

REQUIREMENT DOCUMENT

WEBSITE SANTY SALON

1. INTRODUCTION

Santy Salon is a beauty salon established in the 1990s by Nur Parulian, the mother of Kak Santy. The salon is located at Pasar Rumpit, 2nd floor, no.197, and offers a variety of beauty services such as haircuts, smoothing, creambath, facials, eyelash extensions, and more. The salon currently uses a traditional service list and lacks a formal website, limiting its reach to potential customers.

2. PROJECT OBJECTIVE

The objective of this project is to build a website that supports the services and operations of Santy Salon, with the main goals of:

- ◆ Increase the visibility of Santy Salon as an online promotional platform
- ◆ Facilitate customers in booking service
- ◆ Provide complete information about services and prices

3. MAIN FUNCTIONS

Berikut adalah fungsi-fungsi utama dari aplikasi website yang akan dibuat:

- ◆ **Booking System:** Allows customers to book salon services online.
- ◆ **Customer Review Feature:** Customers can leave reviews after using the services, which can be accessed by other potential customers.
- ◆ **Notifications and Reminders:** A system that sends notifications via WhatsApp to remind customers about their service schedules.
- ◆ **Service List and Prices:** Provides a complete list of services offered by Santy Salon, including price details and brief descriptions of each service.
- ◆ **Photo Gallery and Social Media:** Showcases the salon's service results and integrates with social media platforms like Instagram, Facebook, and TikTok to attract new customers.
- ◆ **Schedule Cancellation:** A feature that allows customers to cancel or reschedule appointments with automatic notifications in the application.

4. GENERAL OUTPUT

The outputs of this application are as follows:

- ◆ **Booking Confirmation:** A receipt that includes the time, booked services, and salon contact information.
- ◆ **Notifications and Reminders:** WhatsApp messages to remind customers of their appointments.
- ◆ **Customer Review and Rating Reports:** Customer reviews that can be viewed by other potential customers as references.
- ◆ **Schedule Status:** Information on booking status (confirmed, canceled, or rescheduled) that can be accessed directly by customers.
- ◆ **Gallery and Promotional Content:** Visual content of the salon's services that can also be used for social media promotion.

5. GENERAL INPUT INFORMATION

The inputs for this application are as follows:

- ◆ **Booking Details:** The type of service booked, service time/schedule, and technician choice if applicable..
- ◆ **Customer Feedback/Reviews:** Input in the form of reviews or ratings given by customers after using the salon's services.
- ◆ **Gallery Content:** Photos of service results that can be uploaded and displayed on the website
- ◆ **Service and Price Data:** Information on services and prices managed by the salon admin, which will be displayed to customers.

6. PERFORMANCE

The process of viewing information about the salon and gallery content will be available on the salon's main page. Accessing service content with prices and booking options will be in the navigation menu under the "More" section, which will display a dropdown list containing "Our Services," "Booking," and "Contact Me." All these processes are expected to take only one second.

7. DEVELOPMENT

It is estimated that this website can support Santy Salon's business needs for the next 5–7 years, assuming an annual customer increase of around 5–10%. During this time, the system is expected to function well, with minor modifications or feature enhancements as needed.

8. OPERATION AND ENVIRONMENT

The website can be operated on computers and mobile devices such as smartphones and tablets. The system will be operated by:

- ◆ **Customers:** Accessing the website and making bookings.
- ◆ **Salon Staff:** Operating the website on the admin side.
- ◆ **IT Support:** Maintaining and repairing the system.

9. INTEGRATION AND INTERFACE COMPATIBILITY

System Integration

- ◆ **Customer Relationship Management (CRM):** Integration with CRM systems like Salesforce or HubSpot will allow for the automatic synchronization of customer data. This will help in managing customer relationships more effectively by tracking customer interactions, preferences, and feedback, thereby enhancing personalized service delivery.

Responsive Design and Browser Compatibility

- ◆ **Responsive Design:** The website will be designed to be fully responsive, ensuring that it provides an optimal viewing experience across a wide range of devices, including desktops, tablets, and smartphones.
- ◆ **Browser Compatibility:** The website will be tested and optimized to work smoothly on all major web browsers, including Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge.

10. RELIABILITY AND AVAILABILITY

MTBF (Mean Time Between Failures)

- ◆ **Target:** 12 months. This indicates the system is expected to operate without failure for an average of one year.

MTTR (Mean Time To Repair)

- ◆ **Target:** Maximum 4 hours. This ensures any system issues are resolved quickly to minimize downtime.

11. USER INTERFACE

Customers will access the website and its content using their devices. They will book services by filling out a form on the website, providing their personal information, phone number, desired service, and booking time.

12. ORGANIZATIONAL IMPACT

The following areas will be affected by this website:

- ◆ Salon Staff: Staff will need to update and regulate website content.
- ◆ IT Support: The IT support team will be responsible for maintaining and repairing the website.
- ◆ Customers: The website will make it easier for customers to view and book salon services without needing to visit the salon in person.

13. MAINTENANCE AND SUPPORT

The website will have a 12-month warranty period covering technical support and system updates.

14. DOCUMENTATION AND TRAINING

The following documentation and training are required to use the website:

- ◆ Salon Staff: Training to operate the website's admin dashboard.
- ◆ IT Support: Documentation and training to understand the website's features and maintain the system.

15. TIME AND CONDITIONS

The operational hours for using this application will be based on Santy Salon's working hours, from 10:00 AM to 9:00 PM WIB.