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IOANNA

Integration Of All stores Network & Navigation Assistant

D3.7 Final product

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Author(s)	Maria Zarraga Echevarría, Tsakiri Aggeliki
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Abstract (for dissemination)	The objective of this document is to describe the functionalities of IOANNA's final product.

¹ L = Legal agreement, O = Other, P = Plan, PR = Prototype, R = Report, U = User scenario

² PU = Public, PP = Restricted to other programme participants (including the Commission Services), RE = Restricted to a group specified by the consortium (including the Commission Services), CO = Confidential, only for members of the consortium (including the Commission Services)



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1. Introduction

The objective of this document is to present the final version of IOANNA solution in the way it has been formed, configured and coloured, in its essence, after the pilot tests and the improvements that the end users have indicated. All the functionalities of IOANNA's application and the roles we can find in IOANNA, are outlined, enriched with all the improved functionalities, as well as some new additions.

- Administrator > Users with this role will access the web part.
- Region > Users with this role will access the web part (new role)
- Business > Users with this role will access the web part.
- Store Manager > Users with this role will access the web part.
- Client (Senior) > Users with this role will access the mobile part.

In the following sections, an outline of the services supported by IOANNA application will be presented, according to the possibilities and functionalities of each role and user' aspect, except of the new additions and modifications that will be described in detail, as these sections are not included in the deliverable D3.5 2nd Prototype.

Each user role (except the client role) enters the platform from the screen below, by entering their credentials. The ways to obtain the credentials are described at the deliverable D3.5 2nd prototype.



IOANNA

Welcome to Ioanna Application

EMAIL

PASSWORD

Remember me

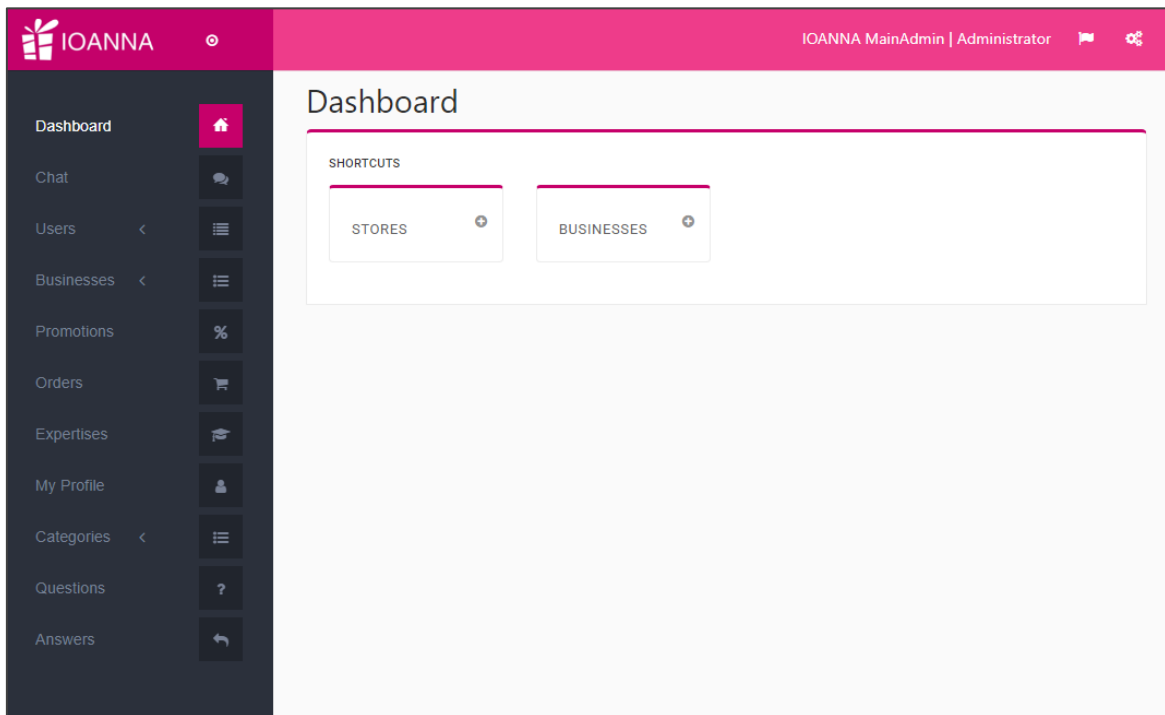
[Sign In](#)

[Forgot Your Password?](#)

[Click here to register as a business](#)

2. Administrator Role

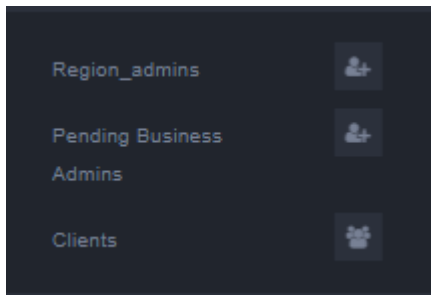
The user with this role will have access to the application by using the web platform. The administrator role has access to all the options of the menu, with all the rights remained. It is also the role that creates the Region Administrators and approves the registration of the Business administrators.



The following paragraphs depicts, with icons and brief descriptions, each section of the platform application, regarding the administrator role:

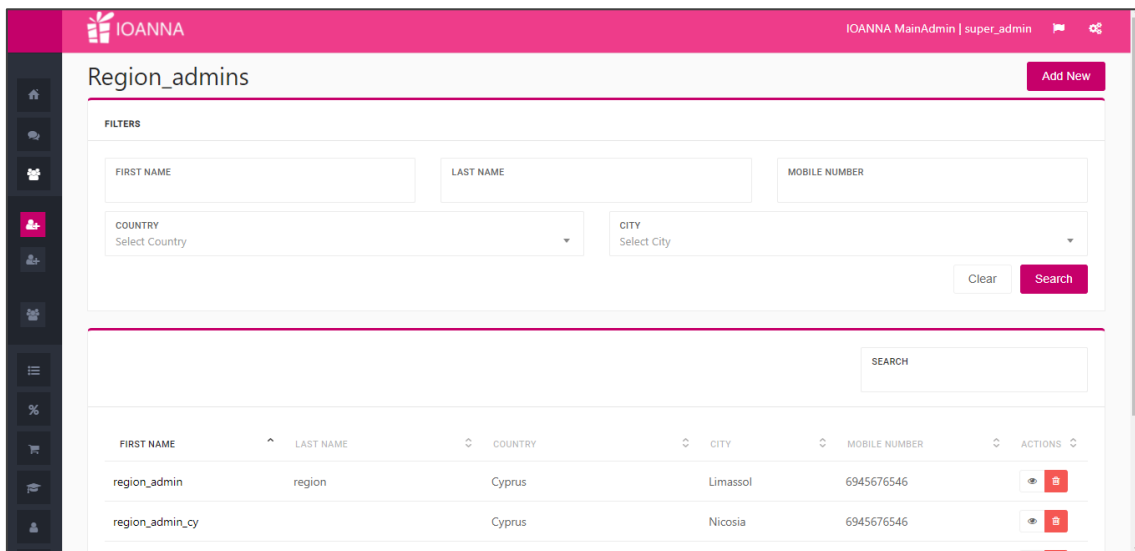
a. Users

The Users sections has three sub-sections, as shown at the picture below. It is the section where Administrator creates the Region Admins, approves the Business Admins that have requested registration and also can register a new client (end user). In the paragraph below, only the paragraph a.1“Region_admins” will be described in detail, as it is a new addition and was not included in the 2nd prototype deliverable.



a.1 Region Admins

In this sub-section, the administrator will be able to manage (add, edit, delete) all clients (end users). It is a new addition.



IOANNA MainAdmin | super_admin

Region_admins

Filters:

FIRST NAME:





LAST NAME:

MOBILE NUMBER:

COUNTRY:

CITY:



Clear Search

FIRST NAME	LAST NAME	COUNTRY	CITY	MOBILE NUMBER	ACTIONS
region_admin	region	Cyprus	Limassol	6945676546	 
region_admin_cy		Cyprus	Nicosia	6945676546	 

In the table of the screen, all the created region admins will be listed for the IOANNA administrator. The region admins are created by the Administrator.

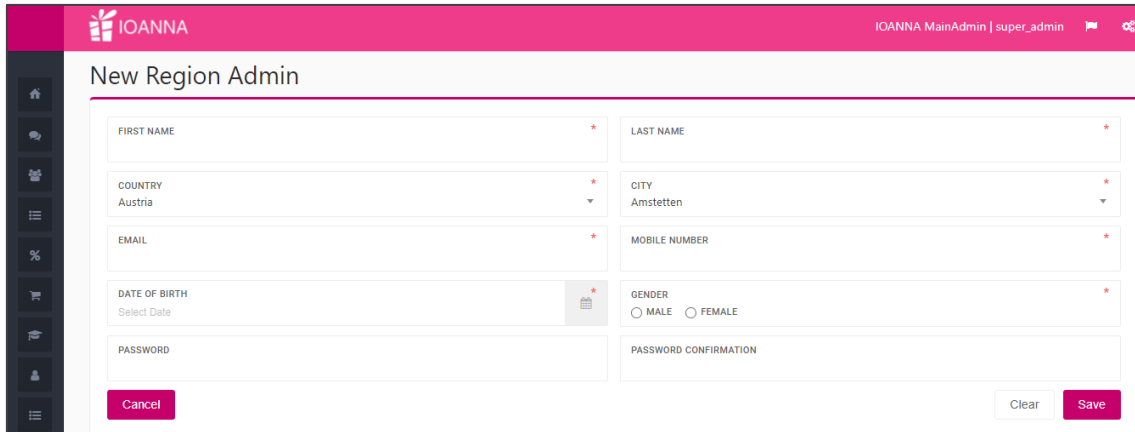
In the upper part of the screen there are available some search criteria that can be used to filter the listed clients.

By using the buttons located in the “Actions” column, the user can:

- Button  > Access to the Region admin details to view or manage his information.
- Button  > Delete the Region Admin.

Add New

Finally, by using the **Add New** button, located in the upper right part of the screen, the administrator can register a region admin. When pressing this button, the following form, will appear on the screen:



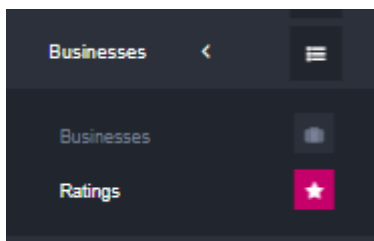
Save

When the form is completed, the user will have to press the **Save** button to save the data. Once the region admin has been registered, by the administrator, an SMS will be send to his/her mobile number with the credentials to access the platform.

b. Businesses

The Businesses section has two sub-sections, in the menu bar, as shown below. The administrator has access to manage (add, edit, delete) the data of all registered businesses in the application, and add new ones.

Moreover, the administrator has the authority to view the ratings of all clients' for all businesses and to mark the comment of the rating as inappropriate, if necessary and has the option of sending an answer.



IOANNA
IOANNA MainAdmin | Administrator

- Dashboard
- Chat
- Users
- Businesses
- Businesses
- Ratings
- Promotions
- Orders
- Expertises
- My Profile
- Categories
- Questions
- Answers

Businesses

Add New

FILTERS

BUSINESS NAME

BUSINESS ADMIN
Select Business Admin

CATEGORIES
Select Category

Clear Search

SEARCH

Copy Excel Print

BUSINESS NAME	ADMINISTRATOR	EMAIL	PHONE NUMBER	CATEGORIES	ACTIONS
122112	21 2121	deuteromail@mail.com	123	• Car Retail	👁 🗑
Acme	John Doe	business1@mail.com	1221	• Car Retail	👁 🗑
Anna Koliou Pharmacy	Anna Koliou	contact@anna-pharmacy.com	99383067	• Health	👁 🗑
Apia Prest	Adela Popa	office@apiaprest.ro	0770254258	• Entertainment and Media	👁 🗑

IOANNA
IOANNA MainAdmin | Administrator

- Dashboard
- Chat
- Users
- Businesses
- Businesses
- Ratings**
- Promotions
- Orders
- Expertises
- My Profile
- Categories
- Questions
- Answers

Ratings

FILTERS

BUSINESS
Select Business ▼

CLIENT
Select Client ▼

STORE
Select a Store ▼

RATING
Select Rating ▼ *

Clear
Search

SEARCH

BUSINESS NAME	STORE NAME	CLIENT	RATINGS	COMMENT	ACTIONS
Acme	Bilbao Store	Alex Barley	4	An inappropriate comment	
Ideable Business	Ideable Store	John Doe	5	Nice service	
Acme	Store 2	John Doe	4		
Dressable	brussels store	John Doe	5		

IOANNA IOANNA MainAdmin | Administrator

Ratings

COMMENT Marked as Inappropriate

An inappropriate comment

ANSWER

RATING ★★★★ 4/5 Answer Back

c. Stores

The Stores in the administration role are located within the Business, in which they belong. When selecting the view of a certain business, its own stores are listed. The administrator is able to manage the stores of the business, as well.

IOANNA IOANNA MainAdmin | Administrator

BUSINESSES > BUSINESS: ACME

Acme Create Shortcut

BUSINESS OWNER INFO

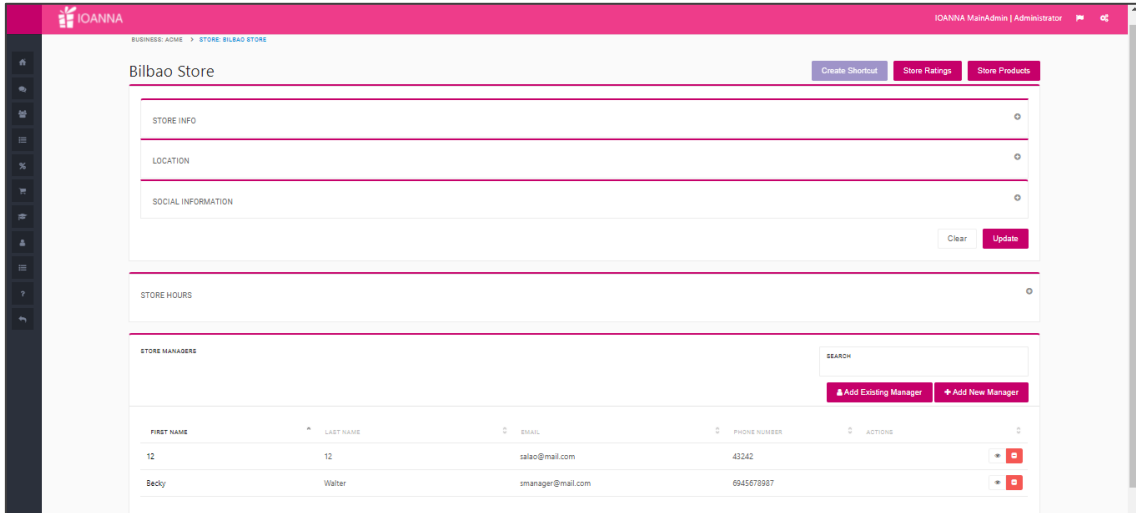
BUSINESS INFO

STORES SEARCH Add New Store

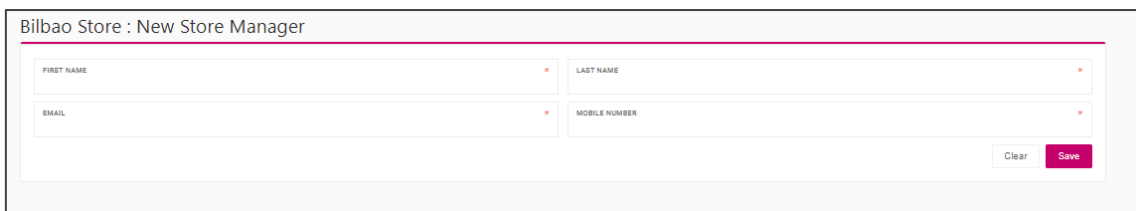
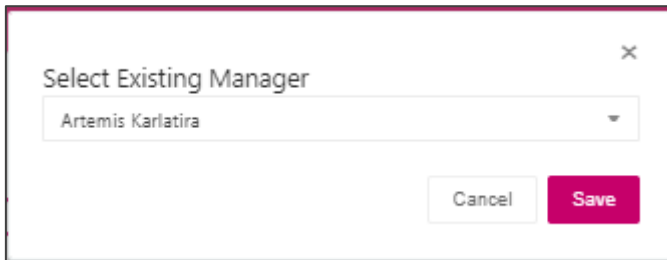
FIRST NAME	EMAIL	PHONE NUMBER	ACTIONS
2112	2112@mail.com	1221	+ ✖
Bilbao Store	store1@mail.com	2104507894	+ ✖
Kim Ford	bynad@mailinator.com	1231237925	+ ✖
llo	llo@mail.com	12212121	+ ✖
Store 2	store2@mail.com	1234567898	+ ✖

d. Store Rating, Manager, Products

The Administrator user selects the view of a certain store, from where the administrator user has access to manage the store Managers, the store rating and the store products from the respective buttons and from each record to its details.



FIRST NAME	LAST NAME	EMAIL	PHONE NUMBER	ACTIONS
12	12	salao@mail.com	43242	[Edit] [Delete]
Becky	Walter	smanager@mail.com	6945678967	[Edit] [Delete]



PRODUCT NAME	PRICE	CATEGORIES	ACTIONS
Car Model 1	10.00	• Cars	
Car Model 2	10.00	• Cars	
car tesla	37.00	• Cars	
test	100.00	• Cars	

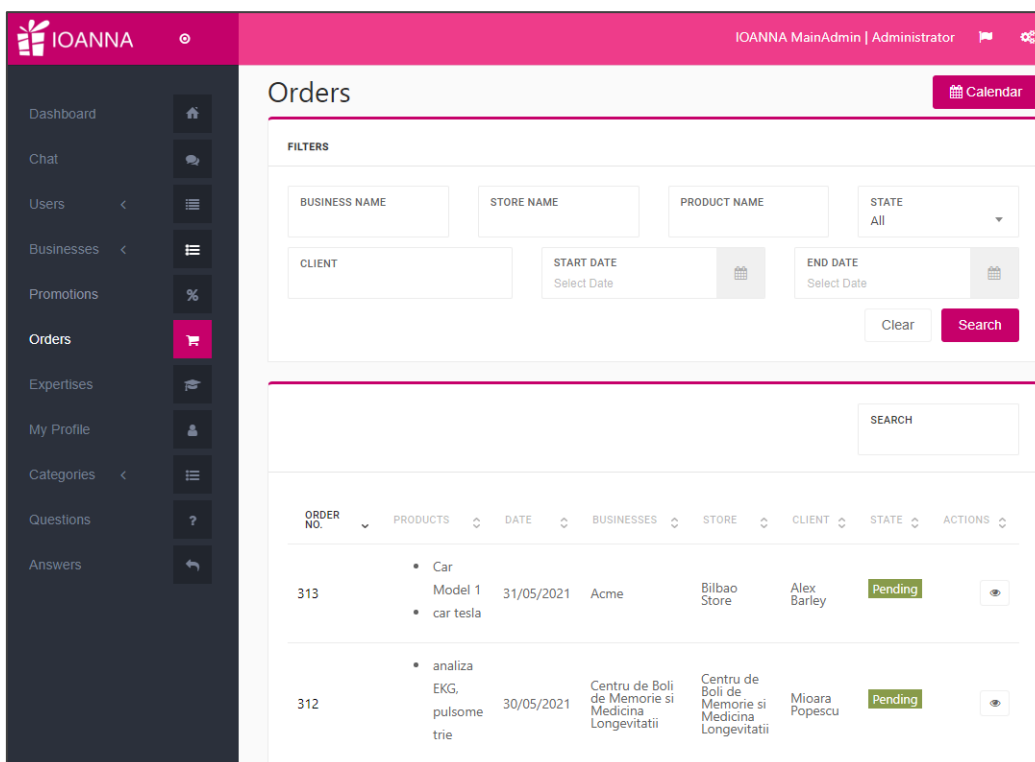
e. Promotions

In this section, the administrator will be able to manage promotions.

PROMOTIONS	PRODUCTS	BUSINESSES	STORE	START DATE	END DATE	ACTIONS
Test Promotion	• Car Model 1	Acme	Bilbao Store	11/09/2019	11/09/2019	
Summer sales 50% off	• VR for elderly • Google Pixel 3 • Systems support	Ideable Business	Ideable Store	25/03/2020	25/03/2021	

f. Orders

In this section, the administrator will be able to manage clients' orders.

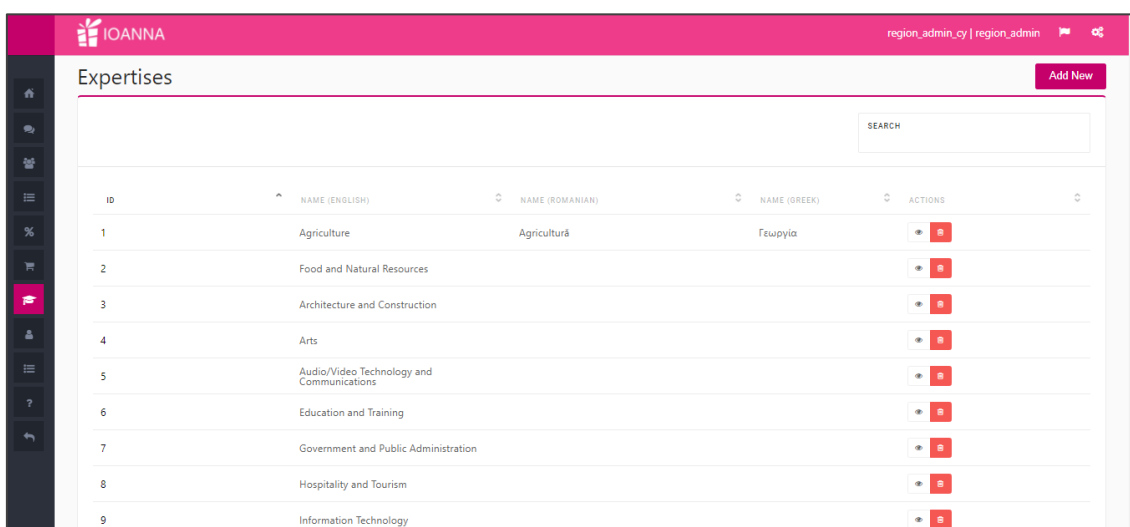


The screenshot shows the 'Orders' section of the IOANNA administrator interface. The top navigation bar includes the IOANNA logo and the user 'IOANNA MainAdmin | Administrator'. A sidebar on the left lists various menu items, with 'Orders' highlighted. The main content area features a 'Filters' section with input fields for BUSINESS NAME, STORE NAME, PRODUCT NAME, STATE (set to 'All'), CLIENT, START DATE, and END DATE. Below the filters is a search bar and a table of orders. The table has columns for ORDER NO., PRODUCTS, DATE, BUSINESSES, STORE, CLIENT, STATE, and ACTIONS. Two orders are visible:

ORDER NO.	PRODUCTS	DATE	BUSINESSES	STORE	CLIENT	STATE	ACTIONS
313	Car Model 1 car tesla	31/05/2021	Acme	Bilbao Store	Alex Barley	Pending	[Eye icon]
312	analiza EKG, pulsometrica	30/05/2021	Centru de Boli de Memorie si Medicina Longevitatii	Centru de Boli de Memorie si Medicina Longevitatii	Mioara Popescu	Pending	[Eye icon]

g. Expertises

In this section, the administrator is able to input the expertises for the job positions and volunteering.



The screenshot shows the 'Expertises' section of the IOANNA administrator interface. The top navigation bar includes the IOANNA logo and the user 'region_admin_cy | region_admin'. A sidebar on the left lists various menu items, with 'Expertises' highlighted. The main content area features a search bar and a table of expertises. The table has columns for ID, NAME (ENGLISH), NAME (ROMANIAN), NAME (GREEK), and ACTIONS. The following expertises are listed:

ID	NAME (ENGLISH)	NAME (ROMANIAN)	NAME (GREEK)	ACTIONS
1	Agriculture	Agricultură	Γεωργία	[Eye icon] [Edit icon]
2	Food and Natural Resources			[Eye icon] [Edit icon]
3	Architecture and Construction			[Eye icon] [Edit icon]
4	Arts			[Eye icon] [Edit icon]
5	Audio/Video Technology and Communications			[Eye icon] [Edit icon]
6	Education and Training			[Eye icon] [Edit icon]
7	Government and Public Administration			[Eye icon] [Edit icon]
8	Hospitality and Tourism			[Eye icon] [Edit icon]
9	Information Technology			[Eye icon] [Edit icon]

h. My Profile

In this section, the administrator user manages its own profile.

My Profile

FIRST NAME region_admin_cy	LAST NAME
COUNTRY Cyprus	CITY Nicosia
EMAIL region_admin_cy@mail.com	MOBILE NUMBER 6945676546
DATE OF BIRTH 15/09/2021	GENDER <input type="radio"/> MALE <input type="radio"/> FEMALE
NEW PASSWORD	PASSWORD CONFIRMATION

PROFILE IMAGE

Drop files to upload
or click here

i. Categories

In this section, the administrator will be able to create and manage the Business categories and the products categories that are used in the creations of products and businesses in order to categorise them, when adding a new one.

