

Back End (Admin)

ANY ROLE CAN ACCESS LOCATIONS:

THIS MUST NOT BE ALLOWED (MENTIONED EARLIER AS WELL)

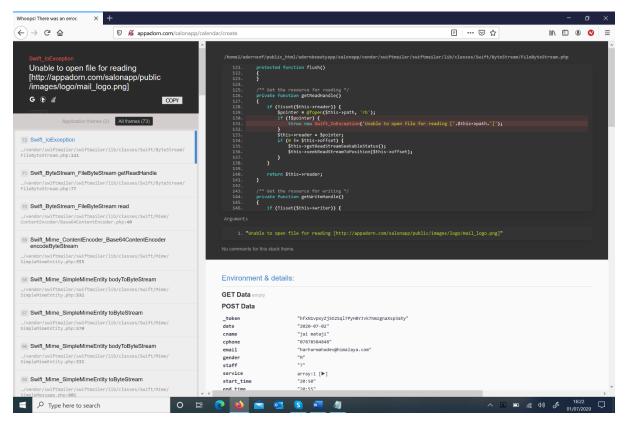
Booking Errors

NO. of person

Please check. This section is not working and generating error.

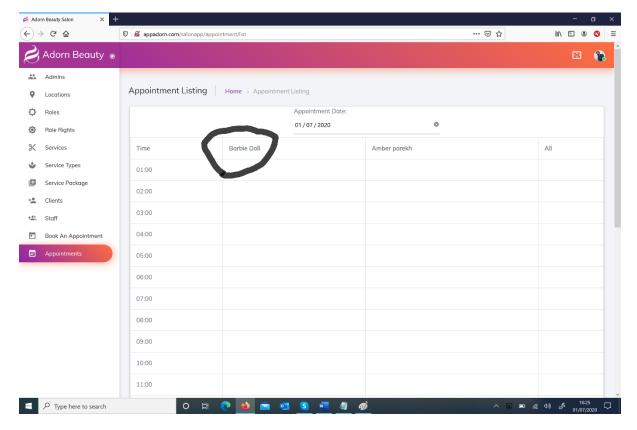
Comments

This field has error too. It is not letting us update the existing booking or when we create a new booking. It just can't let us booking the appointment. Comments should be shows under appointment section. So that whenever we check the appointment, it displays us information we typed during booking. Example: Prachi has appointment on 30 06 2020 at 10. Under the appointment, comment has been mentioned "Demo API". However, when you click on Appointment, it just displays appointment details (such as client name. id contact number, timings) but not displaying comment at all.





LET'S TRANSFORM YOUR DREAMS! INACTIVE STAFF IS SHOWN IN APPOINTMENT

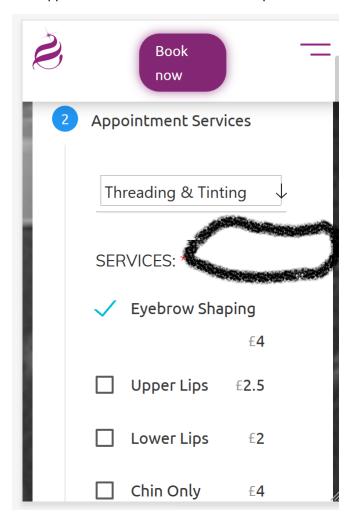


STAFF MARKED AS INACTIVE OR ABSENT SHOULD NOT BE SHOWN IN THE APPOINTMENT



All Branches are yet not active.

Still appointment services selection at step 2 has no search button. (Service should be searchable)



Add on menu (pending)

ADD ON MENU

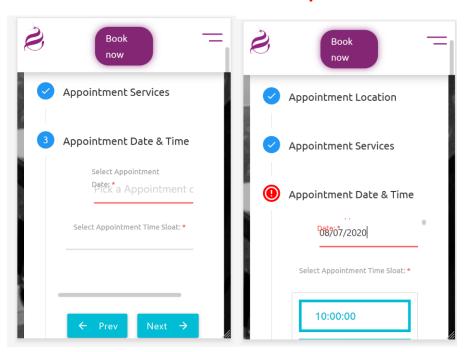
AS DISCUSSED PREVIOUSLY, WE DO NOT BOOK FOR ALL TREATMENTS. IN THIS CASE, WE NEED TO ADD ADDON MENU. (HERE WE NEED TO ENSURE THAT WE KEEP NOTE SECTION IN THE BOOKING FOR SALON SIDE ONLY. MEANS, THIS NOTE SELECTION WILL NOT BE VISIBLE TO CLIENT. THE MAIN PURPOSE OF THIS IS TO ENSURE THAT CLIENT GET ALL TREATMENTS DONE. EXAMPLE: CLIENT X HAS BOOKED FOR FULL LEGS WAX AND SELECTED EYEBROWS AS AN ADD-ON TREATMENT. CLIENT CHOSEN TO PAY AT SALON/PAY VIA PAYPPAL. NOW, CLIENT TURNED UP AT SALON AND INFORMING THAT NOW SHE IS NO MORE INTERESTED WITH LEGS WAXING. IN THIS CASE, WE WILL WRITE A NOTE ON THE APPOINTMENT OF CLIENT THAT SHE CANCELLED LEG WAXING. IF CLIENT



LET'S TRANSFORM YOUR DREAMS!

