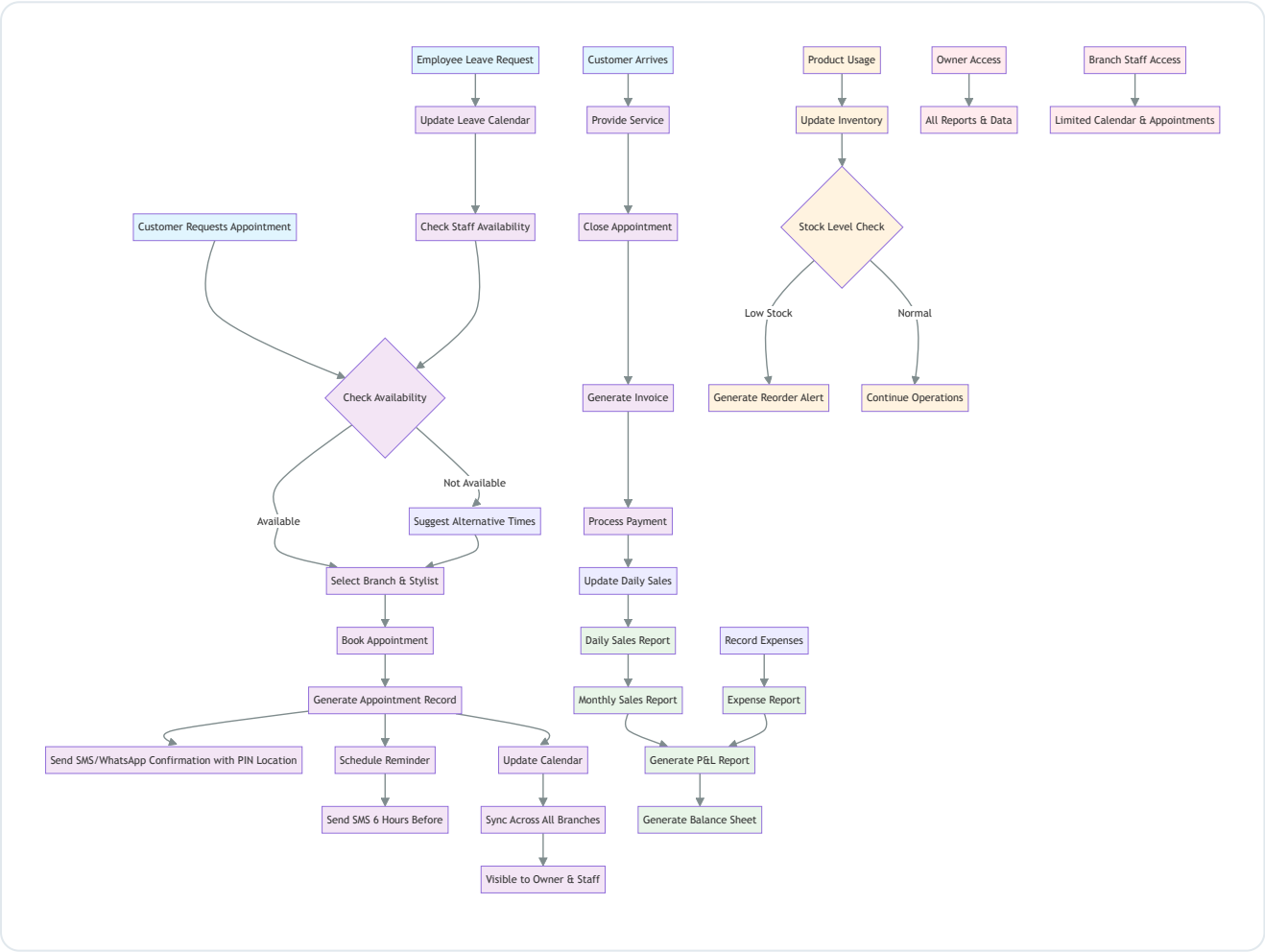
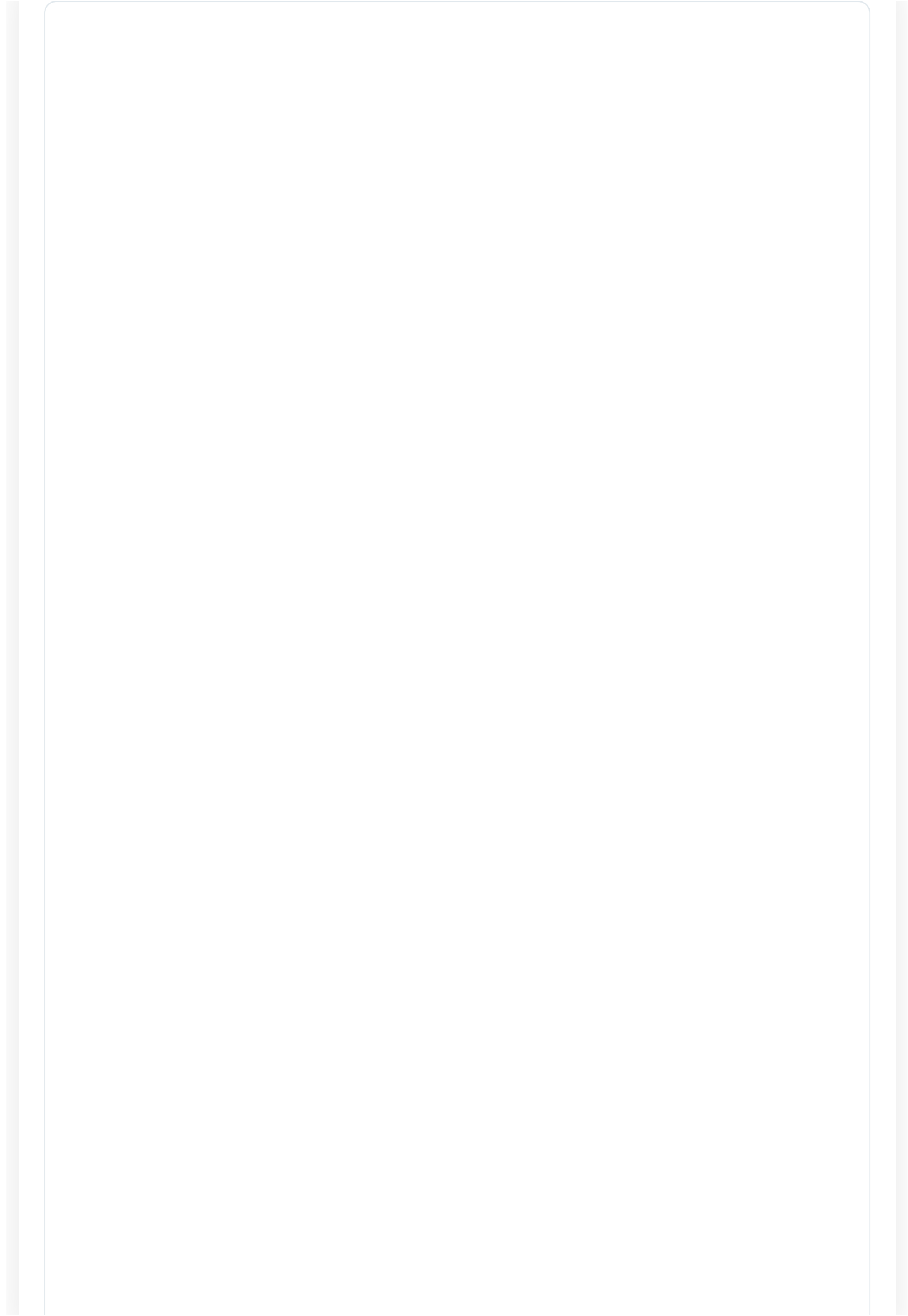