IOANNA MainAdmin | Administrator

Business Categories

SEARCH

CATEGORY NAME (ENGLISH)	CATEGORY NAME (ROMANIAN)	CATEGORY NAME (GREEK)	ACTIONS
Car Retail	auto		
Entertainment and Media			
Financial			
Food		alimente, curatenie, igiena	
Gifts & Flowers			
Health		Servicii Medicale	
Home and Garden		Casă și grădină	
NGO		ONG	
Pets and Animals			

IOANNA MainAdmin | Administrator

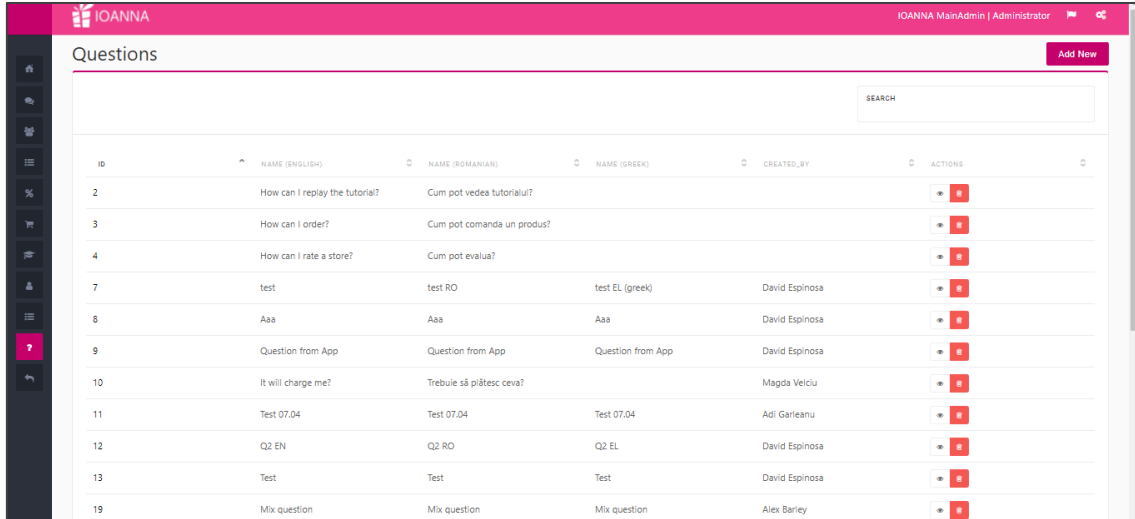
Product Categories

SEARCH

CATEGORY NAME (ENGLISH)	CATEGORY NAME (ROMANIAN)	CATEGORY NAME (GREEK)	BUSINESS CATEGORY	ACTIONS
	Γάλα		Supermarkets & Hypermarkets	
Aileen Tillman			Supermarkets & Hypermarkets	
Alimente			Supermarkets & Hypermarkets	
Artificial Intelligence			Technology	
Beverages, excluding dairy products			Food	
Blood Tests		Analize Medicale	Health	
Broadcasting - Television			Entertainment and Media	
cadouri personalizate			Gifts & Flowers	

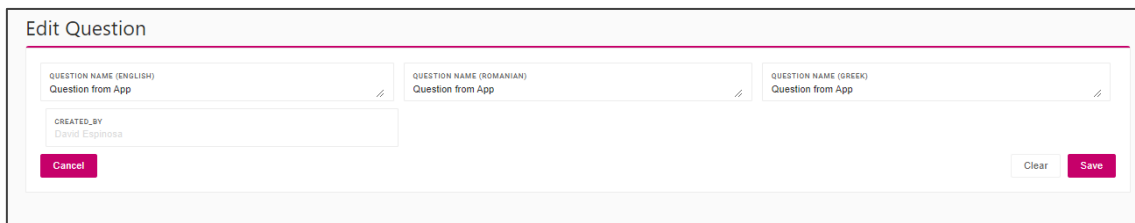
j. Questions

In this section, all the questions from the end users are listed. The administrator has access to manage them, as well as to translate them in other languages.

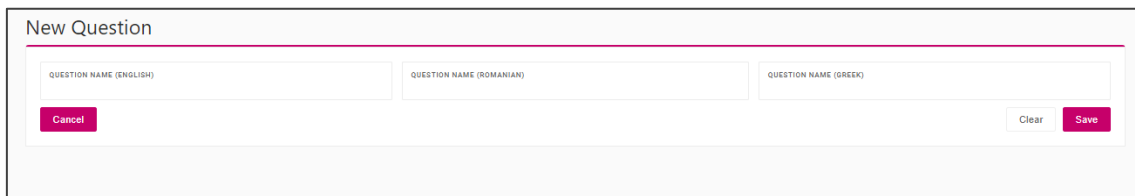


The screenshot shows the 'Questions' management page in the IOANNA system. The page has a search bar and a table with columns for ID, Name (English), Name (Romanian), Name (Greek), Created By, and Actions. The table contains 19 rows of question data.

ID	NAME (ENGLISH)	NAME (ROMANIAN)	NAME (GREEK)	CREATED_BY	ACTIONS
2	How can I replay the tutorial?	Cum pot vedea tutorialul?			[edit] [delete]
3	How can I order?	Cum pot comanda un produs?			[edit] [delete]
4	How can I rate a store?	Cum pot evalua?			[edit] [delete]
7	test	test RO	test EL (greek)	David Espinosa	[edit] [delete]
8	Aaa	Aaa	Aaa	David Espinosa	[edit] [delete]
9	Question from App	Question from App	Question from App	David Espinosa	[edit] [delete]
10	It will charge me?	Trebuie să plătesc ceva?		Magda Velciu	[edit] [delete]
11	Test 07.04	Test 07.04	Test 07.04	Adi Garleanu	[edit] [delete]
12	Q2 EN	Q2 RO	Q2 EL	David Espinosa	[edit] [delete]
13	Test	Test	Test	David Espinosa	[edit] [delete]
19	Mix question	Mix question	Mix question	Alex Barley	[edit] [delete]



The 'Edit Question' form contains three input fields for the question name in English, Romanian, and Greek. The 'Question from App' is entered in all three. There is also a 'CREATED_BY' field with 'David Espinosa' and buttons for 'Cancel', 'Clear', and 'Save'.













The 'New Question' form contains three input fields for the question name in English, Romanian, and Greek. There are buttons for 'Cancel', 'Clear', and 'Save'.

k. Answers

In this section, the answers to a certain question are listed and can be managed and translated, by the administrator.

Answers Add New

SEARCH

ID	NAME (ENGLISH)	NAME (ROMANIAN)	NAME (GREEK)	CORRESPONDING QUESTION	CREATED_BY	ACTIONS
+2	In the bottom bar of the main scre...			How can I replay the tutorial?		 
+3	In the lower bar of the main scre...			How can I order?		 
+4	In the bottom bar of the main scre...			How can I rate a store?		 
+12	ok for App EN	ok for App RO	ok for App EL	Q2 EN	IOANNA MainAdmin	 
+13	answer to mix	answer to mix ro	answer to mix el	Mix question	IOANNA MainAdmin	 

Showing 1 to 5 of 5 entries

Edit Answer

ANSWER NAME (ENGLISH) *

ANSWER NAME (ROMANIAN)

ANSWER NAME (GREEK)

CORRESPONDING QUESTION *

CREATED_BY *

Cancel
Clear
Save

New Answer

ANSWER NAME (ENGLISH)

ANSWER NAME (ROMANIAN)

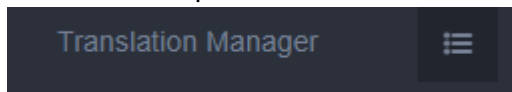
ANSWER NAME (GREEK)

CORRESPONDING QUESTION *

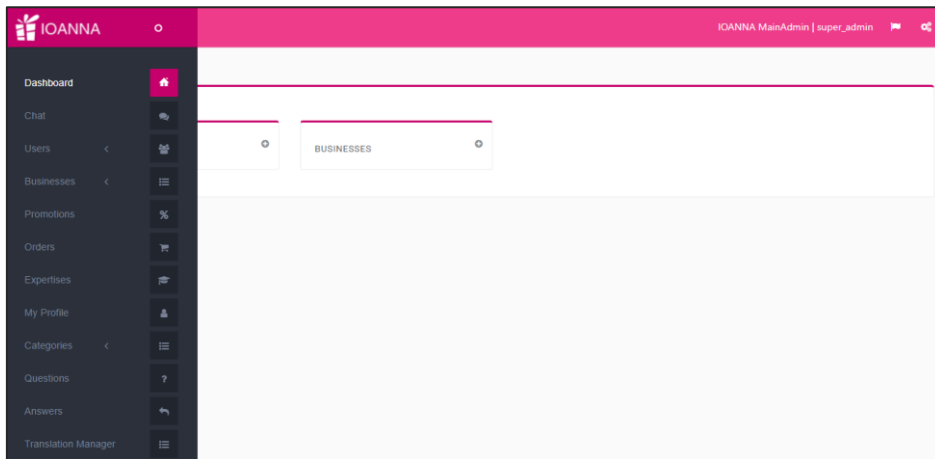
Cancel
Clear
Save

1. Translation Manager

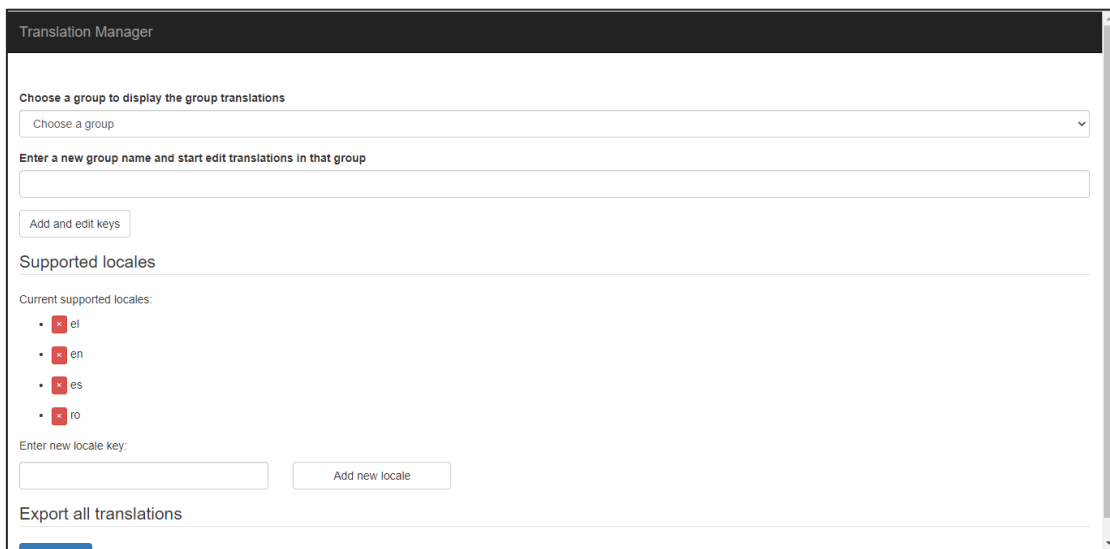
This option of the menu opens the tool for the translation of the platform in other



languages. It will be described in detail as it is a new addition.



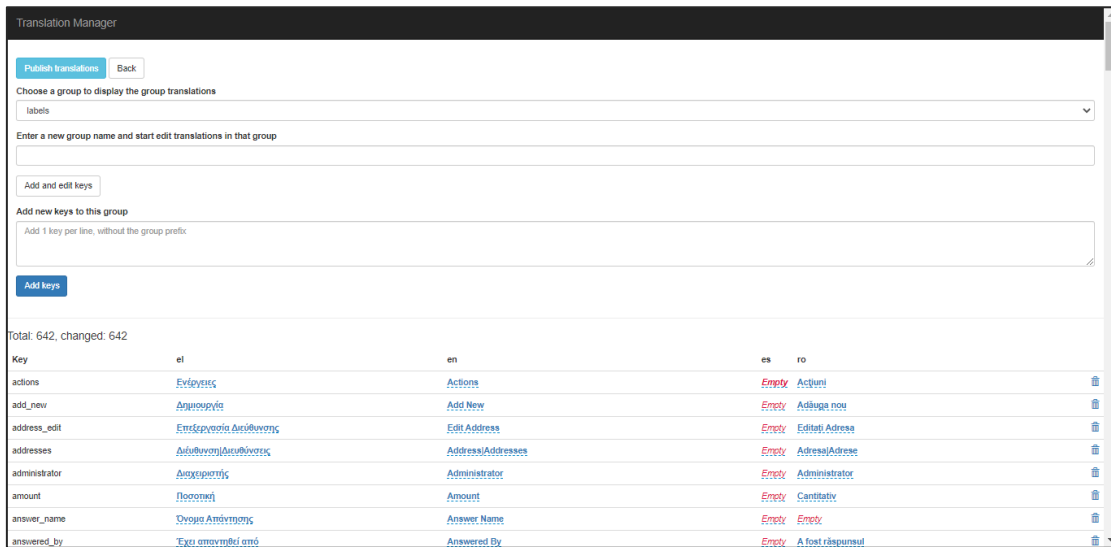
When using the button the tool opens a new window with the respective work area.



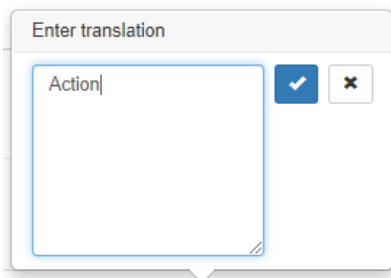
The group for translation should be chosen (all groups should be translated).






The screen will show the items of the group for translation.



The column of the language should be selected and then each field **Empty** that opens the space to write the translation of the respective language.

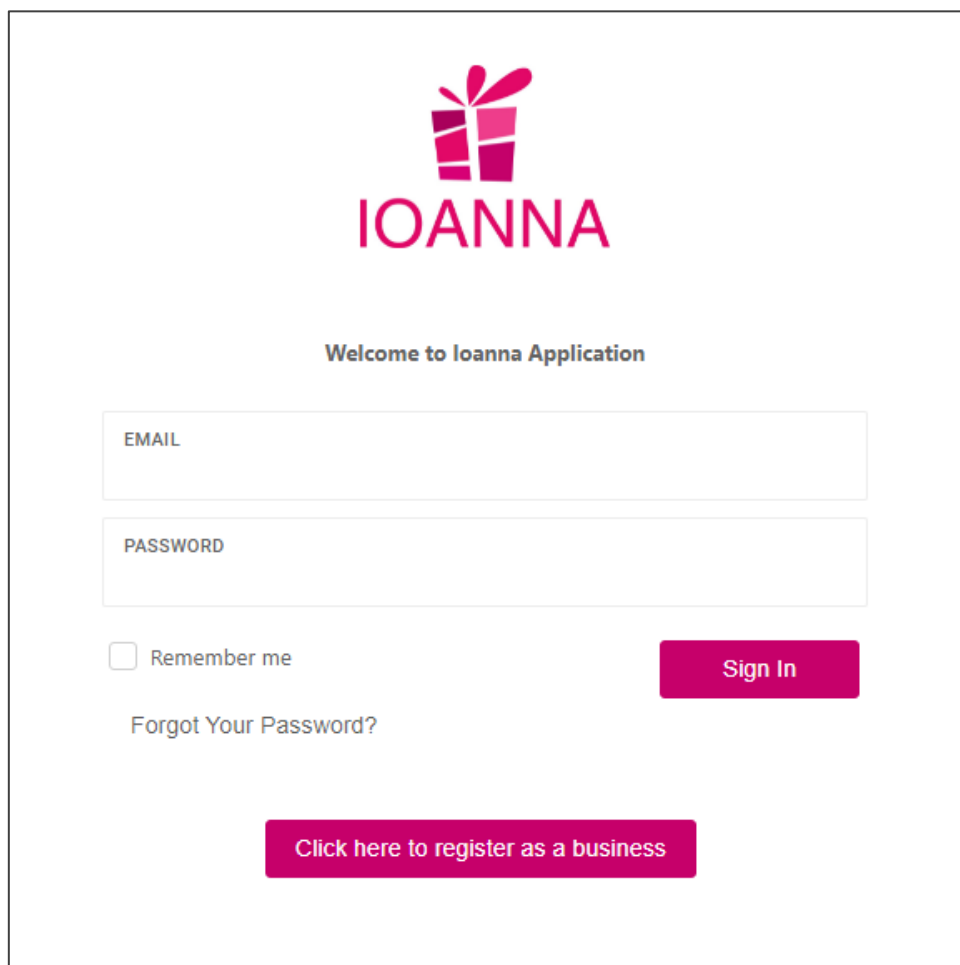


With the button  it saves the translation and with the button  it cancels. To delete a wrong translation, just delete the translation and then  (save the delete). In order for the translation changes to be enabled and show at the platform, the button **Publish translations** should be used, otherwise the changes are saved at the System of the Translation Manager.


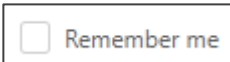
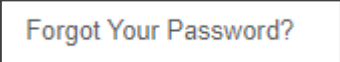
3. Region Administrator Role

The user with this role will have access to the application by using the web platform. It will be described in detail, as it forms a new addition and has not been mentioned at any previous deliverable.

Once the user opens the application, the following login screen will open. The Region Administrator role has the exact rights and access as the Administrator, limited to its own country (region) instead.



The screenshot shows the IOANNA login interface. At the top center is the IOANNA logo, which consists of a pink gift box icon above the word "IOANNA" in pink. Below the logo is the text "Welcome to ioanna Application". There are two input fields: "EMAIL" and "PASSWORD". Below the "PASSWORD" field is a checkbox labeled "Remember me" and a pink "Sign In" button. Below the "Sign In" button is a link "Forgot Your Password?". At the bottom center is a pink button that says "Click here to register as a business".

In order to access the application, the user will have to insert his access credentials (email and password) in the respective fields in the above form of the screen and press the button . There are also available the functionalities of the  indication and .

The user can obtain these credentials in the following way:

Automatically, when the administrator of the application registers the region user and an email with credentials is sent.

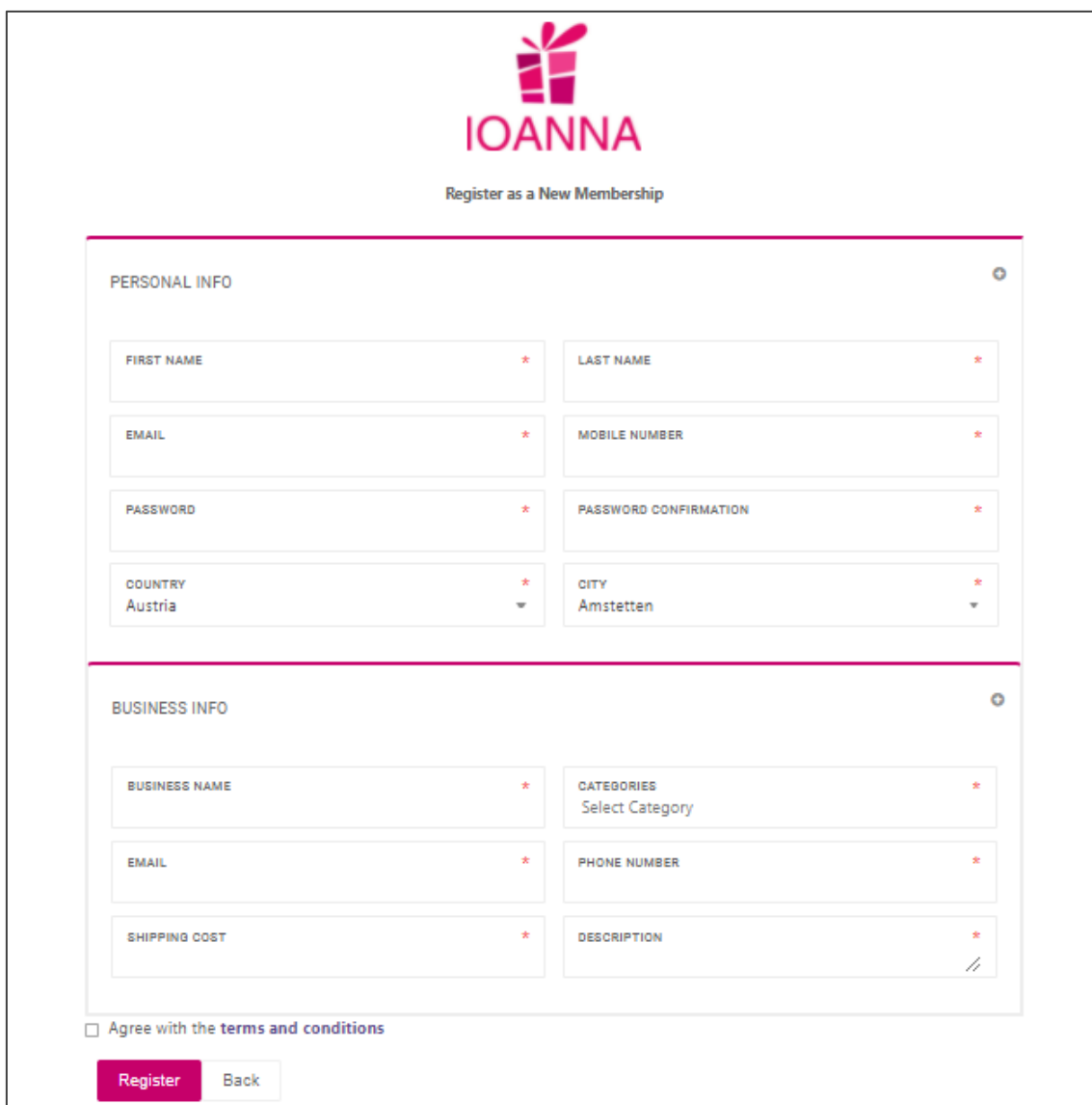
The region administrator is also able to register the business user. There is also the option for the Business to proceed to its own registration, by using the button

[Click here to register as a business](#)

. The following form opens, in which the business

[Register](#)

has to complete the relative fields and then press the button . In this case the business can choose from the beginning its own credentials, since it is not the Administrator that makes the registration.



The screenshot shows the IOANNA registration interface. At the top, the IOANNA logo is displayed above the heading "Register as a New Membership". The form is divided into two main sections: "PERSONAL INFO" and "BUSINESS INFO".

PERSONAL INFO

FIRST NAME *	LAST NAME *
EMAIL *	MOBILE NUMBER *
PASSWORD *	PASSWORD CONFIRMATION *
COUNTRY Austria ▾	CITY Amstetten ▾

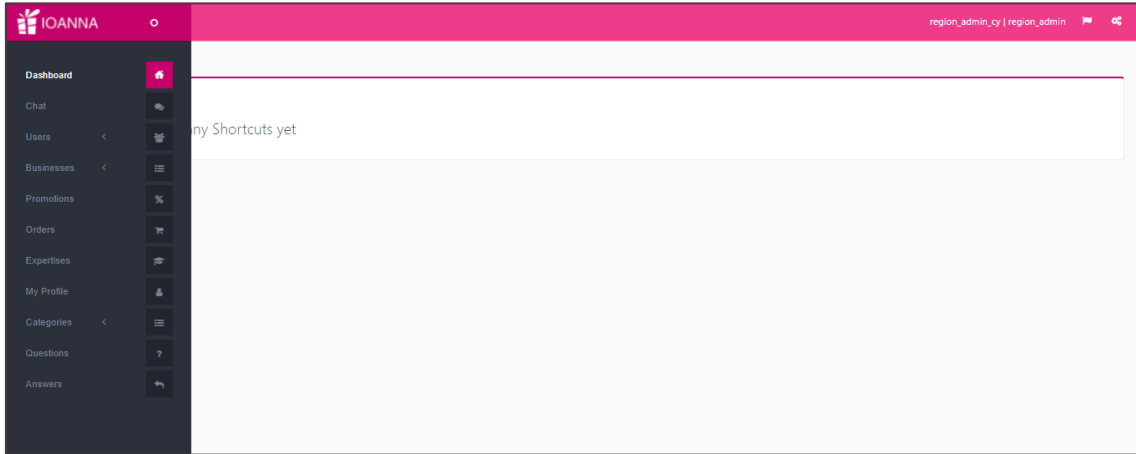
BUSINESS INFO

BUSINESS NAME *	CATEGORIES Select Category *
EMAIL *	PHONE NUMBER *
SHIPPING COST *	DESCRIPTION *

Agree with the [terms and conditions](#)


[Register](#) [Back](#)

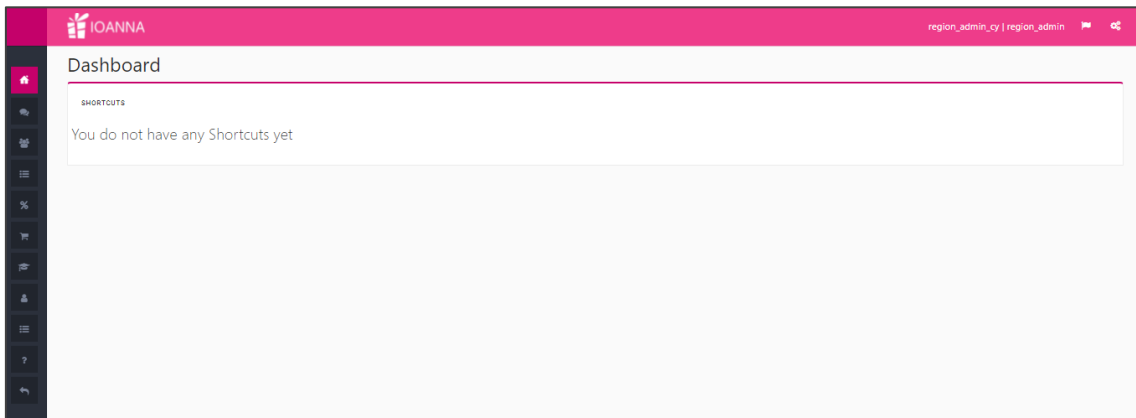
When accessing the application, the user will enter the “Dashboard” section. The application has different sections, which the user can select from the menu at the left side of the screen.



The following paragraphs depicts, with icons and descriptions, each section of the platform application, regarding the administrator role:

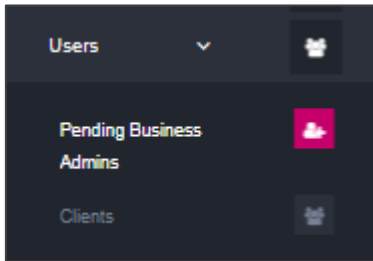
a. Dashboard

In this section, the administrator will be able to check the businesses and stores that has chosen to have direct access and has created as shortcuts at the dashboard, with the use of the  button, within the view of each business and store.

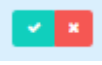


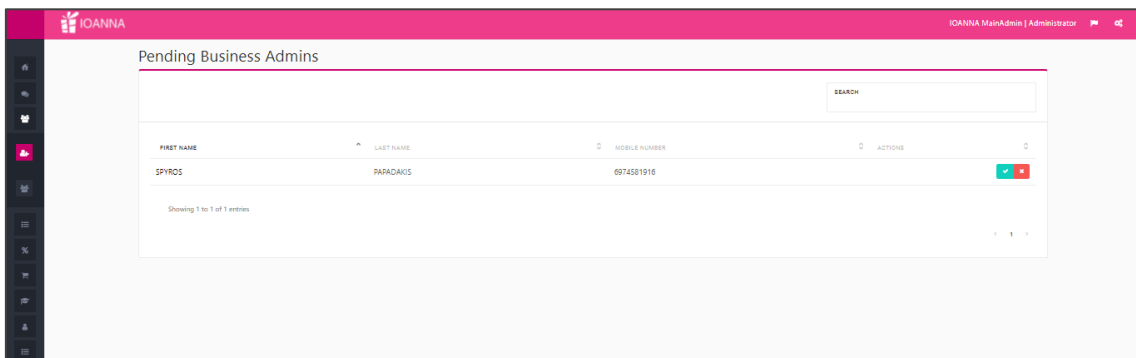
b. Users

The Users sections has two sub-sections, which are described below.



