# Project B Part 2

**Brittany Crockett** 

### Table of Contents

**Concept Statement** 

Previous Landing Page

Next Steps

**Current Pages** 

Mockups

GitHub Screenshot

Mobile Framework

Website

### Concept Statement

Scene Hair is for ANYONE who wants Luxury without the pricetag. Not only does the site provide services to elevate your hair game, you can shop for the perfect bundle in the comfort of your own home. In addition, the site provides how-to tutorials so you can achieve the perfect style AND maintain it.





0000

### MOOD BOARD



Prepare work: cut the extra lace along the edge of the hairine



After



 as nomal, put your hair into the wig cap first



 clean up the all along the hairine with well tissue to enhance the stickiness of the tape



put the tape anto the hairline, make sure the middle line of the tape just fall onto the hairline, meantime pay afteriliar to the tendency of the hairline



 Fix the front hair of the wig with clips or other took in case to the the hair fall onto the lape, and fear the



stretch the wig edge with your hand, then pull forward gently, then put the wig to the right place



 Ress the tape area, fill you feel if it sticky on the surface of the lace.





Product Name: LuvMe Virgin Hair

URL: https://shop.luvmehair.com

- Extensive Selection of Extension Types
- Numerous Texture Options
- Shops Look
- Blogs and Articles
- Find Local Hair Stylist Feature



Product Name: AliExpress

URL: https://www.aliexpress.com

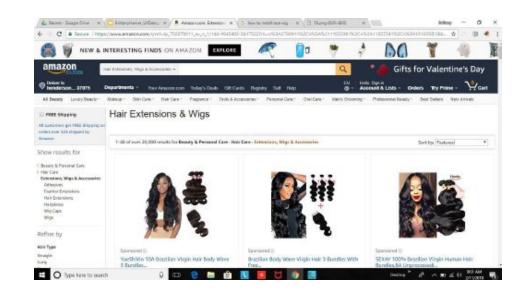
- Shop on the go mobile app
- Worldwide delivery
- Over 2,500 hair products



**Product Name: Amazon** 

URL: https://www.amazon.com

- One-Stop Shopping
- Amazon Prime
- Consistent Return Shoppers



Product Name: Rhia Hair Experience

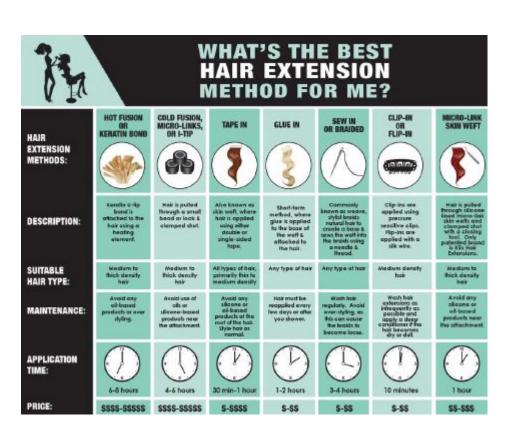
URL: <a href="https://www.rhiahairexperience.com">https://www.rhiahairexperience.com</a>

- Option to purchase the bundle or purchase
- a customized wig
- Discount off Hair Service when purchasing
- hair from site
- Ability to book hair service online



### Business Analysis

- Drive traffic onto the site with email
- marketing and ads on social media
- Partner with Beauty Influencers
  - Review products online
  - Upload products photos
- Provide advice to ensure products are
- being used effectively
- Ability to upload photos and tag products
- being used
- Provide a safe and secure payment portal

