**Vision Document for “SALMANS”**

**Team members:**

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**1. Introduction**

Mr. Luns owns a beauty salon where he performs unisex hairstyles. Initially, he used to get 5-10 customers every week that want to get their hair done.  Gradually the number of customers exponentially increased and so he started giving out pieces of paper stating the position of members in the waiting queue. The issuing of papers was done on a first-come first-served basis, and customers would have to respond when their numbers were called. This process became very inefficient as the number of customers continued to increase and some customers would lie about their position – even going to the point of coming with falsified papers.  He began to record customer names and numbers every day in excel sheets to reduce such occurrences but as the number of customers increased, it was just too difficult to manage manually. Currently, he has employed new hands to assist in the hairstyling and priority management but with larger customer numbers, this approach is still failing. Also, due to the large number of customers, it is difficult for him to get customer feedback to ensure that his employees are delivering satisfactory services.

SALMANS is a new salon management software tool that will address these challenges. Mr. Luns customers will now be able to register with his business via the software and make reservations for hairstyling. They will be able to choose from available dates and times, as well as select the style they want from a variety of styles available. They can also provide information on unique styles that they may want to get.  They can also choose to be open to rescheduling (which is cheaper) or they can insist on receiving the service at the exact date and time. The software will also let the customers apply for an expedited service, which will come at a higher fee. When they do that, the system will check for customers who are open to rescheduling and reschedule them for other dates or times. This software will also assign hairstylists to customers automatically as well as let customers rate the quality of the service they received and provide reviews. Each hair stylist will also be able to view the details of customers assigned to them and the time for each person. Mr. Luns will be able to view all reservations and allocations. He is responsible for adding new hairstylists and hairstyles to the system and viewing the reviews of customers. He can also view statistics of his business and see how much money he is making at any point in time.

**2. Positioning**

**2.1 Problem Statement**

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| --- | --- |
| The problem of | *Managing customers’ priority and getting customers feedback on service delivery.* |
| Affects | *Mr. Luns, his staff and his customers.* |
| The impact of which is | *Scheduling is complex, must be manually maintained, and updated frequently.* |
| A successful solution would be | *One tool which manages customers schedule and monitors service delivery.*  *This tool will provide a Database and a user interface that is easy to use for Mr. Luns, staff, and customers.* |

**2.2 Product Position Statement**

|  |  |
| --- | --- |
| For | *Mr Luns* |
| Who | *Needs to manage the priority of customers in his salon and get feedback on the service they receive.* |
| The SALMANS | *Is a business management system* |
| That | *Helps customers make reservations, keeps track of their priorities and enables them to make reviews on the service they received.* |
| Unlike | *Having customers come to the salon to compete for priority and managing the priority with Excel spreadsheets and physical evaluation of service quality.* |
| Our product | *Is web-based, so customers can make reservations from anywhere, and the business owner can evaluate his business performance remotely as well.* |

**3. Stakeholder Descriptions**

**3.1 Stakeholder Summary**

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Admin (Mr. Luns) | Admin add, edit, delete salon schedule. He also registers new hair stylists and view statistical information about the salon such as customer feedback. | Admin is responsible for setting up, insert initial data and managing system. |
| Luns’s customers | Customers can see the schedule of the shop and then select the appropriate time. | Customers search and select appropriate time for themselves and also selects styles or uploads styles and then book that time with Luns. They can also change their chosen schedule and make reviews on their experience. |
| Developers | Developers develop system on the basis of given document | Developers are responsible for developing system features, fixing bugs, and maintaining the system’s availability. |
| Testers | Testers use JUnit tool to test system or integration test. | Testers are responsible for integration testing. |

**3.2 User Environment**

The application will be accessible by members of the General public, consisting of the admin (Mr. Luns), his Hair Stylists and individuals who want to have their hair done at Mr. Luns’ salon.

To be accessible by all these people, the application will be a web-based application so anyone with an internet connection will be able to access it from anywhere.

The customers will access the application for the purpose of scheduling appointments. The hairstylists will use the application to know who their assigned schedules. The admin will use the application for managing his business.

**4. Product Overview**

**4.1 Product Perspective**

This system is going to be totally independent and self contained.

**4.2 Assumptions and Dependencies**

As a web-based application, we assume that our hosting server will always be available.

**4.3 Needs and Features**

|  |  |  |  |
| --- | --- | --- | --- |
| *No* | *Problem* | *Need* | *Feature* |
| *1.* | *Mr Luns' salon serves a number of customers daily* | *Customers must be attended to.* | *Customers must be able to schedule appointments.* |
| *2.* | *Customers should get service based on their priority* | *Hairstylists must know customers schedule.* | *Hairstylists must be able to view the customers assigned to them at every moment in time.* |
| *3.* | *Mr. Luns needs a number of hair stylist* | *Mr. Luns hires a hairstylist* | *Mr. Luns must be able to register a new hairstylist.* |
| *4.* | *Mr. Luns wants to monitor the business performance* | *He must be able to view business performance* | *Application must let Mr. Luns view business performance.* |
| *5.* | *If the customer cancels his/her schedule the time slot must be open to others* | *Customers cancel his /her schedule, time slot open to others* | *Make the position available* |
| *6.* | *Customers also have a rescheduling option* | *Customers can reschedule to whenever is suitable for them* | *The application must allow customers reschedule appointments* |
| *7.* | *Hairstylists give service to clients based on their needs* | *Hairstylists must give the service based on the style chosen and paid for by the customers* | *The application must let hairstylist see the chosen styles by customers.* |
| *8.* | *Customers give feedback on the service they received* | *Customers must be able to give feedback on the service they received* | *Customers will be able to give feedback on the service they received* |
| *9* | *Mr Luns wants customers to know the available hairstyles his salon can make.* | *Mr Luns must be able to add hairstyles to the application* | *The application must allow Mr. Luns to add hairstyles* |

**4.4 Alternatives and Competition**

As there is currently no existing system known that solves this problem for Mr Luns, the alternative available will be to maintain the status quo. This seems very unlikely because the current system has proven to be inefficient.