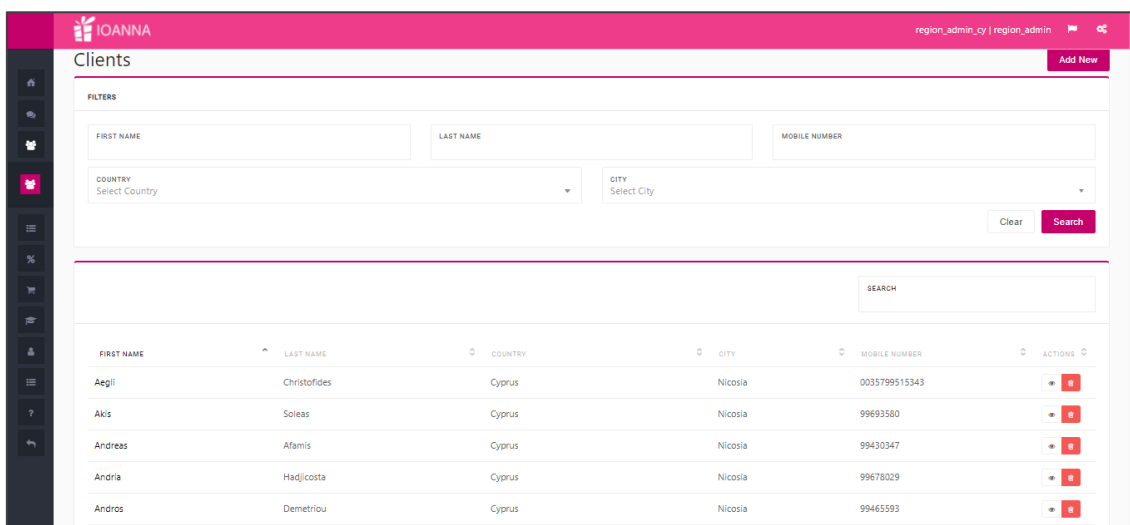
b.1 Pending Business Admins











In this section the Region Administrator user approves or deletes the registration applied by the Business itself, with the use of the respective buttons , as shown at the form below.



b.2 Clients

In this section, the Region administrator will be able to manage (add, edit, delete) all clients (end users).





FIRST NAME	LAST NAME	COUNTRY	CITY	MOBILE NUMBERS	ACTIONS
Aegli	Christofides	Cyprus	Nicosia	0035799515343	 
Akis	Soleas	Cyprus	Nicosia	99693580	 
Andress	Afamis	Cyprus	Nicosia	99430347	 
Andria	Hadjicosta	Cyprus	Nicosia	99678029	 
Andros	Demetriou	Cyprus	Nicosia	99465593	 


In the table of the screen, all the registered clients (end users) will be listed for the IOANNA administrator. These clients can be registered by:

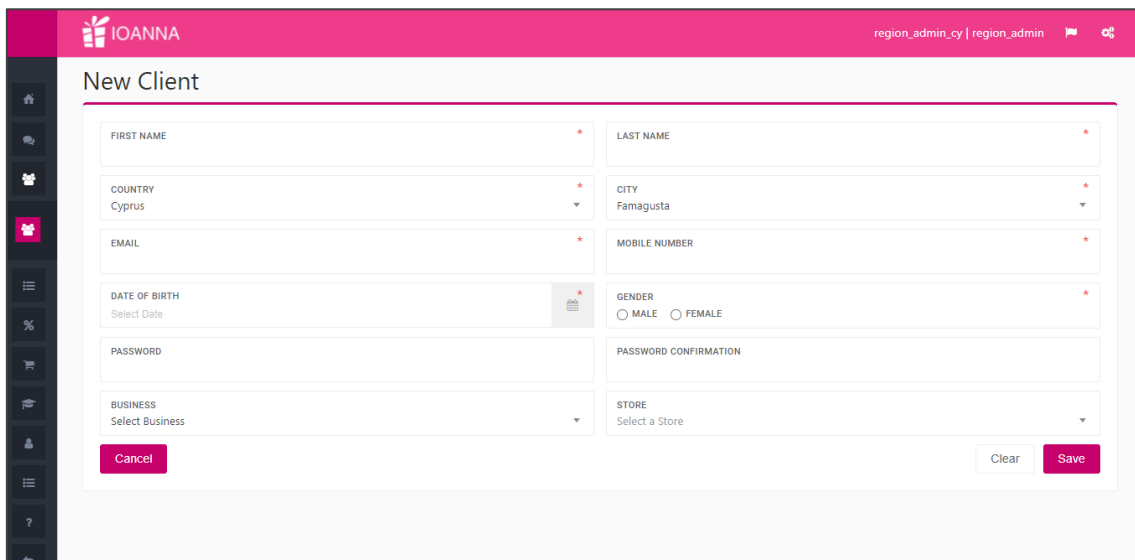
- Businesses
- Administrator

In the upper part of the screen there are available some search criteria that can be used to filter the listed clients.

By using the buttons located in the “Actions” column, the user can:

- Button  > Access to the client details to view or manage his information.
- Button  > Delete the client.


Finally, by using the  button, located in the upper right part of the screen, the administrator can register a new client. When pressing this button, the following form, will appear on the screen:



IOANNA region_admin_cy | region_admin

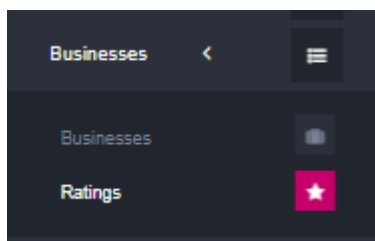
New Client

FIRST NAME *	LAST NAME *
COUNTRY Cyprus	CITY Famagusta
EMAIL *	MOBILE NUMBER *
DATE OF BIRTH Select Date	GENDER <input type="radio"/> MALE <input type="radio"/> FEMALE
PASSWORD	PASSWORD CONFIRMATION
BUSINESS Select Business	STORE Select a Store

When the form is completed, the region user will have to press the  button to save the data. Once the client has been registered, by the region administrator, an SMS will be send to his/her mobile number with the credentials to access to the mobile application.

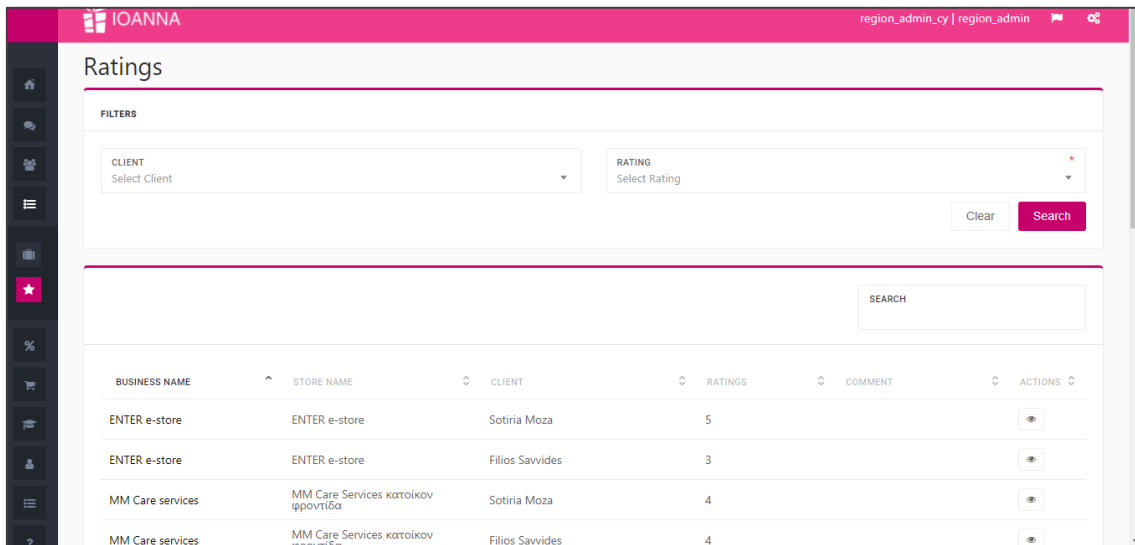
c. Businesses

The Businesses section has two sub-sections, which are described below, with the reversed order in sake of convenience.



c.1 Ratings

In this section, the region administrator will be able to have access to the clients' ratings.




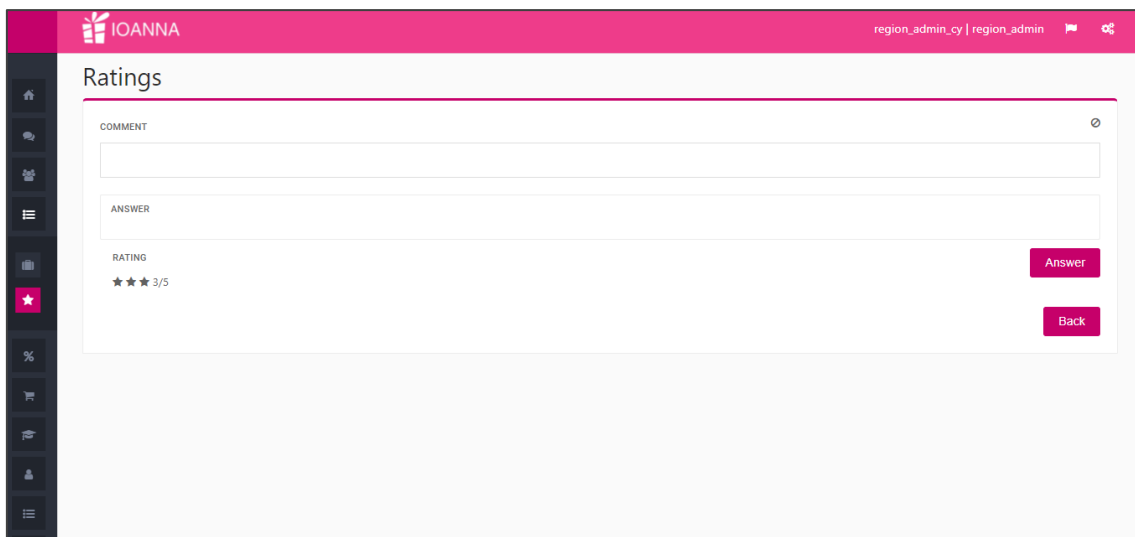
The screenshot shows the 'Ratings' page in the IOANNA system. At the top, there are filter options for 'CLIENT' (Select Client) and 'RATING' (Select Rating), along with 'Clear' and 'Search' buttons. Below the filters is a search bar. The main content is a table with the following data:

BUSINESS NAME	STORE NAME	CLIENT	RATINGS	COMMENT	ACTIONS
ENTER e-store	ENTER e-store	Sotiria Moza	5		
ENTER e-store	ENTER e-store	Filios Savvides	3		
MM Care services	MM Care Services κατοικiov φροντιδας	Sotiria Moza	4		
MM Care services	MM Care Services κατοικiov φροντιδας	Filios Savvides	4		

In the table of the screen, the ratings from the clients concerning the businesses will be listed.

In the upper part of the screen search criteria are available that can be used to filter the listed evaluations.

By using the  button located in the “Actions” column, the user can access the details of the evaluation.

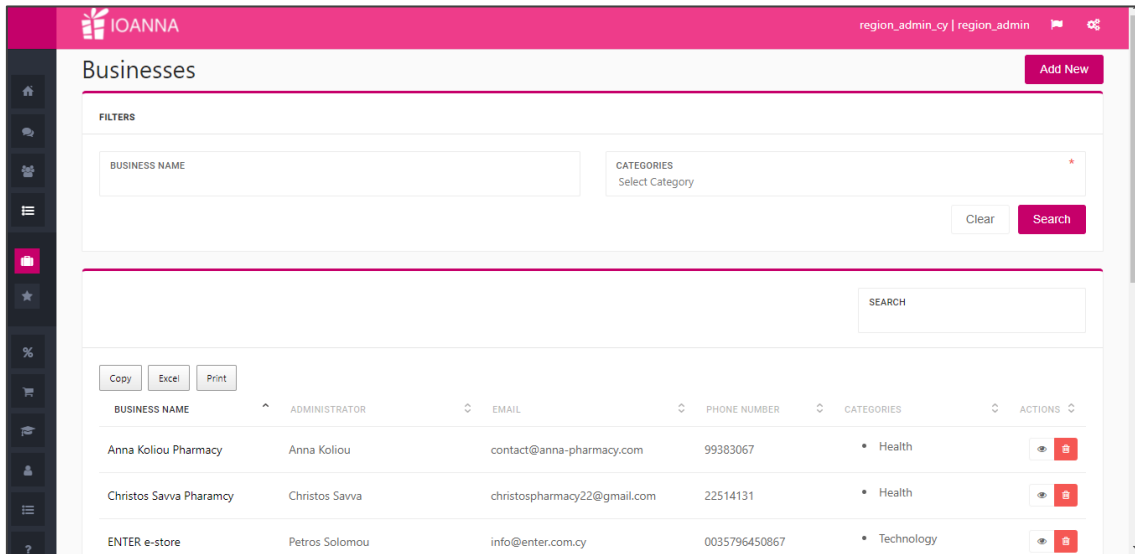








The screenshot shows the details of an evaluation. It includes a 'COMMENT' field, an 'ANSWER' field, and a 'RATING' section showing '★★★ 3/5'. There are 'Answer' and 'Back' buttons at the bottom right.

The region administrator has the authority to mark the comment of the rating as inappropriate, if necessary and has the option of sending an answer.

c.2 Businesses

In this section, the region administrator will be able to manage (add, edit, delete) all registered businesses in the application, and add new ones.





BUSINESS NAME	ADMINISTRATOR	EMAIL	PHONE NUMBER	CATEGORIES	ACTIONS
Anna Koliou Pharmacy	Anna Koliou	contact@anna-pharmacy.com	99383067	• Health	 
Christos Savva Pharmacy	Christos Savva	christospharmacy22@gmail.com	22514131	• Health	 
ENTER e-store	Petros Solomou	info@enter.com.cy	0035796450867	• Technology	 

In the table of the screen, the registered businesses will be listed.


In the upper part of the screen, are available some search criteria that can be used to filter the listed businesses.

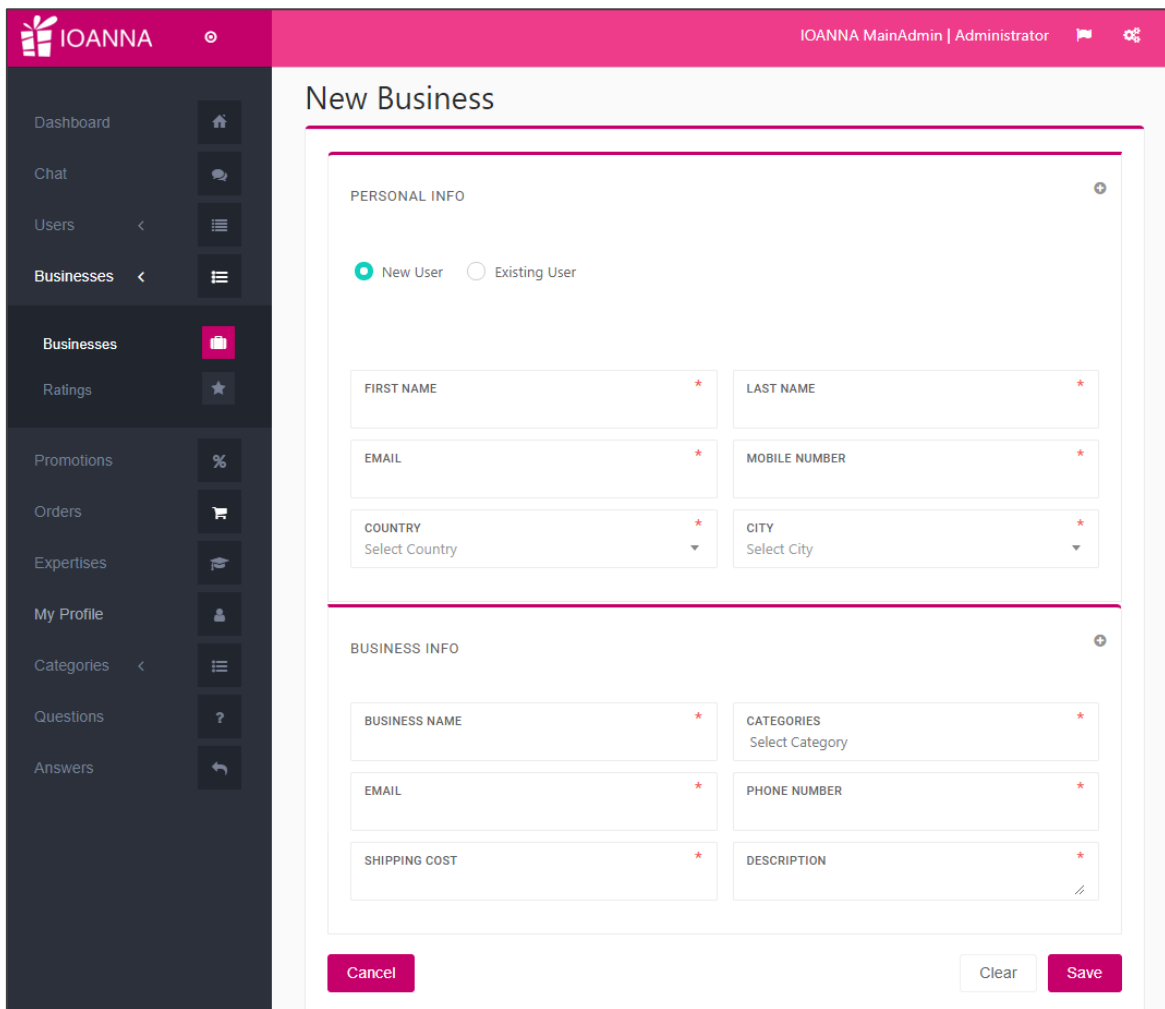
By using the buttons located in the “Actions” column, the user can:


- Button  > Access to the business details to view or manage its information.
- Button  > Delete the business.

Moreover, three functionalities were added in order to give the region administrator user the ability of copying, transferring in an excel file or printing the list of its own

businesses, with the use of the buttons    respectively.

Finally, by using the  button located in the upper right part of the screen, a new business can be registered. When pressing this button, the following form will appear on the screen:



Once the form has been completed, the user will have to press the  button to save the data.

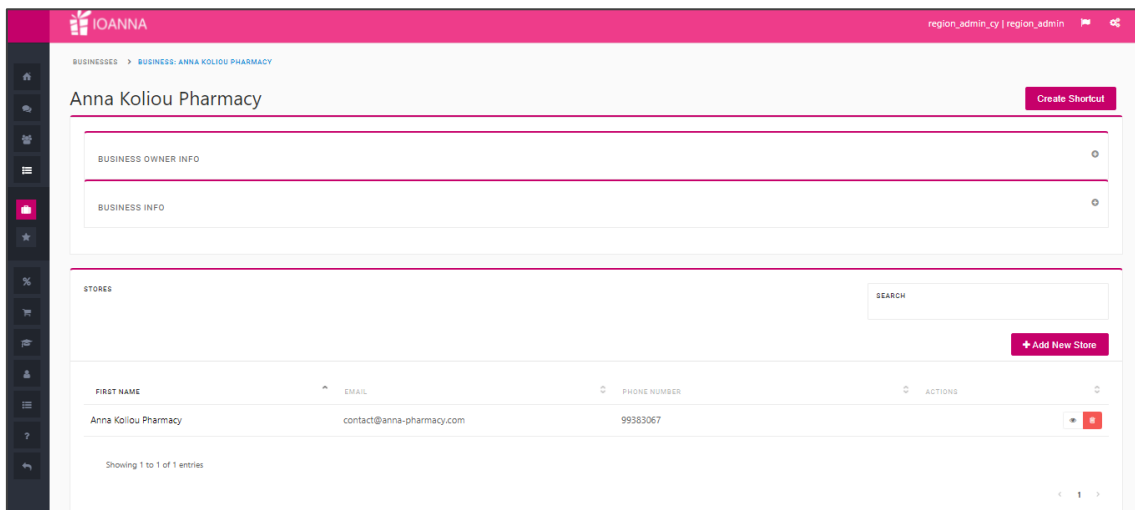
When the business has been registered, an email will be sent to its owner with the credentials to access the web application.


End users with Client role from their mobile application will be able to access all this information about the registered businesses: their address, products, promotions, etc.

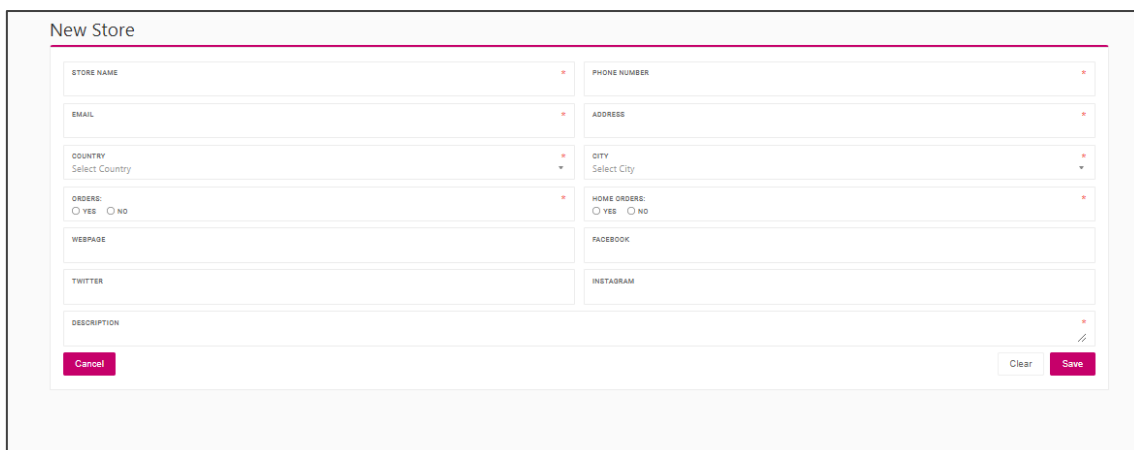
d. Stores

The Stores in the region administration role are located within the Business in which they belong.

When selecting the view of a certain business, its own stores are listed, as presented in the form below.




An new store can be added with the use of the button , which opens the form below.



The 'New Store' form contains the following fields:

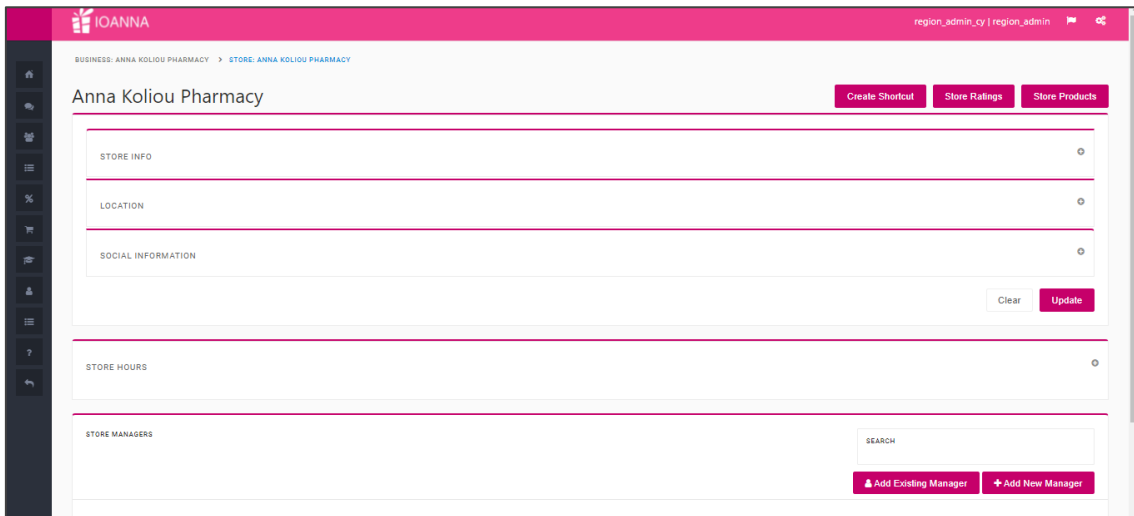
- STORE NAME
- PHONE NUMBER
- EMAIL
- ADDRESS
- COUNTRY (dropdown menu)
- CITY (dropdown menu)
- ORDERS: YES NO
- HOME ORDERS: YES NO
- WEBPAGE
- FACEBOOK
- TWITTER
- INSTAGRAM
- DESCRIPTION

Buttons: Cancel, Clear, Save

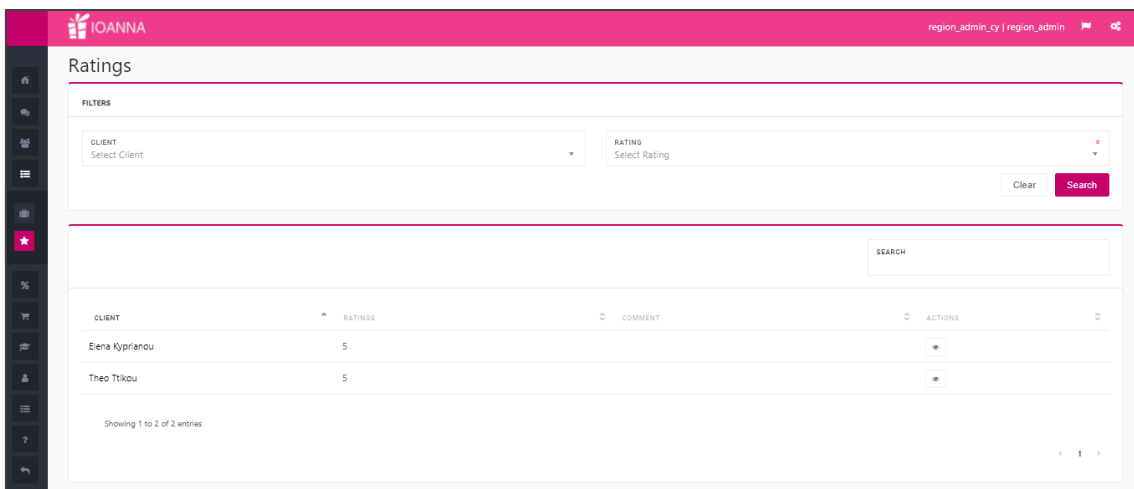
When the fields of the form are completed, with the button  the new store is created.

e. Store Rating

To continue, the Region Administrator user selects the view of a certain store, as shown in the form below, from where the administrator user has access to the store Managers, the store rating and the store products from the respective buttons.



