



Team members:

Sivan Shuker

Barak Kind

Ran Maman

Liel Hadar



Synca Manual

“Synca” is web application that allows businesses to create “orders tracking system” for their business.

This system includes:

- Create new order
- Change current status of order.
- Send message to a customer regarding his order.
- Print order details.
- Close order.
- Delete order.

In addition, business can see and edit his profile, adding advertisements, see statistics about his business function, and get iframe code to put in his business web site.

In customer side, the customer will be able to follow all of his orders from all business via web\mobile and do multiple actions like:

- See the current status of his orders.
- Contact business by skype.
- Change notification settings of an order.

Customer that not registers to "Synca" also can use "Synca" service and find his order, in order to see its current state.



Use cases

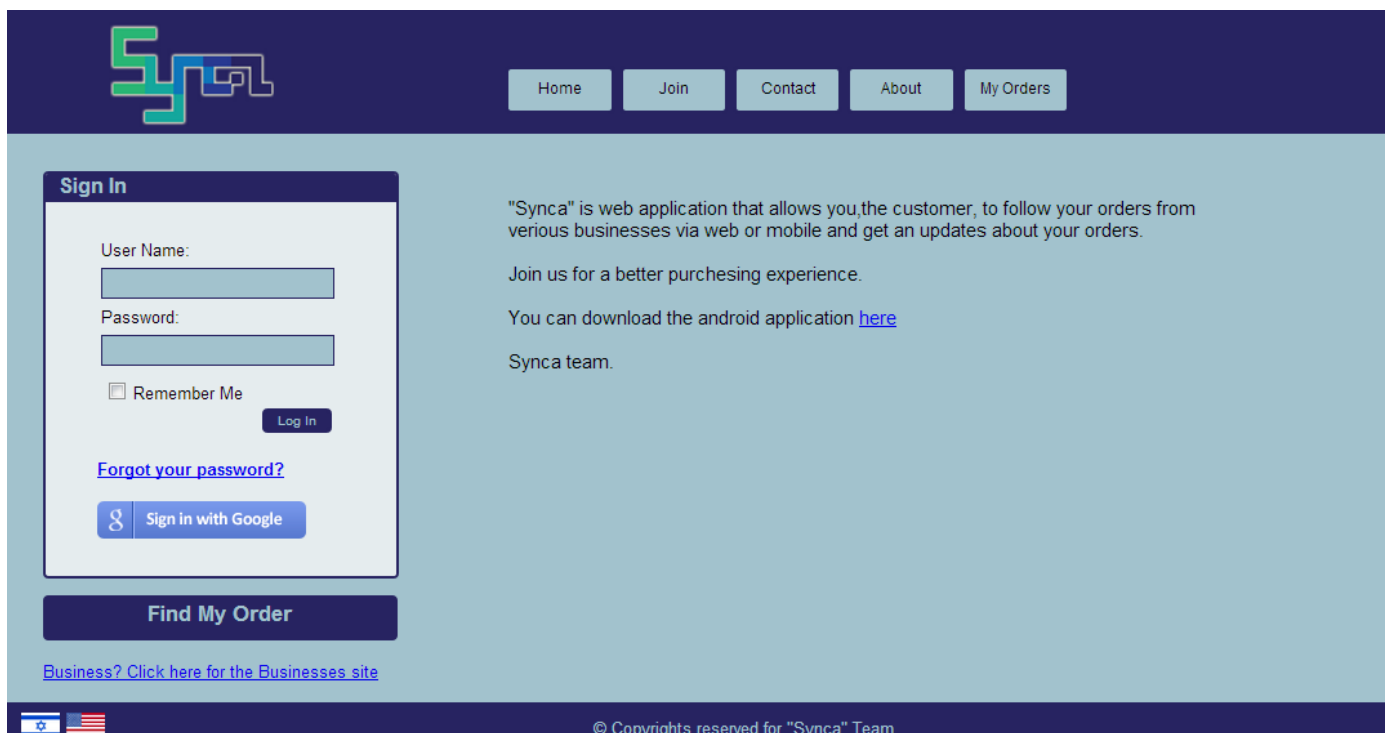
- Bob has a computer fix lab, a lot of customers brought their computers to Bob's lab.

He need a system that can manage his orders.

- Alice computer is broken. she called Bob's lab and brought him her computer.

In addition, Alice is moving to another apartment, so she ordered a new table from IKEA.

She need a place that contain all of her orders.



The screenshot displays the Synca web application interface. At the top, there is a dark blue header with the Synca logo on the left and a navigation menu with buttons for Home, Join, Contact, About, and My Orders. Below the header, the main content area has a light blue background. On the left side of this area, there is a 'Sign In' form with fields for User Name and Password, a 'Remember Me' checkbox, a 'Log In' button, a 'Forgot your password?' link, and a 'Sign in with Google' button. Below the sign-in form is a 'Find My Order' button. To the right of the sign-in form, there is a text block describing Synca as a web application for following orders, a link to join for a better experience, a link to download the Android application, and a link to the Synca team. At the bottom of the page, there is a dark blue footer with flags for Israel and the USA on the left, and a copyright notice '© Copyrights reserved for "Synca" Team' on the right.

