Requirement Gathering

Date: 05/08/2024

1) Project Overview:

The "Online Hair Salon" project is a web-based application developed using the Django framework. It aims to streamline salon operations by offering a comprehensive system for customers, staff, and administrators. The main objectives are to enhance customer convenience through online appointment management and payments, improve salon efficiency with robust staff and service management, and provide administrators with tools for analyzing performance and managing staff.

2) System Scope:

The system is proposed as a full-scale implementation designed for practical use in operational salons. It is not a research prototype but a complete solution intended for day-to-day use in managing salon services, appointments, and staff.

3) Target Audience:

The primary users of the system include:

- **Customers:** Who will use the system to manage their profiles, book appointments, make payments, and provide feedback.

- **Salon Staff:** Who will manage their schedules, handle appointments, and track performance.

- **Administrators:** Who will oversee staff management, service offerings, promotions, and business analytics.

4) Modules:

1. **User Module:** Manages customer profiles, service browsing, payments, appointment history, notifications, reviews, and cancellations.

2. **Admin Module:** Handles staff management, service management, promotions, analytics, and security settings.

3. **Staff Module:** Includes profile management, schedule management, service management, appointment management, and performance tracking.

5) **User Roles:**

1. **Customer:** Can manage personal information, book and manage appointments, make payments, and provide feedback.

2. **Staff:** Can manage their own profiles, view and update schedules, manage services offered, and track performance.

3. **Administrator:** Can manage staff, services, promotions, analyze reports, and set security permissions.

6) **System Ownership:**

The system ownership will be with [Owner's Name or Entity], which could be an individual, an organization, or a salon chain.

7) **Industry/Domain:**

The system is related to the beauty and personal care industry, specifically focusing on hair salons.

8) **Data Collection Contacts:**

- **Name:** Akshay S

- **Role:** Staff

- **Contact Information:** 8943290272

9) **Questionnaire for Data Collection:**

1. **What are your primary needs for managing salon appointments online?**

   o To streamline the booking process, reduce no-shows through automated reminders, and allow customers to easily manage their appointments.

2. **How do you currently handle appointment bookings and payments?**

- o Currently, appointments are booked over the phone or in-person, and payments are made in cash or through card transactions at the salon.

3. **What features do you find most important in a salon management system?**

   - o Online booking, payment processing, appointment reminders, staff scheduling, customer feedback management, and performance analytics.

4. **How do you track and manage customer feedback and reviews?**

   - o Customer feedback is collected through paper forms at the salon and manually reviewed by the staff.

5. **What kind of promotions or discounts do you regularly offer?**

   - o We offer seasonal discounts, loyalty rewards, and occasional promotional packages for special events.

6. **How do you manage and schedule staff shifts and availability?**

   - o Staff schedules are managed manually using a calendar and communicated via group messages or calls.

7. **What types of reports or analytics would be most useful for your salon?**

   - o Booking statistics, revenue reports, staff performance metrics, and customer satisfaction ratings.

8. **Are there any specific security concerns you have for managing staff and customer data?**

   - o Ensuring that customer payment information is secure, protecting customer and staff personal data, and controlling access to sensitive information within the system.

9. **How do you currently handle cancellations and rescheduling of appointments?**

   - o Cancellations and rescheduling are handled manually over the phone or in person, often resulting in scheduling conflicts and errors.

10. **What additional features or functionalities would you like to see in an online salon management system?**

    o Integration with social media for marketing, automated follow-ups with customers, mobile app access for easier management, and a loyalty program system.