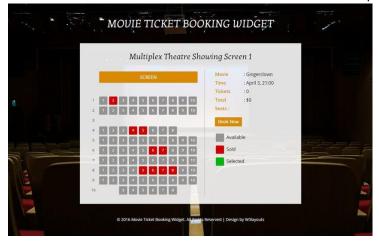
DO THE SAME FOR 3 TIMES IN A ROW, SHE WILL HAVE TO PAY FOR HER TREATMENT IN ADVANCE. (AS PER THE PROJECT PDF)

Step 3



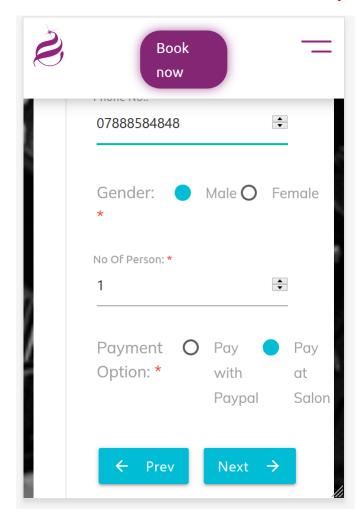
- . Step 3 Calendar Icon is yet missing
- . Faster booking (Today, tomorrow, Saturday) missing. As you can see in image 2 (above) date is still not clearly visible. Please recheck responsiveness.

Time SLOT (Spelling error. Extra A need to remove), TIME SLOT DISPLAY IS STILL SAME. (see the below image) currently if client selects slot, it should be redirected to the next step.(currently, client need to scroll down to the bottom and then click on next to proceed to the next step.)





Number of people



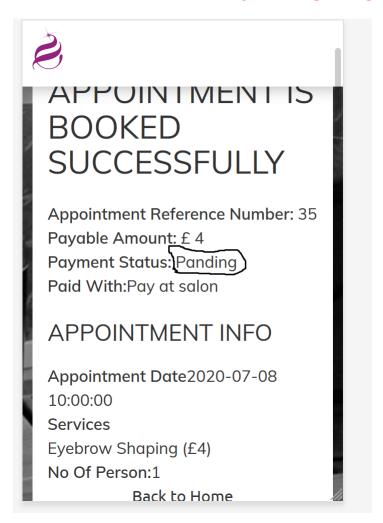
The number of person here, I understand as the people who would like to book all same treatments right?

How about those people who just want to join for few treatments only?

Example: we have two bookings for pedicure at the same time. But one of this client want manicure too. However, the other is fine with only pedicure. The above system has limitation to book all treatments in multiplication. Means, as per our current option (no of person) in this example, client cannot book for 2 pedicures and 1 manicure. Instead it will be booking for either two pedicures and 2 manicures. Which creates confusion with loosing booking slot (from salon side) and client ultimately cannot pay for their desired treatment (as client wants 2 pedicures and 1 manicures). Please recheck this option with the above remarks. As such occurrence of the mentioned situation is normal in salon.



SPELLING ERROR



PLEASE REPLACE PANDING WITH PENDING

INSTEAD OF PAID WITH: ONLY PUT PAID: ONLINE (IF CLIENT PAID ONLINE) OR NEED TO PAY AT SALON {BRANCH NAME}

Email confirmation of appointment

BOOKING CONFIRMATION

Currently, booking confirmation is only being received by client. Can we have email booking confirmation via email (but on different email ids).

Also, the current booking confirmation to client has very little information



Hi, Milan Vyas

Your Appointment Is Booked Successfully.

Booking Information

Appointment Reference Number: 31

Payable Amount: £4

Paid With: Pay at salon

Payment Status: Panding

Appointment Info

Appointment Date 2020-06-30 10:15:00

Eyebrow Shaping (£4)

No Of Person 1

Thanks, ADORN BEAUTY ADORN BEAUTY

It would be great if we can have our logo on the top (above appointment booked to ADORN BEAUTY)

Let me send you template that may help you.

1) For unpaid client, below email confirmation will be sent.



YOUR APPOINTMENT BOOKING CONFIRMATION WITH ADORN BEAUTY {BRANCH NAME}



Hi, Milan Vyas

Your Appointment has been booked successfully.

Booking Information

Appointment Reference Number: 31

Payable Amount: £4

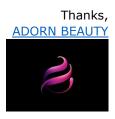
Pay AT : {Branch Name}

Payment Status: Need to PAY £4.

Appointment Information Appointment Date 2020-06-30 10:15:00

Eyebrow Shaping (£4)

No Of Person 1



Important Information:

- 1. Client need to arrive 10 minutes prior to their appointment timings.
- 2. During busy period your appointment might get delay upto 10 minutes.
- 3. We will wait for your for upto 10 minutes. If you will not turn up, we will simply cancel your appointment. If you turn up after 10 minutes, then we will treat you as a walk-in customer only.
- 4. If you have paid in advance and did not turn up, we will collect 10% of booking fees from your total treatment cost. (if you turn up after 10 minutes of your appointment, don't worry we will take you for your appointment but you will have to cooperate with us and stay clam while you wait for your turn.)
- 5. If you are unpaid customer, you will not be allowed to book an appointment next time.
- 6. Appointment cancellations will be unchangeable if you cancel you appointment at least 24 hours prior to your booking.
- Consultation form is designed to serve you precisely. Any data filled by you in the consultation form will be stored securely and will never be shared with any other organisation.
- 2) For paid client, below email confirmation will be sent.