Sign In

User Name:

Password:

☐ Remember Me

[Forgot your password?](#)

[Business? Click here for the Businesses site](#)

"Synca" is web application that allows you, the customer, to follow your orders from various businesses via web or mobile and get an updates about your orders.

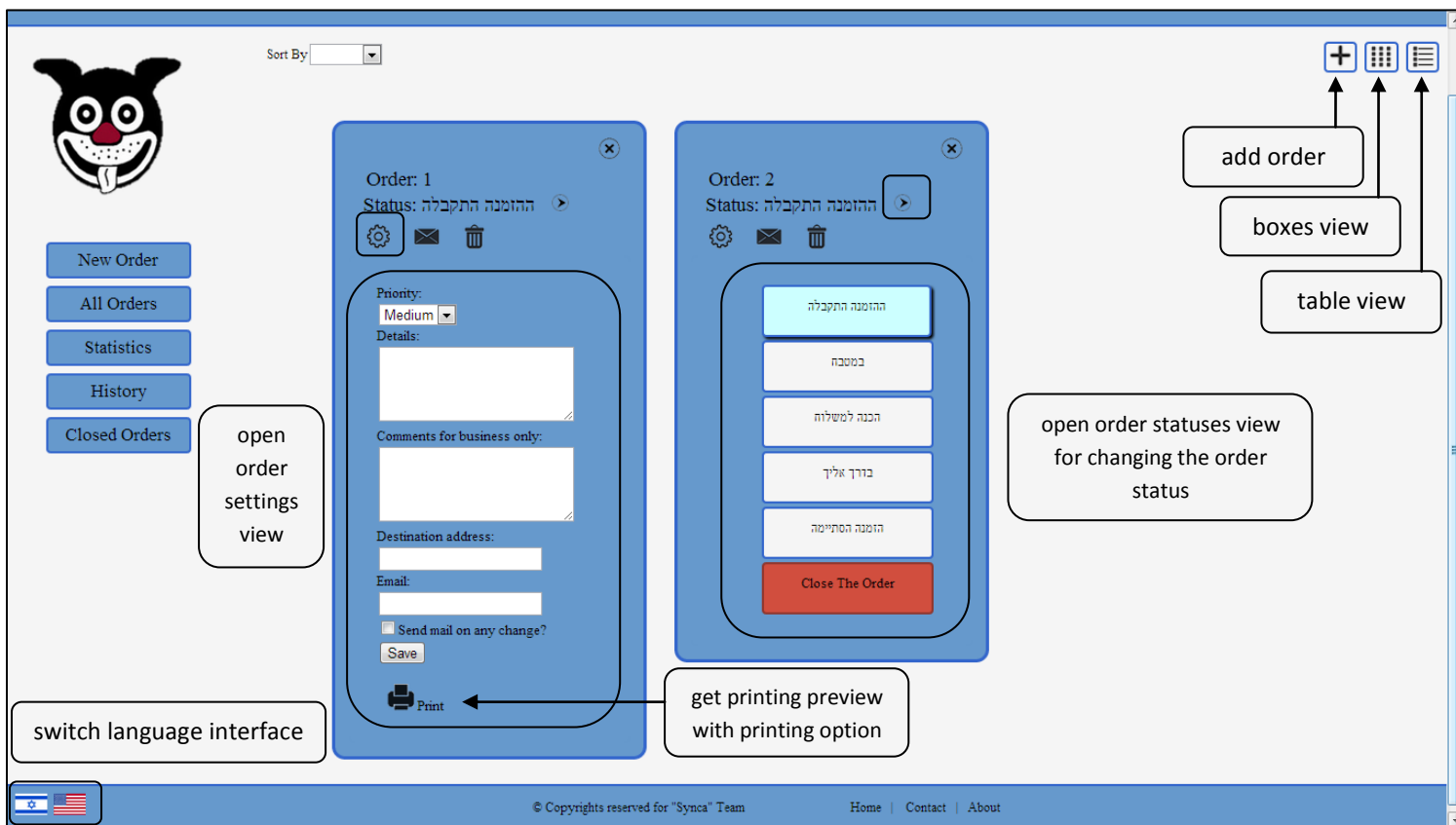
Join us for a better purchasing experience.

You can download the android application [here](#)

Synca team.

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- **My orders page**





English and Hebrew interface

synca application has multiple language support, for now "Synca" support only Hebrew and English but adding another languages is very easy to do.

Add new order

The order is automatically connect to the client with the phone number that specified in the "phone number" field. The alternative option is that the client manually fetch the order by the order number and the phone number that done the order.

