Group 6

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GROUP REPORT

ONLINE BOOKING SYSTEM ON THE WEBSITE FOR CUSTOMERS

1. User Story:

As Christy's Animal Grooming store gets more customers coming in, due to good services and products, Christy finds that it is harder to keep in check of all the appointments she has scheduled. Due to the large volume of customers wanting to schedule an appointment, Christy requests a system that customers can use to schedule their own appointments if there is an available timeslot. Christy also requests that the appointments can be rescheduled or cancelled by either the customer or herself. The appointments should show the customer available times and dates, as well as are compared to already scheduled appointments, so not to double book. The customer should input their first and last name, email, phone number, and pet name.

2. Reason of choice:

The reason we felt that this user story was important as a small service-based business may get overwhelmed when large volumes of customers request an appointment. Having to manage all those requests can be complicated however, a more efficient way of scheduling appointments is to have the customers to it themselves at their own leisure. Moving to a self-serve online system is the most efficient way to do so, as customers can manually schedule their own appointments without having the owner keep track of every appointment. Christy can also still accept phone-in appointments as the system can also manually add appointments, which adds more flexibility to the system. It is important to have a robust system that can manage the appointments so that there is no case of double booking. Also, this system gives the customer and the owner the ability to modify or delete their appointments in case they need to cancel or do not show up for their appointment. Overall, having a manageable and robust appointment scheduling system is an important tool for a growing service-based business should have, to run efficiently.

3. Use Case Descriptions for a customer to add appointments:

When a customer of Christy go to her website, they would like to make new appointments and are able to see available time slots in the calendar. They will add their personal information on the appointment including their name, phone number, email, and their pet's name.

Acceptance Criteria:

1. Must be able to record new appointment with Christy in the shop.
2. Must be able to query available time slots in a day.

Use Case Name	Create Appointment with Shop Owner		
Triggering Event	Customer requests services on the shop's website		
Brief Description	Allows the Customer to record a new appointment.		
Actors	Customer		
Related Use Cases			
Preconditions	Customer has opened the Main Menu in the website.		
Post Conditions	Appointments can be created for the customer		
Flow of activities	Actor		System
	1.	Requests to add a new appointment	Display the calendar. Prompts for service date.
	2.	Select service date	Displays a list of already scheduled appointments for that day. Each appointment has a total hours.
	3.	Selects a time	Prompts for customer information including name, phone number, email, and the pets' name.
	4.	Selects services that apply	Displays the appointment service details and prompts to save
	5.	Chooses to save	Saves the invoice. Return to the main menu
Exception Conditions	Owner requests to cancel adding the appointment		

4. Use Case Descriptions for a customer to query made appointments:

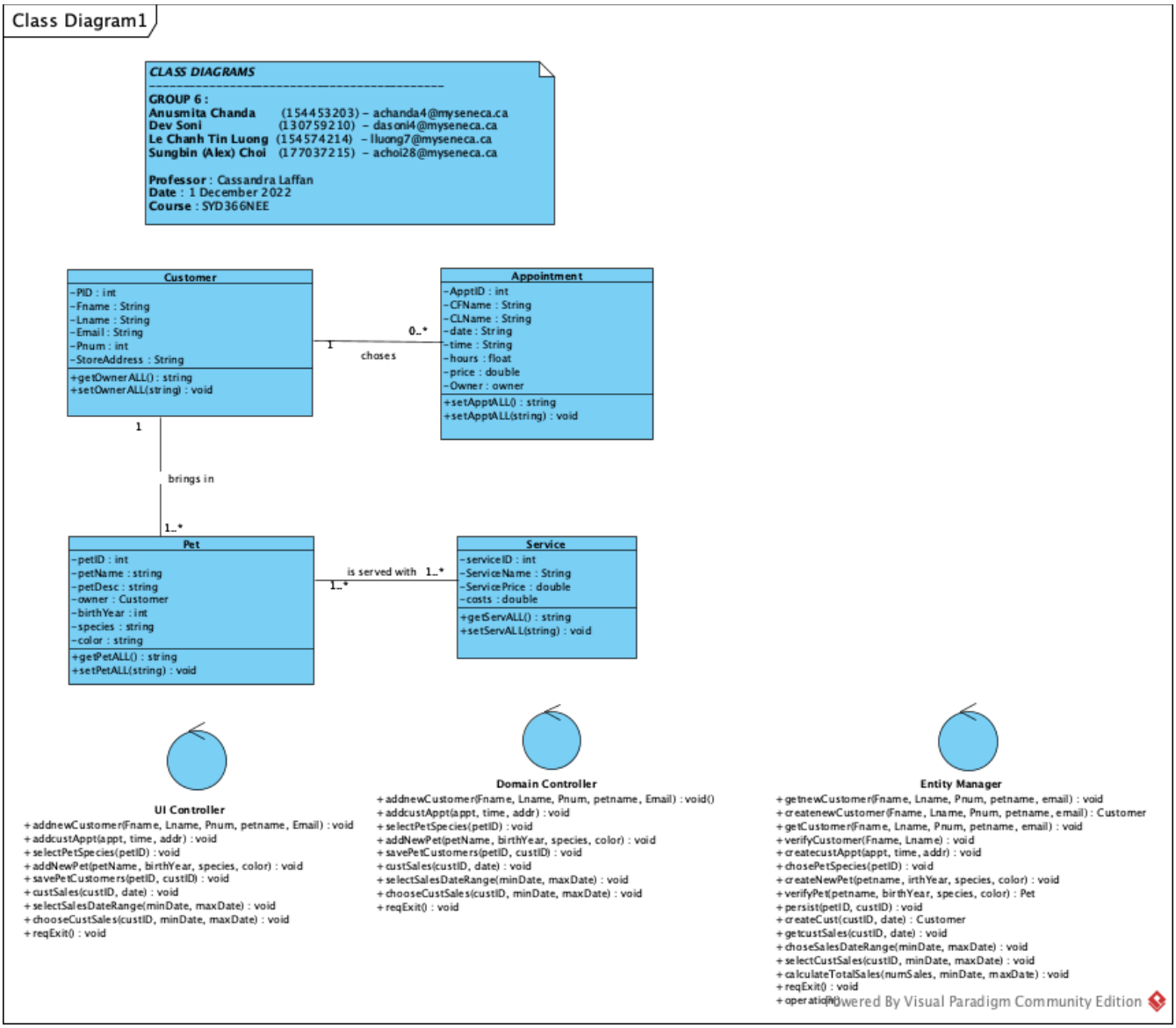
A customer of Christy want to view the choosen appointment on the shop's website.