YOUR APPOINTMENT BOOKING CONFIRMATION WITH ADORN BEAUTY {BRANCH NAME}

Hi, Milan Vyas

Your Appointment has been booked successfully.

Booking Information

Appointment Reference Number: 31

Amount Paid: £4

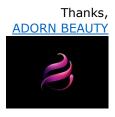
Paid To : {Branch Name}

Payment Status: Paid Sucessfully.

Appointment Information Appointment Date 2020-06-30 10:15:00

Eyebrow Shaping (£4)

No Of Person 1



Important Information:

- 1. Client need to arrive 10 minutes prior to their appointment timings.
- 2. During busy period your appointment might get delay upto 10 minutes.
- 3. We will wait for your for upto 10 minutes. If you will not turn up, we will simply cancel your appointment. If you turn up after 10 minutes, then we will treat you as a walk-in customer only.
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- 5. If you are unpaid customer, you will not be allowed to book an appointment next time.



LET'S TRANSFORM YOUR DREAMS!

- 6. Appointment cancellations will be unchangeable if you cancel you appointment at least 24 hours prior to your booking.
- Consultation form is designed to serve you precisely. Any data filled by you in the consultation form will be stored securely and will never be shared with any other organisation.

01/07/2020

Important Reminder

In the project, SMS gateway is yet not setup. Please setup immediately.

We also need to design the SMS that client will receive.

SMS Template

Hello {Client_Name},

Thanks for booking with Adorn Beauty {Branch_Name}. Your appointment is scheduled on {Date} {DD/MM/YY} at {Time}. Kindly Ensure to reach at salon prior 10 minutes to your appointment. To Learn More about appointment rules, kindly visit https://www.adornbeautyapp.com/before-appointment-ab/

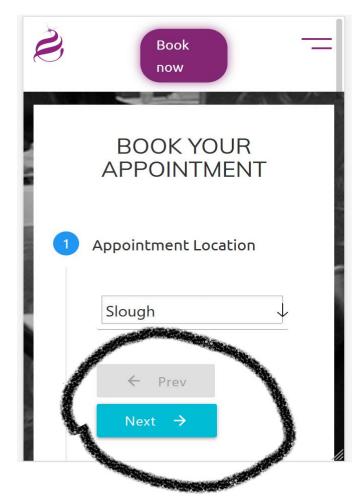
Thanks,

Team Adorn

Also, We need to ensure that admin receives email (separately for each branch) when client book for appointment.

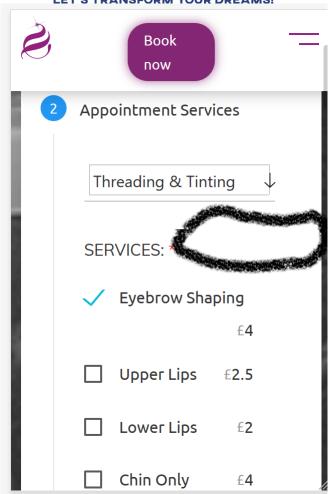


FEEDBACK 29/06/2020



Please arrange buttons (Prev and Next) in the same line by decreasing size of font.



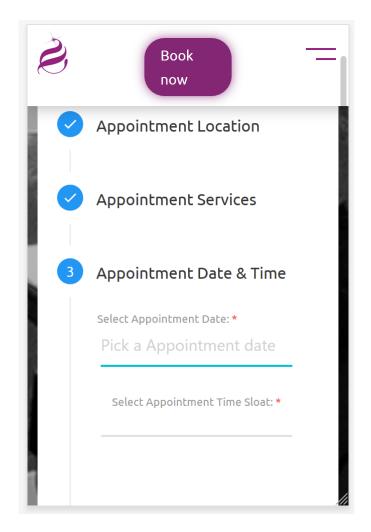


Please put search button so that client can easily search the treatment they want.

ADD ON MENU

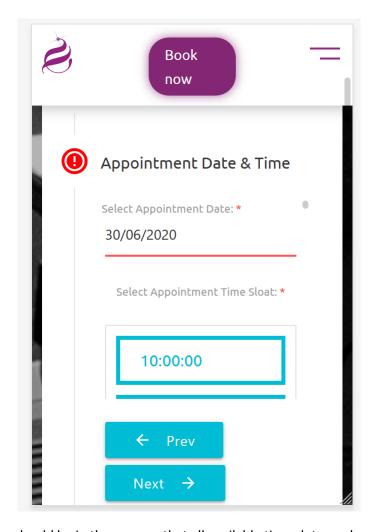
AS DISCUSSED PREVIOUSLY, WE DO NOT BOOK FOR ALL TREATMENTS. IN THIS CASE, WE NEED TO ADD ADDON MENU. (HERE WE NEED TO ENSURE THAT WE KEEP NOTE SECTION IN THE BOOKING FOR SALON SIDE ONLY. MEANS, THIS NOTE SELECTION WILL NOT BE VISIBLE TO CLIENT. THE MAIN PURPOSE OF THIS IS TO ENSURE THAT CLIENT GET ALL TREATMENTS DONE. EXAMPLE: CLIENT X HAS BOOKED FOR FULL LEGS WAX AND SELECTED EYEBROWS AS AN ADD-ON TREATMENT. CLIENT CHOSEN TO PAY AT SALON/PAY VIA PAYPPAL. NOW, CLIENT TURNED UP AT SALON AND INFORMING THAT NOW SHE IS NO MORE INTERESTED WITH LEGS WAXING. IN THIS CASE, WE WILL WRITE A NOTE ON THE APPOINTMENT OF CLIENT THAT SHE CANCELLED LEG WAXING. IF CLIENT DO THE SAME FOR 3 TIMES IN A ROW, SHE WILL HAVE TO PAY FOR HER TREATMENT IN ADVANCE. (AS PER THE PROJECT PDF)