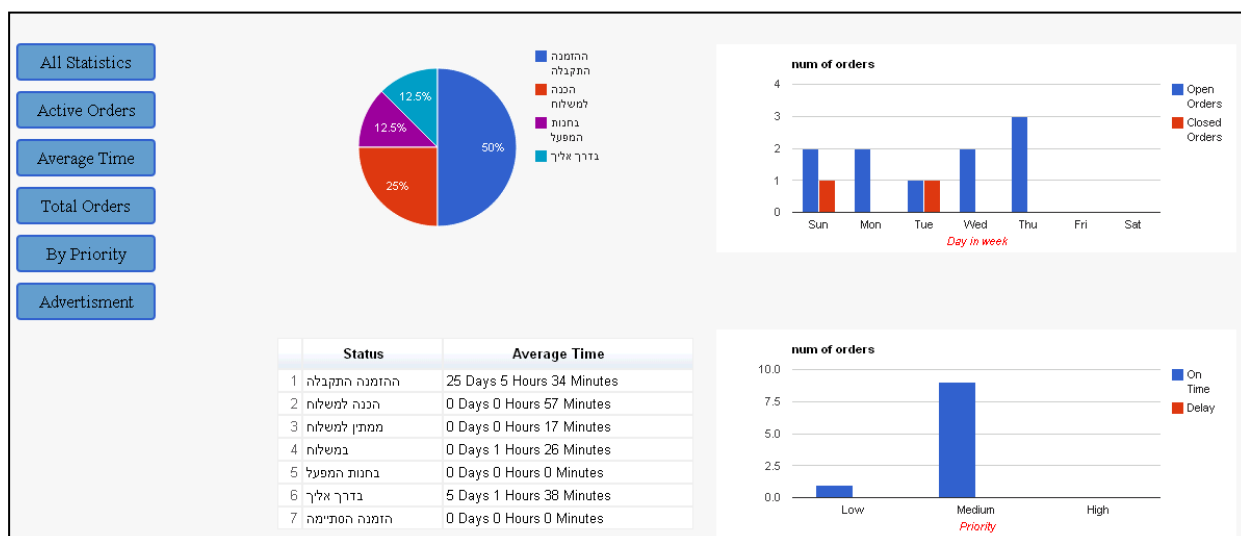
Order: 1
Status: ההזמנה התקבלה

Order ID: 2
Current Status: ההזמנה התקבלה
Priority: Medium
Destination address:
Phone Number:
Email:
Details:
Comments for business only:
☐ Send mail on any change?
Submit

for sending mail notifications to the given mail

Statistics

Business owners can see statistics about their business's functions such as: number of orders per status, average execution time for each status, for each ad how many times it appeared and how many times it was clicked, how many orders opened/closed in a certain time frame.



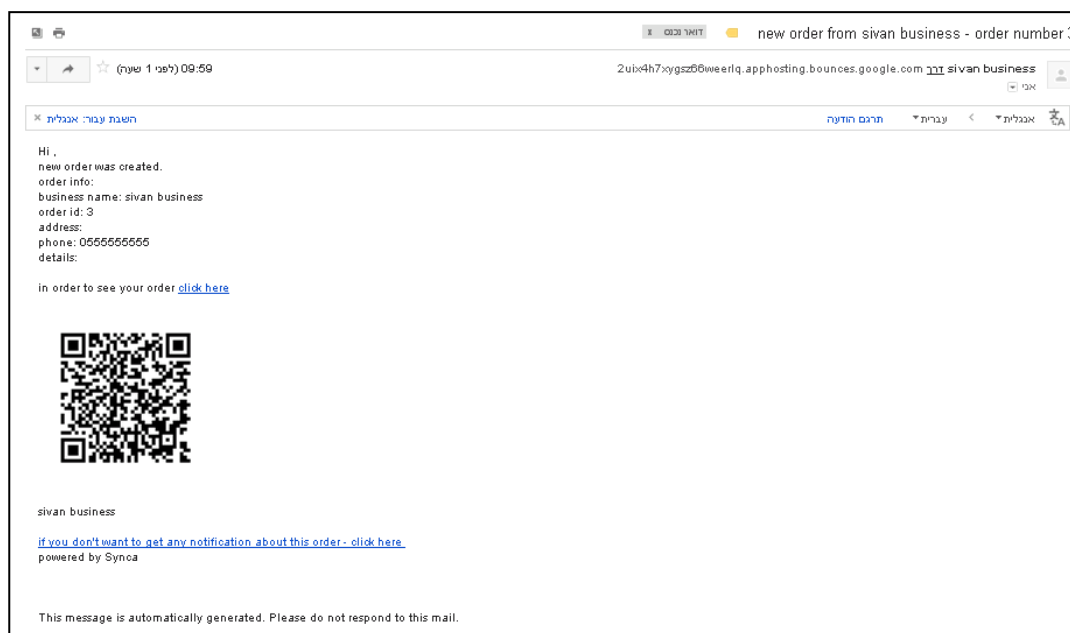


- **Email notification**

Customer can get email notifications about new orders that have been added, changes in order status, new messages from business etc.