Acceptance Criteria:

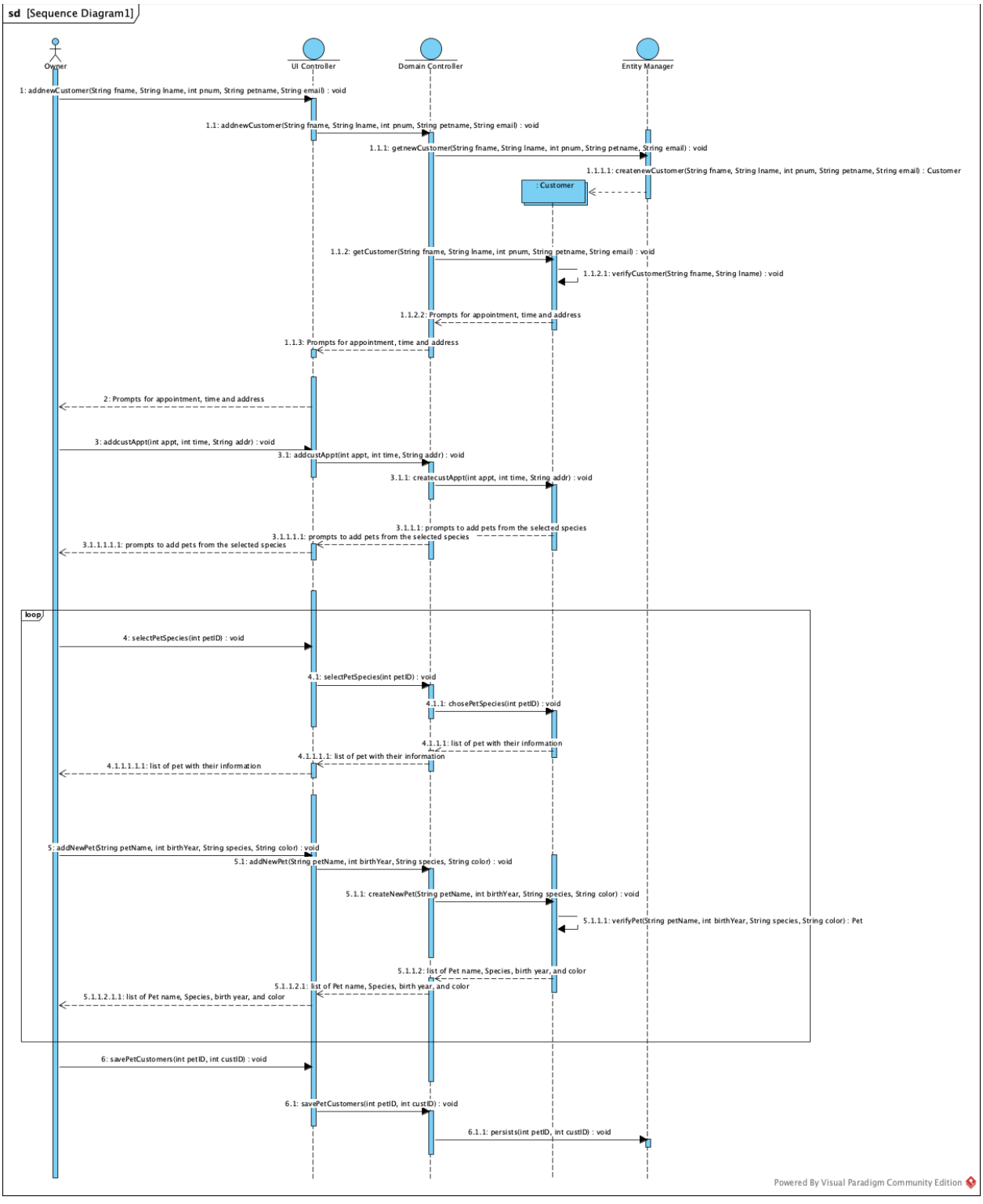
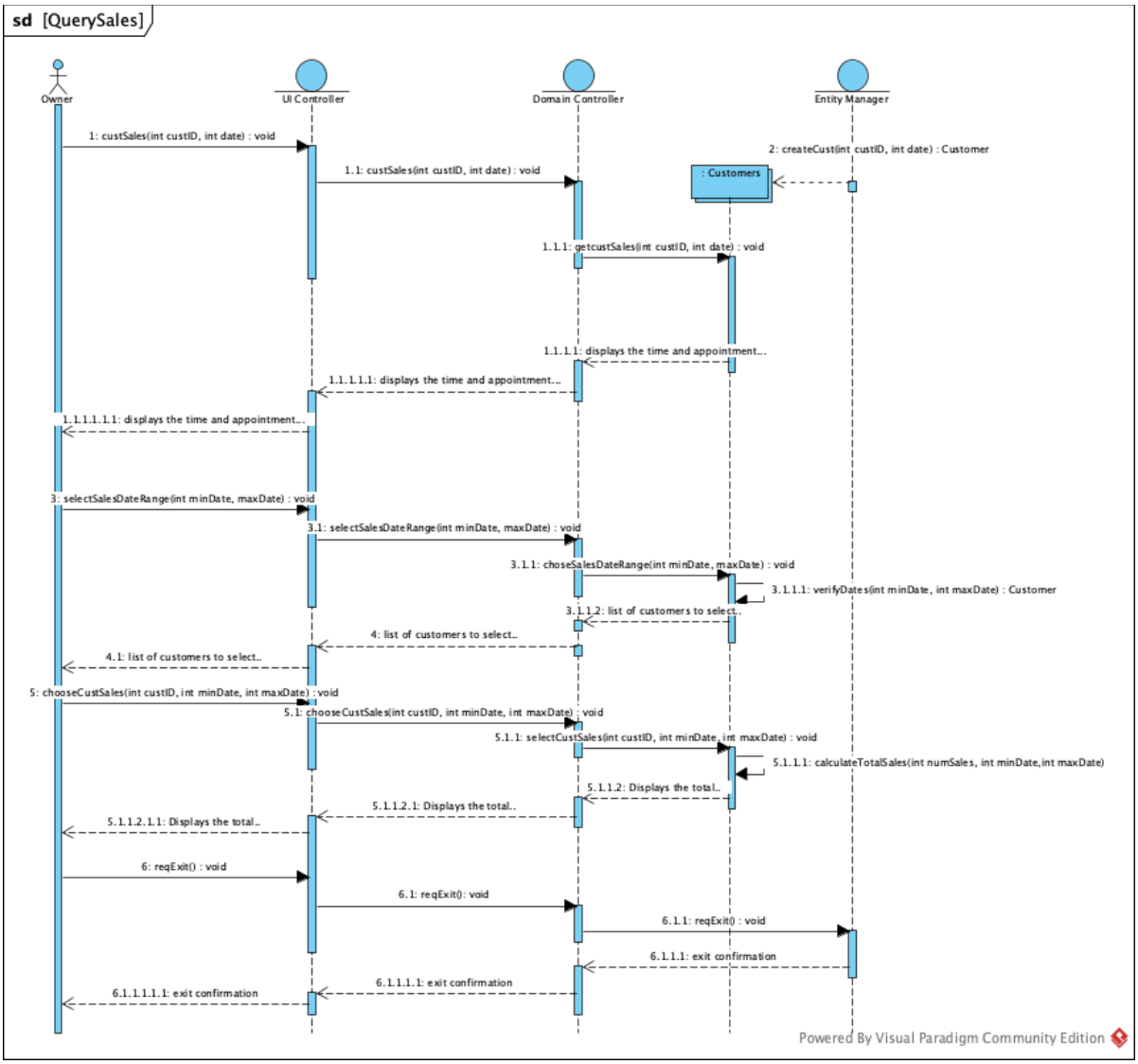
1. Must be able to query previously made appointment.

Use Case Name	Query future appointments by customer's phone number or email		
Triggering Event	Customer requires a list of made appointments' details in the future.		
Brief Description	Allows the Customer to retrieve pre-made appointment details for a specified date range		
Actors	Customer		
Related Use Cases			
Preconditions	Customer has opened the Main Menu.		
Post Conditions	Appointments can be viewed for the customer		
Flow of activities	Actor		System
	1.	Requests to query made appointments	Prompts for customer's email or phone number
	2.	Input email or phone number	Verifies that email or phone number is in the database. Displays a list of future appointments and prompts for selection
	3.	Selects an appointment	Retrieves appointment detail for the specified customer. Prompts to exit.
	4.	Request to exit	returns to the main menu
Exception Conditions	Customer requests to cancel query		

5. Class Diagram:



6. Sequence Diagram for a customer to add appointments:



7. Sequence Diagram for a customer to query made appointments: