Simple BA Project: Online Appointment Booking Request (Mini Project)

Below is the entire project in the simplest format.
You can copy it into a PDF **as is**.

📄 **Mini Business Analyst Project**

Project Title: Online Appointment Booking – Basic Requirements

1. Project Goal

Allow patients to request an appointment online instead of calling the clinic.

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2. Business Problem

Patients must call the clinic to schedule appointments.
This causes long wait times and scheduling mistakes.

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3. Simple Requirements

Functional Requirements

1. Patients can submit an appointment request online.

2. Patients choose a date and time.

3. Staff receive the request by email or in a dashboard.

4. Staff approve or reject the request.

Non-Functional Requirements

1. Must be easy to use on a phone.

2. The system must send confirmation emails.

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4. Simple User Stories

US-01: Request Appointment
As a patient, I want to request an appointment online so that I don't need to call the clinic.

US-02: Approve Appointment
As a staff member, I want to approve appointment requests so that I can manage the clinic schedule.

5. Basic Process (Very Simple)

Before: (As-Is)

1. Patient calls the clinic.

2. Staff checks available time.

3. Staff writes down the appointment.

After: (To-Be)

1. Patient submits request online.

2. Staff receives request.

3. Staff approves it.

4. Patient receives confirmation.