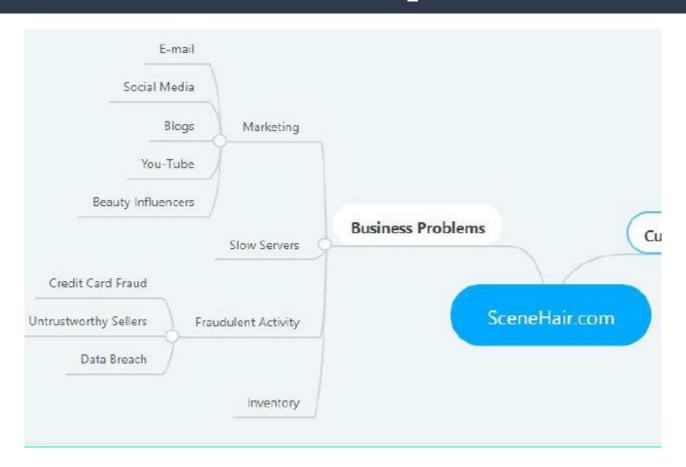


## **Customer Analysis**

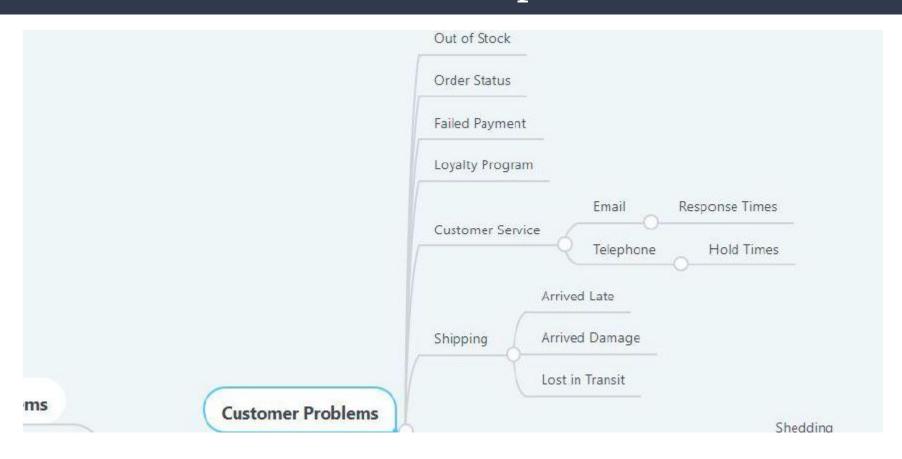
- Popular/famous people reviewing products
- Ability to see customers wearing the
- products
- Ability to filter through different types
- of hair and textures
- Up to date inventory quantities
- Notice of successfully completing a
- transaction
- Option to update payment method
- Accurate tracking information
- Dedicated customer service team
- Clear return policy
- Seasonal discounts
- Subscribe to list



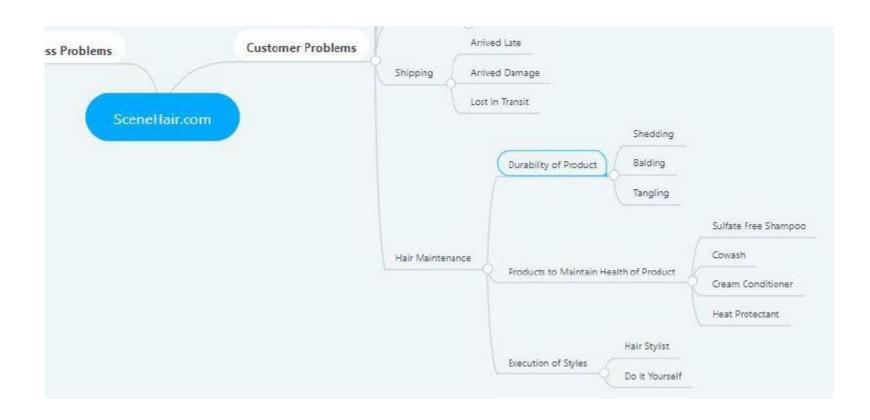
## Business Problem Mind Map



## Business Problem Mind Map



## Business Problem Mind Map



### Business Problem Classification

Marketing
Slow Servers
Fraudulent Activity
Inventory

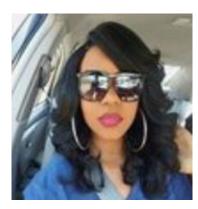
### Customer Problem Classification

Out of Stock	Loyalty Program
Types of Hair	Customer Service
Textures of Hair	Return Policy
Order Status	Shipping
Failed Payment	Hair Maintenance

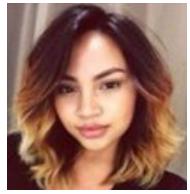
### Personas

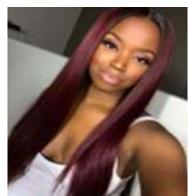














### Kim Smith

#### **User Narrative**

Kim loves to experiment with her look. A year ago, she made the decision to move from Nashville to pursue her career as a makeup artist. She currently works at Sephora and bartends at night to pay the bills.