Of course the customer has the option to disable notification sending.

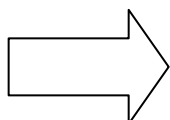
For example:



- **Qr**

When client get a notification email about new order or about change of an order status, a QR code is attached to the mail.

The client can scan the code and see the order.

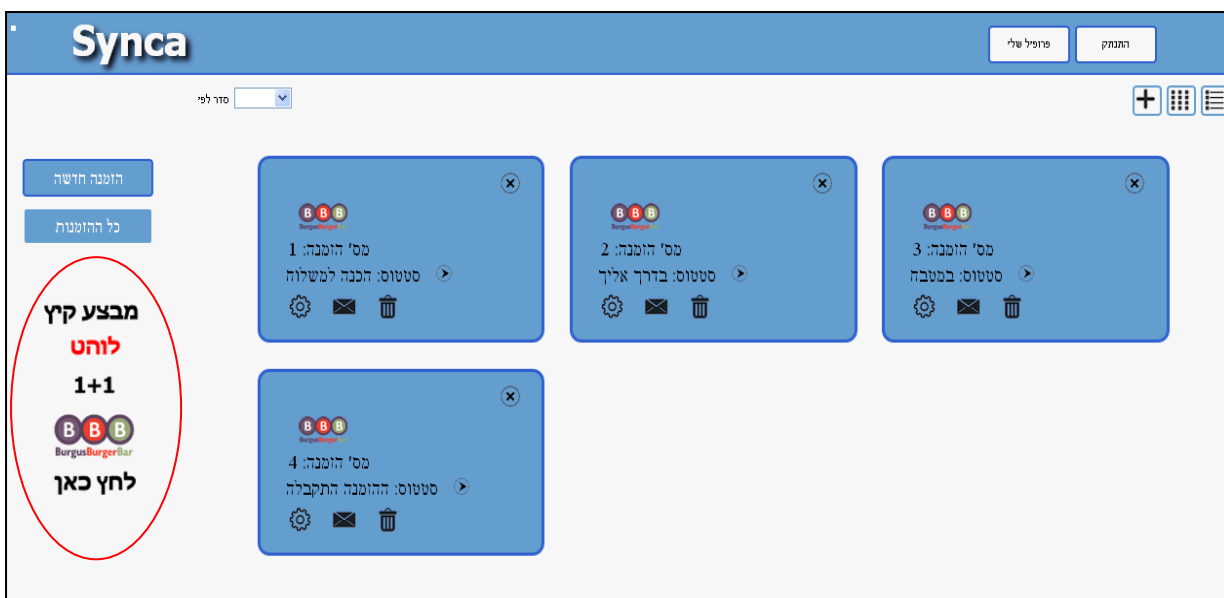




• Advertisements

Each business can add advertisements to his personal profile. Those Advertisements will be presented to a client according to the kind of orders in his account.

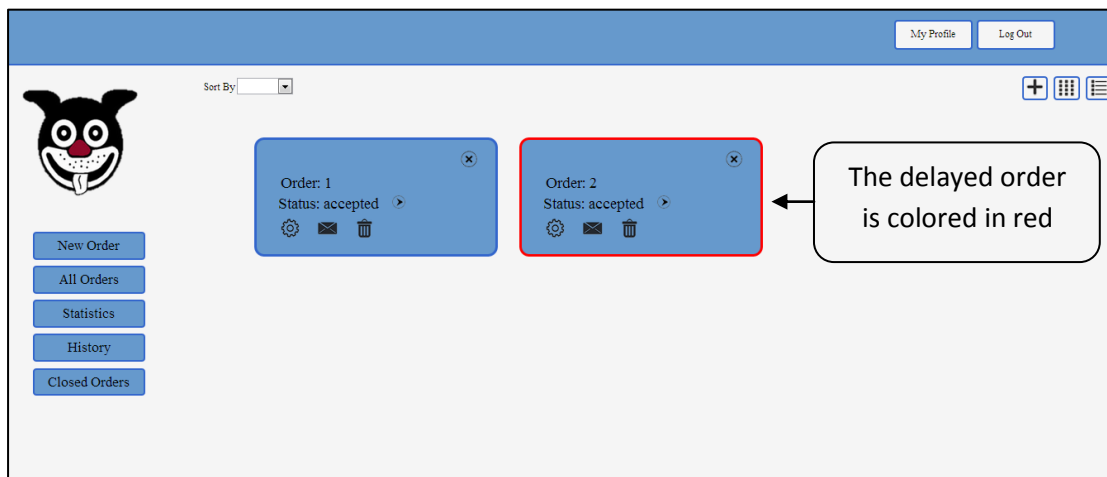
Each time client enter to his "all orders" view random advertisement is presented, for example:



Advertisements can be add/remove via "my profile" page in "Advertisements" tag.