By using the button **Store Ratings**, the following list of the store rating opens, with search filters and the option of viewing the details of each rating.



f. Store Manager

The region administrator user can create a new store manager, either by adding an existing one or a new one with the use of the relative buttons

Add Existing Manager

Add New Manager

and the respective forms.

Select Existing Manager

Artemis Karlatira

Cancel Save

IOANNA region_admin_cy | region_admin

Anna Koliou Pharmacy : New Store Manager

FIRST NAME * LAST NAME *

EMAIL * MOBILE NUMBER *

Clear Save

g. Products

The products for the region administrator role are also included within the Business section. The administrator will have the option to manage the products, if required.

IOANNA region_admin_cy | region_admin

BUSINESS: ANNA KOLIOU PHARMACY > STORE: ANNA KOLIOU PHARMACY > PRODUCTS

Products Add New Product

FILTERS

PRODUCT NAME PRODUCT CATEGORIES Select Product Category

Clear Search



SEARCH


PRODUCT NAME	PRICE	CATEGORIES	ACTIONS
Bepanthol cream	8.00	Pharmacy products	[Add] [Edit] [Delete]
Bepanthol Face Cream & Sunscreen	18.84	Pharmacy products	[Add] [Edit] [Delete]
Dettol gel	3.00	Pharmacy products	[Add] [Edit] [Delete]
Disposable Medical face masks	10.00	Pharmacy products	[Add] [Edit] [Delete]
Lamberts Vitaminc C - 1000mg 60 tablets	20.00	Pharmacy products	[Add] [Edit] [Delete]

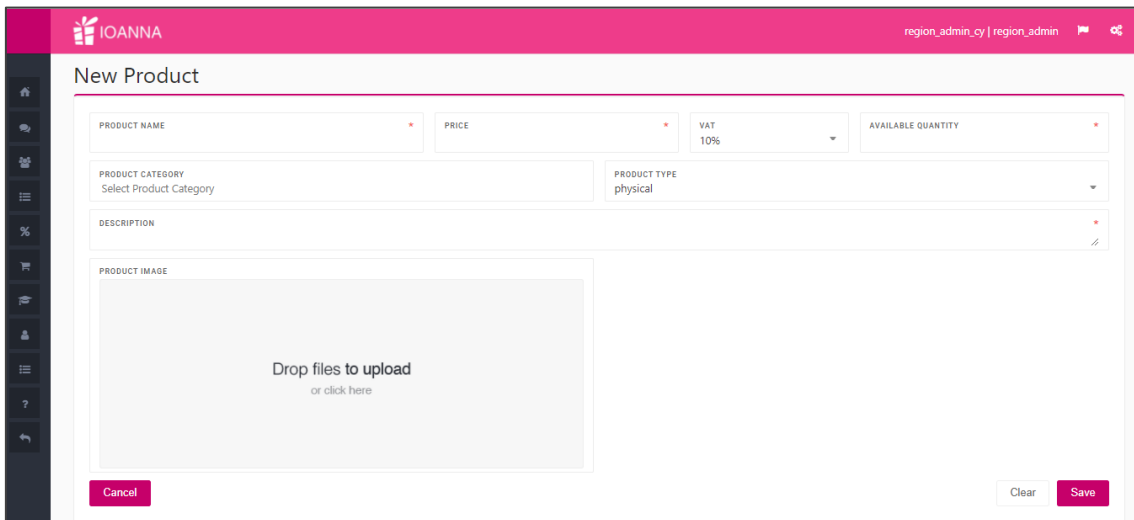
In the table of the screen, the registered products, of the selected store, of a selected business will be listed.


In the upper part of the screen there will be available search criteria that can be used to filter the listed products.

By using the buttons located in the Actions column, the user can:

- Button  > Access to the product details to view or manage its information.
- Button  > Delete the product.

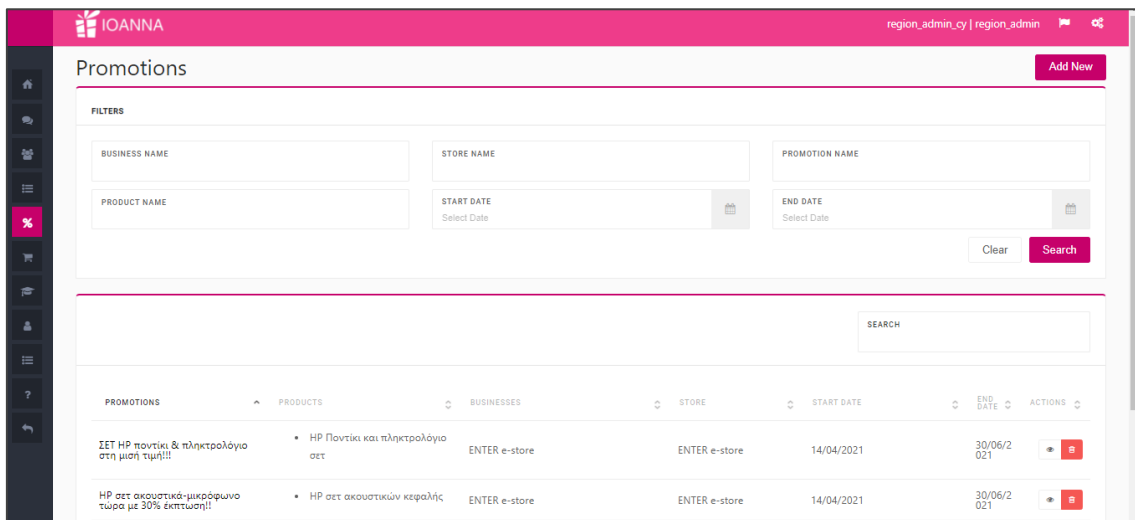
Finally, by using the  button located in the upper right part of the screen, a new product can be registered. When pressing this button, the following form, will appear on the screen:







Once the form has been completed, the user will have to press the  button to save the data. Clients from their mobile application can consult these products.

h. Promotions

In this section, the region administrator will be able to manage promotions.






PROMOTIONS	PRODUCTS	BUSINESSES	STORE	START DATE	END DATE	ACTIONS
ΣΕΤ HP ποντίκι & πληκτρολόγιο στη μισή τιμή!!!	• HP Ποντίκι και πληκτρολόγιο σετ	ENTER e-store	ENTER e-store	14/04/2021	30/06/2021	 
HP σετ ακουστικά-μικρόφωνο τώρα με 30% έκπτωση!!	• HP σετ ακουστικών κεφαλής	ENTER e-store	ENTER e-store	14/04/2021	30/06/2021	 

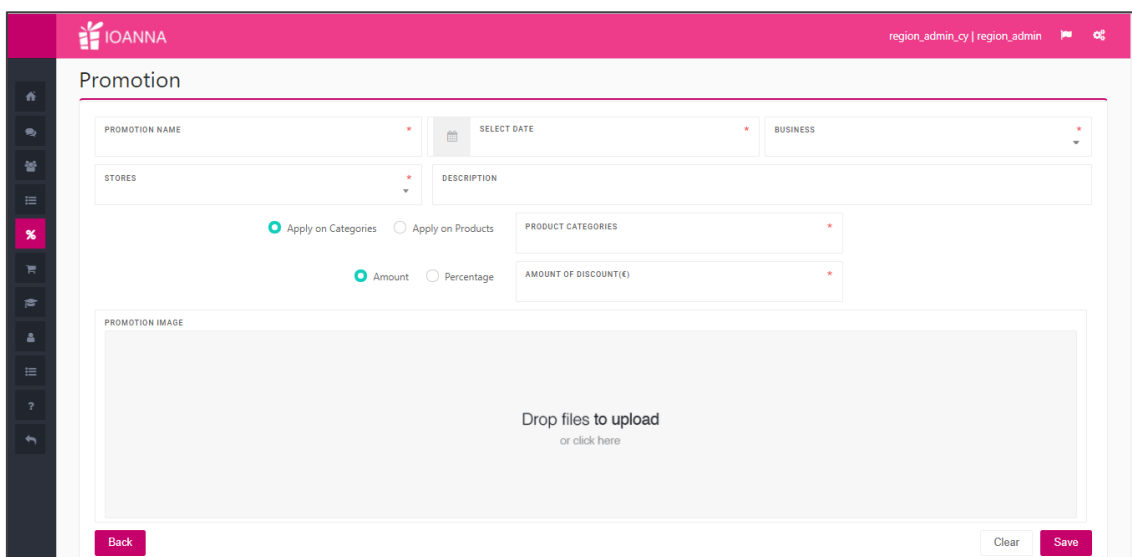
In the table of the screen, the created promotions will be listed (those that have been registered by businesses and to be received by their clients).

In the upper part of the screen there will be available some search criteria that can be used to filter the listed promotions.


By using the buttons located in the “Actions” column, the user can:

- Button  > Access to the promotion details to view or manage its information.
- Button  > Delete the promotion.

Finally, by using the  button located in the upper right part of the screen, a new promotion can be added. When pressing this button, the following form, will appear on the screen:

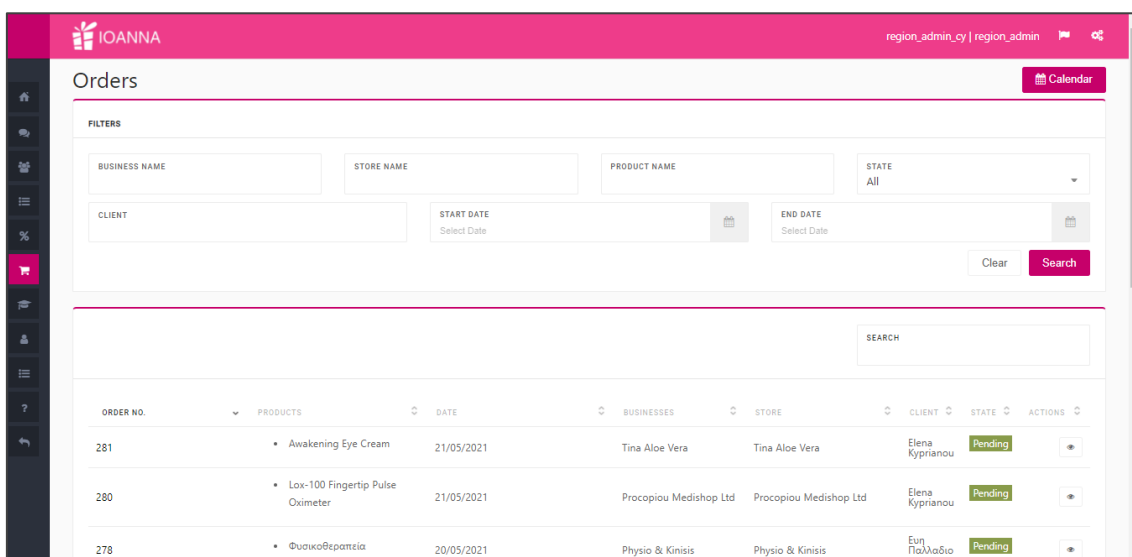


When the region administrator user creates a new promotion, there is an option for the promotion to be linked to products (except if the user wants to launch a general promotion for all his products).

Once the form has been completed, the user will have to press the  button to save the data. Clients from their mobile application can consult these promotions.

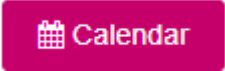
i. Orders

In this section, the region administrator will be able to manage clients' orders.



ORDER NO.	PRODUCTS	DATE	BUSINESSES	STORE	CLIENT	STATE	ACTIONS
281	Awakening Eye Cream	21/05/2021	Tina Aloe Vera	Tina Aloe Vera	Elena Kyprianou	Pending	
280	Lax-100 Fingertip Pulse Oximeter	21/05/2021	Procopiou Medishop Ltd	Procopiou Medishop Ltd	Elena Kyprianou	Pending	
278	Φυσικοθεραπεία	20/05/2021	Physio & Kinisis	Physio & Kinisis	Ευλι Παθολογία	Pending	

In the table of the screen, clients' orders will be listed. These are all the ordered articles by end users from the businesses. These orders can also be viewed on a



calendar by pressing the **Calendar** button located in the upper right part of the screen. The specific functionality of the Calendar that is described below is an improvement and has been applied in all roles, limited to its own clients for each role, respectively.

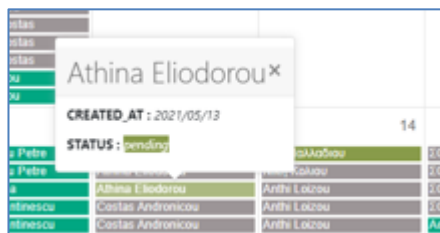
ORDERS > CALENDAR

Orders

May 2021 today < >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25 Magda Velciu	26 Niki Koliou	27	28 Andreas Afamis Elena Kyprianou Magda Velciu	29 ΣΟΥΛΙΑ ΔΗΜΗΤΡΙΟΥ Aegli Christofides Aegli Christofides Athina Eliodorou Costas Andronicou Doros Eliodorou Elena Kyprianou Miro Ioannou	30 Aegli Christofides Aegli Christofides Akis Soleas Akis Soleas	1
2 Αντριά Μιχαηλίδου	3 Koula Skalisti	4 Filios Savvides Melina Christidou	5 Ευη Παλλαδίου Niki Koliou Niki Koliou Anthi Loizou Anthi Loizou Anthi Loizou Athina Eliodorou Costas Hadjicostas Costas Hadjicostas Costas Hadjicostas	6 Elena Kyprianou	7	8 Ακης Μαραθευτης Maria Mavrogenous


When the user points with the mouse on a line of an order it shows the name of the client - end user, the date that the order was placed at the field "created at" and the status of the order, as shown below.



If the user double clicks on the specific order in the calendar, it will open the relative order page in order to proceed with the order procedure or view the order details.




























Order Details				Pending			
Order No.	Date and Hour of Registration		Delivery Address		Delivery Date		
245	May 13th 2021, 5:35:39 pm						
Business	State		Client		Mobile Number		
leatherex stavrou strovolos	Pending		Athina Ellodorou		99555273		
Country	City	Notes					
Cyprus	Nicosia						
Order Products							
Product	Quantity	Unit Price(€)	VAT(%)	Promotion	Promotion Name	Promotion Type	Price(€)
CAT 2620088-12121...	1	28.90	0			discount	28.90
Total							28.90

In the upper part of the screen there will be available some search criteria that can be used to filter the listed promotions.

By using the  button located in the “Actions” column, the region administrator will have access to the order’s details.

j. Expertises



In this section, the region administrator will be able to manage the expertises for the job position and volunteering.

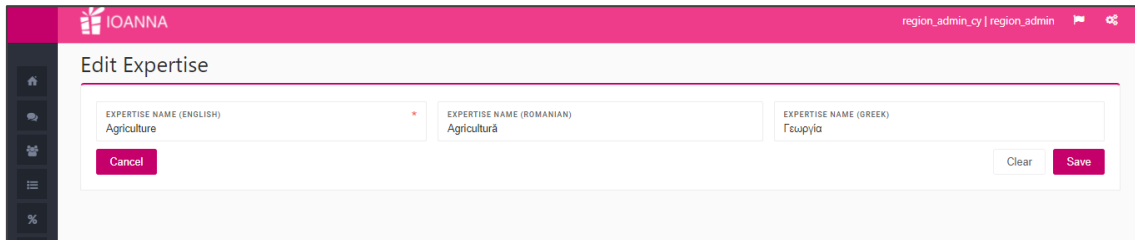
IOANNA					region_admin_cy region_admin	
Expertises					Add New	
SEARCH						
ID	NAME (ENGLISH)	NAME (ROMANIAN)	NAME (GREEK)	ACTIONS		
1	Agriculture	Agricultură	Γεωργία			
2	Food and Natural Resources					
3	Architecture and Construction					
4	Arts					
5	Audio/Video Technology and Communications					
6	Education and Training					
7	Government and Public Administration					
8	Hospitality and Tourism					
9	Information Technology					

In the table of the screen, the relative categories will be listed.

In the upper part of the screen there will be available some search criteria that can be used to filter the listed expertises.

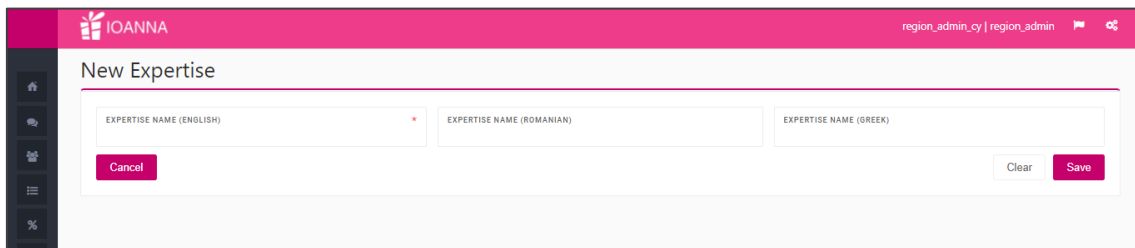
By using the buttons located in the “Actions” column, the user can:

- Button  > Access the expertises' details to view or manage them.
- Button  > Delete the expertise.



Add New

Finally, by using the **Add New** button located in the upper right part of the screen, a new expertise can be created and translated. When pressing this button, the following form, will appear on the screen:



Save

After the creation of a new expertise, the user with the **Save** button saves the data.

k. My Profile

In this section, the Region administrator user manages its own profile. When the data are modified, with the **Update** button the profile is updated with the new or changed data.

My Profile

FIRST NAME region_admin_cy	LAST NAME
COUNTRY Cyprus	CITY Nicosia
EMAIL region_admin_cy@mail.com	MOBILE NUMBER 6945676546
DATE OF BIRTH 15/09/2021	SEX <input type="radio"/> MALE <input type="radio"/> FEMALE
NEW PASSWORD	PASSWORD CONFIRMATION

PROFILE IMAGE

Drop files to upload
or click here

Clear Update



I. Categories

In this section, the region administrator will be able to create the categories that are used for products and businesses in order to categorise them, when adding a new one.

In the table of the screen, the relative categories will be listed.

In the upper part of the screen there will be available some search criteria that can be used to filter the listed categories.

By using the buttons located in the “Actions” column, the user can:

- Button  > Access the categories details to view or manage them.
- Button  > Delete the promotion.

1.1 Business Categories

CATEGORY NAME (ENGLISH)	CATEGORY NAME (ROMANIAN)	CATEGORY NAME (GREEK)	ACTIONS
Car Retail	auto		[Edit] [Delete]
Entertainment and Media			[Edit] [Delete]
Financial			[Edit] [Delete]
Food		alimente, curatenie, igiena	[Edit] [Delete]
Gifts & Flowers			[Edit] [Delete]
Health		Servicii Medicale	[Edit] [Delete]
Home and Garden		Casă și grădină	[Edit] [Delete]
NGO		ONG	[Edit] [Delete]
Pets and Animals			[Edit] [Delete]


1.2 Product Categories

CATEGORY NAME (ENGLISH)	CATEGORY NAME (ROMANIAN)	CATEGORY NAME (GREEK)	BUSINESS CATEGORY	ACTIONS
	Γάλα		Supermarkets & Hypermarkets	[Edit] [Delete]
Aileen Tillman			Supermarkets & Hypermarkets	[Edit] [Delete]
Alimente			Supermarkets & Hypermarkets	[Edit] [Delete]
Artificial Intelligence			Technology	[Edit] [Delete]
Beverages, excluding dairy products			Food	[Edit] [Delete]
Blood Tests		Analize Medicale	Health	[Edit] [Delete]
Broadcasting - Television			Entertainment and Media	[Edit] [Delete]
cedouri personalizate, tipografie digitala			Gifts & Flowers	[Edit] [Delete]
Cars			Car Retail	[Edit] [Delete]

Add New

Finally, by using the **Add New** button located in the upper right part of the screen, a new category can be created, for business and products respectively. When pressing this button, the following form, will appear on the screen, respectively:





After the creation of a new business or product category, with the  button, the data are saved.

m. Questions

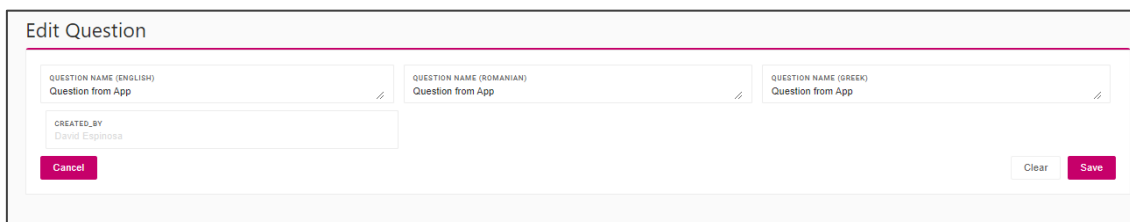
In this section, all the questions from the end users are listed and have access for managing by the region administrator.


ID	NAME (ENGLISH)	NAME (ROMANIAN)	NAME (GREEK)	CREATED_BY	ACTIONS
2	How can I replay the tutorial?	Cum pot vedea tutorialul?			
3	How can I order?	Cum pot comanda un produs?			
4	How can I rate a store?	Cum pot evalua?			
7	test	test RO	test EL (greek)	David Espinosa	
8	Aaa	Aaa	Aaa	David Espinosa	
9	Question from App	Question from App	Question from App	David Espinosa	
10	It will charge me?	Trebuie să plătesc ceva?		Magda Velciu	
11	Test 07.04	Test 07.04	Test 07.04	Adi Garleanu	

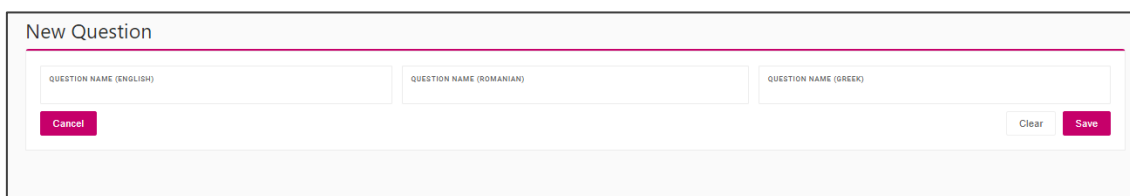
By using the buttons located in the “Actions” column, the region administrator user can:

- Button  > Access the question's details to view or edit them.
- Button  > Delete the question

In the editing part, the administrator can translate the question in the other languages.

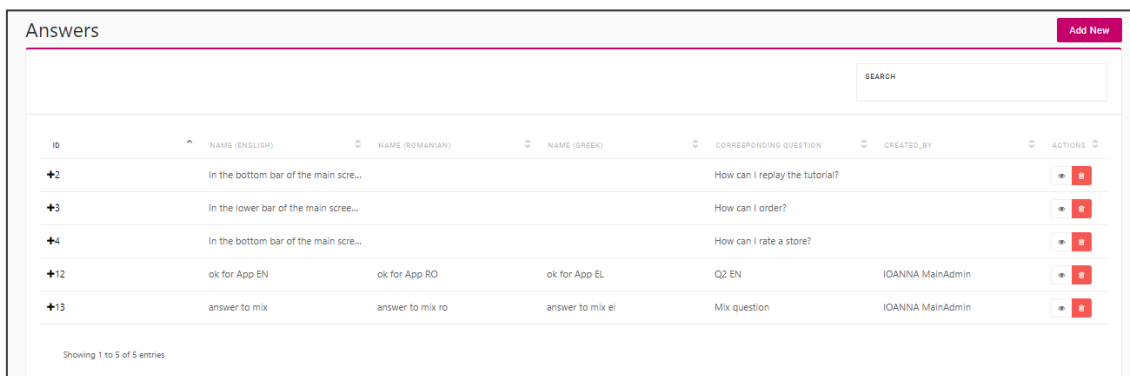












With the  button, the region administrator can also add questions.



n. Answers



In this section, are listed the answers to a certain question and can be managed by the region administrator.



ID	NAME (ENGLISH)	NAME (ROMANIAN)	NAME (GREEK)	CORRESPONDING QUESTION	CREATED_BY	ACTIONS
+2	In the bottom bar of the main scre...			How can I replay the tutorial?		 
+3	In the lower bar of the main scree...			How can I order?		 
+4	In the bottom bar of the main scre...			How can I rate a store?		 
+12	ok for App EN	ok for App RO	ok for App EL	Q2 EN	IOANNA MainAdmin	 
+13	answer to mix	answer to mix ro	answer to mix el	Mix question	IOANNA MainAdmin	 

Showing 1 to 5 of 5 entries

By using the buttons located in the “Actions” column, the region administrator user can:

- Button  > Access the answer's details to view or edit them.
- Button  > Delete the answer

In the editing part, the administrator can translate the certain answer in the other languages.

Edit Answer

ANSWER NAME (ENGLISH) In the lower bar of the main	ANSWER NAME (ROMANIAN)	ANSWER NAME (GREEK)	CORRESPONDING QUESTION * How can I order?
CREATED_BY *			
Cancel			Clear Save

With the **Add New** button, the region administrator can also add new answers at new questions.

