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Version 4.0

**Development of Apps For Salon Business
(Android & iOS)**

Prepared for:

Hamdan Al Kindi

Domain:

Mobile Application Design & Development

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1. Objective

This document is meant for **Hamdan Al Kindi** (hereafter referred to as **Client**).

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This is the proposal document for **Promatics**' service offering in the app design and development and custom web application development space. The document details our understanding of the brief, the objectives of the services suite, the methodology, deliverables and commercials.

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2. Client Brief

Client desires to develop apps with following specifications:

3. About Promatics

Promatics is an established, global IT solutions company delivering web development, mobile application development, software development, IT consulting and staff augmentation services to clients worldwide. Promatics leverages industry best methodologies and cutting edge business processes to develop technology upfront web and mobile enabled solutions. With a rich and varied experience in providing software development, project management capabilities and stringent quality standards ensure to develop solutions that give your business an edge over your competitors. We are experts at developing and implementing applications for mission-critical and enterprise-wide projects.

With our resource pool of experienced professionals coupled with state-of-the-art technology and industry best practices, it is our vision to make our customers the best in the industry offering best of the breed solutions.

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4. Scope of Work (Deliverables for iOS (iPhone & iPad) & Android (Phone & Tablet) apps)

[Vendors(all changes and working on website)/Users will use the website and app both for placing order]

[Vendor's Employee will use a different app]

◆ Home Screen

It will display the links or controls to navigate to different sections of the application with a logo signifying the identity of the company.

◆ Users Registration/Forgot Password/Login

The visitor can register on the app using following steps:

1. Entering Email/Password
2. Entering Personal Details
3. Successful Registration Page

In addition to above user can login and can recover the username and password.

◆ Edit Profile/Account Settings

User can edit their profile in the app.

◆ App Content Page (Customer App)

- ◆ Splash Screen
- ◆ About Us
- ◆ Login / Sign Up
- ◆ **OTP Verification**

- ◆ My Account Control Panel for Customers
- ◆ Complete User Profile
- ◆ Browse Services
- ◆ Search Salons
- ◆ **Advanced Search**
- ◆ Salons List
- ◆ List of Services
- ◆ Service Details
- ◆ Book Now
- ◆ Select Professional
- ◆ Select Date/Time Slot
- ◆ Add Special Instructions
- ◆ **Mobile Verification**
- ◆ Payment Gateway
- ◆ **Reminder**
- ◆ **Change Appointment**
- ◆ Review and Ratings
- ◆ **Loyalty Rewards**
- ◆ Notifications
- ◆ Social Media Integration
- ◆ Contact Us
- ◆ FAQs

- ◆ **Features of Customers (in the app)**
 - ◆ Customers will be able to view the splash screen in the app.
 - ◆ Customer will be able to view the information regarding the company in history section available on the homepage of the app. Admin will be able to manage this section from the backend in the app.
 - ◆ Customers will be able to login/register into the app.
 - ◆ **Customers will be able to verify their mobile number via OTP verification in the app.**

- ◆ Customers will be able to complete their profile after submitting their name, email id, city, gender etc. in the app.
- ◆ Customers will be able to browse salons based on their gender and the type of services listed in the app.
- ◆ Customers will be able to search for salons by entering keywords like name etc or by the selected service type in the app.
- ◆ Customers will be able to refine the results with the help of filters like type of service, location etc available in the app.
- ◆ Customers will be able to view the list of salons in the app.
- ◆ Customers will be able to select a salon to view the list of services provided by the salons like color hair, facial etc in the app.
- ◆ Customers will be able to select a service to view the details like price, time required etc in the app.
- ◆ Customers will be able to book an appointment for the service in the app.
- ◆ Customers will be able to select a professional from the salon for the service at the time of booking in the app.
- ◆ Customers will be able to select a date and time slot for the service in the app. The salon service provider will be able to manage the availability from the service provider app.
- ◆ Customers will be able to add some special instructions for the selected service in the app.
- ◆ Customers will be able to verify their mobile number via otp verification in the app.
- ◆ Customers will be able to make payment for the service in the app by using payment gateway integrated in the app provided by the Client.
- ◆ Customers will be able to view a pop out reminder prior to few hours before their booking with the options Confirm, Cancel or Maybe Later etc in the app.
- ◆ Customers will be able to change their appointment after booking a particular date or time slot in the app.
- ◆ Customers will be able to post reviews and ratings after completion of a service booked in the app. They will be able to view the Rating and Reviews posted by other Customers in the app.

- ◆ Customers will be able to receive loyalty rewards in the app. Admin will be able to manage this section from the backend in the app.

- ◆ Customers will be able to receive notifications for their service requests in the app.
- ◆ Customers will be able to share the link of the app on the social networking sites like facebook, twitter, etc.
- ◆ Customers will be able to contact the admin of the app by submitting Contact Us form available on the app.
- ◆ Customers will be able to view FAQs available in the app.

- ◆ **My Account Control Panel for Customers**

Customers will be able to operate a host of functions from their My Account control panel. The control panel will carry the following modules:

- ◆ My Details
 - Customers can fill in details about them.
 - Customers can change any information anytime.
- ◆ My Booking
 - Customers can view their booking details.
 - Customer can view their pending bookings.
- ◆ Payments
 - Customers can make payment for new bookings.
 - Customers can view their transaction history.

- ◆ **Email Notifications**

- Customers will receive a notification after registration.
- Customers will receive a notification after confirmation of a booking.
- Customers will receive a notification prior 24 hrs before appointment to confirm booking.
- Customers will receive a notification after payment.