#### Background User Scenario Age: 21 Kim is attendir

Kim is attending a makeup convention at the end of next month. After replenishing her makeup kit and booking her flight and hotel room, she doesn't have enough money budgeted to purchase the product she saved to her wish list for the occasion.

#### **User Needs**

- List of sale items and filter by price.
- Notifications of sales.
- Notifications of price drops on items in her wish list.

#### **User Stories**

- As a user, I want to view sale items and filter by price.
- As a user, I want to receive notifications of sales.
- As a user, I want to receive notifications of prices drops I have saved to my wishlist.

#### Age: 21 Location: Los Angeles Occupation:

Makeup Artist



### Lacey Ferris

#### **User Narrative**

Lacey is proud to say her cancer is in remission. Although she is tired, Lacey enjoys playing Codenames with her daughter. She is looking forward to going back to work full time and beginning a new chapter in her life.

#### **User Scenario**

Lacey has been researching different sites and is feeling overwhelmed with the product choices.

#### **User Needs**

- List of products.
- Comparison between products.
- Detailed product descriptions.

#### **User Stories**

- As a user, I want a list of products so I can determine which product works best for me.
- As a user, I want to compare products so I can narrow down my search.
- As a user, I want detailed descriptions of products so I can become more knowledgeable.

#### BackGround Age: 40 Location: Portland, OR Occupation: Marketing

Executive



### Jeannie Reed

#### **User Narrative**

Jeannie has been a hair stylist for close to 20 years. Her most rewarding moments are when customers feel beautiful. Although she has a hectic work schedule, she always finds the time to cheer on her son at football games.

#### **User Scenario**

A client has fallen in love with the product Jeannie is currently using. She has asked Jeannie to purchase it for her to use during her next hair appointment. Since, Jeannie knows exactly what she wants as she has ordered the product in the past, she needs the capability to access her past orders. Also, she is wondering if the site has a loyalty program or provides discounts for referring new customers.

#### **User Needs**

- Rewards for being a loyal customer.
- Rewards for referring new customers.
- Access to past orders.

#### **User Stories**

- As a user, I want a program that will reward me for purchasing product from site.
- As a user, I want a discount for referring new customers.
- As a user, I want the capability to view past orders.

#### Background Age: 38 Location: Memphis, TN Occupation: Hair Stylist



#### Background Age: 26 Location: Hartford, CT Occupation: Registered Nurse

### Quanna Newbold

#### **User Narrative**

Quanna enjoys the fast paced work environment the Neonatal Intensive Care Unit has to offer. Since she doesn't have children of her own, she vows to take of those in need. When she is not working, Quanna hosts game night at her house for close friends.

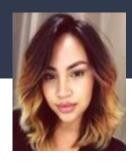
#### **User Scenario**

While Quanna was scrolling through the product page, received a phone call from work informing her they will be using her on-call shift. She leaves the computer on the same page in hopes she will be able to locate the product later. On her lunch break, she wants to pick up where she left off by logging in on her cell phone.

#### **User Needs**

- Increased page speed.
- Save products to wishlist.
- Login from multiple devices.

- As a user, I want the pages to load quickly so the information is available faster.
- As a user, I want to save products to my wishlist so I can view and purchase later.
- As a user, I want to login via multiple devices.



## Marcy Reyes

#### **User Narrative**

Marcy loves living in New York. She becomes immersed in the lifestyle everytime she walks out her door. When she is not studying, she is searching for the new, trendy brunch spot to bring her friends.

#### **User Scenario**

Marcy is searching online to past the time between classes. She wants to update her look, but does not know where to start.

#### **User Needs**

- Listing of what's new and popular.
- Visualize how the products are being used.
- Read reviews.