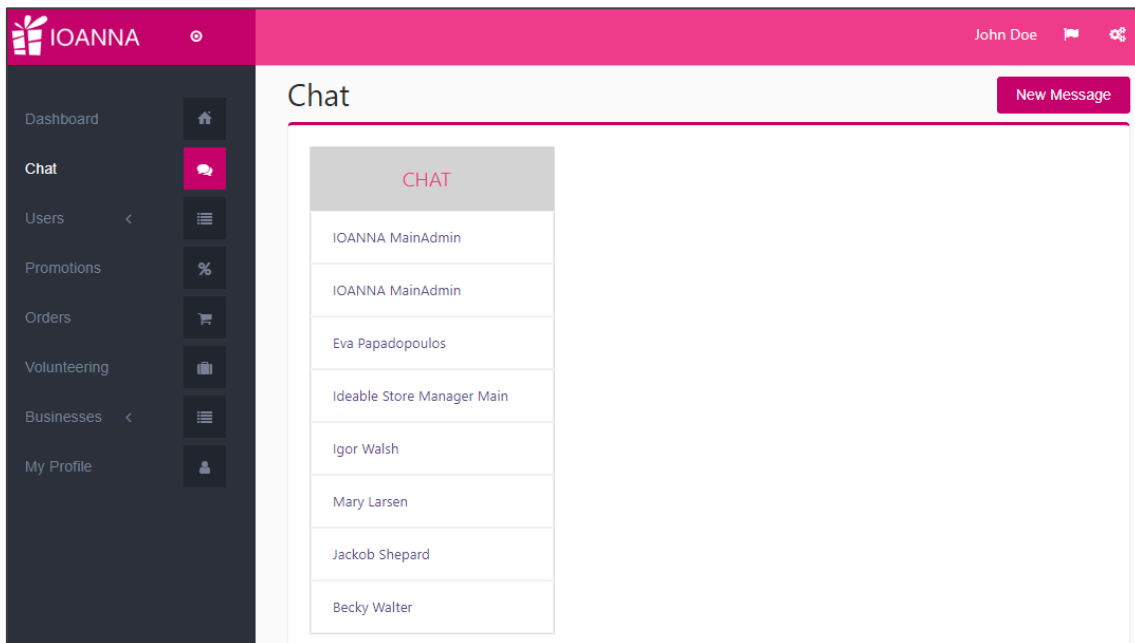
New Answer

ANSWER NAME (ENGLISH)	ANSWER NAME (ROMANIAN)	ANSWER NAME (GREEK)	CORRESPONDING QUESTION * Select Question
Cancel			Clear Save

4. Business Role

The user with this role will have to access the application by using the web platform.

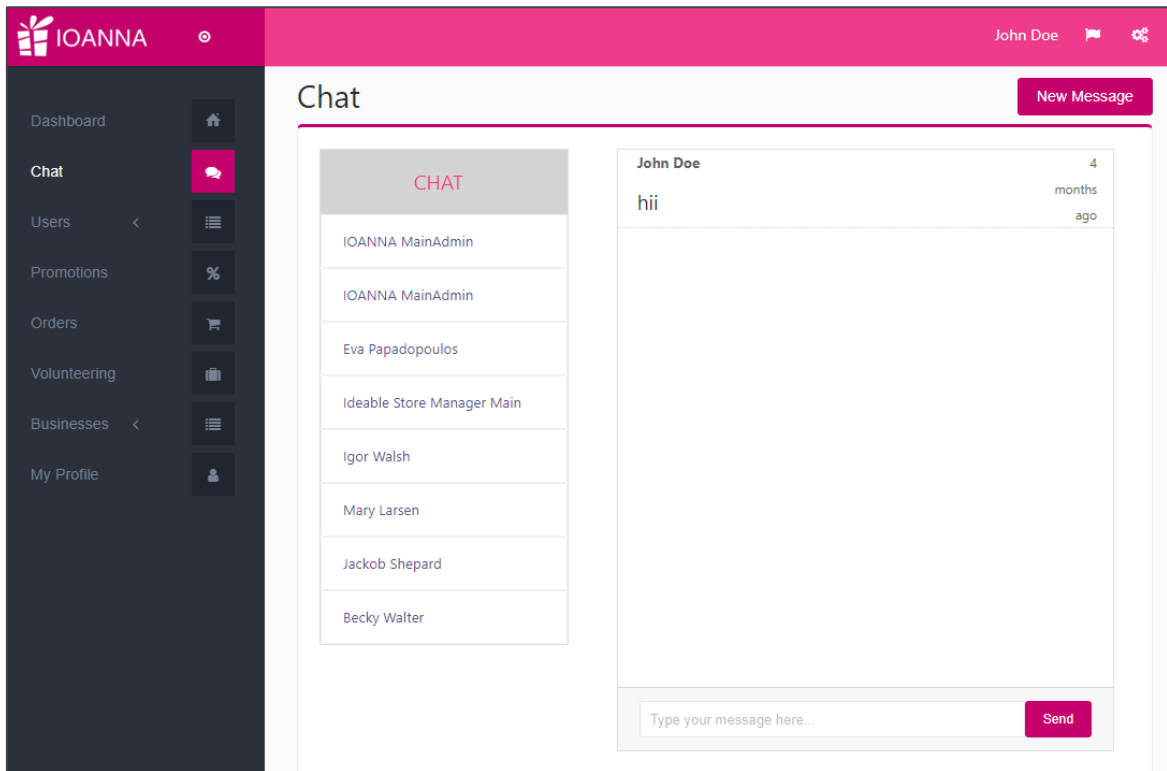
On the dashboard the business user may see the created shortcuts for its own stores. The platform application has different sections to which the business user can access through the menu, located at the left part of the screen, as shown at the example below.



In the following paragraphs a brief description of each of the platform application's sections, of the business role, are presented:

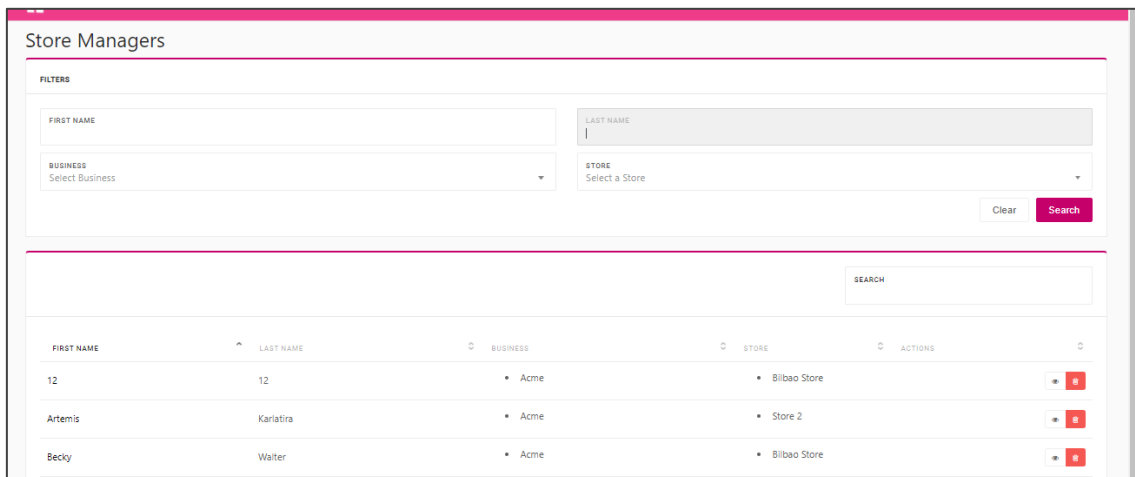
a. Chat

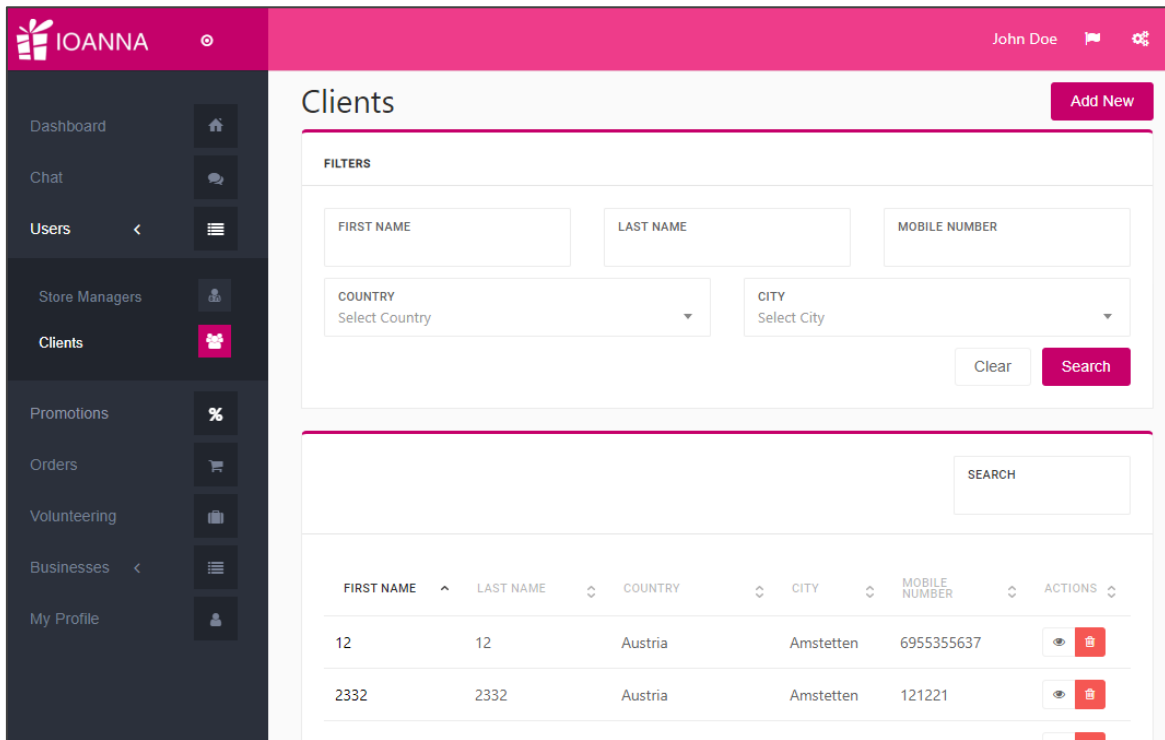
In this section, the business user will be able to chat with its registered clients, in the IOANNA platform.



b. Users

This section consists of two sub sections, which are actually the users that the certain business will have to manage (add, edit, delete): its own store managers and the clients, of the certain business user.





IOANNA John Doe

Clients

[Add New](#)

FILTERS

FIRST NAME LAST NAME MOBILE NUMBER

COUNTRY Select Country CITY Select City

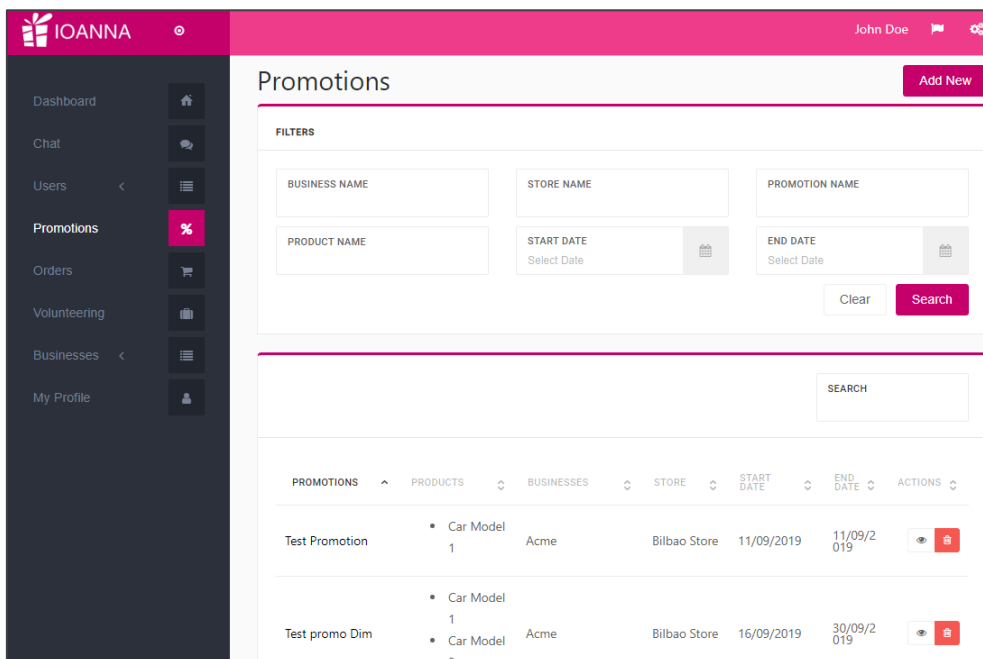
Clear Search

SEARCH

FIRST NAME	LAST NAME	COUNTRY	CITY	MOBILE NUMBER	ACTIONS
12	12	Austria	Amstetten	6955355637	
2332	2332	Austria	Amstetten	121221	

c. Promotions

In this section, the business will be able to manage its promotions, to link them to products, upload a picture, as well as to insert a general promotion for all its products.



IOANNA John Doe

Promotions

[Add New](#)

FILTERS

BUSINESS NAME STORE NAME PROMOTION NAME

PRODUCT NAME START DATE Select Date END DATE Select Date

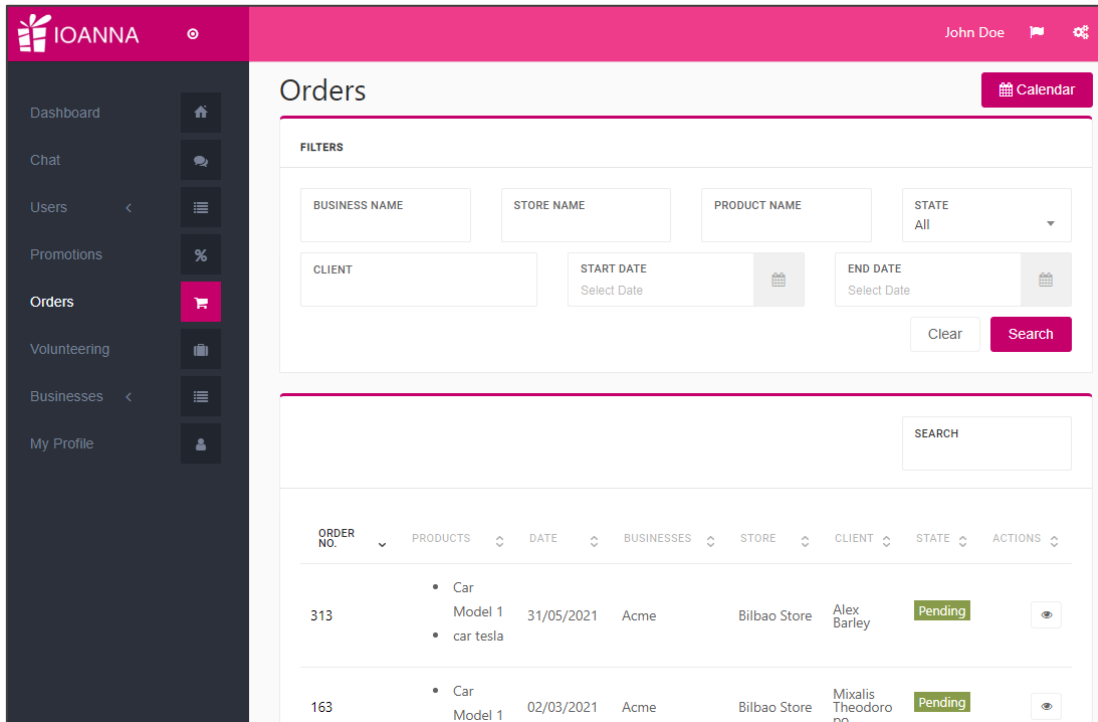
Clear Search

SEARCH

PROMOTIONS	PRODUCTS	BUSINESSES	STORE	START DATE	END DATE	ACTIONS
Test Promotion	<ul style="list-style-type: none"> Car Model 1 	Acme	Bilbao Store	11/09/2019	11/09/2019	
Test promo Dim	<ul style="list-style-type: none"> Car Model 1 Car Model 2 	Acme	Bilbao Store	16/09/2019	30/09/2019	

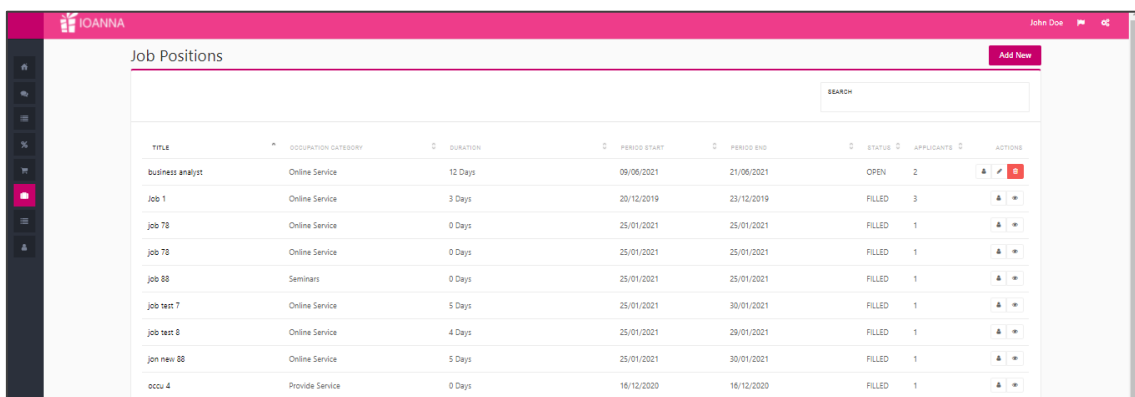
d. Orders

In this section, the business user will be able to manage clients' orders of all its own businesses.



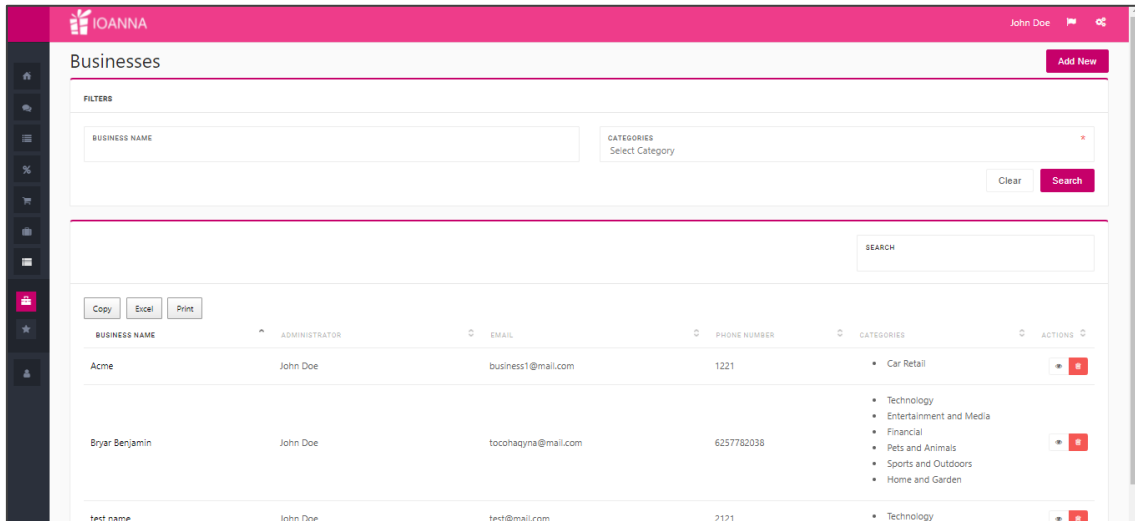
e. Volunteering

From this option, the business user manages the volunteering section. All the positions, created by the business, are listed with a column of the status indicating if it is an open or filled position. Furthermore, the business user can view the applicants for the certain job position, applied by the end users from the mobile application, to accept one of them, reject or cancel the rest of them. The users will receive an e-mail and a notification for the acceptance or rejection, respectively.



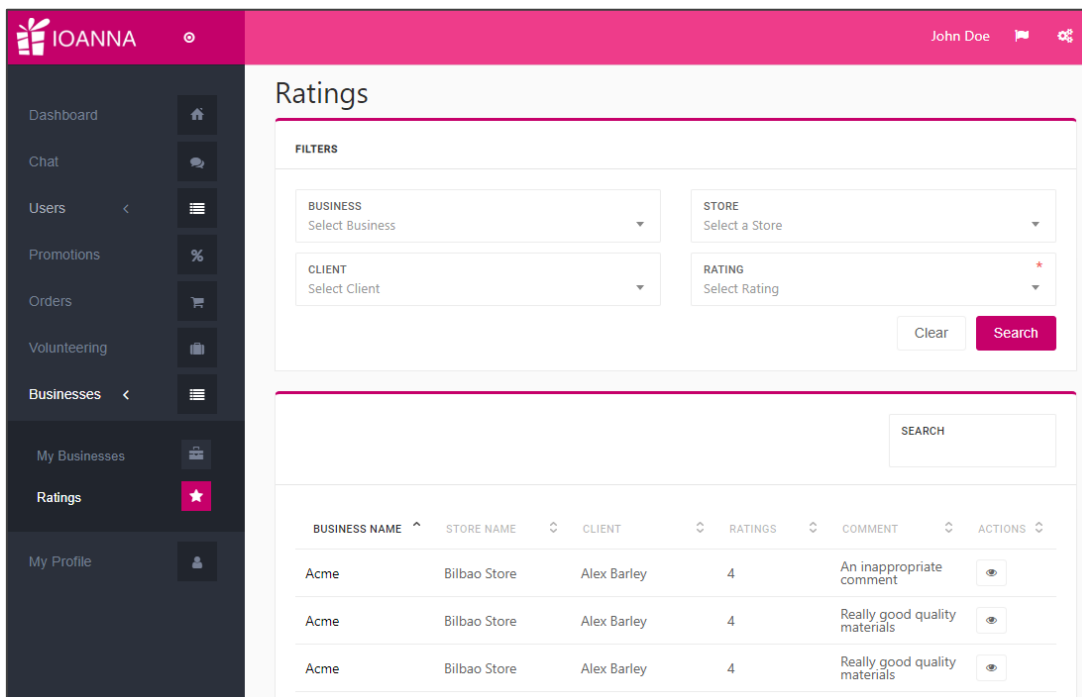
f. Businesses

This section consists of two sub-sections: My businesses and Ratings. The business user is capable of managing all its different businesses and has access to the clients' ratings, with the option of answering to them.



The screenshot shows the 'Businesses' management page in the IOANNA system. The page has a pink header with the IOANNA logo and the user name 'John Doe'. A sidebar on the left contains navigation icons. The main content area is titled 'Businesses' and includes an 'Add New' button. Below the title is a 'FILTERS' section with two dropdown menus: 'BUSINESS NAME' and 'CATEGORIES' (with a sub-label 'Select Category'). There are 'Clear' and 'Search' buttons. Below the filters is a table with columns: BUSINESS NAME, ADMINISTRATOR, EMAIL, PHONE NUMBER, CATEGORIES, and ACTIONS. The table contains three rows of business data.

BUSINESS NAME	ADMINISTRATOR	EMAIL	PHONE NUMBER	CATEGORIES	ACTIONS
Acme	John Doe	business1@mail.com	1221	<ul style="list-style-type: none"> Car Retail 	
Bryar Benjamin	John Doe	tocohaqyna@mail.com	6257782038	<ul style="list-style-type: none"> Technology Entertainment and Media Financial Pets and Animals Sports and Outdoors Home and Garden 	
test name	John Doe	test@mail.com	2121	<ul style="list-style-type: none"> Technology 	



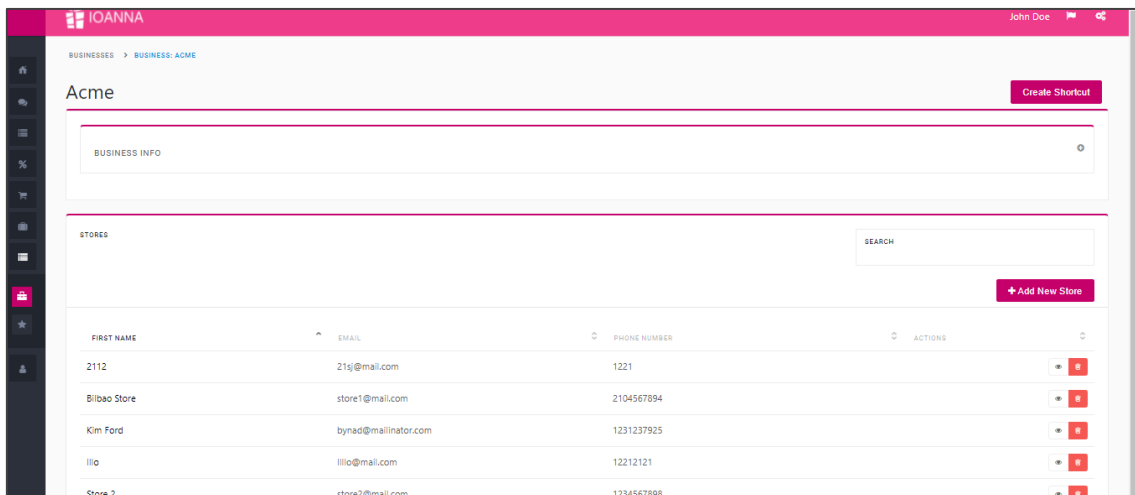
The screenshot shows the 'Ratings' management page in the IOANNA system. The page has a pink header with the IOANNA logo and the user name 'John Doe'. A sidebar on the left contains navigation icons, with 'Ratings' highlighted. The main content area is titled 'Ratings' and includes a 'FILTERS' section with four dropdown menus: 'BUSINESS' (with sub-label 'Select Business'), 'STORE' (with sub-label 'Select a Store'), 'CLIENT' (with sub-label 'Select Client'), and 'RATING' (with sub-label 'Select Rating'). There are 'Clear' and 'Search' buttons. Below the filters is a table with columns: BUSINESS NAME, STORE NAME, CLIENT, RATINGS, COMMENT, and ACTIONS. The table contains three rows of rating data.

