

Vellure – trusted care, nearby.

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Vellure – the self-care marketplace

Application/website that can offer **self-care services** from local businesses for people, all in one place. Users can get the **closest, cheapest, most relevant or the fastest** service without browsing hundreds of websites in google maps. Users don't have to call anyone to order any services (for introverts). Small businesses without great visibility on Google/Apple Maps receive more clients for a part of their earnings, **without need to spend a lot of money on marketing and advertisement**. Service provider can select **free slots for any kind of services** in Calendar. Users can expect to **get the quality** of service they paid for; we provide only **certified specialists**.

Ai powered.



Some of our user stories

Finding the closest service

As a client, want to be able to find services based on a map, so I can find the closest last-minute service when I need and I don't have to iterate through the list of businesses.

Refund request option

As a client, I want to be able to request a refund so that i can get money back if:

1. I paid for a reservation but canceled it at least 24 hours in advance.
2. I paid for a service but I am not satisfied with the result.
3. The business cancels my reservation.

Compare reviews

As a client I want to see how was each business reviewed so it helps me to choose better business even when are two business really similar

Service customization

As a business, I want to list variety of services with customizable pricing and durations, so that I can cater to a variety of client needs.

Manage Certifications

As a business, I want to upload and update my certifications or licenses, so that clients can trust the quality of my services.

Reviewing Services

As a client, I want to review the services I've received so I can help others make informed decisions and give feedback to the business providing the service.

Filtering services

As a client I want to be able to filter services by price range, category, distance, time availability, so that I won't be overwhelmed by the number of the services that I see.

Client rating system

As a business, I want to be able to rate my clients so I can decide whether to work with them again.