#### **User Stories**

- As a user, I want to see what is new and popular.
- As a user, I want to see how past shoppers used the products.
- As a user, I want to read reviews on products to determine whether to purchase.

#### Background Age: 23 Location: Brooklyn, NY Occupation: Graduate

Student



## Sarah Murphy

#### Background Age: 30 Location: Chicago, IL Occupation: Beauty

Influencer

#### **User Narrative**

Sarah is constantly looking for ways to build her brand.

She is extremely comfortable with technology and enjoys innovation. She posts 1 video per week to her youtube channel and posts daily on her Instagram. In her spare time, she is answering emails from potential collaborators.

#### **User Scenario**

Sarah has completed her review of her purchase on her youtube channel. She wants to broaden her visibility by reviewing products on the actual website.

#### **User Needs**

- Provide opinions on the product she purchased.
- Upload photos of finished look.
- Tag the products used.

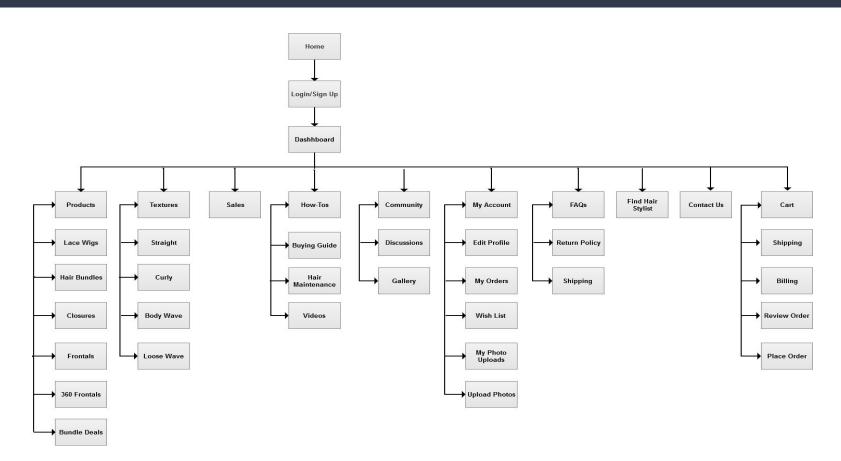
- As a user, I want to add reviews of products so it can be shared with other customers.
- As a user, I want to upload photos of my look.
- As a user, I want to tag the product used so other can see how I used the product.

User	User Stories
Kim Smith	<ul> <li>As a user, I want to view sale items and filter by price.</li> <li>As a user, I want to receive notifications of sales</li> <li>As a user, I want to receive notifications of prices drops I have saved to my wishlist.</li> </ul>
Lacey Ferris	<ul> <li>As a user, I want a list of products so I can determine which product works best for me.</li> <li>As a user, I want to compare products so I can narrow down my search.</li> <li>As a user, I want detailed description of products so I can become more knowledgeable.</li> </ul>

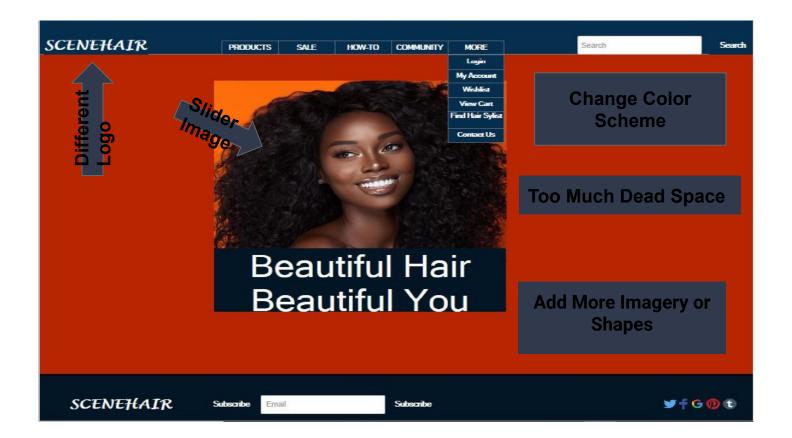
User	User Stories
Jeannie Reed	<ul> <li>As a user, I want a program that would reward me for purchasing product from site.</li> <li>As a user, I want a discount for referring new customers.</li> <li>As a user, I want the capability to view past order so I can see what I ordered in the previously.</li> </ul>
Quanna Newbold	<ul> <li>As a user, I want the pages to load quickly so the information is available faster.</li> <li>As a user, I want to save products to my wishlist so I can view and purchase later.</li> <li>As a user, I want to login via multiple devices.</li> </ul>