BUSINESS NAME	STORE NAME	CLIENT	RATINGS	COMMENT	ACTIONS
Acme	Bilbao Store	Alex Barley	4	An inappropriate comment	
Acme	Bilbao Store	Alex Barley	4	Really good quality materials	
Acme	Bilbao Store	Alex Barley	4	Really good quality materials	

g. Stores

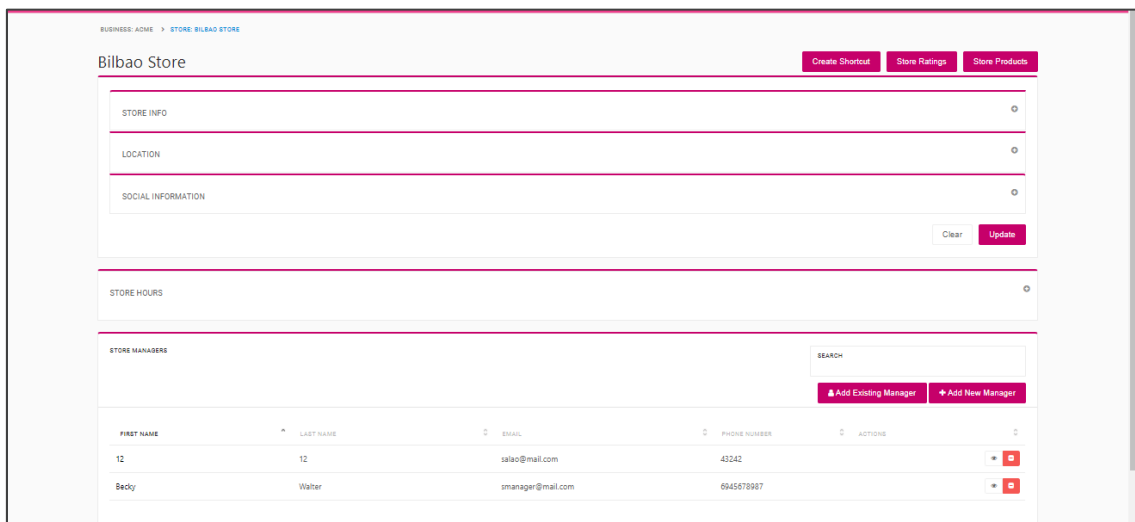
The Stores in the business role are located within the Business in which they belong.

When selecting the view of a certain business, its own stores are listed, and can be managed (add, edit, delete) by the business user.



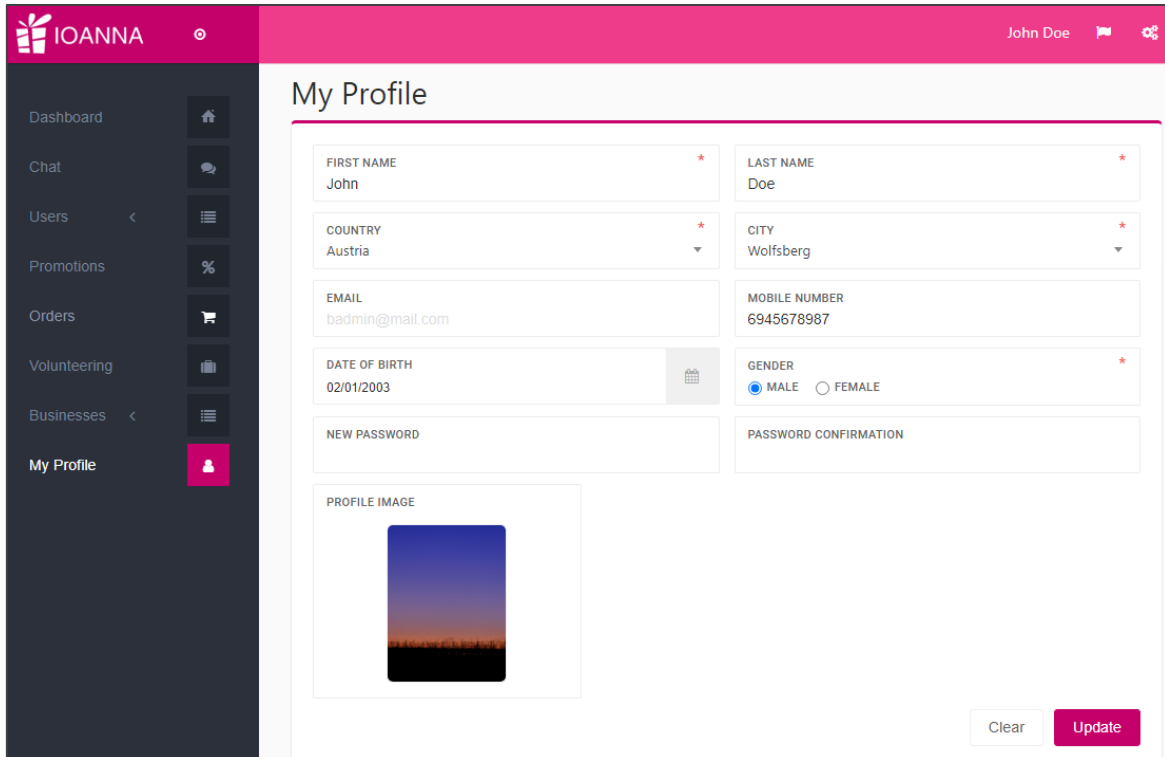
h. Store Rating, store Manager, Products

To continue, the business user selects the view of a certain store, as shown in the form below, from where the business user has access to the store Managers, the store rating and the store products from the respective buttons and the authority to manage them.



i. My profile


In this section, the business user will be able to modify his/her personal data.



The screenshot shows the 'My Profile' page in the IOANNA application. The page has a dark sidebar on the left with navigation options: Dashboard, Chat, Users, Promotions, Orders, Volunteering, Businesses, and My Profile (highlighted). The main content area is titled 'My Profile' and contains several form fields for user information. The user's name is John Doe, country is Austria, city is Wolfsberg, email is badmin@mail.com, mobile number is 6945678987, and date of birth is 02/01/2003. The gender is set to MALE. There are fields for a new password and its confirmation. A profile image placeholder shows a sunset over a horizon. At the bottom right, there are 'Clear' and 'Update' buttons.

FIRST NAME John	LAST NAME Doe
COUNTRY Austria	CITY Wolfsberg
EMAIL badmin@mail.com	MOBILE NUMBER 6945678987
DATE OF BIRTH 02/01/2003	GENDER <input checked="" type="radio"/> MALE <input type="radio"/> FEMALE
NEW PASSWORD	PASSWORD CONFIRMATION

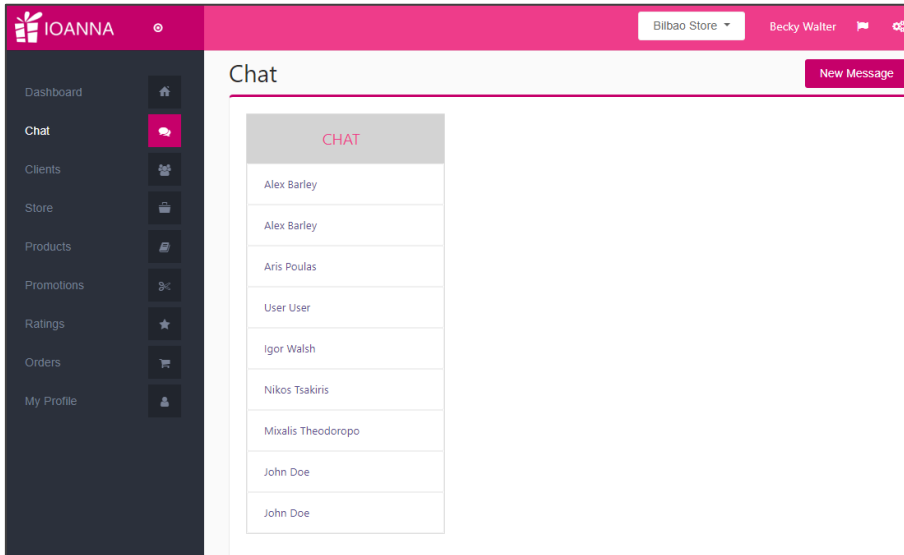
PROFILE IMAGE



Clear Update

5. Store Manager role

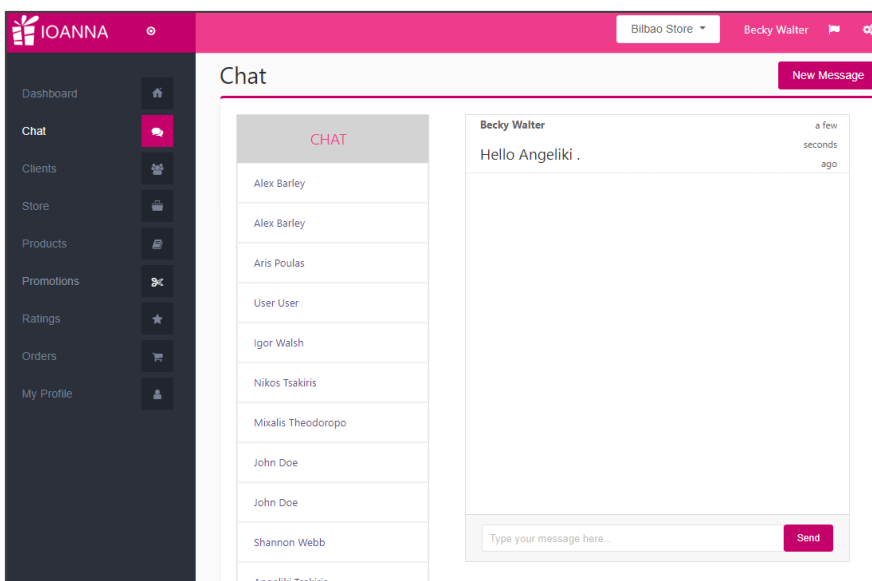
The user with this role will have to access the application by using the web platform. The application has different sections to which the user can access through the menu located at the left part of the screen, as in the example below.



A short description of each of the application's sections is presented in the following paragraphs:

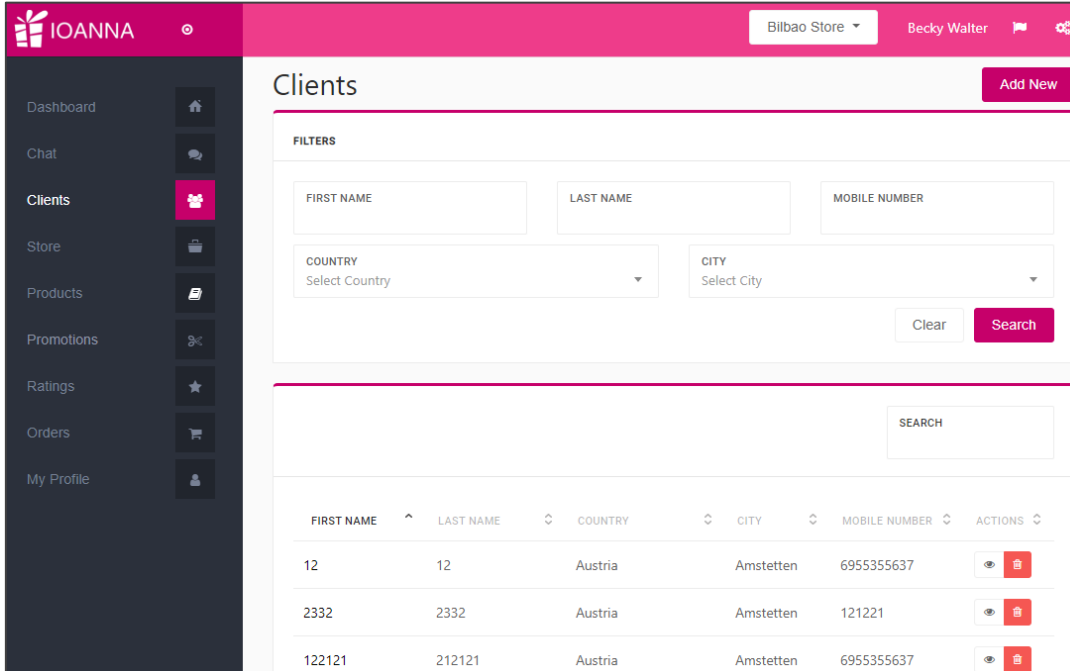
a. Chat

The store manager can chat with the clients of the certain store.



b. Clients

In this section, the store manager manages its clients.



IOANNA Bilbao Store Becky Walter

Clients

[Add New](#)







FILTERS

FIRST NAME LAST NAME MOBILE NUMBER

COUNTRY Select Country CITY Select City

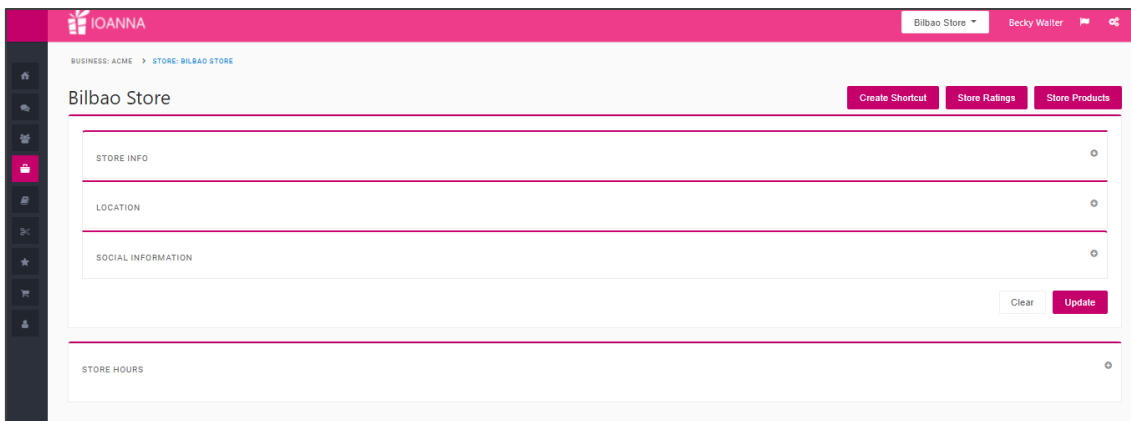
Clear Search

SEARCH

FIRST NAME	LAST NAME	COUNTRY	CITY	MOBILE NUMBER	ACTIONS
12	12	Austria	Amstetten	6955355637	 
2332	2332	Austria	Amstetten	121221	 
122121	212121	Austria	Amstetten	6955355637	 

c. Store

The store manager can manage the information and the details of his/her store.



IOANNA Bilbao Store Becky Walter

BUSINESS: ACME > STORE: BILBAO STORE

Bilbao Store

[Create Shortcut](#) [Store Ratings](#) [Store Products](#)

STORE INFO

LOCATION

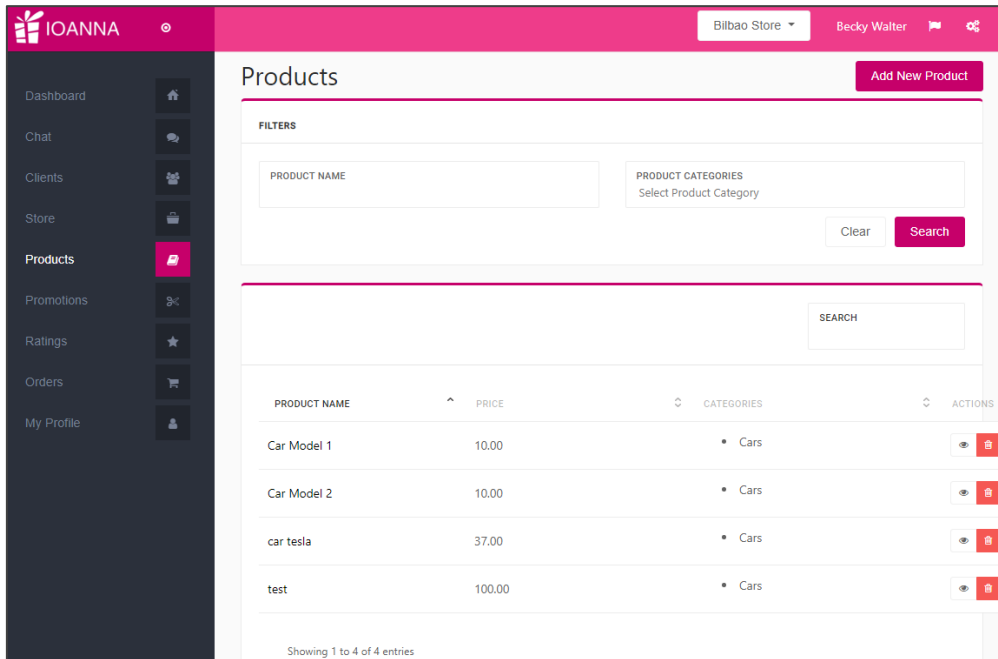
SOCIAL INFORMATION

Clear Update

STORE HOURS

d. Products

In this section, the store manager will be able to manage its products.



Products

FILTERS

PRODUCT NAME:

PRODUCT CATEGORIES: Select Product Category

Clear Search

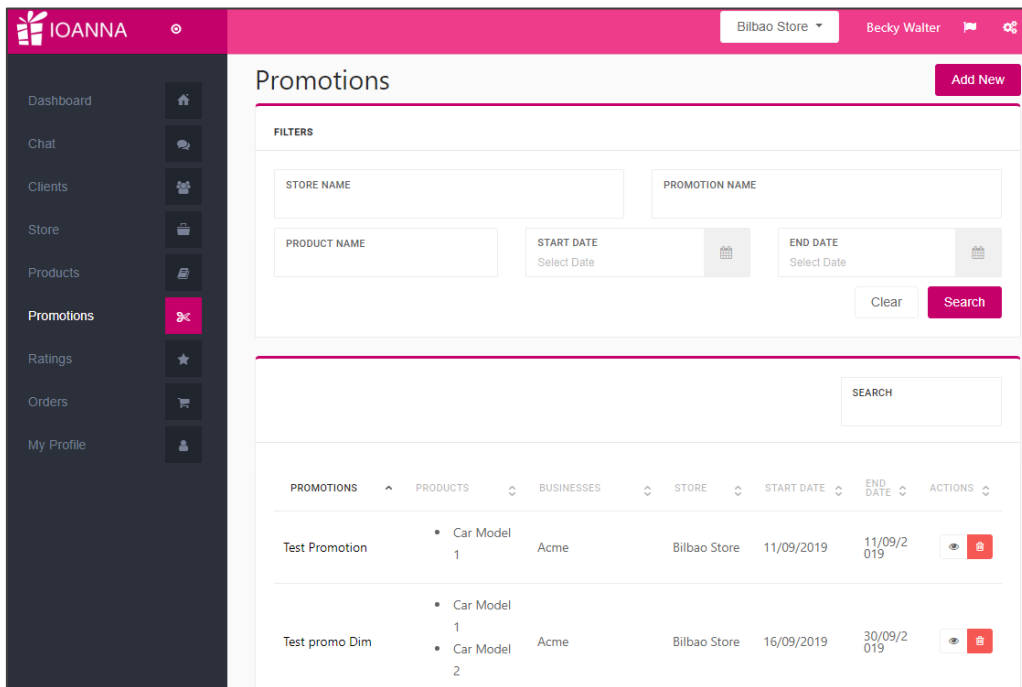
SEARCH

PRODUCT NAME	PRICE	CATEGORIES	ACTIONS
Car Model 1	10.00	Cars	
Car Model 2	10.00	Cars	
car tesla	37.00	Cars	
test	100.00	Cars	

Showing 1 to 4 of 4 entries

e. Promotions

In this section, the store manager can manage the store promotions.



Promotions

FILTERS

STORE NAME:

PROMOTION NAME:

PRODUCT NAME:

START DATE: Select Date

END DATE: Select Date

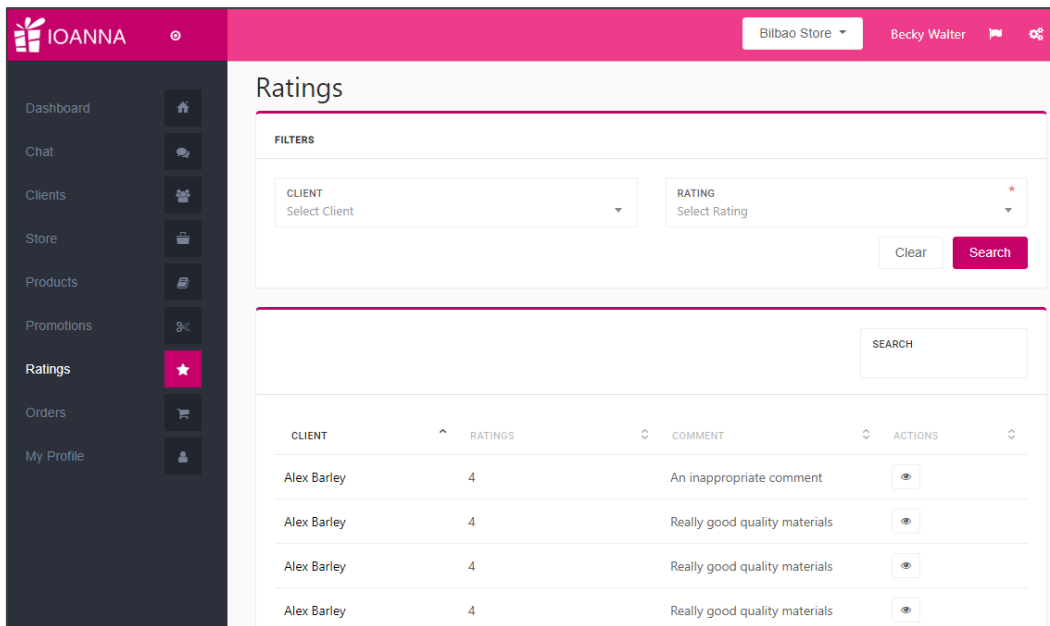
Clear Search

SEARCH

PROMOTIONS	PRODUCTS	BUSINESSES	STORE	START DATE	END DATE	ACTIONS
Test Promotion	Car Model 1	Acme	Bilbao Store	11/09/2019	11/09/2019	
Test promo Dim	Car Model 1 Car Model 2	Acme	Bilbao Store	16/09/2019	30/09/2019	

f. Ratings

In this section, the store manager has access to the store clients' ratings.

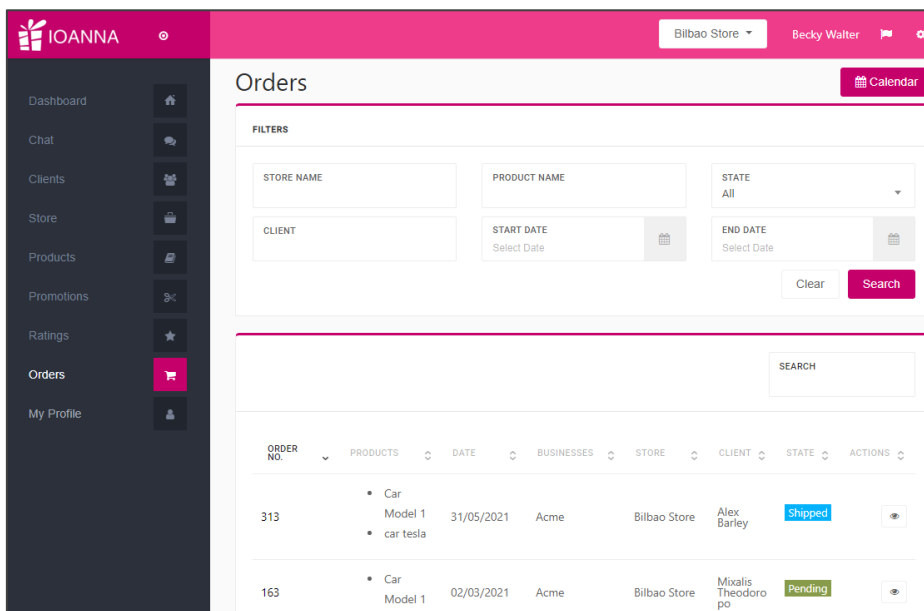


The screenshot shows the 'Ratings' section of the IOANNA application. The top navigation bar includes the IOANNA logo, a store selector set to 'Bilbao Store', and the user name 'Becky Walter'. A sidebar on the left contains navigation options: Dashboard, Chat, Clients, Store, Products, Promotions, Ratings (highlighted with a star), Orders, and My Profile. The main content area is titled 'Ratings' and features a 'FILTERS' section with dropdown menus for 'CLIENT' (Set to 'Select Client') and 'RATING' (Set to 'Select Rating'), along with 'Clear' and 'Search' buttons. Below the filters is a search bar and a table of ratings. The table has columns for CLIENT, RATINGS, COMMENT, and ACTIONS.

CLIENT	RATINGS	COMMENT	ACTIONS
Alex Barley	4	An inappropriate comment	[Eye icon]
Alex Barley	4	Really good quality materials	[Eye icon]
Alex Barley	4	Really good quality materials	[Eye icon]
Alex Barley	4	Really good quality materials	[Eye icon]

g. Orders

In this section, the store manager is able to manage the certain store clients' orders.



The screenshot shows the 'Orders' section of the IOANNA application. The top navigation bar includes the IOANNA logo, a store selector set to 'Bilbao Store', and the user name 'Becky Walter'. A sidebar on the left contains navigation options: Dashboard, Chat, Clients, Store, Products, Promotions, Ratings, Orders (highlighted with a shopping cart icon), and My Profile. The main content area is titled 'Orders' and features a 'FILTERS' section with input fields for 'STORE NAME', 'PRODUCT NAME', 'STATE' (Set to 'All'), 'CLIENT', 'START DATE' (with a calendar icon), and 'END DATE' (with a calendar icon), along with 'Clear' and 'Search' buttons. Below the filters is a search bar and a table of orders. The table has columns for ORDER NO., PRODUCTS, DATE, BUSINESSES, STORE, CLIENT, STATE, and ACTIONS.

ORDER NO.	PRODUCTS	DATE	BUSINESSES	STORE	CLIENT	STATE	ACTIONS
313	<ul style="list-style-type: none"> Car Model 1 car tesla 	31/05/2021	Acme	Bilbao Store	Alex Barley	Shipped	[Eye icon]
163	<ul style="list-style-type: none"> Car Model 1 	02/03/2021	Acme	Bilbao Store	Mixalis Theodoro po	Pending	[Eye icon]

h. My profile

In this section, the user will be able to modify his personal data.



IOANNA Bilbao Store Becky Walter

My Profile

FIRST NAME Becky	LAST NAME Walter
COUNTRY Spain	CITY Bilbao
EMAIL smanager@mail.com	MOBILE NUMBER 6945678967
DATE OF BIRTH 09/03/2002	GENDER <input checked="" type="radio"/> MALE <input type="radio"/> FEMALE
NEW PASSWORD	PASSWORD CONFIRMATION

PROFILE IMAGE

Drop files to
or click here

Clear Update

6. Improvements derived from the 2nd lab test

The results and the advices derived from the 2nd lab test, which were included in the deliverable D4.5, illuminated furthermore the business perspective and some necessary requirements in order to ensure the future prospect of the product, regarding the platform advantages that is intended for use from the businesses.

The issues emerged from the 2nd lab test, referring to the platform, were addressed from the technical partners. More specifically, 11 points regarding dysfunctions, bug fixing were all resolved, most of them directly when reported from the partners, during the tests and trials .