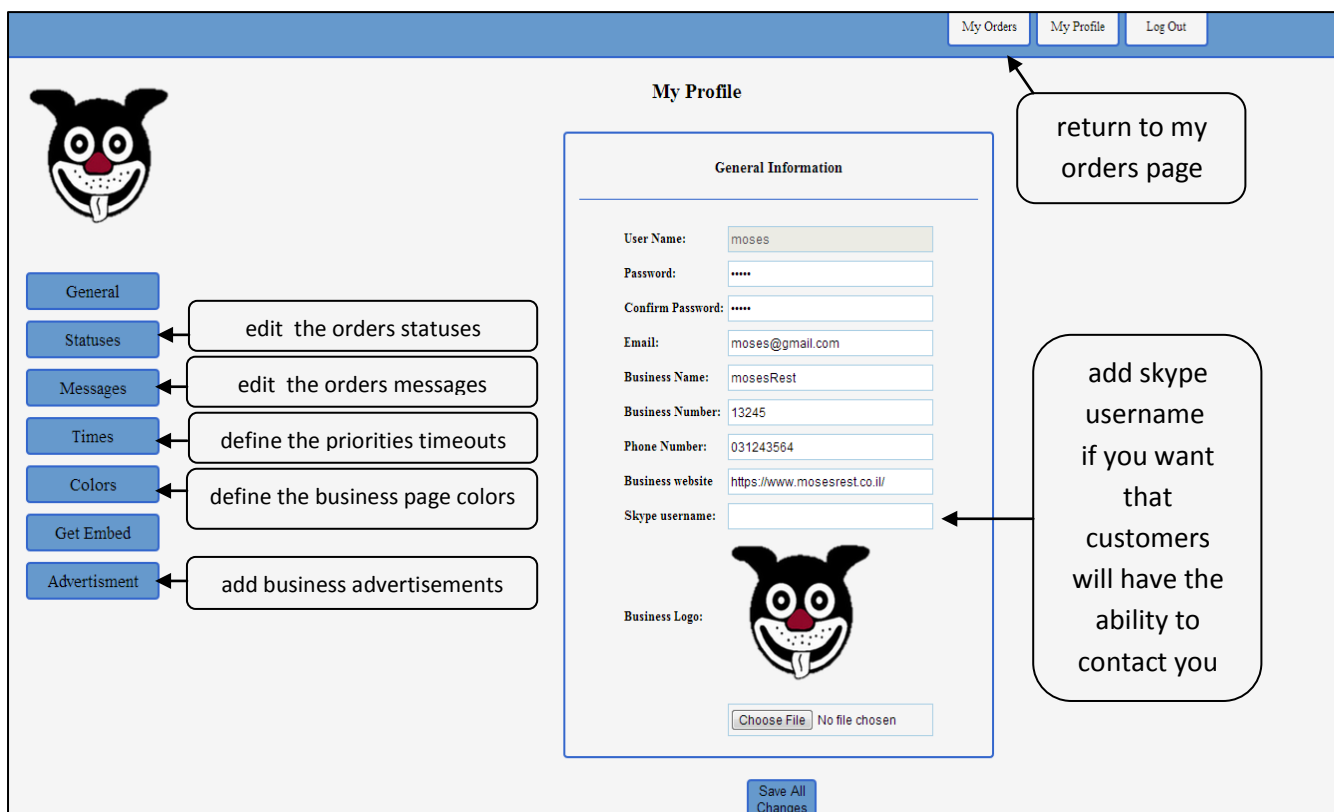
• orders priorities

business can define 3 different priorities : high, medium and low, every priority with different timeout. When creating a new order one of the inputs will be the priority of the new order, then when the timeout that define is passed the order will be painted in red. Timeouts can be defined via "my profile" page in "Times" tag.





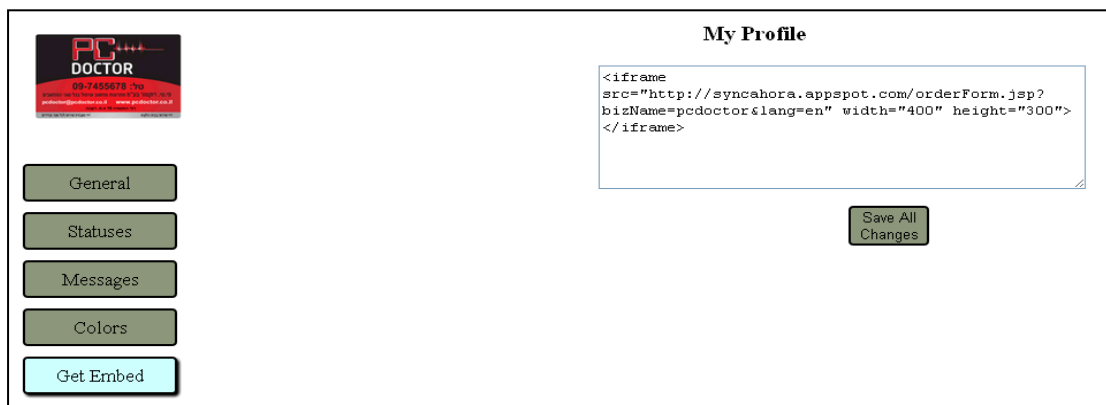
- **My profile page**



- **iFrame**

"Synca" is application that give service to businesses and not vice versa. Because of this we decided that if a client that ordered something from a business want to see his order status. He will able to do this from the business web site and not only from our website.