User	User Stories
Marcy Reyes	<ul> <li>As a user, I want to see what is new and popular.</li> <li>As a user, I want to see how past shoppers used the products.</li> <li>As a user, I want to read reviews on products to determine whether to purchase.</li> </ul>
Sarah Murphy	<ul> <li>As a user, I want to add reviews of products so it can be shared with other customers.</li> <li>As a user, I want to upload photos of my look.</li> <li>As a user, I want to tag the product used so other can see how I used the product.</li> </ul>

## Site Map

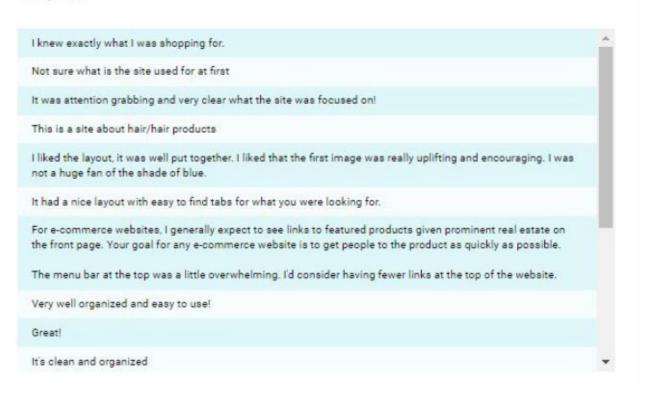


## Previous Landing Page



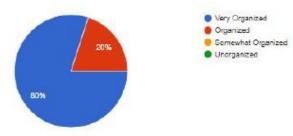
#### What was your first impression when you entered the website?

16 responses



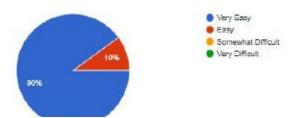
#### Was the layout of the site organized?

20 responses



#### How easy was it to navigate the website?

20 responses



16 responses

screen real estate is your best friend.

Was there something missing you were expecting to see? If yes, please elaborate.

No (2)

Nope

Not that I could see, it had product pages which were sorted by different categories and featured a forum page so well which isn't required for e-commerce but I think is a really valuable element!

No, everything I expected was there.

I always appreciate an about us for companies that are new, it helps me get a better idea about who started the business.

no

Website was very thorough. As someone who knows very little about the subject, I appreciate that a How-To section was prominently featured. Nicely done!

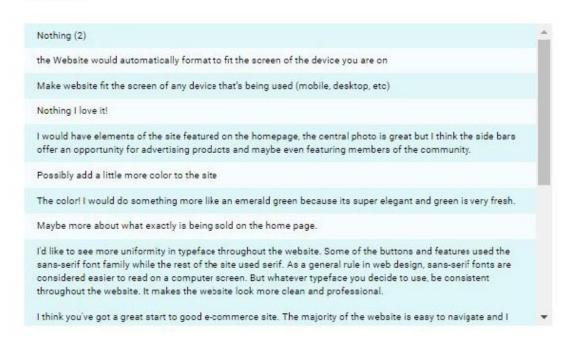
In an attempt to clean up the navigation bar, I'd consider using a hamburger menu button or something similar to hide some of the less essential features of the website (FAOs, Contact Us, etc.). With more and more people

