Task 2 : Describe the systems

Q(Overall System):

1. **Structure:**
   Classes : Barbershop,Guest,Owner,Employee
   Objects: Shop at a location,Guests,Owner,Employes ,Services
2. **Function:** To provide a desired service of a guest ,by a decided and capable Employee at a predetermined time and location for a fixed charge
3. **Behavior:**The Guest will able to choose a service available in the system and book the slot appropriate ,avail/cancel/reschedule the service within reasonable time.Pay for the services rendered

S(Appointment scheduling):

4. **Structure:**
   Classes : Booking, Payment, status
   Objects: Appointment,
5. **Function:** Main functionality of the system is to provide all facilities in order to Pre Book an appointment for a guest. So that owner can assign a barber to that slot.
6. **Behavior:** As a guest one has facilities to be able to book a particular time slot, will be able to choose a particular barber, changing of time slot , to pay the services at the time of booking, will be able to see the booking status, and will also have the facility to even cancel the booking. Meanwhile as an owner he should be knowing the availability and schedule of employees well in advance, will have the power to change or extend the timings.

B(Booking management system):

1. **Structure:**
   Classes: Guest,Receptionist
   Objects: Bookings,Service
2. **Function**: To provide the required service to the appropriate guest and receive payment and feedback for the provided service
3. **Behavior**: The main behavior of Booking management is that the Receptionist should be sure about the arrival of guests, going through the services requested by the guest and making sure that services are confirmed, checking whether the guest arrived or not, if not marking the guest as late or canceled. So that owner will be able to filter the appointment list easily. And also the Booking

management system ensures whether appointment, closure, and payment receipts are given to the guest or not.

P(Service Provider management)

1. **Structure:**
   Classes: Owner,Timetable,Employee,Charges
   Objects: Monthly timetable,Leaves,Current employes
2. **Function**: To manage the availability of Resources to render an expected service request by a guest
3. **Behavior:** It provides the basic needs of the employee that are the working hours of the employee per day(10), and they can also apply to change the schedule of employees 2 days advance, and ensure that they provide only service which they knew. So that the owner can see the availability of staff and the services which they are capable of, so that owners can allot the services to employees. And will be able to change the schedule incase of any emergency

Task1

System:

		Role		I want to		So that
S	As a	Guest	I want to	be able to book a reservation well in advance	So that	I can plan my schedule accordingly
S	As a	Guest	I want to	book the same barber	So that	my hair style is consistent
S	As a	Guest	I want to	be able to cancel my booking	So that	I can have accomadate sudden chagnes
S	As a	Owner	I want to	run the saloon long on weekends	So that	I can cater for more customers
S	As a	Owner	I want to	know the availability of employees in advance	So that	I can manage the services available to guests
S	As a	Owner	I want to	know the schedule of the employees in advance	So that	I can open up the respective appointmets to guests
S	As a	Owner	I want to	know the services that can be provided by the employee	So that	they can be made available to the guests
S	As a	Owner	I want to	calculate the cost of the service	So that	I can profit from it
S	As a	Owner	I want to	normal timing for weekdays	So that	I comply with local regulations
S	As a	Guest	I want to	have a confirmation of my booking	So that	I can be assured the service is booked
S	As a	Guest	I want to	pay the services at booking it self	So that	I dont want to carry cash/card
B	As a	Receptionist	I want to	know when a guest going to be arrived	So that	i can make the required staff available
B	As a	Receptionist	I want to	confirm the service the guest requested	So that	I can inform the employee to provide the service
B	As a	Receptionist	I want to	confirm the guest when they arrive	So that	appropriate service can be rendered
B	As a	Receptionist	I want to	see if the guest was not arrived	So that	I can mark it as a no show
B	As a	Receptionist	I want to	receive the payement after the serivice is provided	So that	the appointment can be closed
B	As a	Receptionist	I want to	take the feedback from the guest on the service	So that	we can improve further in our service
B	As a	Guest	I want to	recive the appointment closure / Payemt receipt	So that	I am assured the money went to right place/appointment closed
B	As a	Guest	I want to	see the old appointments	So that	I can plan future appointments/past payements
B	As a	Owner	I want to	filter the appointment list view using various conditions	So that	I can quickly search for pertinent bookings
B	As a	Receptionist	I want to	mark a guest as late if they arrive later than scheduled	So that	adjustments can be made to the service to be rendered and future services
P	As a	Employee	I want to	have the guest seated	So that	I can provide the service appropriately
P	As a	Employee	I want to	apply to change my schedule two days in advance	So that	I can be flexible with my time
P	As a	Owner	I want to	see the availability of staff	So that	I can estimate the upcomming schedule
P	As a	Owner	I want to	have services scheduled automatically	So that	guests can receive their services efficiently
P	As a	Owner	I want to	edit the automatically generated schedule	So that	in case an unforseeable circumstance comes up and the schedule needs to change
P	As a	Employee	I want to	have a break of one hour for lunch	So that	I can have lunch and rest adequately
P	As a	Employee	I want to	work only 10 hours perday	So that	I can have a life outside work
P	As a	Employee	I want to	provide only the service I know	So that	I don't damage customers hair
P	As a	Employee	I want to	make plans for the upcomming month of my availability	So that	the scheduling of services can be done efectively
P	As a	Employee	I want to	see my feedback to the services rendered	So that	i can evaluate my self and improve
Q	As a	Owner	I want to	create a new status type for bookings	So that	the statuses can remain descriptive
Q	As a	Owner	I want to	be able to see booking metrics (per staff and per service)	So that	I can adjust my business accordingly
Q	As a	Owner	I want to	have a metric of new customers	So that	I can asses the business growth
Q	As a	Owner	I want to	have a dashboard view with important number and quick accesses	So that	my user experience is bettered for frequently accessed items
Q	As a	Owner	I want to	close services for X days	So that	the business can adjust on which services cannot be provided
Q	As a	Owner	I want to	compensate for services that couldn't be rendered	So that	customers can be retained
Q	As a	Guest	I want to	have seamless experience in my booking	So that	I can avoid unecessary complications
Q	As a	Owner	I want to	have details of my store to be available	So that	the guests can come to the store easily
Q	As a	Employee	I want to	have a comfortable working times	So that	i can have work life balance
Q	As a	Owner	I want to	have a robust payement system	So that	finances could be easily managed