1. VAT numbers do not include many values (e.g., 0%, 5%, 9%, 18%) in product section to suit many different countries taxation systems
2. Helpdesk queries are not sent to the back-end
3. Chat does not function
4. Edit a promotion does not work
5. Inability to cancel an application for a volunteering position
6. Super admin cannot delete any businesses and clients created as test items during previous lab tests. Some of the delete actions do not work properly, including the deletion of a user when it is requested by the user.
7. In the “Adding new product and business category” section the Greek and Romanian translations are appearing vice versa
8. The discount percentage is not applied correctly to the final price
9. Images section has a max upload quota of 2MB -> now the max upload is 7MB
10. User address does not show correctly to the businesses to ship the products
11. User phone number does not show to businesses in order to contact the clients or applicants for further details

In spite of resolving the issues, some of them are subject to further improvement in the future. Additional, the recommendations, in the different sectors and aspects, placed by the participants and the team members of the partners that run the tests and trials and also deriving from their experience, will be taken into consideration to be modified for the future featuring of the product, as shown at the list below:

1. “VAT numbers include certain values, in product section that do not suit all the different countries taxation systems.” -> In the future, it can be improved by making it parametric and easier to adjust to different countries taxation system.
2. “Entering an address through longitude and latitude values is not very user-friendly.” -> It was not feasible to change under the circumstances, as it was an objective difficulty due to the chosen functionality. Nevertheless, in the future, it can be replaced, with another similar service, with a simplified functionality.

Categorised Recommendations

ACCESSIBILITY

3. The IOANNA should not request a “username” since it requires from the user an e-mail

VISUALIZATION

4. The translation of the Romanian and the Cypriot could be improved in some sections to ease the understandability of the IOANNA app (It is not technical)

ETHICS and USABILITY

5. All the listed issues were addressed.
 - Authorised and complete disclaimers are integrated in different languages both on the IOANNA application and web platform.
 - Users provide their consent to the IOANNA terms and conditions and privacy policy to continue in the application and web platform
 - Users have the ability to fully delete their profile
 - Users can see the full description of products and one correct price consistent in all sections
 - Details on product ordering give enough information to users and create realistic expectations. Although, choosing a delivery date might seem misleading for the client, the store managers and the business owners have the ability to display its own policy and delivering details, as well to clarify details through the chat operation.
 - The Helpdesk questions are consistently delivered to the back-end in order for the researchers (in the testing and trial period) and the administrators to be able to assist when needed.
 - Business owners and store managers receive an e-mail on every order placed by clients.

7. Latest Platform features integrated after trials

The field trials gave prominence and highlighted the good features and the advantages of the solution, while emerged some points that were not being considered or needed improvement. The actual usage in real life conditions and terms is the one that will indicate aspects that were overlooked, trying to alter issues that seemed significant or did not occur in the lab test. The outputs of this trials have been covered 100% concerning the bug fixing and the fine tuning. Furthermore, there were a few new features that have already been adopted from the proposed and some that were noted and taken into consideration for future improvement and will be addressed before the commercialization of the IOANNA product.

In the following paragraphs are presented the integration of the Disclaimers and the addition of the new role of Region Administrator.

✓ Platform Disclaimers


The Ethical Board, with the significant help of the pilot members and after legal consultation and advice, proposed a disclaimer to the external consultant Mrs Mestheneos for approval, which she reviewed and proceeded to modifications, corrections and additions, so as to authorise an appropriate and according to the GDPR, disclaimer for usage at both the application and the platform.

✓ Region Administrator Role

During the trials, the technical partners confronted some issues that after a thorough search it was realized that the source of a few of them was deriving from the common role of Super Administrator.

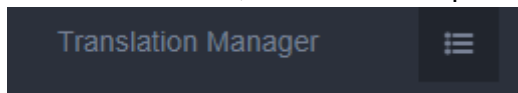
The decision was to create a new role, the Region Administrator, in order to solve all the minor and medium problems that were due to this reason. The certain solution limits the access of each region administrator to its own region and mitigates in local level its control, avoiding alterations on other countries data.

✓ Guidance for the platform roles

At the  button, in the option of the help desk, a general manual and guidance of all the platform roles is included.

✓ Translation Manager

At the platform, a translation manager has been integrated, at the menu of the Administrator role, to facilitate the platform's translation in other languages in the future



✓ Calendar sign, enabling orders operation

The calendar of the ordering system has been improved, so as to enable functionalities for the orders operation (Detailed description at chapter 3, paragraph i Orders).

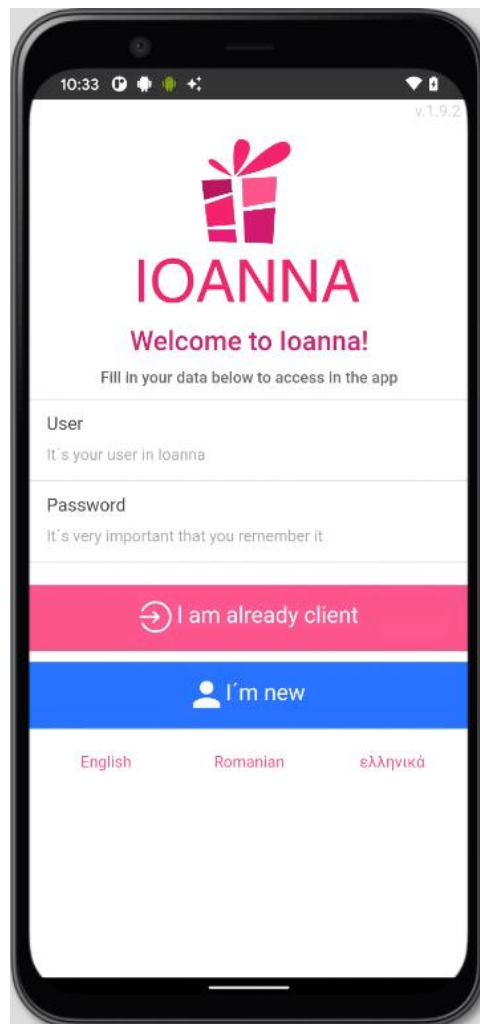
✓ Notify the Business with a new order

The Business and Store manager, as well as the Administrator and the Region Administrator will be notified for a new order with an e-mail.

8. Client (Senior) Role – Latest mobile application features after trials

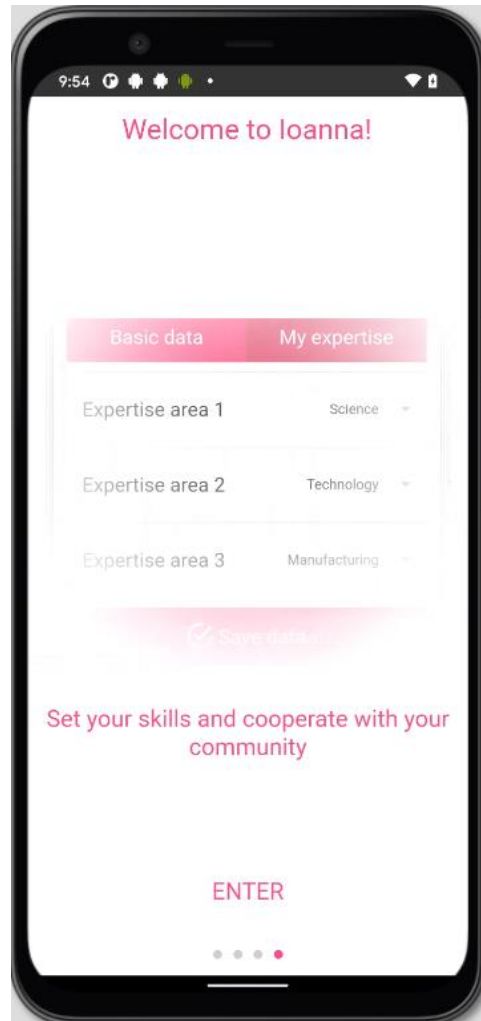
In this section, an outline of the user with the client role will be presented. Although, it is described concisely, it indicates the **implementation** of the **latest mobile application features, after the trials**.

The user with this role will have access to the application by the mobile platform. When the user opens the application, he/she will access the login screen.



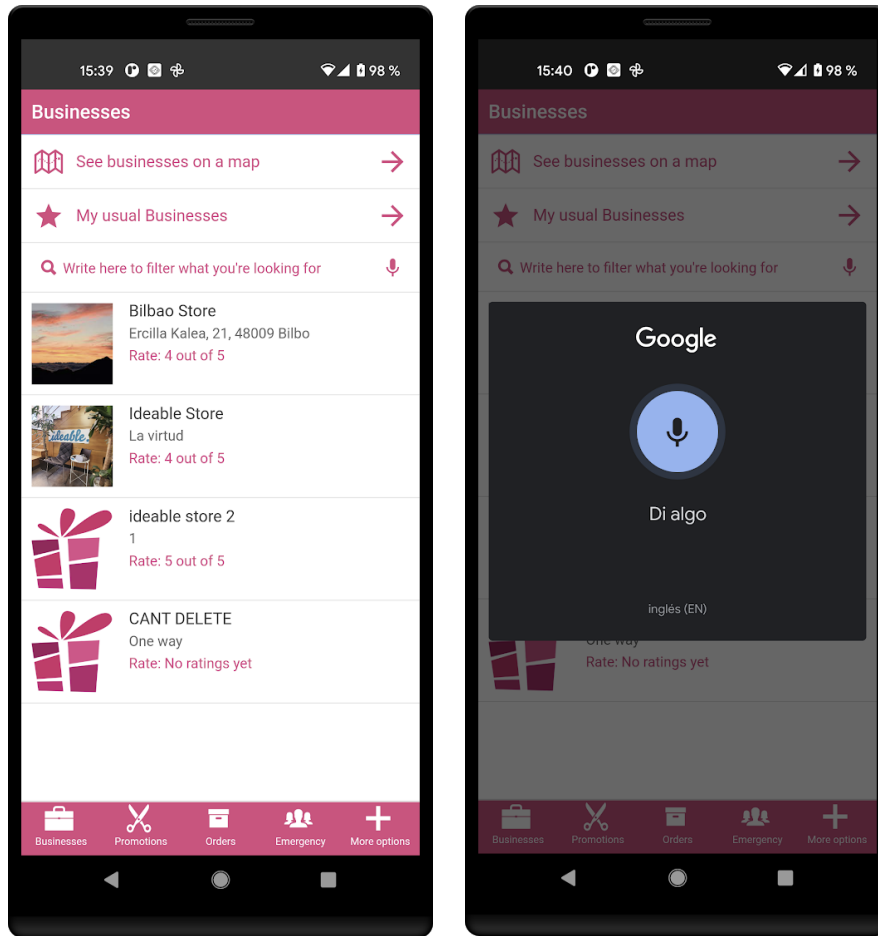
In order to access the application, the user will have to indicate its access credentials (mobile number and password) in this screen. The way that the users can obtain their credentials are described in the deliverable D3.5 2nd prototype.

At the beginning, a summary of the functions of IOANNA will be presented, which can be slid to the left and finally press ENTER.



Now, the user can access to the supported sections of the mobile application explained below:

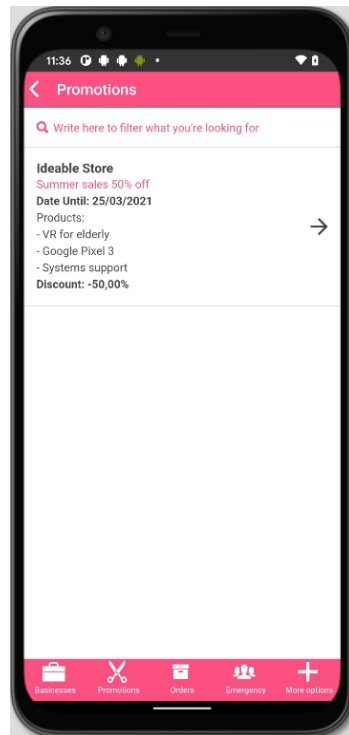
a. Main page – Businesses



Within the main page, the user can access the list and filter the stores by voice.

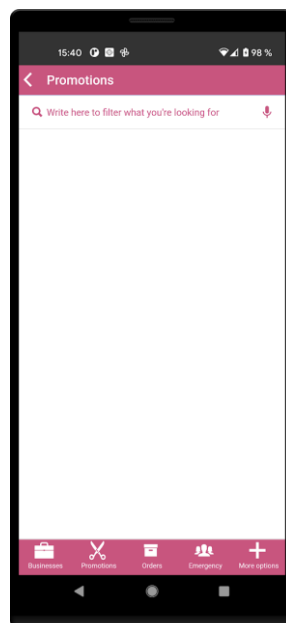
b. Promotions

In this section, the user will be able to see the promotions of the registered businesses in the application.



By accessing the “Promotions” section, the user will see listed the promotions of the different businesses.

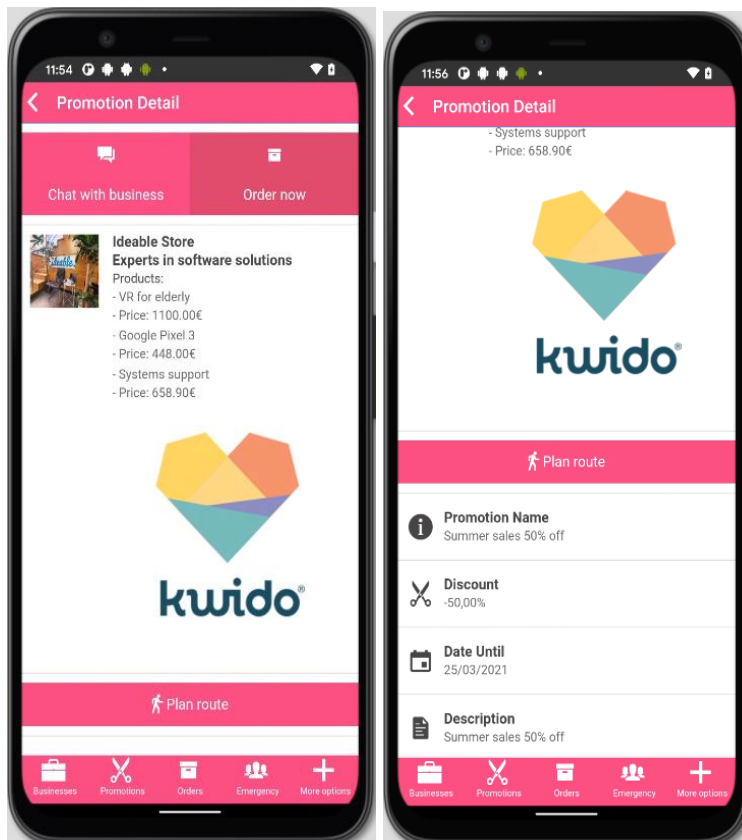
These promotions can be filtered by using the search engine located at the top of the screen, and the user will be able to access the details of each promotion by selecting them from the list. Moreover, the user will be able, by voice, to filter the promotions or offers that



can be found in the app, as a new addition.

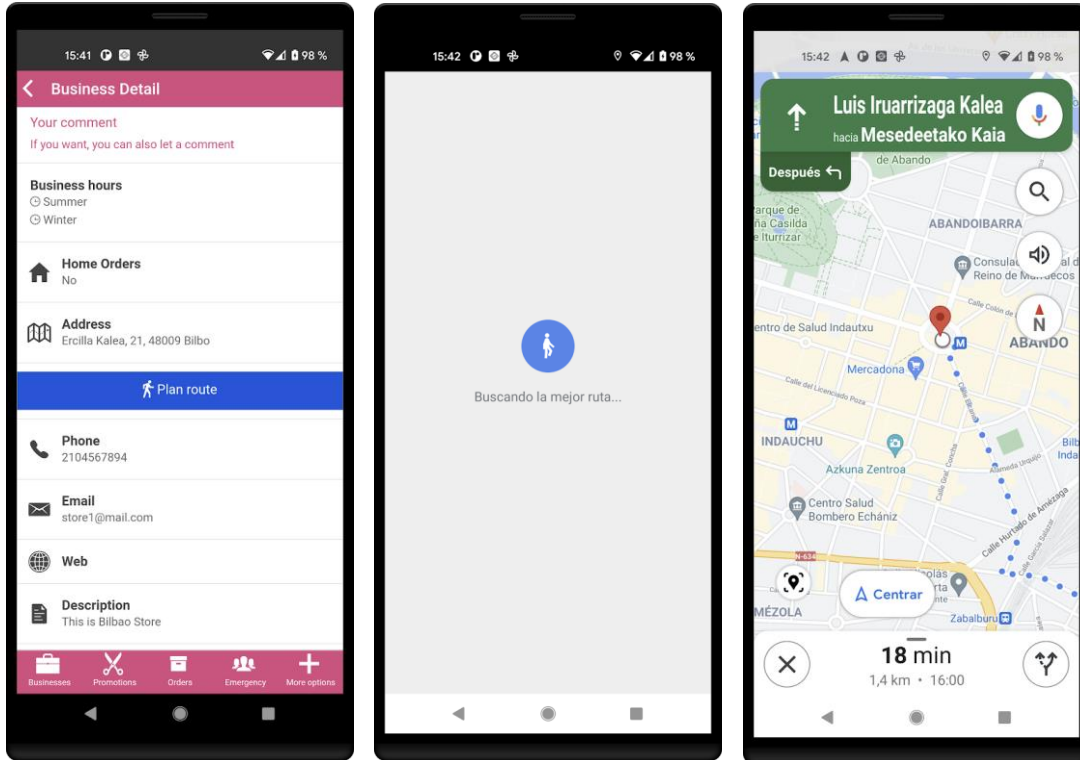
In the promotion details view, the user can proceed to the following functionalities through the corresponding buttons :

- See the details of the promotion.
- “Chat with the business”
- “Order now”
- “Plan route”



c. Locations

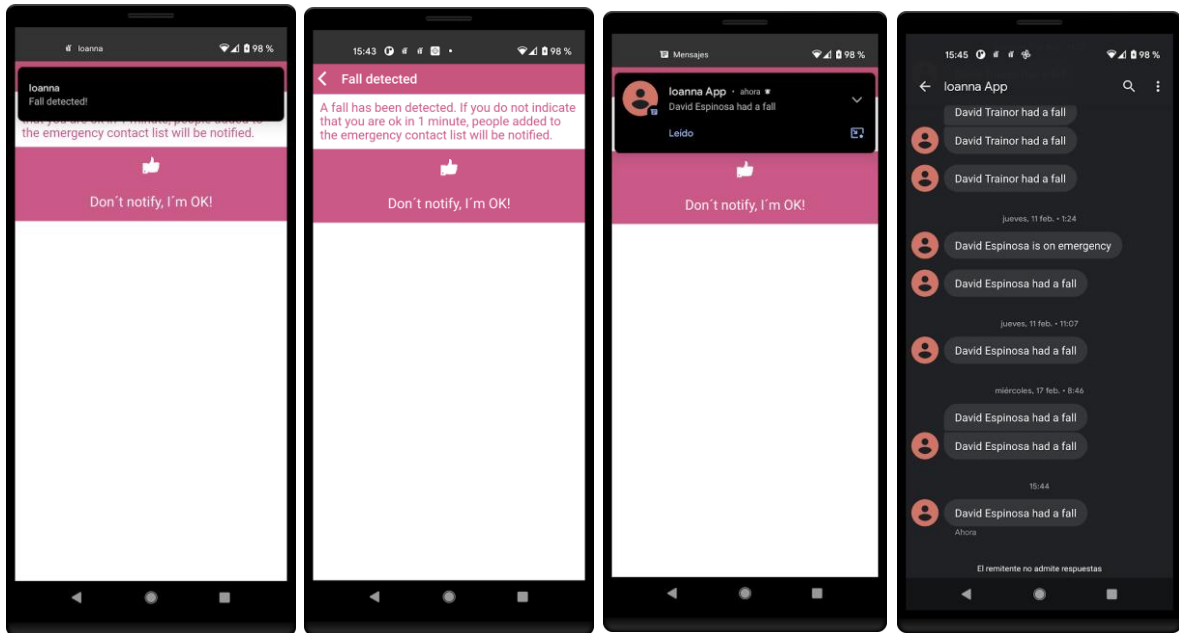
It can be accessed through the button "See businesses on a map" at the top of the screen. With this option, the user will see the closest businesses, as long as the location is



activated in the Google Maps browser.

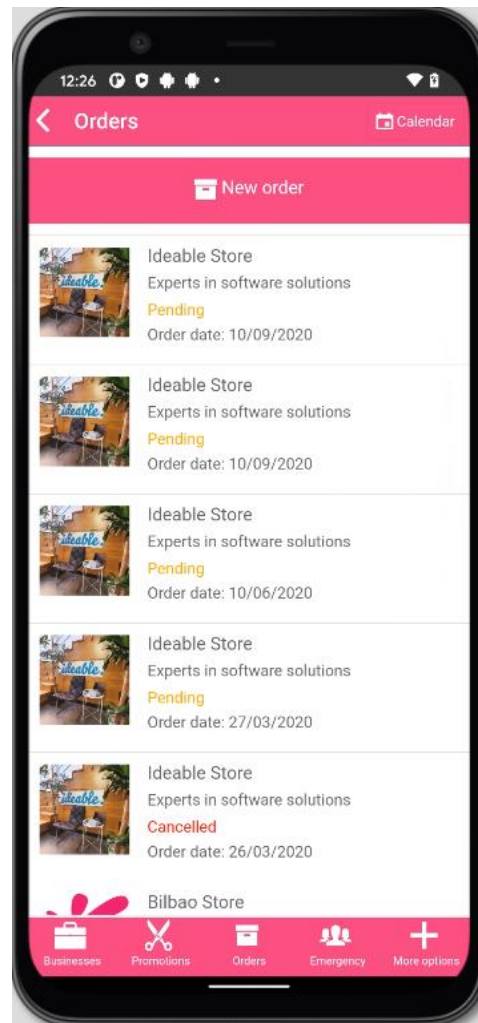
d. Fall detector

We have developed a fall detection system that will always be activated. When the system detects a fall, the device will be notified and the user must confirm that it is OK by pressing the "Stop" button. If you do, after one minute, an emergency notification will be sent to all of your emergency contacts.



e. Orders

In this section, the user will be able to manage his orders.

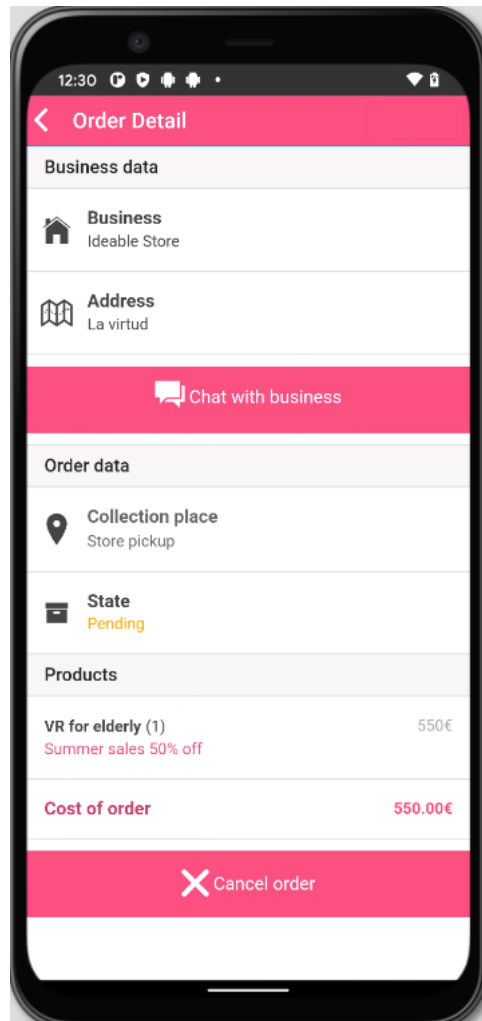


By accessing the Order section, the user will see listed the orders of the different businesses. These promotions may be in four different states:

- Pending > this status means that the user has placed the order, but the business has not answered yet.
- Accepted > this status means that the user has placed the order, and the business has accepted it.
- Rejected > this status would mean that the user has placed the order, and the business has rejected it.

- Cancelled > this status means that the user has cancelled the order before it has been shipped.
- Delivered > this status would mean that the business has sent or given the order to the user.

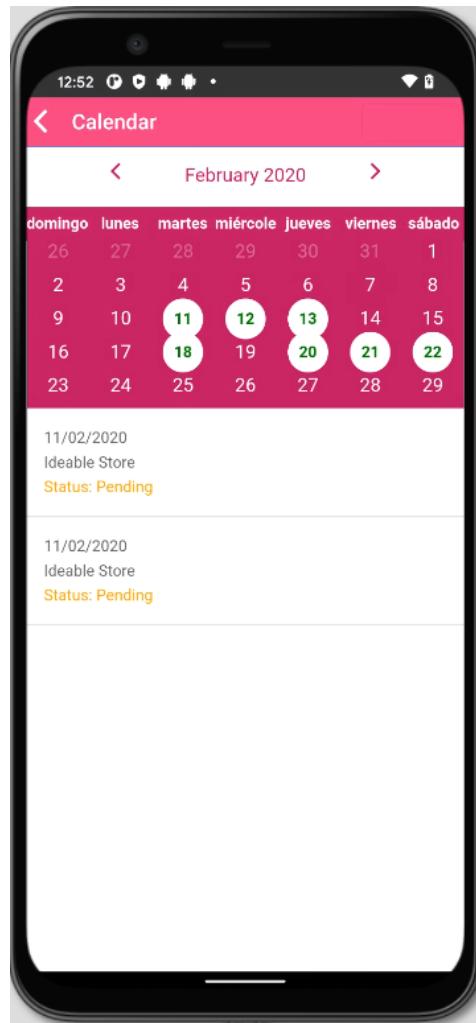
Selecting one of these orders, the user will access its details.