- 1. Please put calendar icon next to "Select Appointment Date" as client may get confused.
- 2. Select appointment date: before this function; please add Booking today, tomorrow or this Saturday. This will help get booking faster. (example: if I am trying to book appointment today, I will see, book appointment today, if I click on that, it will redirect me for appointment timings. Same for tomorrow and This Saturday. Now, if today is Saturday, then it will show for today, tomorrow and Next Saturday. (Next Saturday will be clearly shown to avoid confusion).
- 3. After option 2, there should be select appointment date available (above module)





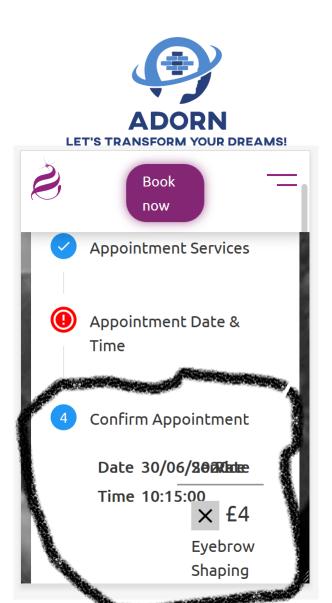
Time slots: The display should be in the manner that all available time slots can bee seen. Currently, scrolling is available but this makes client confused by thinking that there is only one slot available! Please make this view little bit different. Please replicate the example of movie booking ticket here.





Kind of above screen will give good view of available slots and booked slots to client.

Responsiveness



As you can see in the above image, the responsiveness is not accurate. Please correct it so that whenever client operate website from their mobile, this will look knit and cleant.

MOBILE NUMBER COLUMN MISSING IN CERTAIN RESOLUTION



STAFF

IF WE MARK STAFF INACTIVE, THE ONLINE BOOKING SHOULD BE AUTOMATICALLY TURNED OFF FOR THAT PARTICULAR STAFF. CURRENTLY I HAVE MARKED BARBIE DOLL AS AN INACTIVE. BUT STILL IT SHOWS THAT CLIENT CAN BOOK WITH HER. (I KNOW THAT THERE IS AN OPTION INSIDE THAT PARTICULAR STAFF THAT CAN DISABLE THE BOOKING. HOWEVER, IF MARKING INACTIVE CAN PERFORM THE SAME, WOUL BE GREAT)

BOOKING AN APPOINTMENT

When we click on booking the client, it shows Displays booking menu. Under this menu, we need to make change in client submenu. Currently we need to scroll down the client. We need to make sure that during booking and maintaining lots of client will not be easy. Kindly add search facility that can allow searching client with their name or contact number or email id or with their customer id. Also, there is no facility of adding client in the same menu. If you can add + icon next to Client, it would make adding new client easy when somebody will be booking telephonic appointment.

Selecting staff for the appointment

Please add Search Facility. This will make booking faster.

Services

Please allow multiple service booking as well as search facility so that we can quickly type few words and select the service we want.

Start and end time

This should be populated automatically (from the selection of treatment) currently we need to add it manually. This increase our job when we manage the recepetion.

NO. of person

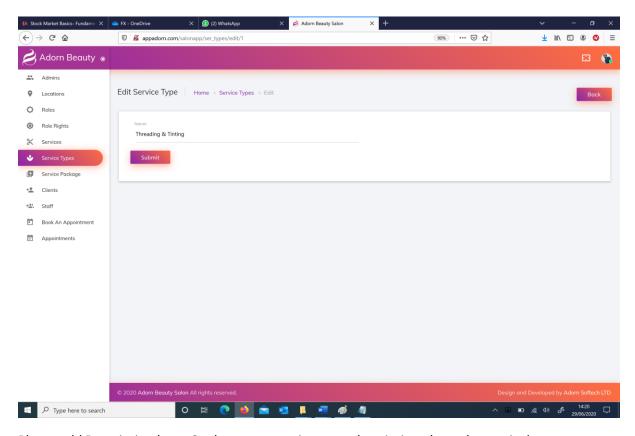
Please check. This section is not working and generating error.

Comments



LET'S TRANSFORM YOUR DREAMS!

This field has error too. It is not letting us update the existing booking or when we create a new booking. It just can't let us booking the appointment. Comments should be shows under appointment section. So that whenever we check the appointment, it displays us information we typed during booking. Example: Prachi has appointment on 30 06 2020 at 10. Under the appointment, comment has been mentioned "Demo API". However, when you click on Appointment, it just displays appointment details (such as client name. id contact number, timings) but not displaying comment at all.



Please add Description here. So that we can write some description about the particular treatment type. I.e., all the information about the specific treatment. Example: Current Service TYPE HD Brows requires Patch test prior 48 hours to their appointment. Now this information should be available in the description where we will summarise the treatment. We will mention the requirements and before treatment care in this column. (you can add under services too)

Now whenever client will select this treatment and book with us, she will get email confirmation in which she will have before treatment care as well as full treatment information (whatever we had pre-described under this area)



LET'S TRANSFORM YOUR DREAMS!

