SWEN 330 Project: Appointment Booking System Client Meeting Notes

Client's Request Descriptions:
Our company wants to develop a light-weight appointment booking system for our service-based business. Customers should be able to book appointments online without logging in. They should also receive confirmation and reminders via email. The business staff should have an interface to manage appointments, reschedule bookings, and track customer history.

Engineer:
Do customers need to create an account to book an appointment?

Client:
No, they should be able to book without logging in. However, they must provide their name, email, and phone number.

Engineer:
How will customers receive appointment confirmations?

Client:
Via email. It would also be good to send a reminder a day before the appointment.

Engineer:
Should customers be able to modify or cancel their appointment?

Client:
Yes, they should be able to reschedule or cancel through a unique link sent in the confirmation email.

Engineer:
How do you want your staff to manage appointments?

Client:
There should be an admin panel where staff can view, reschedule, or cancel bookings. Staff should also be able to see customer booking history.

Engineer:
Should there be any restrictions on booking times?

Client:
Yes, we operate from 9 AM to 6 PM, and appointments should only be bookable within those hours. Also, customers should not be able to book an appointment less than 24 hours in advance.

Engineer:
Would you like automated appointment reminders?

Client:
Yes, one day before the appointment. Also, if a customer cancels, we should get a notification.

Engineer:
Should there be any limitations on how far in advance an appointment can be booked?

Client:
Yes, appointments should only be bookable up to 30 days in advance.

Engineer:
Would you like to track appointment trends, such as the most booked times or services?

Client:
That would be useful. A dashboard showing daily, weekly, and monthly booking trends would help us optimize staffing.

Engineer:
Who will have access to the admin panel?

Client:
Only our staff and managers. Managers should have full access, while staff can only manage bookings.

Engineer:
Should there be any CAPTCHA or email validation to prevent spam bookings?

Client:
Yes, adding CAPTCHA and email validation would be great.

Engineer:
If a customer misses an appointment, should there be any penalty or restriction on rebooking?

Client:
Not for now, but we might add that feature in the future.

Engineer:
Got it. We'll draft an initial design and share it with you for feedback.

Client:
Sounds great! Looking forward to it.