Product Requirements Document (PRD)

Product Name: Salon Customer Management System (SCMS)

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1. Product Overview

The Salon Customer Management System (SCMS) is a web-based application designed to help salon owners manage customer data, appointments, services, and visit history efficiently.

2. Goals & Objectives

- Digitize customer records
- Manage appointment bookings via calendar
- Track service history and repeat visits
- Improve operational efficiency
- Provide data insights through reports

3. User Roles

- Admin (Salon Owner): Full access, manage customers, services, appointments, reports.
- Staff/Receptionist: Add customers, book appointments, view history.

4. Core Features

- Customer Management (Add, Edit, Delete, Search customers)
- Service Management (Manage salon services, price, duration)
- Appointment Booking with Calendar (Daily/Weekly/Monthly views)
- Customer Visit History Tracking
- Dashboard with analytics overview
- Reports (Daily/Monthly revenue, popular services)

5. Technical Requirements

- Frontend: Next.js (Responsive UI, API integration, authentication handling)
- Backend: FastAPI (REST APIs, JWT authentication, CRUD operations)
- Database: PostgreSQL (Relational database with proper relationships)
- API Communication: JSON format with Bearer Token authentication

6. Database Structure (High-Level)

- Users (id, name, email, password, role)
- Customers (id, name, phone, email, dob, notes, created_at)
- Services (id, name, category, price, duration)
- Appointments (id, customer_id, date, time, status, total_amount)
- Appointment_Services (id, appointment_id, service_id)

7. Non-Functional Requirements

- Secure authentication and data protection
- Fast performance and scalability
- User-friendly interface
- Mobile-responsive design

8. Future Enhancements

- SMS/WhatsApp reminders
- Online payment integration
- Loyalty points system
- Multi-branch management