KINDLY NOTE: as per our project requirement, later on when we will have consultation form and the data migration from the previous project, whenever client tries to book an appointment for certain treatment such as HD Brows, if client never had HD Brows with us, he/she will asked that they should require patch test.

BOOKING CONFIRMATION

Currently, booking confirmation is only being received by client. Can we have email booking confirmation via email (but on different email ids).

Also, the current booking confirmation to client has very little information

Appointment Booked To ADORN BEAUTY

Hi, Milan Vyas

Your Appointment Is Booked Successfully.

Booking Information

Appointment Reference Number: 31

Payable Amount: £4

Paid With: Pay at salon

Payment Status: Panding

Appointment Info

Appointment Date 2020-06-30 10:15:00

Eyebrow Shaping (£4)

No Of Person 1

Thanks, ADORN BEAUTY ADORN BEAUTY

It would be great if we can have our logo on the top (above appointment booked to ADORN BEAUTY)

Let me send you template that may help you.



3) For unpaid client, below email confirmation will be sent.



YOUR APPOINTMENT BOOKING CONFIRMATION WITH ADORN BEAUTY {BRANCH NAME}

Hi, Milan Vyas

Your Appointment has been booked successfully.

Booking Information

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Payable Amount: £4

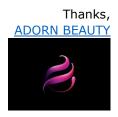
Pay AT : {Branch Name}

Payment Status: Need to PAY £4.

Appointment Information Appointment Date 2020-06-30 10:15:00

Eyebrow Shaping (£4)

No Of Person 1



Important Information:

- 8. Client need to arrive 10 minutes prior to their appointment timings.
- 9. During busy period your appointment might get delay upto 10 minutes.
- 10. We will wait for your for upto 10 minutes. If you will not turn up, we will simply cancel your appointment. If you turn up after 10 minutes, then we will treat you as a walk-in customer only.



LET'S TRANSFORM YOUR DREAMS!

- 11. If you have paid in advance and did not turn up, we will collect 10% of booking fees from your total treatment cost. (if you turn up after 10 minutes of your appointment, don't worry we will take you for your appointment but you will have to cooperate with us and stay clam while you wait for your turn.)
- 12. If you are unpaid customer, you will not be allowed to book an appointment next time.
- 13. Appointment cancellations will be unchangeable if you cancel you appointment at least 24 hours prior to your booking.
- 14. Consultation form is designed to serve you precisely. Any data filled by you in the consultation form will be stored securely and will never be shared with any other organisation.
- 4) For paid client, below email confirmation will be sent.



YOUR APPOINTMENT BOOKING CONFIRMATION WITH ADORN BEAUTY {BRANCH NAME}

Hi, Milan Vyas

Your Appointment has been booked successfully.

Booking Information

Appointment Reference Number: 31

Amount Paid: £4

Paid To : {Branch Name}

Payment Status: Paid Sucessfully.

Appointment Information

Appointment Date 2020-06-30 10:15:00

Eyebrow Shaping (£4)

No Of Person 1



Important Information:

- 8. Client need to arrive 10 minutes prior to their appointment timings.
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- 14. Consultation form is designed to serve you precisely. Any data filled by you in the consultation form will be stored securely and will never be shared with any other organisation.



For mobile Application

Login/ Register

When client Register for the first time, client will be asked to select HOME BRANCH FOR THEIR CONVENIENT. On that basis, every time he/she logs in, they will be shown their selected home branch only.

When Logged in client will book an appointment, he/she will not need to select the branch as branch has already been selected (in the option 1). However, there should be option which informs client that they are about to book an appointment at their Home Branch {Branch Name}. if they want to book at any other location {click here} to select the {branch home} where they want to book an appointment.

Based on their {Home Branch} client will be shown Treatments, pricings and offers.

Calander -

Select Date and time (for quick booking, before the select date and time, client will be shown, "Book for Today, Tomorrow, and Saturday (if today is Saturday then here, it will be shown next Saturday)

(PLEASE SEE AOBVE POINT OF **APPOINTMENT DATE & TIME**)

APPONTMENT SLOT:

PLEASE CHECK **APPOINTMENT SLOT ABOVE.**

SERVICE TYPE:

Client will be shown different service along with search for the treatment option. Price will be shown next to the treatment. Client can select multiple treatment for booking.

After booking

Client will be shown appointment details like date, time, services with rate and total amount to be paid or paid.



Client will able to view their profile, edit/change details such as name, contact number, Card Payment Details.

Quick bookings tab (main tab)

This tab designed to keep track of client's previous appointments. If client had booked for leg waxing, eyebrows and pedicure on 01/01/2020/ now she wants to rebook the same appointment, she can book that appointment by simply clicking on quick bookings tab. Note: before booking, client can actually amend the treatment as everytime client may not have the same time limit so in this case, if client want to get done just leg wax and Threading, client can actually remove pedicure treatment. Then the final payment option will be displayed.

The client will have the same facility for appointment booking. If client wants to book the previously booked appointment at different branch, they can simply change the branch during booking and appointment will be booked at {new branch}.

Offer Tab(main tab)

To display current offers for client's {home branch}

Price list

To view all pricings client can click on the tab and can see the price.

App Feedback

Option to provide feedback for our app directly by sending the message.

Loyalty points tab (main tab)

Client will be shown total loyalty points earned.

