calendar/jQuery
IDE : Netbeans 6.8

Home page:

The screenshot shows the Hubooko.com home page. At the top left is the Hubooko logo, and at the top right is the tagline "Your hub for booking appointments online". Below the logo is a sub-header: "BETA-Search schedule & manage appointments in one place at convenience online." The main content area is divided into three sections. The first section is "Search", which includes input fields for "Service Type", "City/Zip", and a date/time selector (11/16/2011, AM/PM). There are also radio buttons for "Green Merchant", "Site Recommended", and "Emergency". A "Search with Merchant Name" button is at the bottom of this section. The second section is a login/sign-up area with an "Enter email address" field, a "Login" button, a "Keep me logged in" checkbox, a "Forgot Password?" link, and a "Sign up" button. The third section is "Browse by Category", which displays a grid of categories with their respective counts: Acura (1), Advertising Marketing (14), Aerospace Defense (1), Aerospace Defense Mainten.. (2), Agricultural Machinery Ma.. (3), and Agricultural Support Acti.. (9). A "More" link is at the bottom right of this section. The footer contains navigation links: "About Us | Help | Privacy Policy | Terms Of Use | Contact Us | FAQ" and a small lock icon.

All users can search for merchants. Only registered consumers can schedule appointment with merchants. Email ID is mandatory for creating membership with the site. There will be 3 to 5 steps in the registration based on the user type. i.e. consumer or merchant.

- Step 1 : Email ID verification
- Step 2 : Zip Code validation
- Step 3 : Profile details

Step 4 : Search preference (merchant)

Step 5 : Technicians calendar setting (merchant)

Registration page:

Hubooko Your hub for booking appointments online

BETA-Search schedule & manage appointments in one place at convenience online.

1.Registration 2.Verify Email 3.Profile Details

Email Address

User/Service Provider User Service Provider

Start

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All merchants should define the search preference with their service area for listing in the search results. Merchants can suggest their service area if it is not already defined in Hubooko. The new service area will be available in the site after approval by the administrators.

Merchants can define their hours of operation and their technician's profile. Merchants will be listed in the search result if the merchant or any of the technicians are available for the time mentioned in the search criteria.

Merchant search preference page:

Hubookp Your hub for booking appointments online

BETA-Search schedule & manage appointments in one place at convenience online.

Hello Nisha

Menu

- Merchant Profile
- Search Preference
- Block a Time
- Calendar Setting
- Add Sub Calendar
- New Appointment Requests
- Confirmed Appointments
- My Calendar
- Peak Vs. Non-Peak Settings
- Service Type Settings
- Mail Settings
- Cancellation Policy
- Promotional Campaigns
- Billing Setup
- Monthly Statements
- Delete Account
- Generate Url
- Logout

Search Preference

Home

Select Your Service

Billiard Table Sales
Biohazard Remediation
Blind Cleaning
Buffing and Polishing
Builders - Garages-Barns
Builders - Homes

Plumbing
 Electrical
 Alarms
 Animal Removal
 Appliance Refinishing

Add Your Service, if not specified in the above list

Remove the selected service

\$ 250 * \$ 100 *

Select Zip Code

10606

Are you registering as a Technician

Plumbing
 Electrical
 Alarms
 Animal Removal
 Appliance Refinishing
 Appliance Repair - Large
 Appliance Repair Small
 Air Duct Cleaning

I would like to subscribe to Out-Bid this Job Service

I would like to take the Green Merchant Survey

Contact me for Emergency

Save

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Merchant calendar:

The screenshot shows the Hubooko merchant calendar interface. At the top, it says "Hubooko Your hub for booking appointments online". Below this, it says "BETA-Search schedule & manage appointments in one place at convenience online." and "Hello Nisha".

On the left, there is a "Menu" section with the following items:

- Merchant Profile
- Search Preference
- Block a Time
- Calendar Setting
- Add Sub Calendar
- New Appointment Requests
- Confirmed Appointments
- My Calendar
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 - Promotional Campaigns
 - Billing Setup
 - Monthly Statements
 - Delete Account
 - Generate Url
 - Logout

The main area displays a calendar for November 2011. The calendar has tabs for "Day", "Week", and "Month", and a search box. The days of the week are listed as Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. The dates are arranged in a grid:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	01	02	03

At the bottom, there are links for "Home | About Us | Help | Privacy Policy | Terms Of Use | Contact Us | FAQ" and a lock icon.

Users can search for merchants with the service type, City/Zip and date & time required. Consumers can request for an appointment with the merchant selected from the search result. Merchant can Approve, Deny or Counter the appointment requests.