This is why we added to the business profile the "embedded" label that contain iframe code.





How it looks like at the business website:

בדוק סטטוס ההזמנה





Order Number:

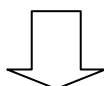
Phone Number:

Find us on Facebook




פי סי דוקטור-PC Doctor


22 people like PC Doctor-דוקטור-פי סי



בדוק סטטוס ההזמנה


המחשב התקבל	מוכן ויפול
 Pending	 


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פי סי דוקטור-PC Doctor

22 people like PC Doctor-דוקטור-פי סי



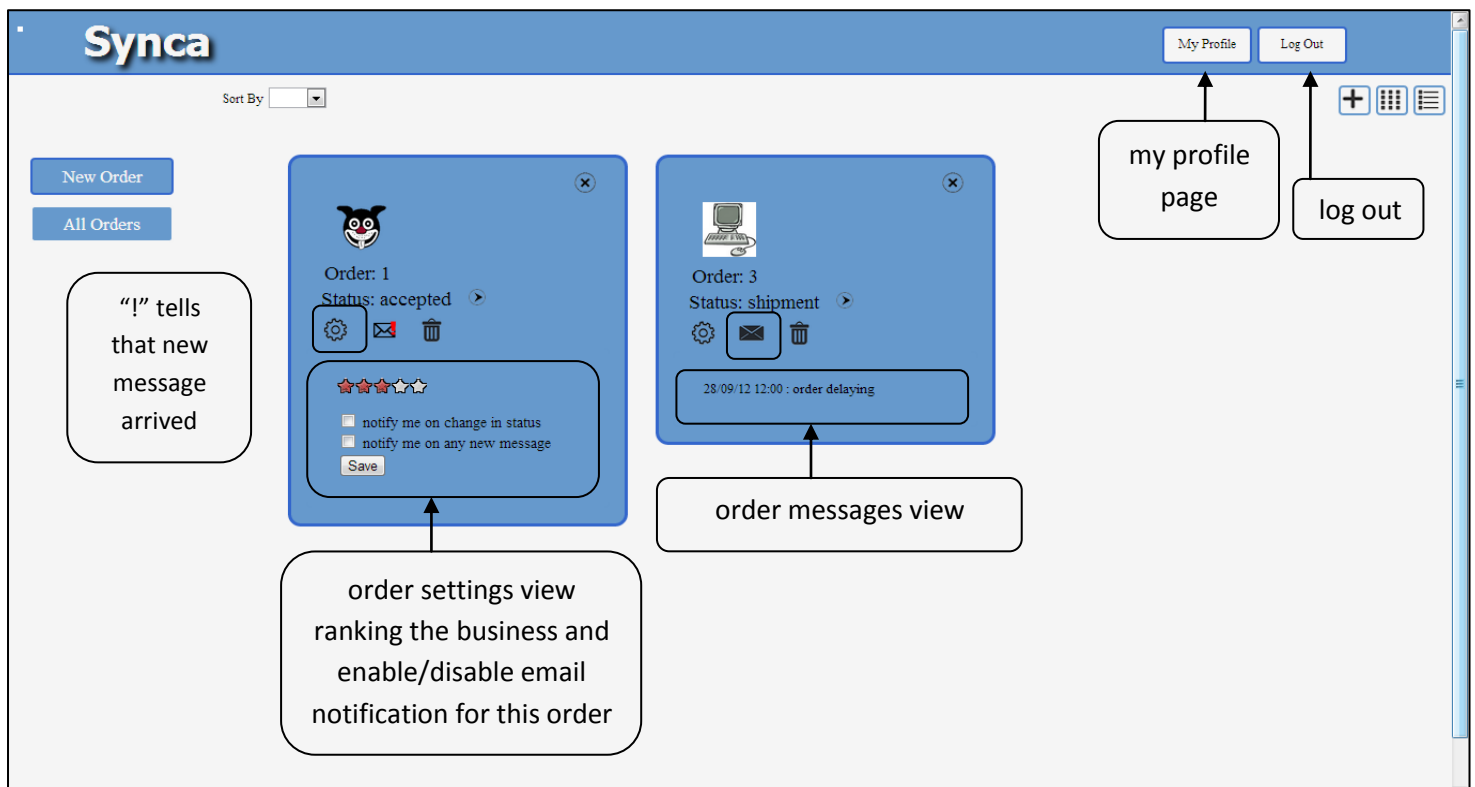


Client Tutorial

- **Gmail login**

Because most of users have Google account, we add option of login to our service with user's Google account. This saves a lot of time to the user and he actually skip on the registration process.

- **My orders page**



Order is automatically connect to the customer according to the phone number that was given to the business.

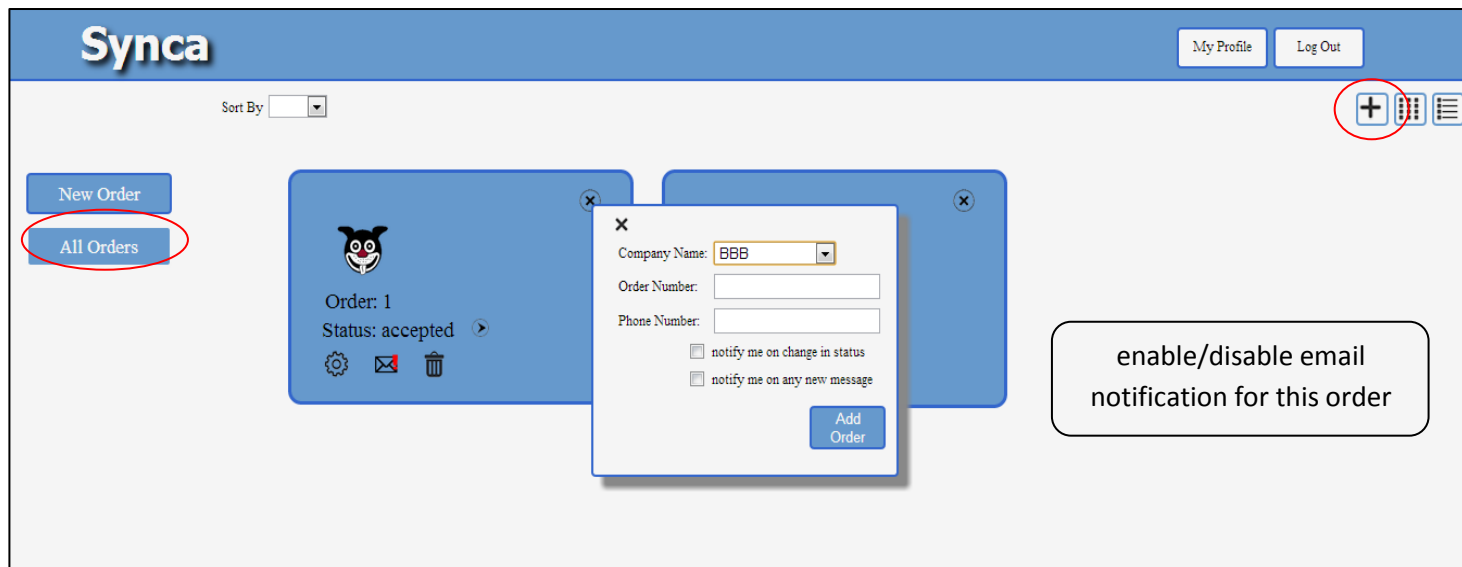
- **Business ranking**

Customer can rank the quality of the business service per order. The average of all rankings on a specific business will appear in the business page.



- **Add new order**

Add order by the order number and the phone number that done the order.

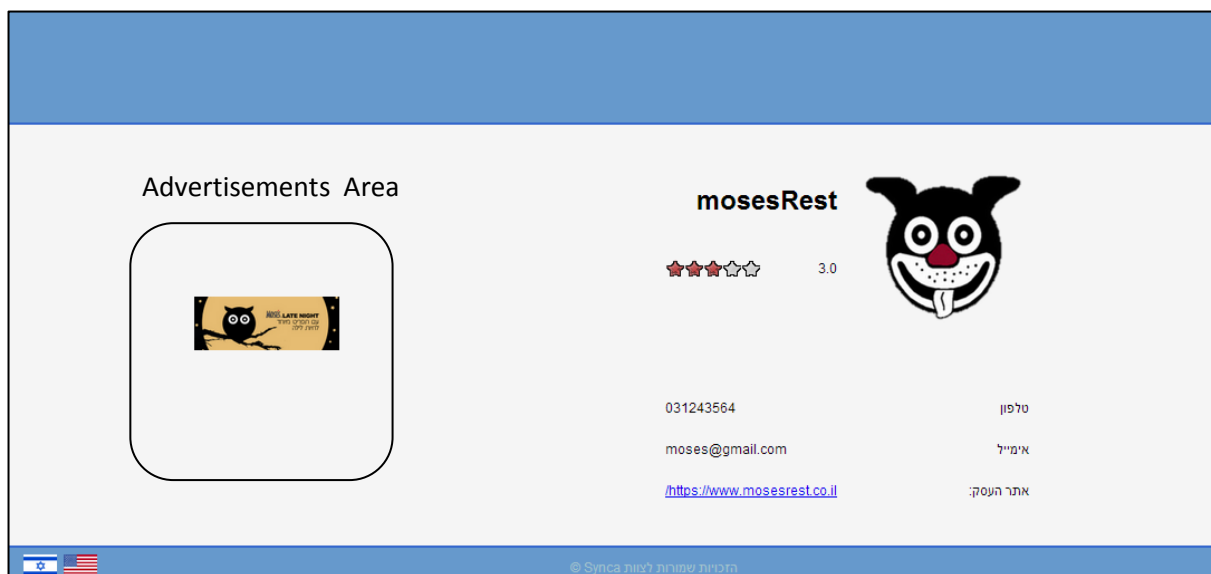


- **Skype**

Customers have the ability to talk with business owners via skype.