Product tab

Client will be shown various products along with its description and pricing.

View Branch on the map for direction

Client can select this feature to enable location on the map. This will help client reach at salon easily.



PREVIOUS FEEDBACK (UPDATED) 28/06/2020

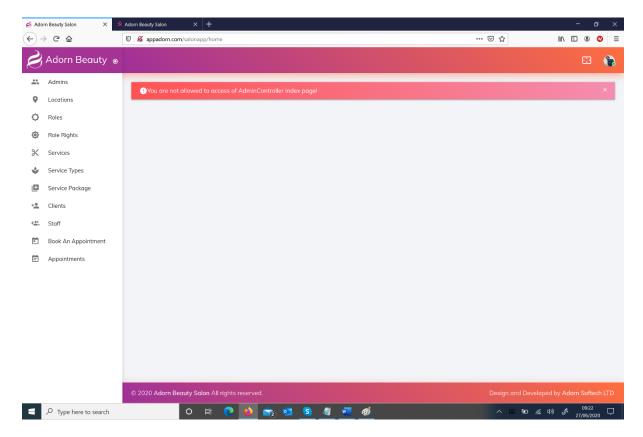
Feedback:

Admins:

KINDLY SEE THE ROLES FIRST BY LOGIN WITH THE SAME CREDENTIALS OF PRACHI OR DEMO ACCOUNT. FIRSTLY, YOU NEED TO CHECK ROLES TAB. I HAVE DEFINED SU (SUPER USER), ADMIN, AND MANAGER. SUPER USER IS THE ONLY PERSON WHO WILL HAVE ACCESS TO EVERYTHING. WHILE ADMIN WILL HAVE LESSER FEATURES THAN SUPER USER AND MANAGER WILL HAVE LEAST FEATURE COMPARATIVELY. THE IDEA OF CREATING SUCH RESTRICTIONS IS TO ENSURE THERE IS ONLY ONE PERSON WHO HAS RIGHT TO MANAGE THE ENTIRE PROJECT (APART FROM ITRD MEMBERS)

- Very easy to create admin. Please add one feature that can allow select multiple branches for the same admin. (example admin of slough is also admin of Wycombe and manages Greenford too. In this case, as per current feature, we need to add same email id twice. Instead, if it can allow selecting multiple branches, then admin can later on select which branch he/she wants to manage.)
- When Super User, Admin or Manager logins, He/she the content which is not permitted to him/her, should be hidden. Example:





In the above screenshot, I have logged in with the following credentials: adornhairandbeautyltd@gmail.com

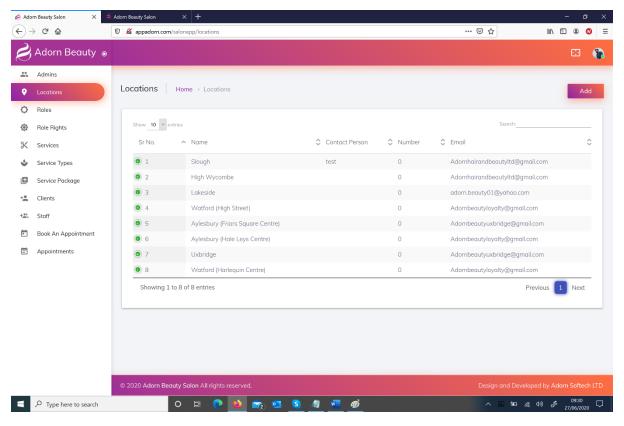
P3t3r1ndia

This person will be managing Slough and High Wycombe. I do not want to see him the above error. I want this user to assume that he/she is the only Super User! (though in reality he is Admin only)

Means, this person should only able to view the content which were permitted by Super User to him. The restricted contents should be hidden to him.



Locations

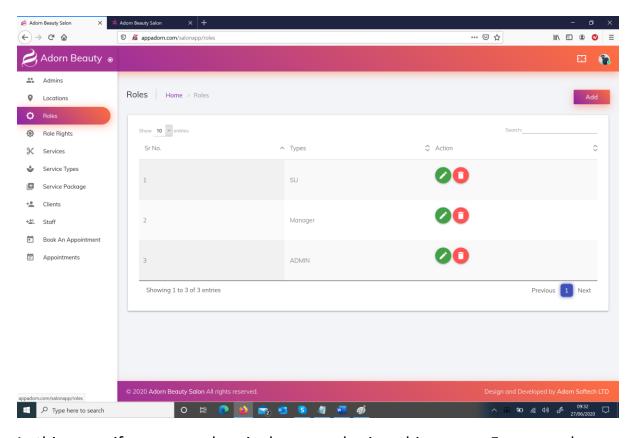


This screen should not be allowed for all users. As the Manager or Admin can edit delete the location so easily. So this authority can only be limited to super user and should be hidden to others. (should not display to others at all)

GREENFORD LOCATION IS MISSING FROM THE LIST PLEASE ADD IT.



