

Introduction

In this project, our team was tasked with developing a web-based grooming appointment system for a pet shop called Project B. Pet grooming software assists pet grooming businesses in improving their customer and employee management processes. It enables them to streamline appointment scheduling, organize customer data, and effectively handle billing, and staff management.[1] The final solution allows customers to schedule appointments with specific pet groomers, select their pet's type and size, and choose the desired services. The system also displays the total price for the selected services without requiring payment on the platform. Furthermore, it incorporates upselling and cross-selling strategies based on customers' past records and charges different fees depending on the groomer's ranking.

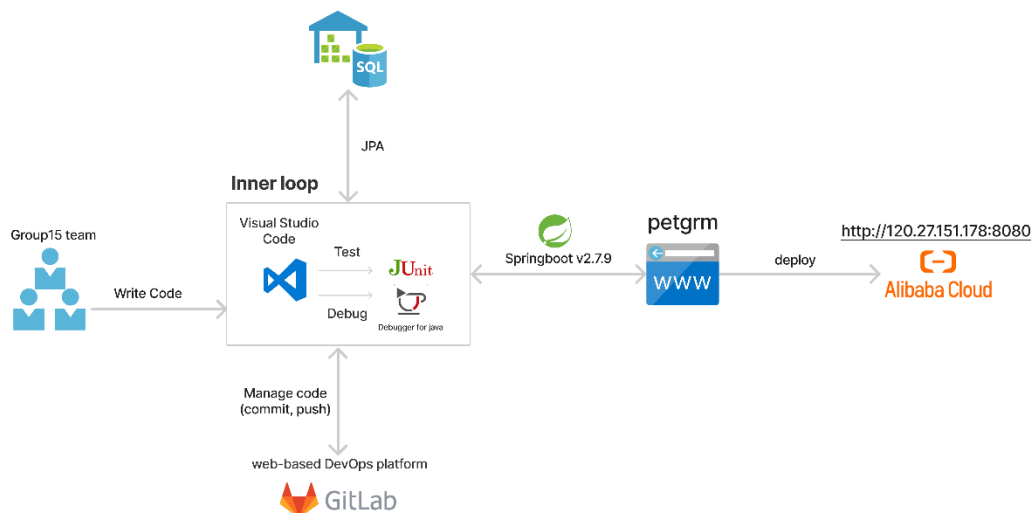


Figure 1 The development process

Figure 1 illustrates the development process of Group 15. In order to contribute to the project, which included the integration of the front-end and back-end of the appointment system, and enabling a feature for shop managers to register new groomers, which in turn allows customers to immediately see these newly added groomers during their reservation process, I have utilized a variety of technologies. My work involved the use of MySQL, HTML, Swiper, Bootstrap, and Java 17. I also took on the responsibility of deploying the server on Alibaba Cloud. These skills and experiences were essential in successfully implementing these features and contributing to the project.

including a clear and concise privacy policy.

Professional Issues: The primary professional considerations in our project were centered around offering exceptional service standards and excellent customer support. We aimed to prevent and minimize user dissatisfaction. To achieve this, we implemented robust error handling within our system to avert any service interruptions. Additionally, we developed comprehensive FAQ and Q&A pages to address common user inquiries and issues, aiming to provide users with immediate solutions and reduce the necessity for direct customer service interactions.

Potential solutions to the issues mentioned above include maintaining strict adherence to legal guidelines, continuously updating our system to be more accessible, upholding a strong ethical stance, and prioritizing user satisfaction in all professional interactions. All these considerations were thoroughly discussed and implemented throughout our project to create a robust, reliable, and user-friendly pet grooming reservation system.

Conclusion

Throughout the development of the pet grooming appointment system, I have learned valuable technical and project management skills, including the use of technologies like MySQL, HTML, Swiper, Bootstrap, and Java 17, and the effective application of Scrum in software development. I've also gained a deeper understanding of the importance of prioritizing requirements and addressing legal, social, ethical, and professional issues. For future projects, improvements can be made in database optimization, better utilization of Scrum artifacts, and enhancing the user experience through personalization features and a more robust support system. These lessons will be invaluable in delivering more efficient and user-friendly products in the future.

Appendix

Reference

[1] Software Advice, "Pet Grooming Software: Features & Pricing Guide", Software Advice