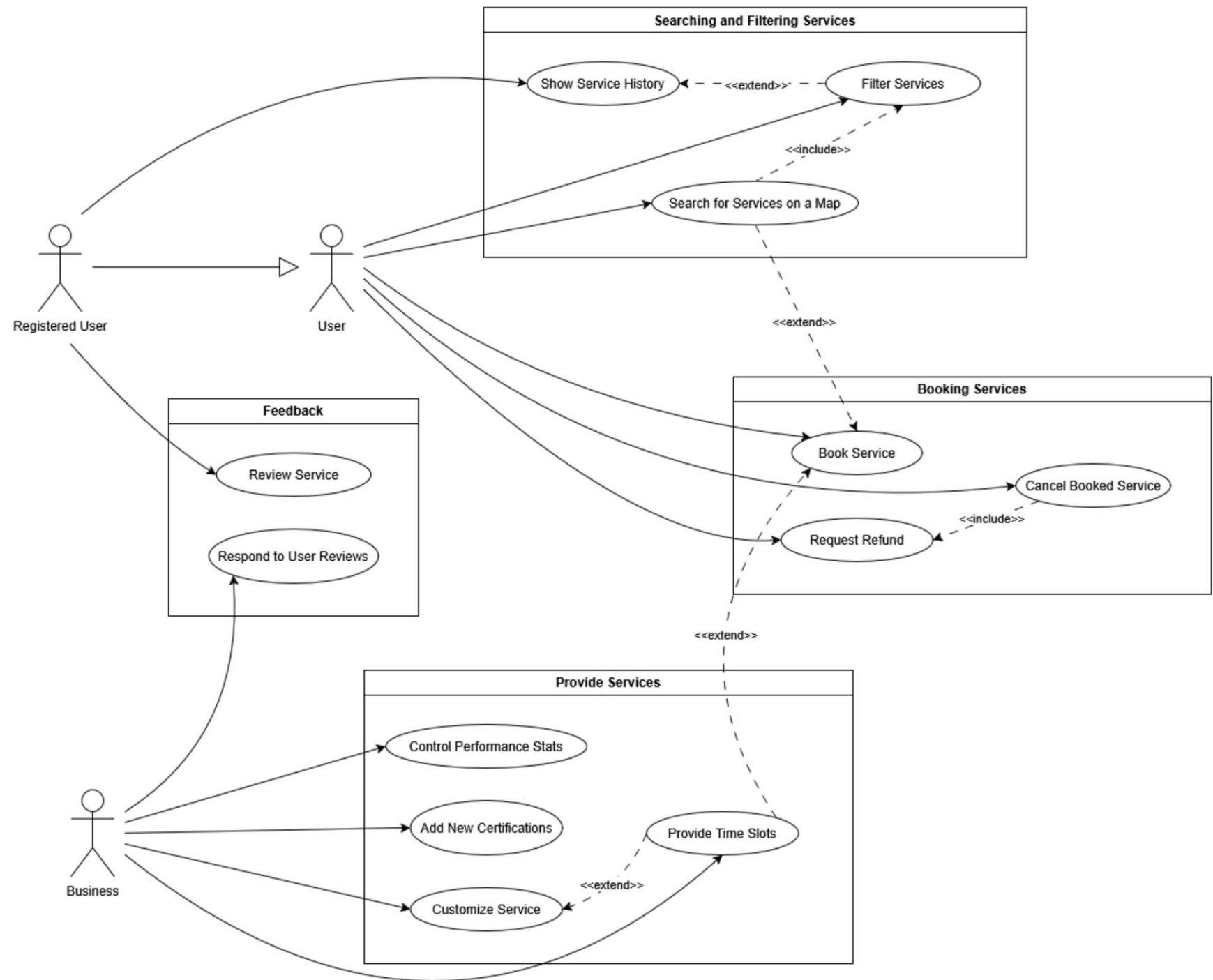
Access Service History

As a client, I want to access my past appointments and service details, so I can easily re-book or refer to them when needed.

Book service online

As a client, I want to book services entirely online without needing to call, so that I can comfortably and efficiently schedule appointments.

Use case diagram





Use case: **Book Service**

- **Actors:**
 - Client
- **Preconditions:**
 - The client has found and selected a service
 - they want to book.
 - The client has clicked the button to book this service.

Service 1

Price: x\$

Adress: Street X/Y, City

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
9	x	x	x	x	x	x	x
11	x	av.	av.	x	av.	x	x
13	x	x	av.	x	x	x	x
15	x	x	av.	x	x	x	x

Use case details

Basic Flow:

- 1. The system displays the details of the selected service.
- 2. The system shows a calendar with available time slots for booking.
- 3. The client selects one of the available time slots in the calendar.

Service 1

Price: x\$

Adress: Street X/Y, City

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
9	x	x	x	x	x	x	x
11	x	av.	av.	x	av.	x	x
13	x	x	av.	x	x	x	x
15	x	x	av.	x	x	x	x
<div>Continue</div>							

Use case details

Basic Flow:

- 4. The system verifies the selected time slot is still available and displays a **"Continue"** button.
- 5. The client clicks the **"Continue"** button.