Roles

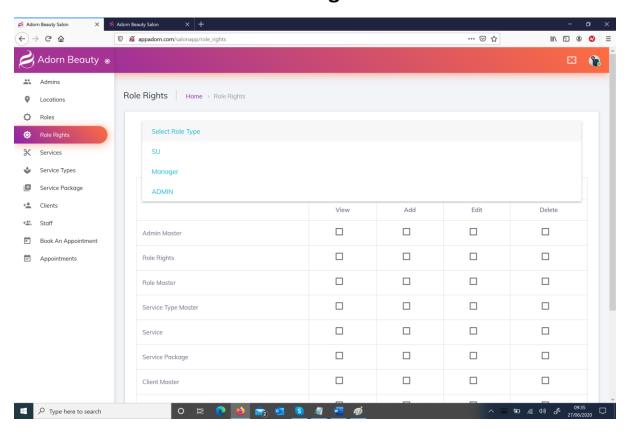


In this page, if super user logs in, he can only view this screen. For example; current user is adornhairandbeautyltd@gmail.com. This person is admin of slough and high Wycombe branch. He should not see any information about SU (Super User) which is currently displayed as SR NO 1.

It should be hidden for him. Also same for Manager Role.



Role Rights

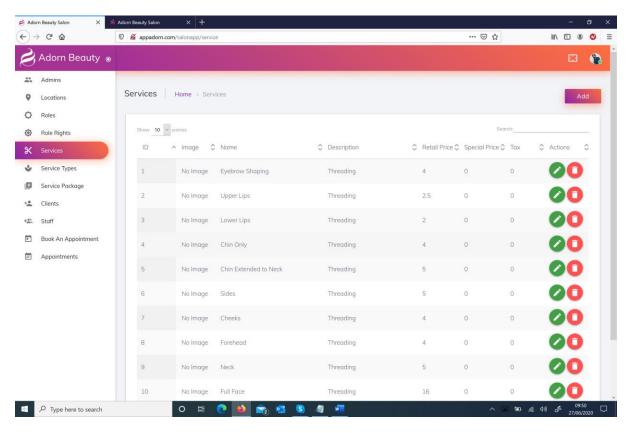


Currently logged in as adornhairandbeautyltd@gmail.com. This admin should not see existence of SU as well as Admin Master option as he is Admin only and he is restricted from the rights of admin master. Here, Only Super User can have all rights to view. Current system facilitates Admins and Managers create new Super User for themselves! Which can be troublesome to the project later on.

To sum up, user (whether is SU, Admin or Manager) can only view their assigned contents only. Other contents should be hidden to them.



Services



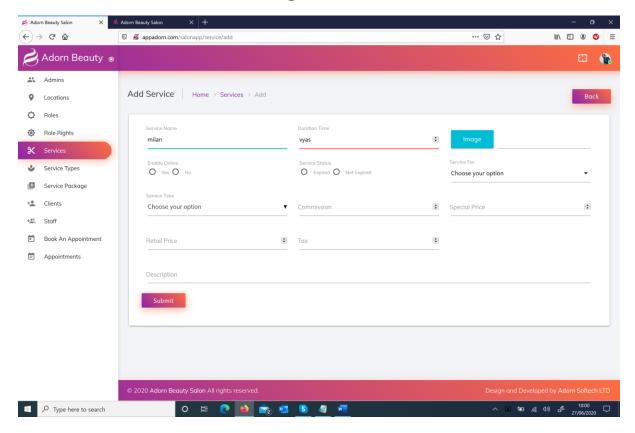
Current Module generalise all services. This can create confusion while amending or adding the price for the particular branch.

Can we here have either, branch wise pricing available to view/edit to the appointed Admin or Manager?

Example: <u>adornhairandbeautyltd@gmail.com</u> this user should have option to select the branch here as he is managing three branches together. After selecting the branch he can add/edit the price of particular treatment.

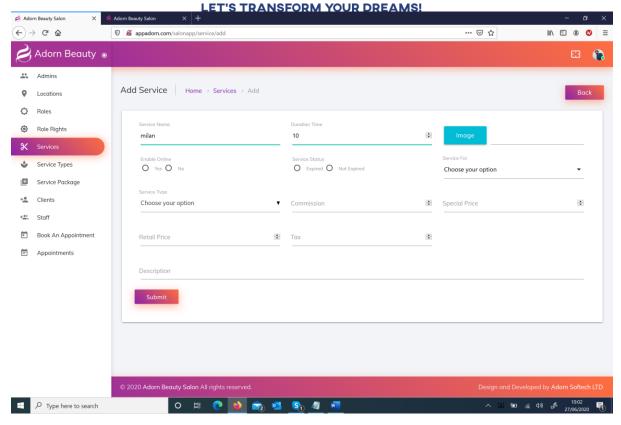


Adding the service



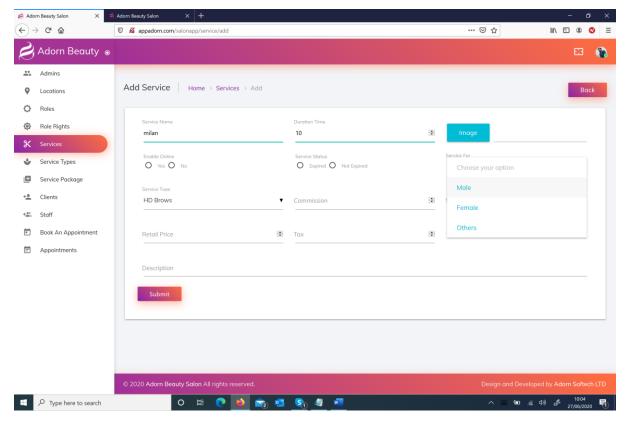
Duration time should only allow typing numeric.