Schedule appointments with a merchant:

The screenshot shows a web application interface for scheduling appointments. On the left, there is a 'Menu' with options like 'Consumer Profile', 'Schedule Appointment', 'Search Preferences', 'Block a Time', 'Appointment', 'Add Merchant', 'My Favorite List', 'My Calendar', 'Mail Settings', 'Delete Account', and 'Logout'. Below the menu is a calendar for November 2011, with the 17th highlighted. The main area is titled 'Check Availability!' and shows a time slot grid for 11/17/2011 from 09:00 AM to 02:00 PM. Below the grid, there are input fields for 'User' and 'Merchant'. The 'Merchant' section includes fields for name (Shilpa.K.S), service (Plumbing), address (bethel, kumbazha), location (10606 WHITE PLAINS NY), telephone, response time, and a service note. There are also checkboxes for 'Out-Bid this job upon timeout? Y/N', 'Add Merchant to My Favorite List', and 'Please Read & Accept the Default Merchant Cancellation Policy'. A 'Schedule' button is at the bottom right. The footer contains navigation links: Home | About Us | Help | Privacy Policy | Terms Of Use | Contact Us | FAQ.

Merchants/Consumers can be from any timezone. Automatic timezone/daylight detection is provided to list the merchants in the search result.

Appointment requests:

Hubooko

Your hub for booking appointments online

BETA-Search schedule & manage appointments in one place at convenience online.

Hello Nisha

Menu

- ∴ Merchant Profile
- ∴ Search Preference
- ∴ Block a Time
- ∴ Calendar Setting
- ∴ Add Sub Calendar
- ∴ New Appointment Requests
- ∴ Confirmed Appointments
- ∴ My Calendar
- ∴ Peak Vs. Non-Peak Settings
- ∴ Service Type Settings
- ∴ Mail Settings
- ∴ Cancellation Policy
- ∴ Promotional Campaigns
- ∴ Billing Setup
- ∴ Monthly Statements
- ∴ Delete Account
- ∴ Generate Url
- ∴ Logout

Appointment Date	Time Duration	Request Date	Service Type	Details	Decline	Counter	Confirm
From : 11/18/2011 To : 11/18/2011	09:10 AM 10:10 AM 01:00 Hr(s)	11/17/2011	Plumbing	View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From : 11/17/2011 To : 11/17/2011	09:10 AM 10:10 AM 01:00 Hr(s)	11/17/2011	Plumbing	View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From : 11/17/2011 To : 11/18/2011	11:10 PM 12:10 PM 13:00 Hr(s)	11/17/2011	Plumbing	View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From : 11/25/2011 To : 11/25/2011	09:10 AM 10:10 AM 01:00 Hr(s)	11/17/2011	Plumbing	View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From : 11/23/2011 To : 11/23/2011	09:10 AM 10:10 AM 01:00 Hr(s)	11/17/2011	Plumbing	View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From : 11/24/2011 To : 11/24/2011	09:10 AM 10:10 AM 01:00 Hr(s)	11/17/2011	Plumbing	View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From : 11/29/2011 To : 11/29/2011	09:10 AM 10:10 AM 01:00 Hr(s)	11/17/2011	Plumbing	View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

November 2011

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

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Confirmed appointments:

Hubooko Your hub for booking appointments online

BETA-Search schedule & manage appointments in one place at convenience online.

Hello Nisha

Menu

- Merchant Profile
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- New Appointment Requests
- Confirmed Appointments**
- My Calendar
- Peak Vs. Non-Peak Settings
- Service Type Settings
- Mail Settings
- Cancellation Policy
- Promotional Campaigns
- Billing Setup
- Monthly Statements
- Delete Account
- Generate Url
- Logout

Appointment Date	Time Duration	Request Date	Confirmation Date	Customer Address	Contact	Service Type	Details
07/29/2011	09:00 AM 12:00 PM 03:00 Hr(s)	07/02/2011	07/05/2011	bethel,kumbazha	Telephone	Plumbing	View X
07/28/2011	12:00 PM 02:30 PM 02:30 Hr(s)	07/02/2011	07/05/2011	bethel,kumbazha	Telephone	Plumbing	View X
07/28/2011	12:00 PM 01:45 PM 01:45 Hr(s)	07/02/2011	07/05/2011	bethel,kumbazha	Telephone	Plumbing	View X
07/28/2011	08:00 AM 10:00 AM 02:00 Hr(s)	07/02/2011	07/05/2011	bethel,kumbazha	Telephone	Plumbing	View X
07/27/2011	09:00 AM 11:00 AM 02:00 Hr(s)	07/02/2011	07/05/2011	bethel,kumbazha	Telephone	Plumbing	View X
07/14/2011	09:00 AM 12:20 PM 03:20 Hr(s)	07/05/2011	07/05/2011	bethel,kumbazha	Telephone	Plumbing	View X
07/13/2011	09:00 AM 04:00 PM 07:00 Hr(s)	07/05/2011	07/05/2011	bethel,kumbazha	Telephone	Plumbing	View X

November 2011

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

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Content Management System is integrated for all the level 1 pages, FAQ, and email matter using TinyMCE HTML WYSIWYG editor.

Merchants will be awarded as Green Merchants after they completed the survey.

Calendar synchronization with personal calendar in different mobile devices is provided with web services.

Consumers can redeem bonus points accumulated during appointment scheduling with the merchants.