[Vendors(all changes and working on website)/Users will use the website and app both for placing order]

[Vendor's Employee will use a different app]

◆ **Website Content Page (Service Provider website)**

- ◆ About Us
- ◆ Login/ Request For Registration
- ◆ My Account Control Panel for Service Provider
- ◆ Complete Salon Profile
- ◆ Add Logo
- ◆ Add Employee Details
- ◆ Manage Services List
- ◆ Bookings Calendar
- ◆ Share Calender
- ◆ View Booking Details
- ◆ View Customer Details
- ◆ Mark Service as Completed
- ◆ Email Notifications
- ◆ Social Media Integration
- ◆ Contact Us
- ◆ FAQs

◆ **Features of Service Providers (in the website)**

- ◆ Service Providers will be able to view the splash screen in the app.

- ◆ Service Providers will be able to view the information regarding the company in history section available on the homepage of the app. Admin will be able to manage this section from the backend in the app.
- ◆ Service Providers will be able to login/request for registration into the app. Admin will be able to verify the Service Provider and generate the App login credentials from the web based backend of the app.
- ◆ Service Providers will be able to complete the salon profile after submitting their name, email id, contact info, etc. in the app.
- ◆ Service Providers will be able to add logo to their profile in the app.
- ◆ Service Providers will be able to add employee details in the app.
- ◆ Service Providers will be able to manage the list of services provided by the salon in the app.
- ◆ Service Providers will be able to view the bookings calendar in the app.
- ◆ Service Provider will be able to share bookings calendar with the customers in the app.
- ◆ Service Provider will be able to view the employee wise bookings for the services in the app. They will be able to manage the available timings of the employees in the app.
- ◆ Service Providers will be able to view the customer details for every booking in the app.
- ◆ Service Providers will be able to mark the service as completed in the app.
- ◆ Service Providers will be able to receive email notifications for bookings with client details like name, booking date & time, phone, service etc and can confirm the booking from the link provided in the mail. Service Provider can save booking in their calendar from the available link on the mail.
- ◆ Service Providers will be able to share the link of the app on the social networking sites like facebook, twitter, etc.
- ◆ Service Providers will be able to contact the admin of the app by submitting Contact Us form available on the app.
- ◆ Service Providers will be able to view FAQs available in the app.

◆ **My Account Control Panel for Service Providers**

Service Providers will be able to operate a host of functions from their My Account control panel. The control panel will carry the following modules:

- ◆ **My Profile**
 - o Service Providers can fill in details about them.
 - o Service Providers can change any information anytime.
- ◆ **My Bookings**
 - o Service Providers can view their booking details.
 - o Service Provider can view their pending bids
 - o Service Providers can check past bookings.
- ◆ **Email Notifications**
 - o Service Providers will receive a notification after registration.
 - o Service Providers will receive a notification after confirmation of a booking.
 - o Service Providers will receive a notification after there is a change or cancelation in booking.

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5. **Administrative Panel (Web based Backend)**

The web based back end of the app will be power packed with an administrative panel to manage the updating of data at the front as well as back end. Following are the key functionalities:

- ♦ **Users (Customers/Service Providers) Management**
- ♦ **General Management**
- ♦ **Order Management**
- ♦ **Payments Management**
- ♦ **Content Management**
- ♦ **Reports Management**

- ♦ **Users (Customers/Service Providers) Management**
 - o Admin will be able to manage the users on the system.
 - o Admin will be able to Add / Delete users on the system.
 - o Admin will be able to view the list of all users on the system.
 - o Admin will be able to Search the list of all users on the system.
 - o Admin will be able to Activate or deactivate the account of the users on the system.
 - o Admin will be able to generate login credentials for the Service Providers.

- ♦ **General Management**
 - o Manage About Us
 - o Manage Service Provider's Earnings
 - o Manage Customer Feedback
 - o Manage Contact Us

- ♦ **Bookings Management**
 - o Admin can Add / Delete the bookings received by the system.
 - o Admin can view the List of all bookings received by the system.
 - o Admin can Search the bookings received by the system.

♦ **Payments Management**

- o Admin can view the payment User wise received by the app.
- o Admin can Search the payment received by the app via filters.

♦ **Content Management**

Admin will be able to add/delete text/images of the items on the app. The admin will be provided a rich interface editor which will enable him to create as many pages as required. Admin will be able to add text, images, links etc to the pages and those pages can be linked to any other pages on the same app.

♦ **Reports Management**

Admin will be able to generate reports in a printable format for the following:

- o List of Users (Customers/Service Providers)
- o Payment Reports
- o Booking Reports

The admin will be able to apply filters date wise, name wise etc.

The admin will be able to export the reports in other formats like excel, csv etc.

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6. Standardizations

Testing Standards

We make sure each of our services undergoes rigorous testing so that it becomes 100% free of bugs. All the standard methods of white and black box testing are in place to achieve this feat. We:

- ◆ Prepare the test cases based on design and functionality.
- ◆ Ensure a cosmetic bug test before delivery.
- ◆ Test the app on different OS versions.
- ◆ Test the app on different screen sizes and resolutions.
- ◆ Validate all web and mobile applications.
- ◆ Perform all security functional and logical testing.

Delivery Standards

Promatics would promise to deliver the final project in the following ways:

- ◆ Directly hosting on to servers (AWS) and deploys the application and database.
- ◆ A document briefing all details of the files and Database structure will be released after the final payment.
- ◆ Deliver the complete source code along with the database structure scripts via Gitlab/Github or any other cloud storage application.
- ◆ All copyrights to the mobile applicaton will be held by Client.

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7. Technology & Performance

Technology Stack

For iOS app:

We will use Apple tools like Swift, Xcode and libraries for the development of iOS app.

For Android app:

We will use Eclipse Juno, Android Development Toolkit, Java development toolkit.

For Web Services:

We will use REST plus JSON to develop Web Services. All calls will be authenticated via OAuth 2.0.

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