

Project Description:

The “product” should allow the service providers to manage and connect with new and existing clients. Clients will be able to discover new services and providers, review/rate the providers and book/pay for appointments online.

Similar products -> Booksy, StyleSeat

Functionality:

1. Profile

- a. There will be 2 types of profiles
 - i. Clients
 - ii. Businesses - (each business will have multiple service providers -> example: for a salon there can be multiple barbers)
 - 1. Each service provider (ex a barber in a salon) in the Business can add the following properties to their account
 - a. Working hours, breaks, vacations
 - b. Profile picture, banner picture
 - c. Description
 - d. Services
 - 2. Business can have one or multiple moderators who can add/update appointment on behalf of the service providers (ex a receptionist in a salon can take appointment for a barber)
- b. Client Profile will have following properties
 - i. Email
 - ii. Phone number
 - iii. Login/signup method (phone, gmail, fb or email)
 - iv. Profile picture
 - v. Push Id
- c. Service provider profile will have following properties
 - i. All from Step 2
 - ii. Banner picture
 - iii. Working hours, breaks, vacations
 - iv. Description

2. Services

- a. Each service provider can add/delete/update multiple services to their profile
- b. Each service can have following properties
 - i. Service name
 - ii. Category
 - iii. Duration of service
 - iv. Service description
 - v. Price and currency
 - vi. If Deposit required for booking and Deposit amount
 - vii. If it's bookable by phone only?

3. Bookings

- a. Client can book an appointment for single or multiple services offered by the provider
- b. Client should be able to edit the booking
- c. Service provider can See\Filter the appointments on the calendar
- d. Each booking can have following properties
 - i. Booking start and end time
 - ii. Note
 - iii. Details about customer
 - iv. Details about the service provider
 - v. Status -> (Ex REQUESTED -> CONFIRMED -> COMPLETED or NO-SHOW)

4. Reviews

- a. Customers should be able to add/delete rating and review
- b. Business should be able to reply to the review

5. Analytics

- a. Business and service providers will be able to track the following in a certain time frame (ex. Week, month, year)
 - i. Number of bookings they had
 - ii. New clients they acquired
 - iii. Past revenue
 - iv. Expected earning
 - v. Most popular services during that time frame

6. Payments

- a. Client should be able to pay deposit or full amount for the service
- b. Receipt generation
- c. Tips

7. Clients

- a. Service providers can add client manually
- b. When a client books their first appointment with a specific service provider they get added as a client to service providers profile
- c. Service provider can track the following about a client
 - i. Number of bookings with them
 - ii. Number of cancellations and no shows
 - iii. Earnings
 - iv. See all future and past appointments

8. Notifications (email or sms)

- a. Booking confirmation
- b. Booking status
- c. Review added
- d. Transaction approved