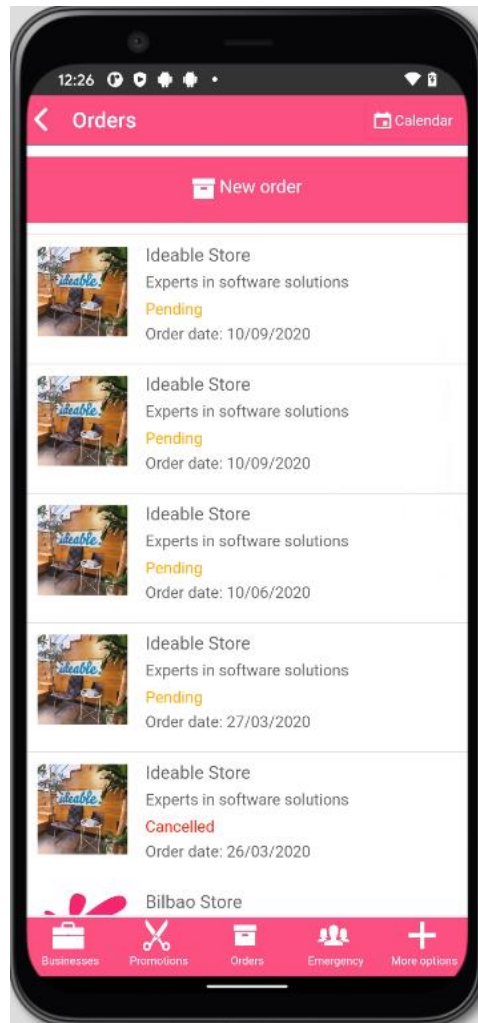
In the order's details screen, the user can:

- See the details of the order and the state of it.
- “Chat with the business” button > by using this button, the user will access to the Chat section, to the conversation with the order owner business.
- “Cancel order” button (this option is available only for the orders with pending status).

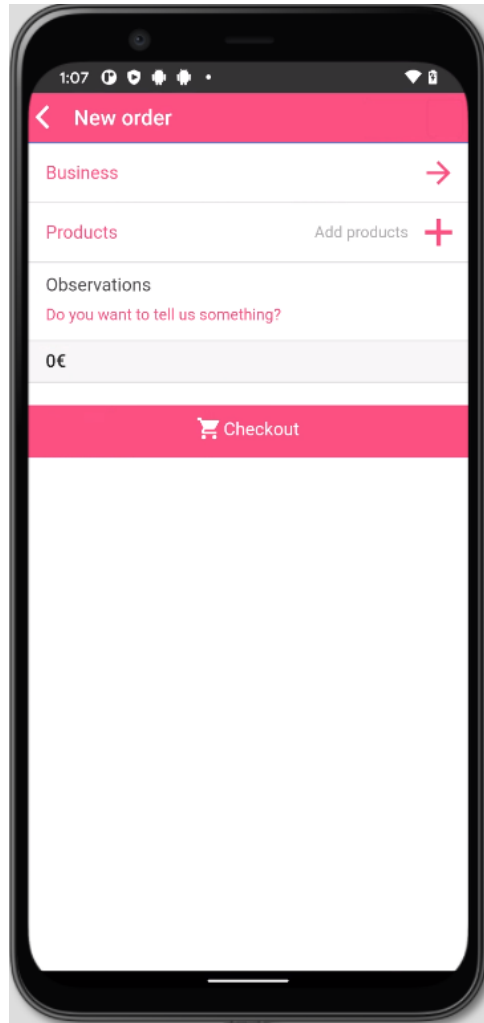
Users can also have access to their orders in a calendar view if the shipment of the product/service is programmed by the business/professional; this option is available by using the “Calendar” button located in the upper right part of the first screen of this section.



In addition, on the same screen, users can create a new order. The user will have to press the button “New order” located at the top of the screen.

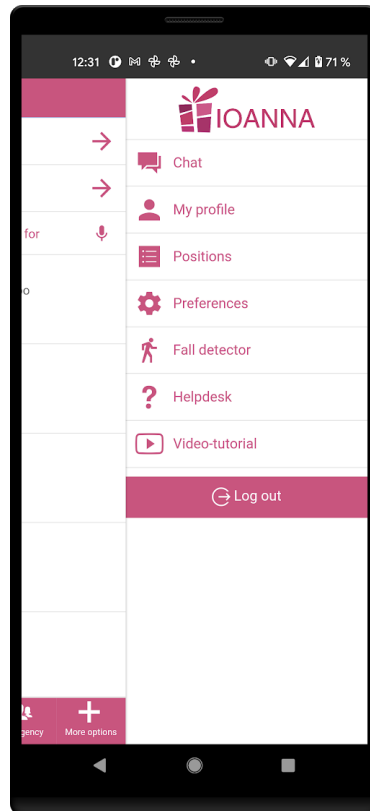


Once the user has pressed this button, he will have access to a screen where he can register a new order by giving the appropriate input.



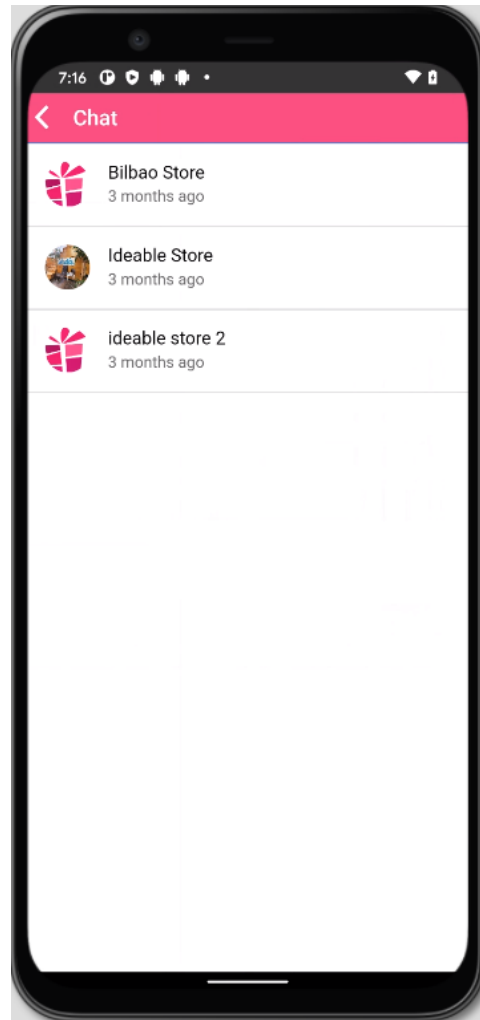
f. More options

In this section, the user will have immediately access to more supported sections of IOANNA which are explained below:

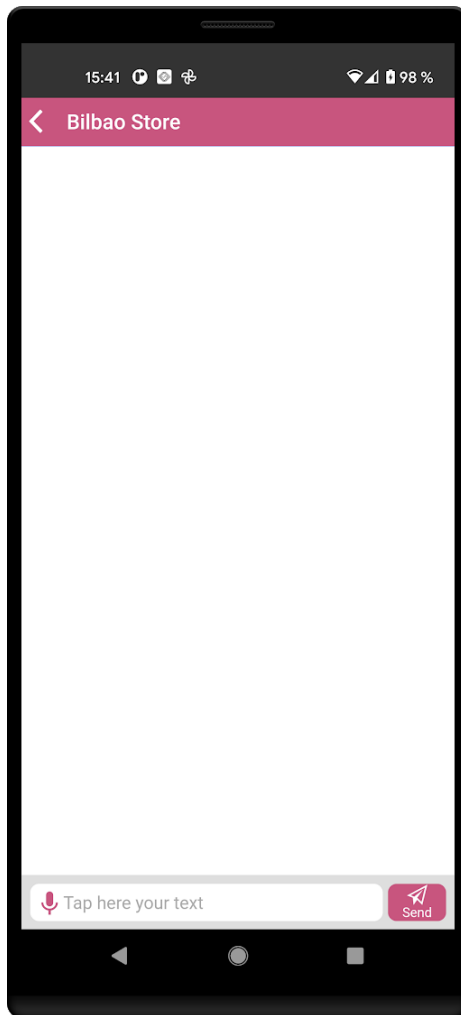


i. Chat

By pressing this button the user will have access to all the conversations with businesses

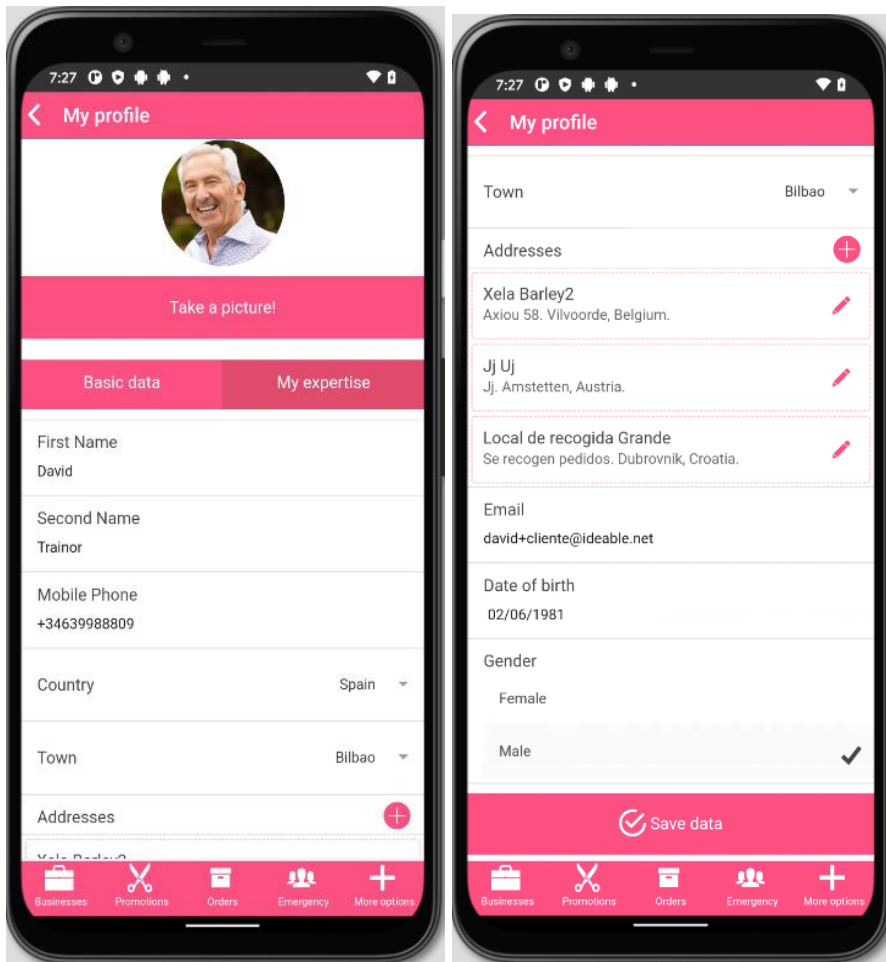


New parameter `store_id` received with notifications. In addition, a new functionality that has been added is to send messages by voice.



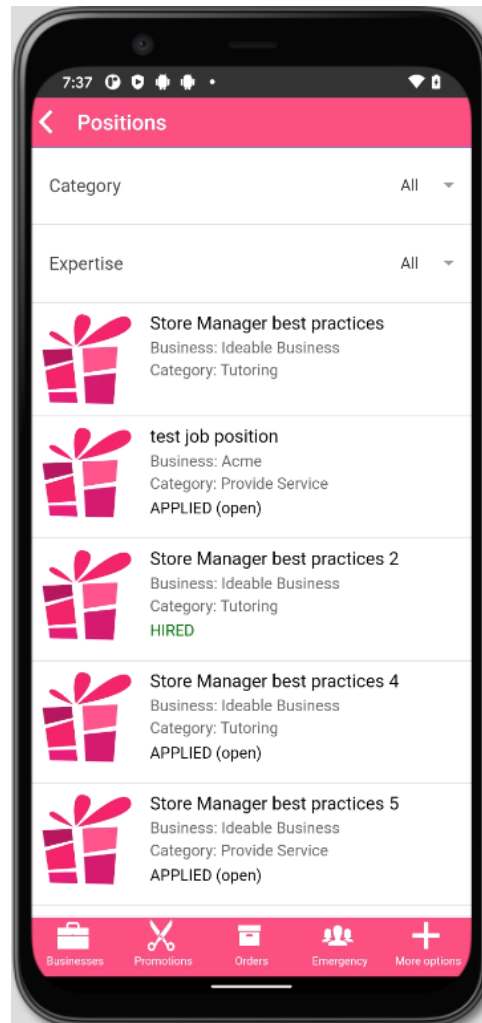
ii. My profile

In this section, the user will be able to modify his personal data.

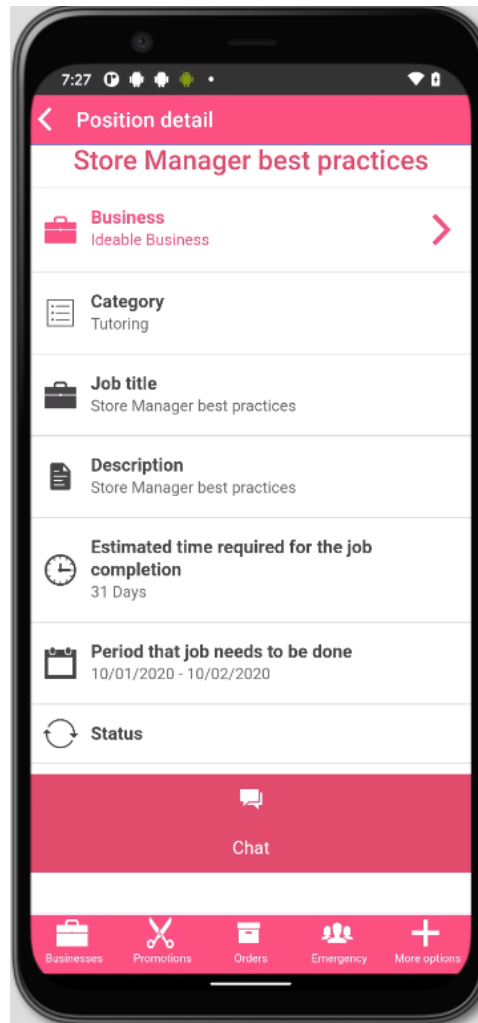


iii. Positions

In this section the user will have access to practices and volunteering offered by businesses registered in the app and also the state of his application, in case the user has applied to any of them in the past.



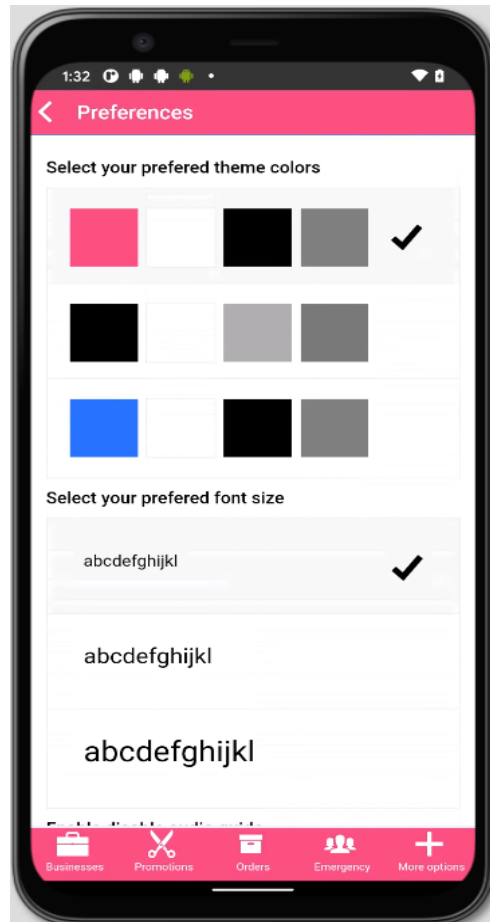
Once the user has seen a position of interest and by clicking on it, he can see the information about it.



By pressing on “Business” the user can see the information about it, and on the “Chat” section the user can speak with the business about the position.

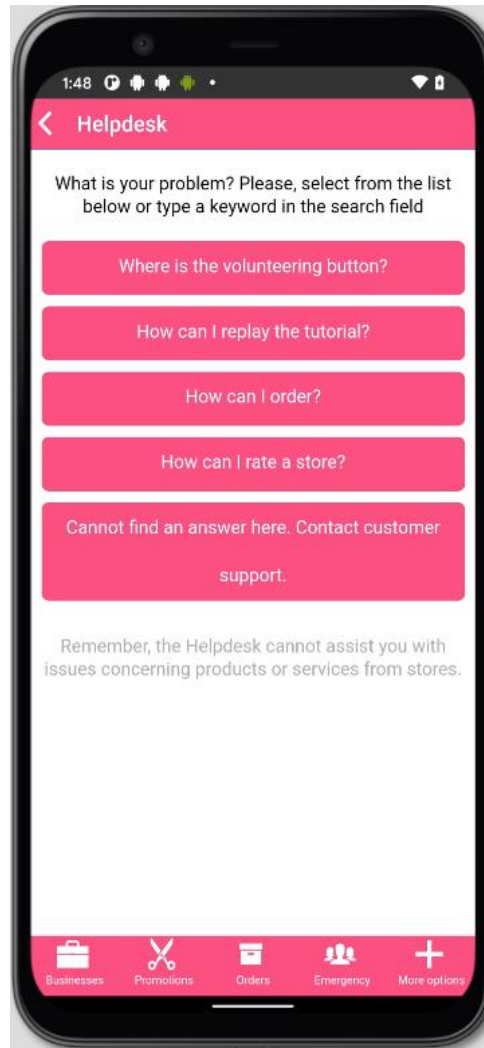
iv. Preferences

In this section the user can choose the theme colour and the font size of the mobile application, as well as enable or disable an audio guide.

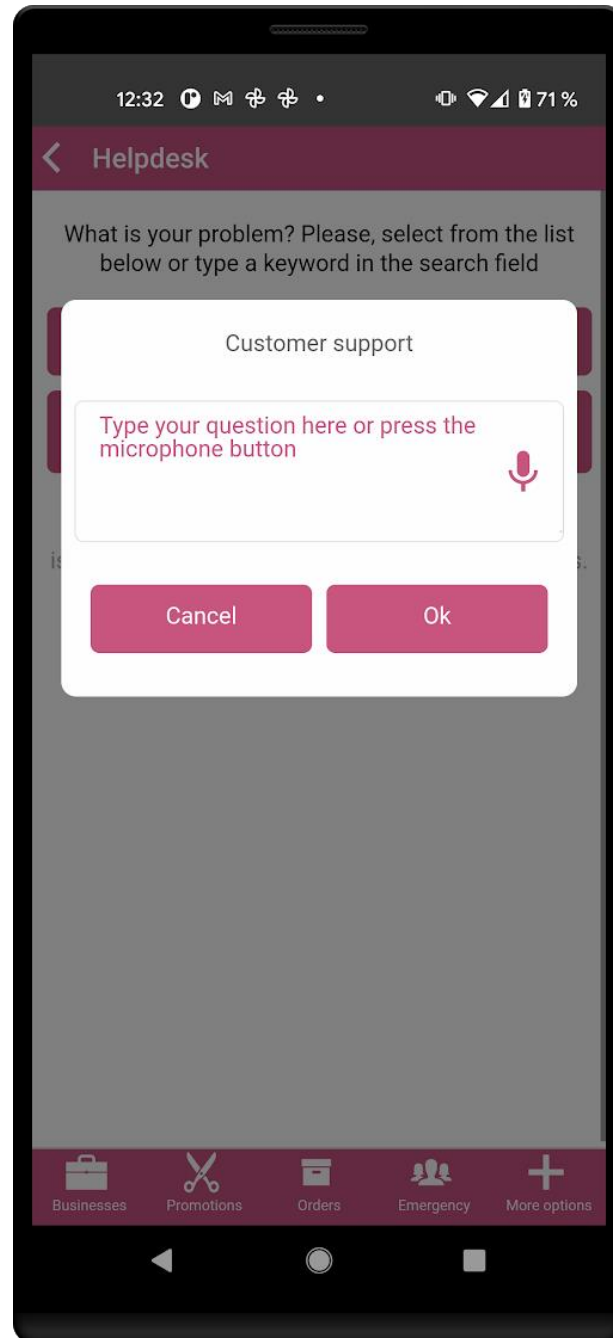


v. Help desk

In this section any doubts about the mobile application that the user may have can be resolved. There are some frequently asked questions already answered but if necessary, the user can contact with the customer support by pressing the “Cannot find an answer here. Contact customer support” button.

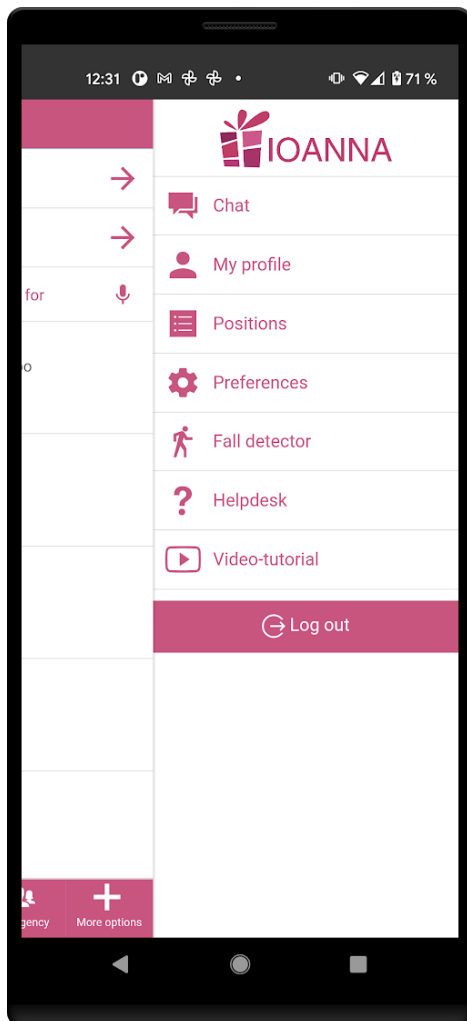


Moreover, allows for new user questions in both written and audio form, as well as displaying localized data and handling automatic notifications.



vi. Video Tutorial

In this part, you will be able to access YouTube where it will guide you to an explanatory video on how to use the app.



9. Latest mobile application features after trials

The latest features that were implemented after the trials are indicated and summarised in the following list, in the respective modules.

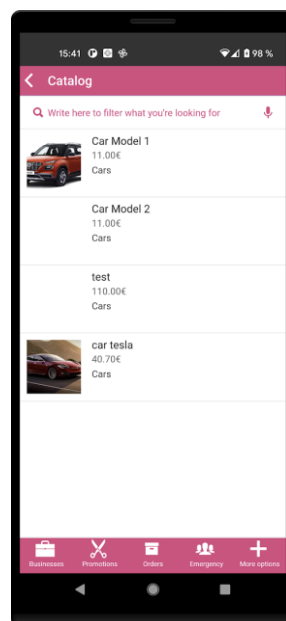
✓ Helpdesk :

- ❖ New user questions are allowed in both written and audio form. Also allows displaying localized data and handling automatic notifications.
- ❖ A section has been added that contains a video tutorial on how to use the app.

✓ Accessibility:

The possibility of entering data through voice has been added in the following sections:

- ❖ **Chat:** A new parameter store_id received with notifications. In addition, a new functionality has been added that is sending messages by voice.
- ❖ **Main page:** Within the main page the user can access the list and filter the stores by voice.
- ❖ **Promotions:** The user will be able to filter the promotions or offers that can be found in the app, by voice.
- ❖ **Product catalog of a store:** The user can enter the filters by voice to find the products within the list, as seen below.





- ✓ **Fall detector**
- ❖ A fall detection system has been developed that will always be activated and send a notification to the user's emergency contacts.

- ✓ **Location of establishments**
- ❖ The button "See businesses on a map" enables the user to search the closest businesses, as long as the location is activated in the Google Maps browser.

10. Analysing the impact in the three pillars of IOANNA

The three pillars of IOANNA are the elderly (end users), the local Businesses (stores and services) and the Municipalities or NGO's or other entities through which the IOANNA will expand. In the following paragraphs, a synoptic impact on each pillar is presented.

10.1 Impact of IOANNA on the Elderly

- Will help the elderly to **carry out daily activities** and manage their own shopping from house and by cash.
- Will **familiarize the elderly with technology** by the use of a **user friendly and Intuitive interface** with **help desk** and increasing the ability of searching through the mobile application the Stores and Services, their offers & products which are **located nearby**
- **Motivate** the elderly to **stay active**, reinforce their own **self-esteem**, **lessen the feeling** of being **helpless** and start **socializing** by **offering** for community **service in paid or volunteer** basis, as well as in collective local actions.
- **Provide safety** through **Fall Detection** that acts as emergency system and with the **Navigation System** for the outdoor activities, as well with the easy contact to family for urgent cases.

10.2 Impact of IOANNA on the Businesses

- Include as customers the specific target groups (elderly, caregivers)
- The elderlies' experience is an added value for a business, to educate new employees or assist at job positions and in local level to contribute to local collective actions and activities, as seminars etc.
- Widen the market opportunities. Endure & gain from unpredictable circumstances (e.g.covid pandemia)
- Explore the market for future development, new ideas, new products to cover forthcoming needs

10.3 Impact of IOANNA on the Municipalities, NGO's etc

The impact to the formal, either private or public, entity or organization will be to empower the local market, especially small and medium shops and strengthen the socialization among the people of the local society.

Potentially the application can expand and describe requests and its metadata, offer statistics, answer to requests, taxinomise them etc.

10.4 Impact of IOANNA on the Society

The impact on the local society and under an evolutionary process will be a holistic approach that activates the “gearwheels of the society mechanism” that eventually will result in multidimensional benefits.

- Elderlies' socialization, ability of self-reliance and sense of security promotes their health & wellness
- Interaction with other age groups that will derive from the volunteering, functions as a balance factor in the society as the exchange of knowledge decreases the gap of age and increases the awareness of progress & technology in the elderlies.
- empowers the economic development and market growth in local level (small & medium enterprises)
- reinforces the community prosperity
- Opens the horizon of academic research, which is alert in the realistic, social, economic and psychological needs of this specific target group and the changes that will occur. Furthermore, new products will be created and opportunities for new jobs and services.



11. Conclusions

IOANNA application is a platform that can help clients (seniors) into their everyday needs, connecting them with businesses in a simple way. By using this application, the senior will be able to:

- Search for businesses that offer specific products and services for elderly people. Search those businesses, access their details, products and promotions and even order some of those products.
- Plan the route to arrive at the business' place.
- Ship orders from businesses or arrange date & time for visiting them.
- Notify user's emergency contacts if the user has fallen or has had any problem.

The application will work in two main challenges for our cities nowadays:

- Will offer specific products and services for the elderly people around their area helping them living as independently as possible.
- Will offer a new growing market for the local shops & businesses that need to specialize in sectors where they may offer a barrier to the online ecommerce and big malls.