Service 1

Price: x\$

Adress: Street X/Y, City

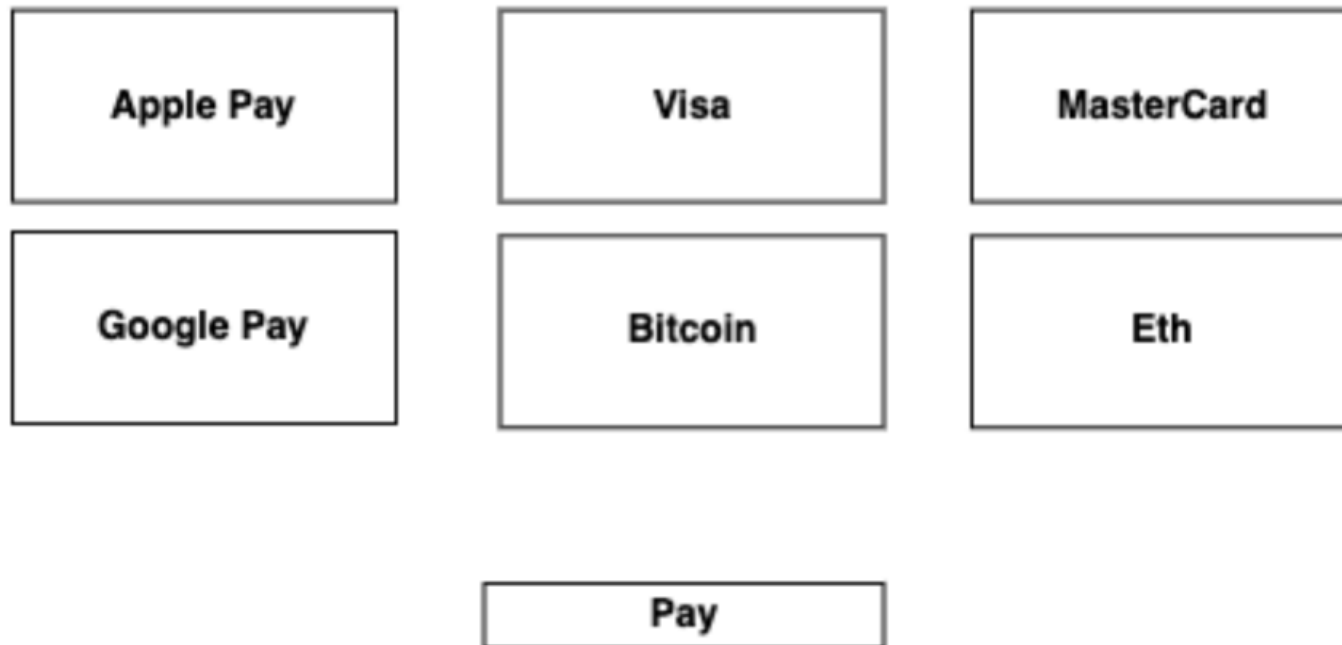
Time: dd:mm:yy hh:mm

CONFIRM

Use case details

Basic Flow:

6. The system displays the order summary.
7. The client reviews and confirms the order details.



Use case details

Basic Flow:

8. The system creates the booking.
9. The system displays a page with available payment methods.
10. The client provides payment information and completes the payment for the service.

Service is payed!
Waiting for you



Use case details

Basic Flow:

11. The booking is marked as paid and confirmed.

Use case details

Alternative Flow:

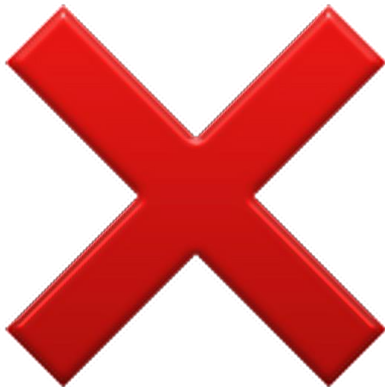
2a. No Available Time Slots

2a.1 The system notifies the client that there are no available time slots for the selected service.

2a.2 The client clicks the **"Acknowledge"** button.

2a.3 The system stops the booking process.

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
9	x	x	x	x	x	x	x
11	x	av.	av.	x	av.	x	x
13	x	x	av.	x	x	x	x
15	x	x	av.	x	x	x	x



Alternative Flow:

3a. Race Condition – Time Slot Taken by Another Client

3a.1 After the client selects a time slot, the system re-checks availability and detects that the slot has just been booked by another client.

3a.2 The system displays an error message:
“Sorry, that slot was just taken. Please select another available time.”

3a.3 The client is returned to the calendar view to choose a different slot.

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
9	x	x	x	x	x	x	x
11	x	av.		x	av.	x	x
13	x	x	av.	x	x	x	x
15	x	x	av.	x	x	x	x

Use case details

Alternative Flow:

7a. Client Does Not Confirm the Booking (Wants to Change Details)

7a.1 The client decides not to confirm and navigates back to one of the previous booking steps to make changes.



