

Dskafos (Frontend) Client Handbook

Introduction:

This handbook provides an overview of the services provided by our group for the Dskafos project. It outlines the scope of work, communication protocols, roles and responsibilities, confidentiality and intellectual property agreements, and contact information.

Overview:

Dskafos is a boat rental and sales company that provides high-quality boats for customers to rent or purchase. The company is dedicated to providing excellent customer service and a seamless rental experience. The client's project involves developing a web-based platform to facilitate boat rentals and sales online.

Scope of work:

Our group provided web development and design services for the Dskafos project. This involved creating a responsive web application that allows boat owners to sell or rent their boats and renters/buyers to view and purchase or rent boats. The scope of work included timelines, milestones, and deliverables such as a minimum viable product, user interface design, and frontend web development.

Communication:

To ensure seamless communication between our team and the client, we used several channels such as email, video calls, and instant messaging. The client was kept up to date on the progress of the project and any changes or updates that were made. For future maintenance requests and or enquiries the same channels would be used and all channels would lead to our client liaison.

Roles and Responsibilities

Our team employed the services of four members who filled the following roles

- A. Product Owner
- B. Client Liaison
- C. Technical Lead
- D. Scrum Master

The client was responsible for providing feedback and clarifying any requirements.

Confidentiality and Intellectual Property:

Our team ensured that all information related to the Dskafos project was kept confidential and only shared with authorized personnel. Additionally, any intellectual property related to the project belonged solely to the client.

Functionality and Usage

Boat Owners:

As a boat owner, you can list your boats for rent or sale on the Dskafos platform. To do so, simply log in to your account, navigate to the dashboard, and click on the "Add New Boat" button. From there, you can enter all the relevant details about your boat, such as its make, model, year, and location.

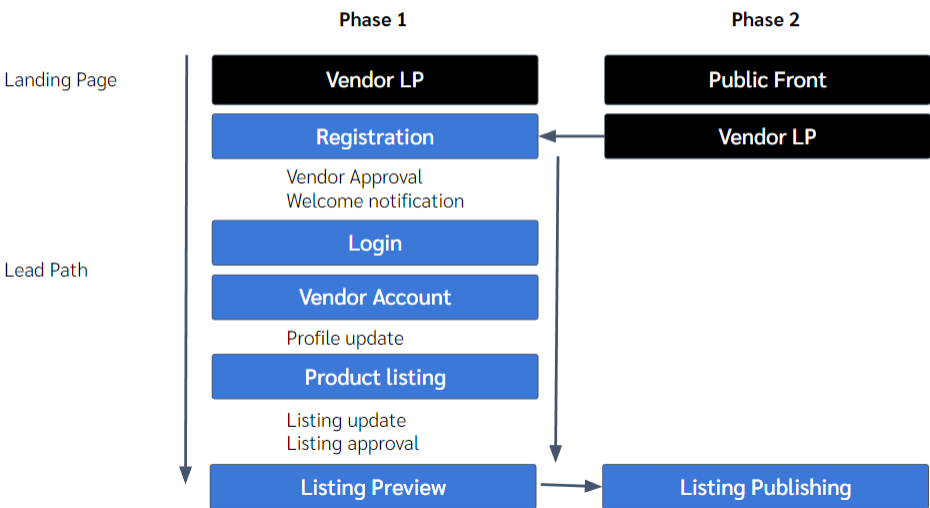
Once your boat listing is live, interested renters or buyers will be able to find it by searching the Birchwood platform. You will receive notifications of any inquiries or booking requests, and you can use the platform to communicate with potential customers and manage your bookings.

Third-Party Vendors:

As a third-party vendor, you can offer your services to boat owners or renters on the Birchwood platform. To do so, you can create a vendor account and list your services, such as boat cleaning, repairs, or maintenance.

Boat owners or renters can then browse your services and book them directly through the Birchwood platform. You will receive notifications of any new bookings or inquiries, and you can use the platform to communicate with your customers and manage your bookings.

Vendor Journey Mapping



Customers(Renters and Buyers)

As a customer, you can search for available boats on the Birchwood platform and book them directly through the platform. To do so, simply log in to your account, search for boats by location or other criteria, and select the boat that meets your needs.

Once you have found a boat you like, you can review its details, such as its features, availability, and pricing. You can then book the boat directly through the platform, and you will receive confirmation of your booking and payment details.

On the day of your booking, you can use the Birchwood platform to communicate with the boat owner, check in to the boat, and manage any additional services or requests. After your rental is complete, you can use the platform to leave a review and rating of the boat and the owner.