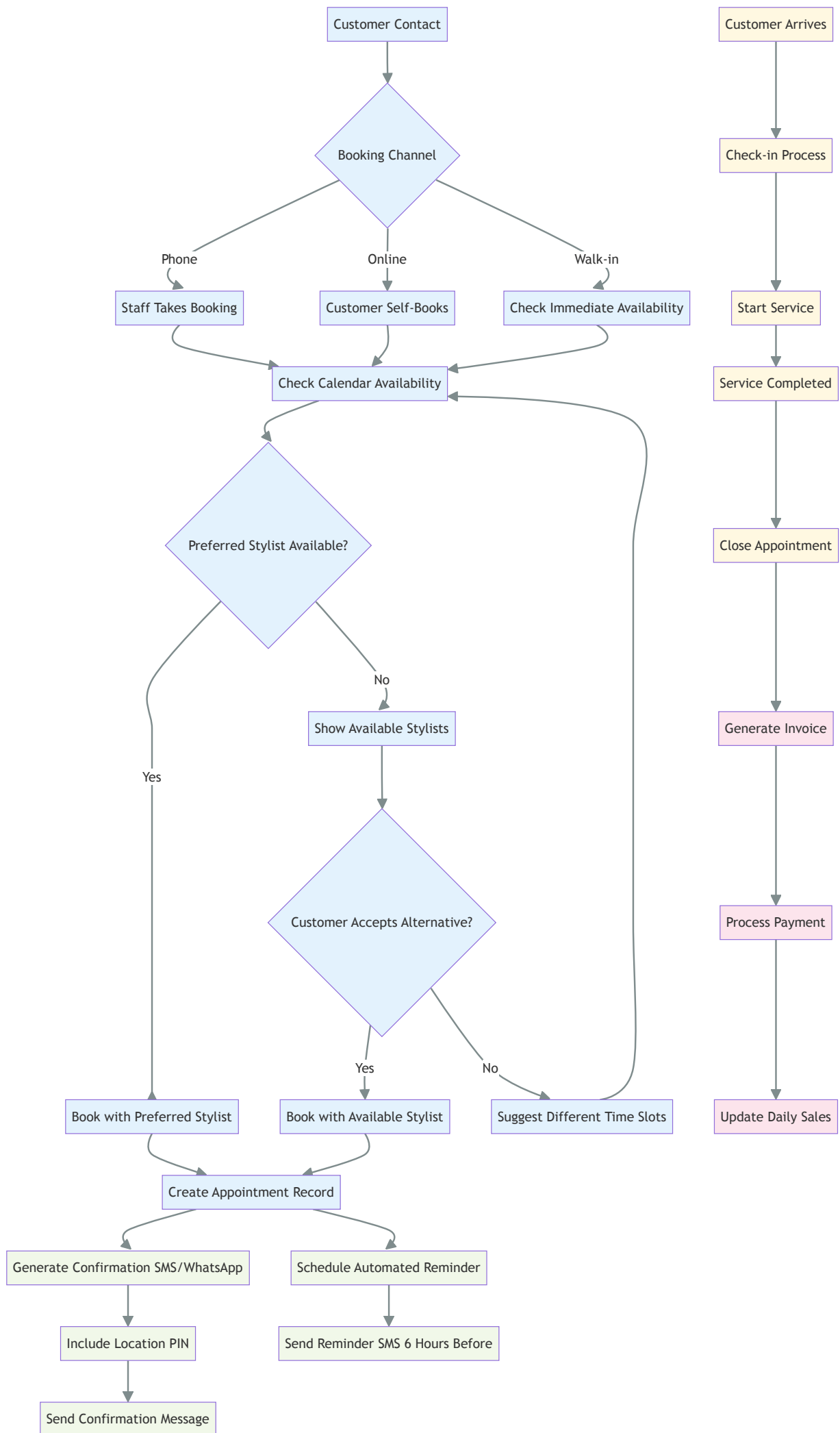
Complete System Workflow & Feature Analysis