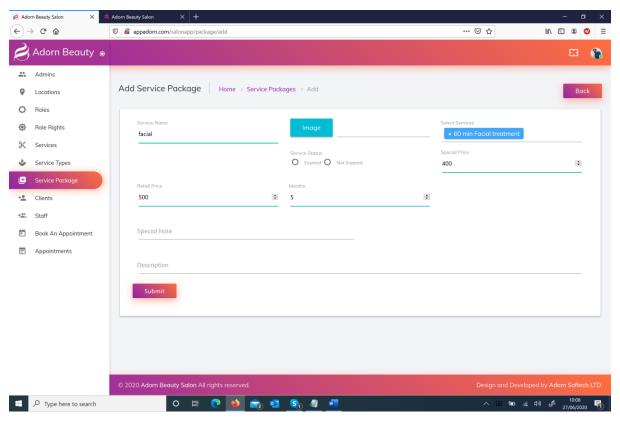
Even after correcting the timings in duration time (please change this 'duration time' with "Treatment Duration" heading. It will be easy to understand), it is not allowing ticking on enable online option. Same issue with Service Status





Instead of others, can we have unisex option available please?





Again, can't select Service Status. Also, how can we count the sessions?

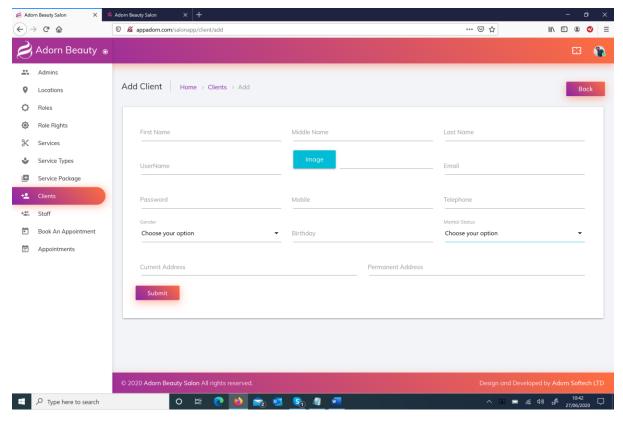
Example: in the above package, I want to sell client 6 sessions of 60 minutes facial package at the price of 400 (worth of 500). Now in this case, there shall be no facility that can provides me adding 6 sessions. This will also not display me how many sessions left whenever I enter the client's name.

Further, Service Package should allow us to add more details which we can add by ourselves (just like consultation form).

Example: we want to add client's signature, declaration (differs in every package) and reminders send to client each month. (through automation, which we will create in Phase 2 or 3) This will also help client receiving automatic reminders whenever their session is due.

Please add expiration column. This will help us view packages that has been expired or about to expire. (THERE SHOULD BE RENEW BUTTON AS WELL SO THAT CIENT CAN RENEW THE SAME PACKAGE AT LITTLE COST)



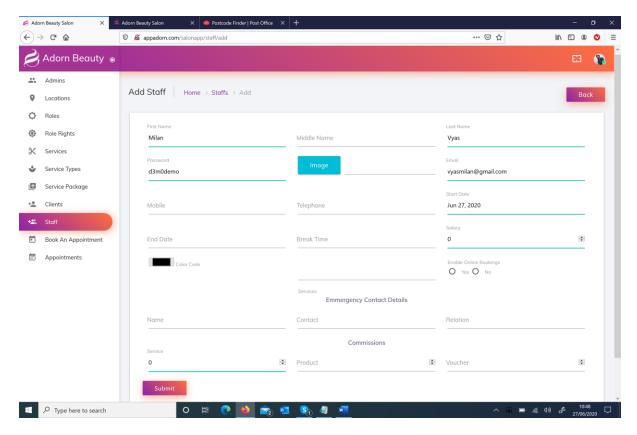


We do not need others in gender section. Marital Status is too personal. Kindly remove that section.

REMOVE ADDRESS FIELD. (AS DISCUSSED PREVIOUSLY, IF IT IS NOT POSSIBLE FOR US THROUGH ANY FREE API, THEN WE DON'T WANT TO KEEP THIS FIELD.



Staff

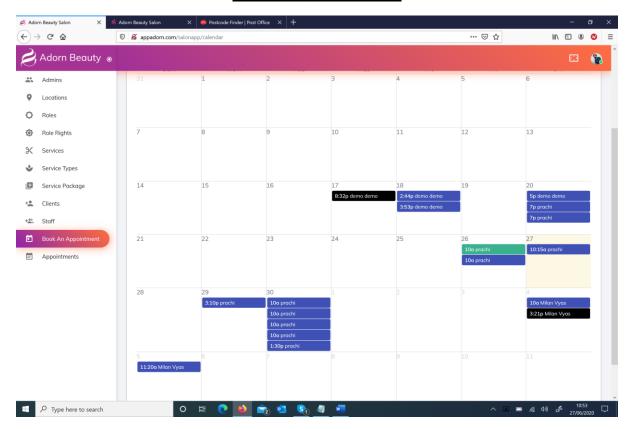


No need of Middle Name

Again, enable online booking is not working.



Book an appointment



WE NEED TO HAVE SHORTCUT OF BOOK AN APPOINTMENT ON DASHBOARD OF OUR APP SO THAT WE CAN QUICKLY JUMP ON BOOOKING. THE LIST WHICH NEED ON DASHBOARD WILL BE SHARED WITH YOU LATAER ON.