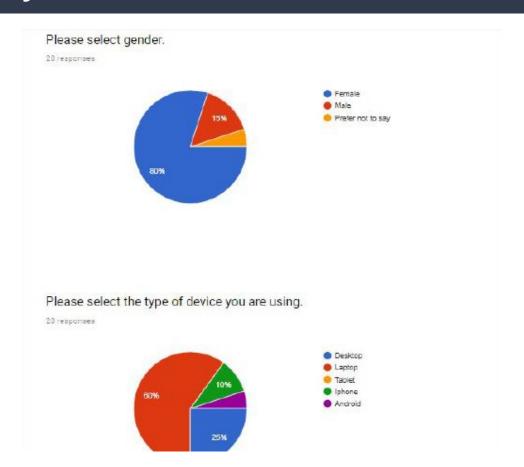
ditching traditional desktops and laptops for smartphones as their primary way to interact with the Internet,

Speaking of smartphones, I also checked out the website on my mobile device. There should definitely be a

#### If you could change one thing on the site, what would it be?

18 responses

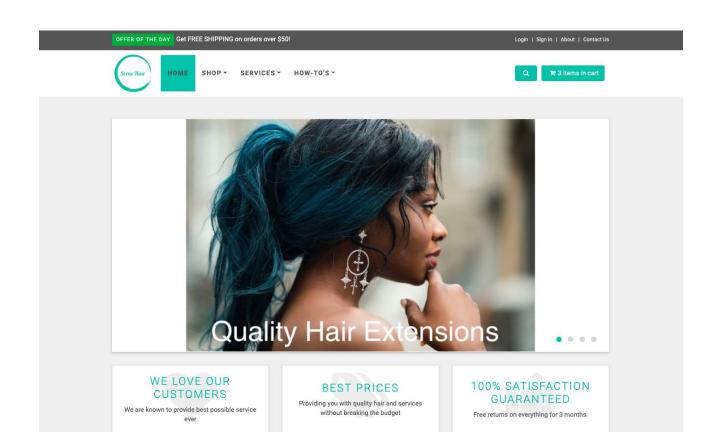




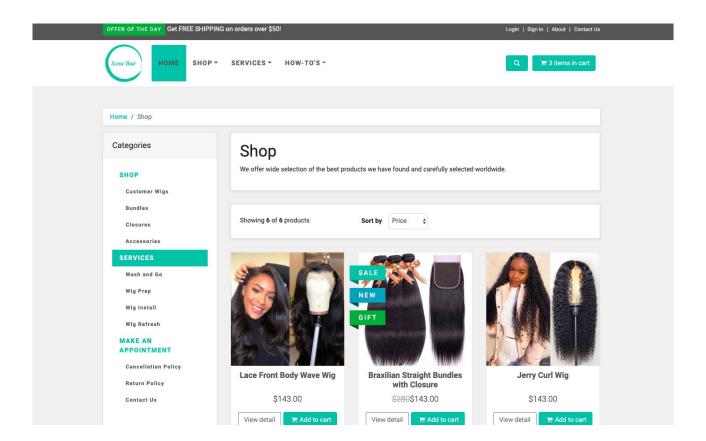
### Next Steps

- Make web design responsive
- Utilize the empty space provided
- Update the logo
- Make the main photo and slider of multiple images
- Make navigation bar more cohesive with the design
- Update color scheme to be more streamline