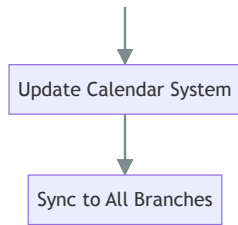
Main System Workflow



Detailed Appointment Booking Workflow







## Core Features Overview

### 17 Appointment Booking System

- ✓ Multi-branch calendar synchronized across all locations
- ✓ Stylist-specific scheduling with individual availability
- ✓ Real-time availability checking
- ✓ Multiple booking channels: Phone, online, walk-in

### Customer Communication

- ✓ SMS/WhatsApp confirmations with location PIN
- ✓ Automated reminders sent 6 hours before appointments
- ✓ Cancellation and rescheduling notifications
- ✓ No-show follow-ups

### Financial Management

- ✓ Invoice generation for each completed appointment
- ✓ Multiple payment methods (cash, card, other)
- ✓ Daily and monthly sales reports
- ✓ Profit & Loss statements and Balance sheets

## Employee Management

- ✓ Leave calendar for annual leave tracking
- ✓ Staff availability integration with booking system
- ✓ Individual stylist performance tracking

## Inventory Management

- ✓ Product tracking and usage monitoring
- ✓ Low stock alerts for timely reordering
- ✓ Cost tracking for accurate P&L calculations

## Access Control & Security

- ✓ Owner access: Full system access including all reports
- ✓ Branch staff access: Limited to booking and basic operations
- ✓ Multi-branch visibility for centralized management

# Technical Considerations

## Integration Requirements

- **SMS/WhatsApp API:** Twilio, WhatsApp Business API integration
- **Location Services:** Google Maps API for PIN generation
- **Payment Processing:** Multiple payment gateway integration
- **Multi-device Sync:** Real-time synchronization across devices

## Reporting Engine

- Real-time data aggregation and processing

- Automated report generation with scheduling
- Export capabilities (PDF, Excel, CSV)
- Interactive dashboards with key metrics

## Implementation Priority

### Phase 1: Core Booking System

- Calendar and appointment booking functionality
- Basic SMS notifications and confirmations
- Simple invoicing and payment processing

### Phase 2: Enhanced Features

- Advanced reporting and analytics
- Comprehensive inventory management
- Employee leave and scheduling system

### Phase 3: Advanced Analytics

- Business intelligence dashboards
- Predictive analytics for demand forecasting
- Advanced customer relationship management

## Key Benefits

1. **Streamlined Operations:** Automated booking and notifications reduce manual work
2. **Multi-branch Coordination:** Centralized system ensures consistency across locations
3. **Enhanced Customer Experience:** Timely reminders and confirmations improve satisfaction

4. **Financial Control:** Comprehensive reporting enables informed business decisions
5. **Operational Efficiency:** Integrated system eliminates duplicate data entry
6. **Business Scalability:** System designed to grow with business expansion