

**Group:** SmartStyle (Development of salon software)

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## **WEEK 2- Research on visual side of software,client & employee perspective**

Only 35% of salons are automated so our system aims to provide a quality service to the management team,staff and customer by increasing efficiency of the business' overall performance. In the material below,I have described the client and employer aspects of the software in more details.

### **Client Perspective**

#### **Appointment Booking From client online**

The customer can select service and the date in the calendar.Then he will be shown all times available to receive the service so the customer can choose the best time convenient to him.After appointment is set,it will automatically show in the work calendar at the salon's admin page.Calendar is divided in columns which represent each worker and the rows the time stamps.Appointments are represented by colored rectangles which contain the clients name and the service performed.Example:If appointment is left uncompleted due to client not being punctual the color will be red.

**The appointment can be created by the receptionist** as well if the client doesn't do so on their online account but decides to reach out using other means of communication for example:telephone or personal meeting.

In this case a button "create appointment" will enable the receptionist to select the customer the type of service they want and then press "Create" to finish this appointment. The appointment will appear on the calendar which is divided actually in a 15-minute time basis.

#### **Reminders**

The client will be frequently notified by an email or text message for the appointment,last reminder,two hours before appointment. Through automated text and email notifications we reduce no-show ups from 8% to 1%

#### **Client data**

When clicked on client's name, you can show their ticket, their profile (name, email, phone number). A photo can be uploaded if desired as well.

A field named "special notes" will be available for each client and can be filled with special detail of customer aimed to reach best application of marketing strategies and engagement of a careful relationship with customer. Example: on client Deborah, in the note field it is written "She has a dog named Kiki". Next time the customer will return to salon, the employers will be polite to ask her of her dog, and this behavior will certainly impress our beloved client.

### **Fast and easy checkout of clients**

You can also check out client by collecting payment. Client can pay with cash or credit card.

### **Employee functionality**

Each employee can log in their specific accounts and to them will be shown a calendar with all the appointments set to them, each day. Administrator can see working hours of every employee on the calendar also add/remove an employee and edit their data.