

## Group 6

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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 in which that can automatically schedule customers in for appointments if there is an available timeslot available. Christy also requests that the appointments can be rescheduled or cancelled. The appointments should show the customer available times and dates, as well as 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.

The reason we felt that this user story was important was that many small businesses may not have many customers therefore not need a scheduling system, as appointments can be tracked on paper. However, as service-based business grow, they will find that they will need a more efficient way of scheduling appointments. Moving to an automated 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 no cases of double booking as well as having the customer and the owner be able to modify or delete appointments in case someone must cancel or doesn't 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.