- **Business page**

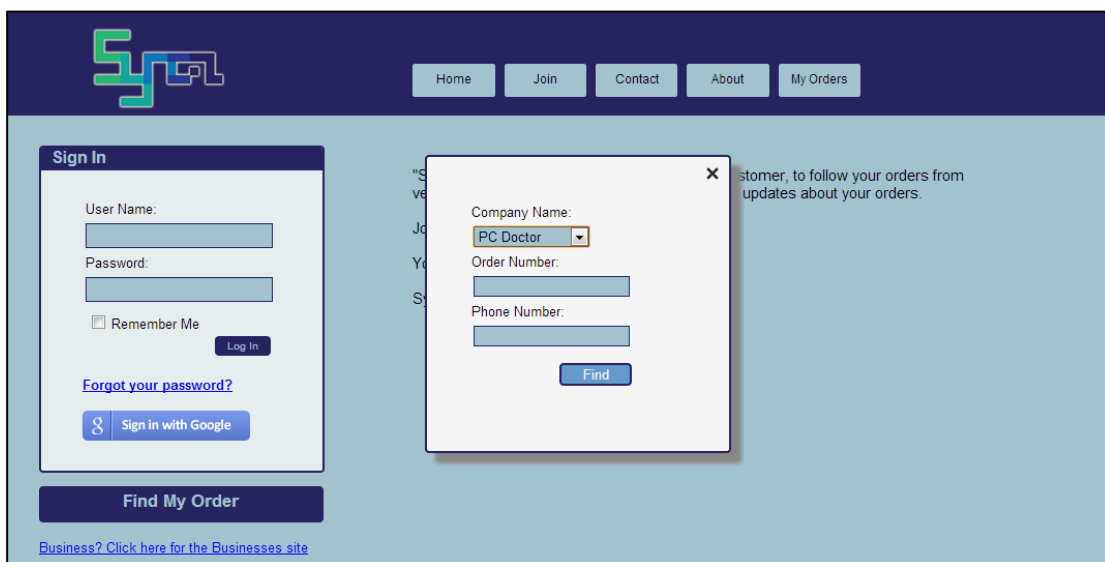
Customers can watch business page that includes the business contact information, business rank and its advertisements.





- **Find order**

Customer can watch his order also by searching it via "find my order" option (at Synca home page). He can do that by entering his order details: the company name, the order id and the phone number, and clicking "find" button. **This option is available also to customers who are not registered to Synca.**



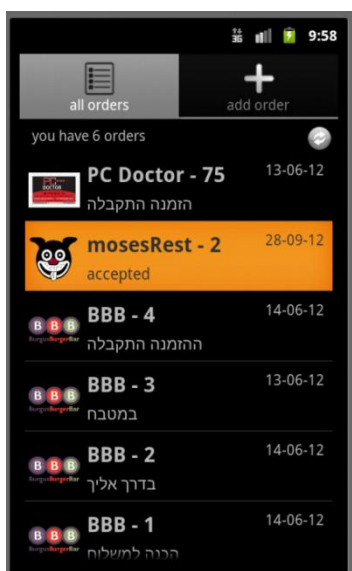
The screenshot shows the Synca website interface. At the top, there is a navigation bar with links: Home, Join, Contact, About, and My Orders. Below the navigation bar, there is a 'Sign In' modal on the left with fields for User Name, Password, and a 'Remember Me' checkbox. There is also a 'Log In' button and a link for 'Forgot your password?'. Below the modal, there is a 'Find My Order' button. To the right of the 'Sign In' modal, there is a 'Find' form with fields for Company Name (a dropdown menu showing 'PC Doctor'), Order Number, and Phone Number. A 'Find' button is at the bottom of this form. A small text box on the right says: 'Customer, to follow your orders from updates about your orders.'

- **Android application**

Customers can download the "Synca" android application via "Synca" home page. In the application, customer can see all of his orders and add new orders.

In addition, customer can get push notifications about new orders that have been added, changes in order status, new messages from business etc.

Of course the customer has the option to disable notification sending.





Synca Movies On Youtube

- Synca business side demonstration:
<http://www.youtube.com/watch?v=Kxjx6c7rKUE>
- Synca client side demonstration:
http://www.youtube.com/watch?v=ipRo_C8q1p4
- Synca android app demonstration:
<http://www.youtube.com/watch?v=GzaLAV7ejBw>