A screen shot of a checklist

Description automatically generated

**Business Problem**

Currently a company called ‘Pets R Us’ taking bookings manually in a physical diary. When changes need to be made, it is a nightmare as we have to use tippex.

And we have to manually email clients with updates.

It is expensive as we need extra staff for making bookings, updating bookings and cancelling bookings.

**Outcomes**

* Better organisation of bookings
* Automatic notifications
* Save time and money
* Manager reports automatically sent every day
* Stop overbooking
* Clients can create bookings themselves online

**Inputs**

* Forms
* Record producer

**Outputs**

* Email notification/confirmation/invoice
* Dashboards/reports

**User Personas**

* Employees
* Manager(s)
* Pet owners

**Process Steps**

* Book an appointment, with an approval

**Tables**

* Booking table

**Columns**

* Date/time (date/time)
* Type of service (choice: walking, petting, washing)
* Pet owner (Reference)
* Name of pet (String)
* Breed (Choice)
* Vaccinated (true/false)
* Email (string)
* Assigned to (ref)

**Relationships**

* Pet owner (Ref to the User table)
* Assigned to (Ref to the user table)