

UNIVERSITI TEKNOLOGI MARA

**MYLOVELYCAT HOUZ APPOINTMENT
SYSTEM**

MUHAMMAD ADZFAR HAKIEM BIN KAMAROL ZAMAN

**SUPERVISOR
TS. DR. AHMAD FAIZ GHAZALI**

**BACHELOR OF INFORMATION SYSTEMS (HONS.) BUSINESS
COMPUTING**

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ABSTRACT

With the rapid evolution of the internet and technologies, many industries, including pet shops, have seen a significant impact on their operations. Online appointment systems are now becoming common place, and it is not only the larger companies that require them to compete in the market. Even small and medium-sized enterprises like MyLovelyCat Houz need an online appointment system to enhance their business processes and provide quality services to their customers. To address this need, the MyLovelyCat Houz Appointment System was developed using the adapted waterfall model, which involves five distinct phases. This model is best suited for projects with well-understood requirements and where changes are unlikely, making it a suitable approach to building stable and reliable systems. Through the process of interview, the current appointment process which is a slow process for customer to book an appointment i.e. via WhatsApp or social media and being approve and review by staff manually for each appointment, and challenges of MyLovelyCat Houz were identified, and the design and development of the online appointment system were tailored to address these issues. The developer also conducted thorough testing such as test plan and test case to ensure that the system's functionality meets the required specifications. Furthermore, Eight Golden Rules of Interface Design is used as theory for this project and being applied in the system. Overall, the MyLovelyCat Houz Appointment System represents an essential step towards improving the business processes of this pet shop, enhancing their customer experience, and facilitating the growth of their operations.

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