Service 1

Price: x\$

Adress: Street X/Y, City

Time: dd:mm:yy hh:mm

CONFIRM

Alternative Flow:

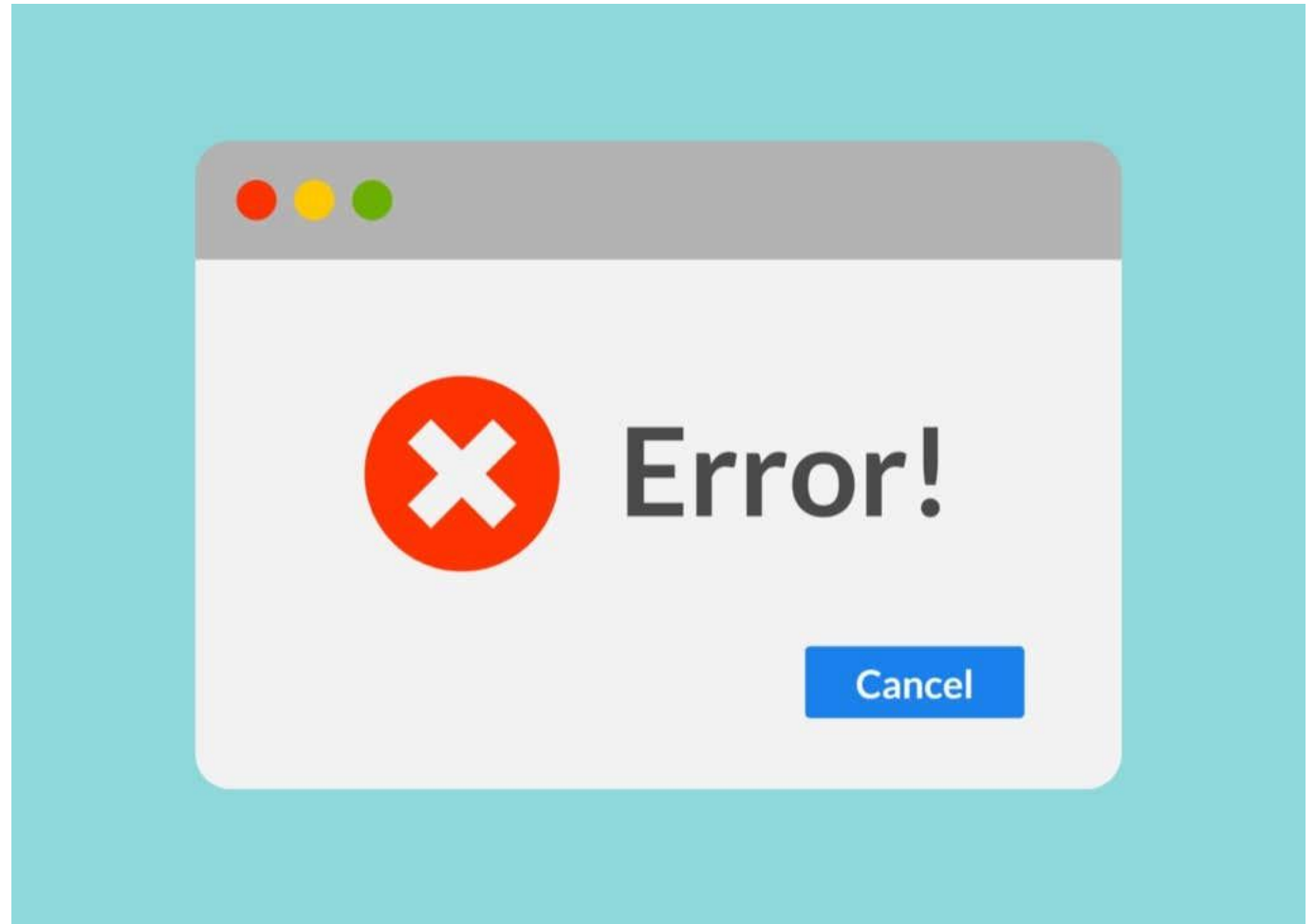
8a. System Error While Creating Booking

8a.1 After the client confirms the booking, the system attempts to create a provisional booking but encounters an error.

8a.2 The system displays an error message:

“We’re having trouble creating your booking right now. Please try again in a few minutes.”

8a.3 The client can choose to retry or cancel. On retry, the system attempts to create the booking again.



