



Angie's Doggie Spa – Final User Story List

Pre-Grooming

- As a customer, I want to schedule the grooming so that I can have my dog groomed at a time convenient for me
- As an employee, I need the ability to create a new customer so that I can capture the information for future use
- As an employee, I want to search for and open the customer details when a customer calls to schedule an appointment so that I can have information about them to use on the interaction
- As an employee, I would like appointments to be related to customers so that when I pull up the customer details, I can see their previous appointments
- As an employee, I would like the ability to add and edit appointments so that I can create and update the appointment details as requested or needed
- As an employee, I want to capture all the required information when scheduling a grooming appointment, so that the groomers are aware of what actions need to be complete when the grooming appointment takes place
- As an employee, I would like to view all available services so that I can select one or more services when scheduling the grooming
- As an employee, I want to see details about our upcoming scheduled appointments so I can be prepared and ready for the grooming
- As an employee, I would like the ability to have a customer sign a service waiver so that we ensure they are aware and agree to our terms of service
- As an employee, I would like the ability to view the total appointment cost based on the services chosen, so that I can inform the customer of the anticipated amount they will owe

Grooming

- As a manager I would like the employee, before the grooming begins, to validate the customer has signed the service waiver so that we can ensure the business is covered from liability
- As an employee, I would like to capture when a dog was dropped off at the spa so that we can use that for our record-keeping
- As an employee, I want to see details about the scheduled appointment so I can perform the requested grooming services
- As an employee, I would like the ability to edit the grooming appointment details so that I can ensure the details are accurate with the services that were performed



Post Grooming

- As an employee, I want to calculate the total cost of the appointment based on the services performed so I can tell the customer how much they owe
- As an employee I would like to capture the time and date the dog was released back to the customer, so we have those details in our records for questions or reporting
- As an employee, I would like to capture the customer's credit card payment details after the grooming so that I can charge them the amount they owe

Administrative Duties

- As an employee, I want to have customer details imported from the paper system into the new system, so they can be accessed when a customer sets an appointment
- As an employee, I need the ability to edit customer details so that I can keep the information up-to-date and accurate
- As a manager, I want to keep track of which customers have signed the service waiver so I can ensure every customer signs it
- As a manager, I would like the ability to add, update, and delete services and their costs so the service choices in the system reflect the current offerings
- As a manager, I would like to have the ability to view all past appointment details so that I can use that information to make business decisions
- As a manager, I want access to a report of revenue with the information about the number of services completed between a date range so I can compare with previous data to track how the business is doing and make business decisions
- As a manager I want access to a report of revenue that shows highest to lowest list of customers based on most total spend, most spend during a period of time, and most spend per visit so that I can make business decisions
- As a manager, I want to know the details on the services per month so that I can know the number of services provided and can compare with previous data