

COSMIC

Project Vision

Version 1.0

Revision History

Revision	Date	Author	Reviewed By	Summary of Changes
0.1.0	2022/09/28			
1.0.0	2022/10/02	T02_Team	Team Members	● Stakeholders added

Document Approval List

Version	Approved By	Signature	Date
1.0.0	Team Members	Signed by Team Members	2022/10/02

Document Distribution List

Version	Name of the Receiver/Group	Date
1.0.0	Anjana Shah	2022/10/02

Table of Contents

1	Introduction	4
1.1	Purpose	4
1.2	Scope	4
1.2.1	In Scope	4
1.2.2	Out of Scope	4
1.3	Definitions, Acronyms, and Abbreviations	4
1.4	References	5
2	Positioning	6
2.1	Business Opportunity	6
2.2	Problem Statement	6
2.3	Product Position Statement	6
3	Stakeholder and User Descriptions	7
3.1	Stakeholder Summary	7
3.2	User Summary	7
4	Stakeholder Requirements	8
5	System Features	8
6	Assumptions	9
7	Constraints	9

1. Introduction

1.1. Purpose

The purpose of this document is to collect, analyze, and define high-level needs and features of the Cosmic Booking System Application. It focuses on the capabilities needed by the stakeholders, and the target users, and why these needs exist. The details of how the COSMIC Booking System fulfills these needs are detailed in the use-case and supplementary specifications.

1.2. Scope

This Statement of work (SoW) aims to align the Client's interest in all in one place to search and book for appointments regarding their self care along with the need for small business to have an online presence and attract more customers.

1.2.1. In Scope

The Cosmic Booking System Application will provide complete website discovery, comprehensive user experience ("UX"), creative redesign and development of all in one application for searching and booking appointments in hair and nail salons.

The project's primary goal will be to have a single application specially designed for finding hair and nail salons.

The Cosmic Booking System Application will work with local and small businesses to expand their online presence for clients to have options to choose according to their requirements.

functionality to include:

- Ecommerce: Ability for visitors to book appointments directly on the application.
- Expanded support for backend business functionality
- Increase branded content presence on the application, including the integration of social, video, photos, videos, etc.

1.2.2. Out of Scope

The project will not facilitate online payments in the initial implementations

1.3. Definitions, Acronyms, and Abbreviations

CBSA - Cosmic Booking System Application

SoW - Statement of work

1.4. References

Reference File Name	Version	Description
COSMIC - Project Summary	1.0.0	Project summary
Beauty Industry Statistics in Canada to make your 2022 glowy.	2022/08/21	<p>The blog helps to understand the beauty and salon market in Canada which makes the project “for-profit” oriented.</p> <p>Retrieved October 1, 2022, from https://reviewmoose.ca/blog/beauty-industry-statistics/</p>

2. Positioning

2.1. Business Opportunity

Currently the cosmetic market has been untouched by new and innovative ways to gain traction for business as well as an efficient way for customers to organize their appointments. With this in mind we have the potential to reach millions of people including customers for a new way to find and book new appointments as well as business to reach a larger clientele and manage their business in one.

2.2. Problem Statement

The Problem of	Businesses using traditional manners, strongly rely on word of mouth and social media, which is not designed to handle advertising business products/services or stay-in-touch with their clients.
affects	<ul style="list-style-type: none"> • Clients have to scout out business pages/accounts on social media one-by-one to seek their most relevant business who can meet their requirements. • Appointments must be confirmed and managed manually from the business side. • Both business and client must check the current available products, services, and preferred employee at all times.
the impact of which is	<ul style="list-style-type: none"> • Businesses: can not reach their most expected capabilities since the amount of new customers is unpredictable and insecure. • Clients waste their time seeking their expected services by going through page-by-page and checking business availabilities. • Appointments may conflict one another since they are all managed manually.
a successful solution would be	<ul style="list-style-type: none"> • Businesses can automate their management without any conflicts by using traditional labors. • Businesses can reach their target customers and utilize their sources effectively and more predictably. • Clients can connect to the business providing the expected services within one application only.

Table 1 Problem Statement

2.3. Product Position Statement

For	Businesses who need to reach out and connect to their customers, offer their products and services to the targeted customers
Who	The medium-small, small businesses who are running their business using social media such as facebook, instagram, etc.
COSMIC	is a Business Booking Management System
That	assists businesses in managing their backend as well as finding new clients. It also helps clients find new salons and book with ease.
Unlike	using social media as an alternative medium for running businesses or traditional methods like calling that tend to run into many issues
Our product	provide a comprehensive solution for an easy reach-out and stay-in-touch with clients, effectively utilize business sources such as human resource and products/services and in a complete manner present business features to their customers.

Table 2 Product Position Statement

3. Stakeholder and User Descriptions

3.1. Stakeholder Summary

Stakeholder Name	Represents	Role
Angela Efremova	Internal Stakeholder	Team Member, Project Advisor
Le An Nguyen	Internal Stakeholder	Team Member
Renzzi Adorador	Internal Stakeholder	Team Member
Ronak Gala	Internal Stakeholder	Team Member

Table 3 Stakeholder Summary

3.2. User Summary

User Name	Description	Responsibilities	Stakeholder
Client	Primary user of the system	Books appointment, receives updates regarding the appointments made, manages appointments	Self
Business Owner	End user of the system	Accepts and declines appointments made by the clients, manages services offered in the app	Self
Customer Care	End user of the system	Manages the app, checks and resolves tickets issued by the users	Internal Stakeholder

Table 4 User Summary**4. Stakeholder Requirements**

ID	Requirement	Stakeholder
S001	Requires to develop an application that will find salons and businesses that offers services which users can book an appointment with	Client (User)
S002	Allow sorting of the search results using various filters such as price, location, availability and services offered.	Client (User)
S003	Have users manage their booked appointments.	Client (User)
S004	Have the users contact the business owner for inquiries and requests.	Client (User)
S005	Have the users notified whenever there is an update on their booking	Client (User)
S006	Allow business owners to manage their booking and sales	Business Owner (User)
S007	Have the owners generate a schedule time table within the application	Business Owner (User)

Table 5 Stakeholder Requirements

5. System Features

ID	Feature	Stakeholder Requirement ID
1	Filter search results using the client's choices so the users can select which business is right for them	S002
2	Allow the users to modify bookings so they can cancel, update, or reschedule their appointments.	S003
3	A messaging feature for the user and the business to allow communication between them	S004
4	Enables in app and SMS notifications so users can stay updated of their appointments	S005
5	A management feature for business owners so they can track and manage their services and sales	S006
6	A scheduling feature for the owner to manage staff availability and appointments	S007

Table 6 System Features

6. Assumptions

The following outcomes were made to estimate the ...

- Targeted businesses adopt new manners to operate and maintain their regular activities to take advantage of the integrity, fluency and credibility from the promised features.
- Clients can find the business, book appointments and contact them.

7. Constraints

- Biggest constraints in the CBSA is the willingness of small business owners to implement the system and make their business available online.
- Need for an online marketing team to advertise the project and gain traction
- The business owner have the ability to walk out any moment they want
- Clients may need a stable internet connection for the bookings and searching.
- Server Capacity for handling only certain amount of request at single moment