Use case details

Alternative Flow:

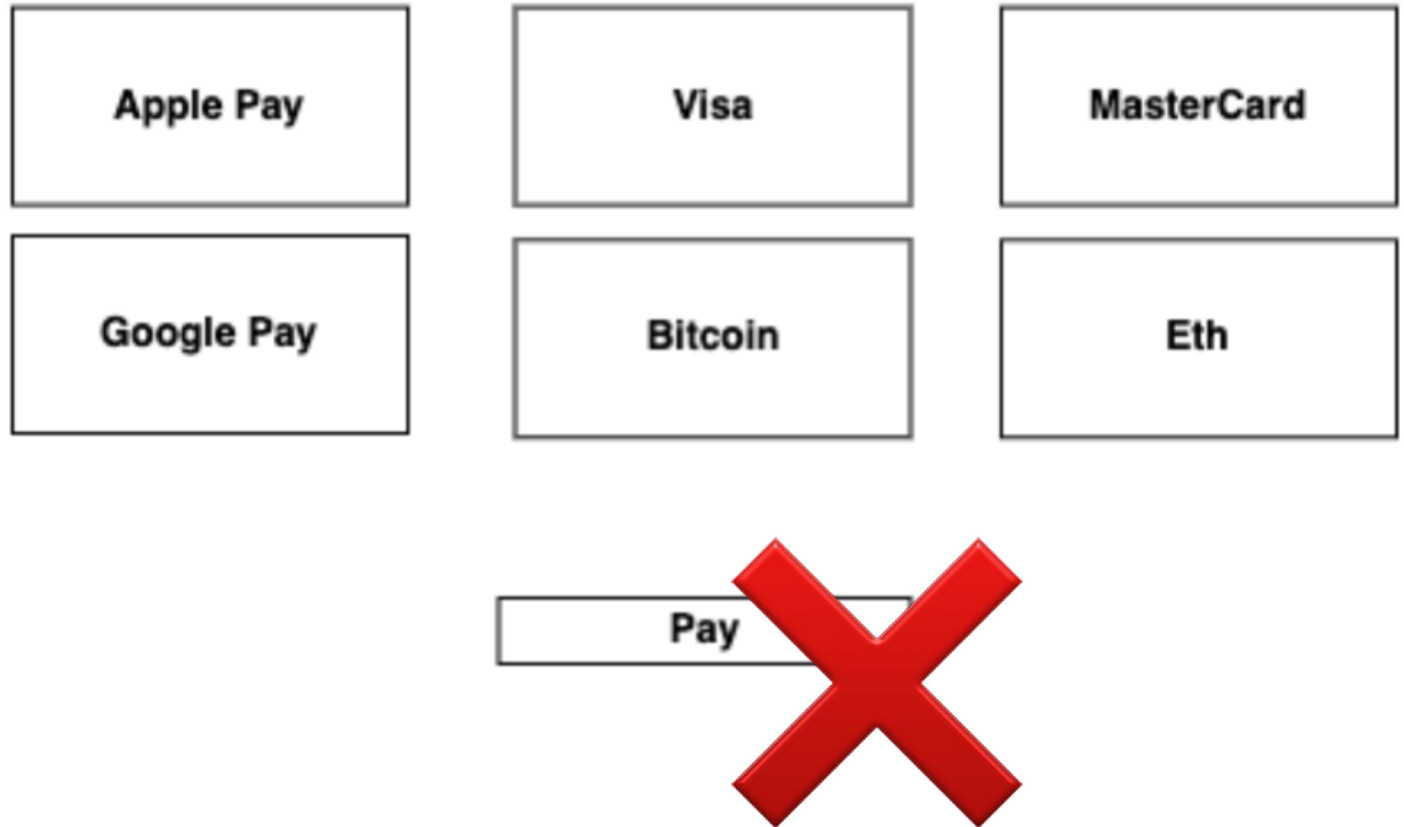
9a. Client Leaves During Payment Method Selection

9a.1 The client does not select a payment method and exits the flow.

9a.2 The system cancels the provisional booking.

9a.3 No booking is created.

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Use case details

Alternative Flow:

10a. Client Does Not Complete Payment

10a.1 The client does not complete the payment.

