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## UX Design for Mobile Applications

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### **How Might We Exercise:**

#### **PoV: Customer**

1. How might we ensure that customers can book an appointment without calling or visiting salon or beauty parlor?
2. How might we help customers avoid long waiting times by providing real time crowd updates?
3. How might we allow customers to choose their preferred stylist or beautician while booking?
4. How might we help customers find the best rated salons or parlors near them based on reviews and ratings?
5. How might we ensure that customers get timely notifications for their appointments?

#### **PoV: Salon or Beauty Parlor owner**

1. How might we help salons manage peak hours efficiently to avoid overcrowding?
2. How might we allow service providers to accept, decline or reschedule appointments based on real time availability?
3. How might we allow salons and parlors to offer discounts, memberships or loyalty programs within the application?
4. How might we ensure a seamless payment process or refund or cancellation process for both customers and salons?