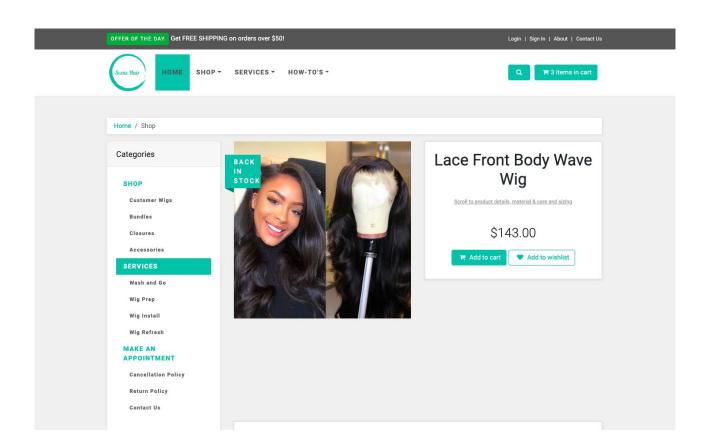
## Current Landing Page



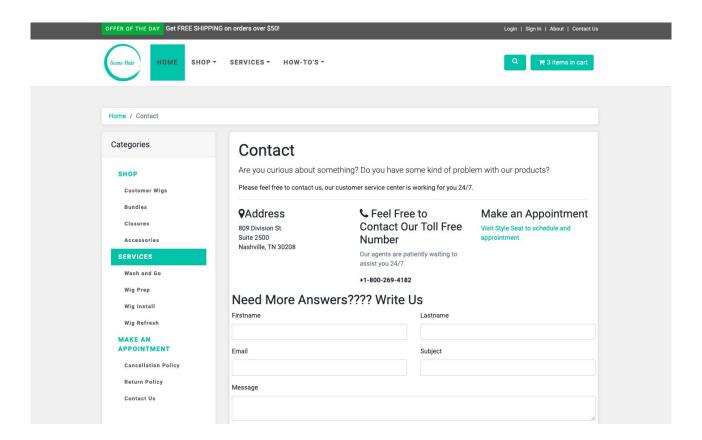
## Current Product Page



## Current Product Info Page



#### Current Contact Page



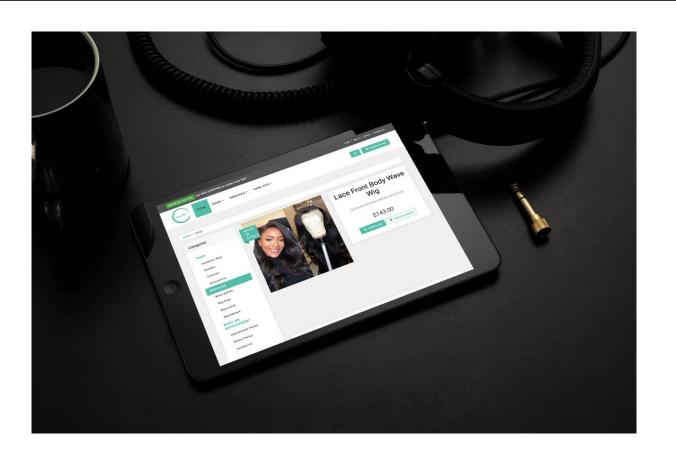
## Desktop Mockup



## Laptop Mockup



# Ipad Mockup



# Mobile Mockup



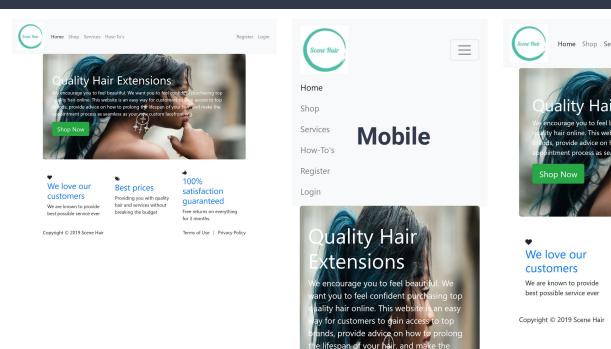
## GitHub Commit Page-Coming Soon

### Mobile Framework-Home Page (Rough Draft)

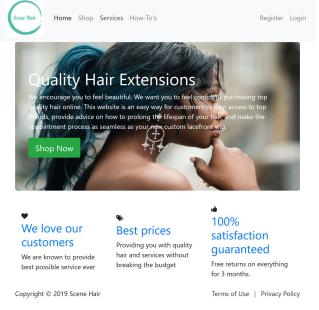
appointment process as seamless as your

new custom lacefront

Shop Now

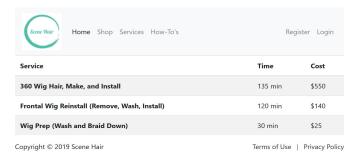


Desktop

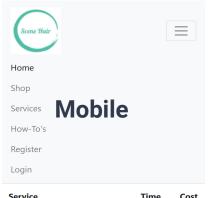


**Tablet** 

### Mobile Framework-Services Page (Rough Draft)







Service	Time	Cost
360 Wig Hair, Make, and Install	135 min	\$550
Frontal Wig Reinstall (Remove, Wash, Install)	120 min	\$140
Wig Prep (Wash and Braid Down)	30 min	\$25