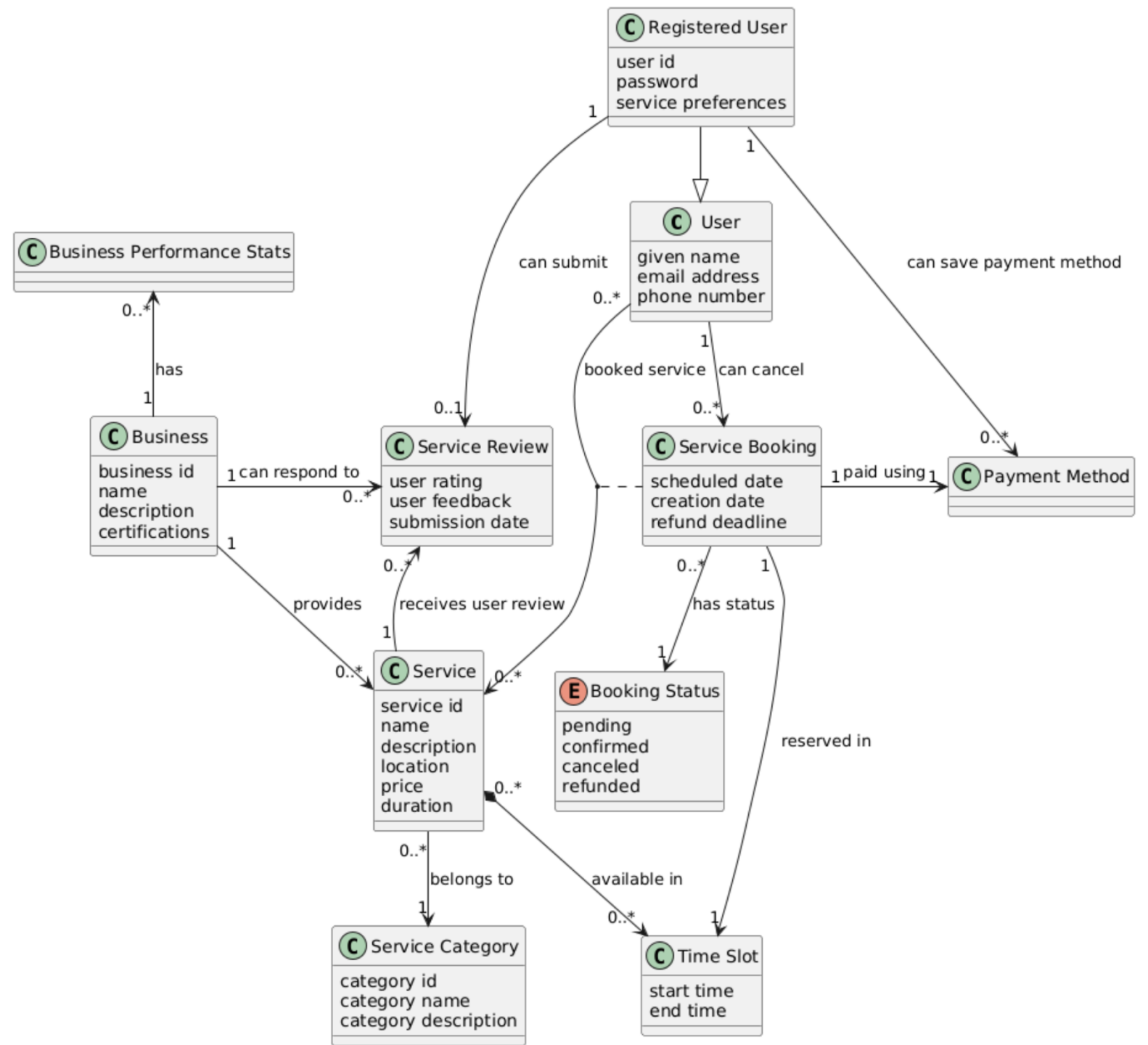
10a.2 The system cancels the provisional booking.

10a.3 No booking is created.

Service is payed!
Waiting for you



Domain Model



Thank you for
your attention!

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