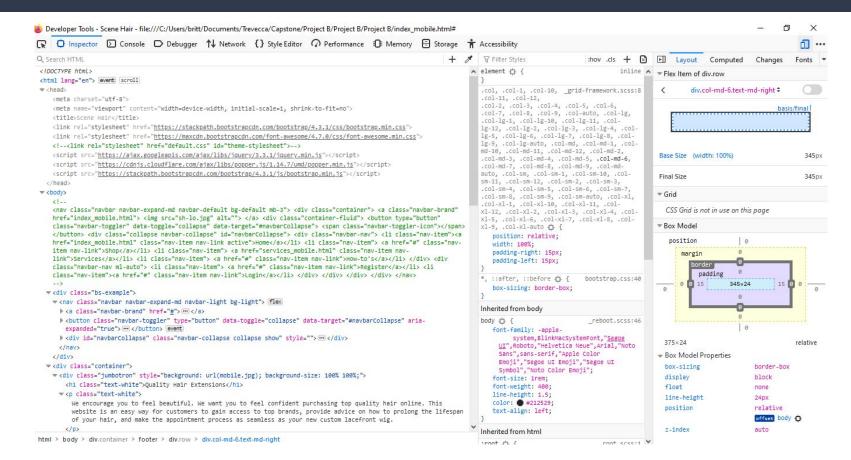
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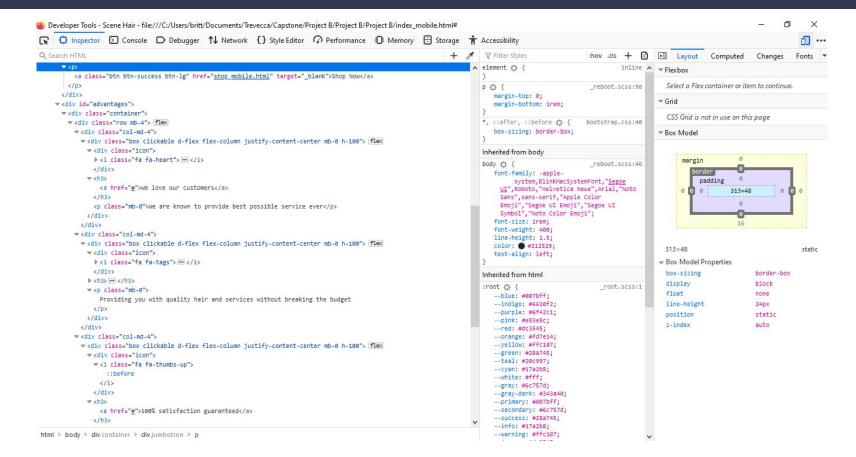


**Desktop** 

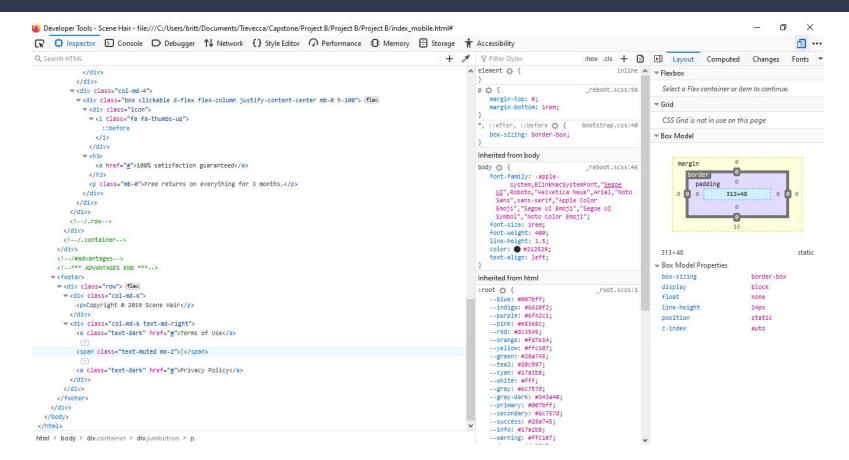
#### Web Developer Tools



### Web Developer Tools



### Web Developer Tools



#### Website

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