SmartStyle Project

Software Engineering

30th April, 2020

U S E R   S C E N A R I O S   (56)

Admin Scenarios (14)

1. *Admin Login:*
    a. Admin enters his/her credentials & clicks the login button.
    b. If credentials proven correct, admin is redirected to the Admin Dashboard.
    c. Otherwise, an error message pops up and the administrator is asked to re enter accurately his/her credentials.
    d. Once logged in, the Admin Dashboard including a dropdown menu, business statistics, the appointments calendar for the current day, quick reports generation, information regarding employees having their birthday, and a sign out button, reveals itself. This would be the Home section of the menu.
    e. When Admin clicks one of the reports listed under the Quick Reports section, a PDF file is generated with respect to that file.
    f. The menu includes four other sections, all four being dropdown buttons: Appointments, Employees, Accounting and Clients.
    g. When Admin clicks the sign out button, he/she is redirected to the login page.

2. *Admin Appointments Button:*
    a. If the Appointments button is clicked, three more buttons dropdown, Booking Calendar, Completed Appointments Table, and Appointment Statistics

3. *Admin Booking Calendar:*

   a. If Admin clicks the Booking Calendar button, he/she is redirected to a three day Booking Calendar, showing all the bookings for the current day and the two following days.
   b. Admin can add an appointment by selecting the service through the dropdown list of services that the salon offers and then clicking the Add button.
   c. Admin can click on any appointment to check the information about it. Once he/she clicks on an appointment, a text area with the information shows up.
   d. Admin can either choose to edit this information by writing on the text area and then clicking the Modify button to save the editing, or not to edit.
   e. If the Cancel button is clicked, the appointment is cancelled and deleted from the Booking Calendar.
   f. Accept the Appointments Calendar, the To Do Lists for every bride including their name, the number of days the bride has been receiving the services from the salon, the employees assigned to her, and the schedule for the services to be taken, also show up.
   g. Admin can Add another bride By clicking the Add Bride button.

4. *Admin Completed Appointments:*

   a. When Admin clicks the Completed Appointments, a table of the information regarding all past completed appointments is shown.
   b. If the Admin wants to see the past appointments of a certain service, then he/she should group appointments by that specific service. For example, if the administrator wants to see the past appointments that received a haircut, he should choose Haircut under the services dropdown list.
   c. When the Admin selects one of the employees, then he will see all past appointments that that employee has offered his/her service to.
   d. Admin can also search through the Search Bar for a specific appointment.
   e. There may be many past appointments, so the Next & Prev buttons serve to go forth and back through the appointments.

f. Admin can also generate a PDF file with the table of all the past appointments by clicking the Print Table button.

5. *Admin Appointments Statistics:*
   a. Admin clicks the Appointments Statistics button.
   b. Several statistics regarding the employees that had the most appointments, or the services that customers received the most, appear.

6. *Admin Employees Button:*
   a. When the Employee button is clicked, a table with information regarding all employees shows up.
   b. Search Bar is used to search for a specific employee.
   c. Admin clicks the Print button; a PDF file with a table of employees is generated.

7. *Admin Delete Employee:*
   a. When Admin clicks the Delete Button at a certain employee, that employee is automatically erased from the employees' database and cannot login in the software anymore.
   b. The deleted employee will not be shown in the employee table anymore.

8. *Admin Add new Employee:*
   a. Admin clicks the Add button on top of the Employees page.
   b. He/she is redirected to the Add Employee page.
   c. Admin enters all the credentials required for the employee, including the username and the password that the employee will be using to login into the system.
   d. If the administrator clicks the Save button, then the employee is added to the users' database, and the employee can now access the software with the username and password that admin has assigned to him/her.
   e. If the administrator clicks the Cancel button, he/she is redirected to the Employees page.

9. *Admin Accounting Button:*

  a. Accounting Button is a dropdown button from which the Admin can choose whether to go to Inventory, Revenue or Accounting Reports pages.

10. *Admin Inventor:*

  a. When Admin clicks on the Inventory button, he/she is redirected to the inventory page, showing a table of the all available products and their quantities, with products with limited quantities ranked first.
  b. Admin can use the Search Bar to look for a specific product.
  c. If Admin clicks on the Print Button, a PDF file is generated showing the table of products.
  d. Next & Prev buttons when clicked navigate you through the long list of products.

11. *Admin Add Inventory:*

  a. When the administrator clicks on the Add Inventory button at the top of the page, he/she is redirected to the Invoice page.
  b. Admin fills the Supplier & Date input boxes, generating in this way an invoice line.
  c. To add the product to inventory, Admin clicks on Confirm, and the product is added to the inventory database.
  d. If Admin clicks on Cancel, he is redirected to the inventory page.

12. *Admin Revenues:*

  a. If the Revenues button clicked by the administrator, he/she is redirected to the Revenues page where he/she can check revenues & bills for a specified time frame.
  b. Admin chooses a time frame (ex: 1 year), the revenues for that year and a table of full information of bills recognized for that year are generated.
  c. Admin can print the generated data through the Print button, or he/she can use another time frame to track its revenues and expenses.

13. *Admin Accounting Reports:*

a. To get an accountant report such as a Statement of Financial Position, the Admin can choose the Accounting Reports button.

b. Admin can select the year and the period (monthly/quarterly) in which he wants to check the financial position of the salon.

c. The Statement of the Financial Position will be created for that period.

d. Admin can download the report, through the download button.

14. *Admin Clients:*

a. Once clicked, a table of all registered clients will show up

b. The clients that have been inactive for a considerable period of time will be shown first

c. The administrator can deactivate their account through the deactivate button that every client has.

d. Once deactivated, the client will not be able to login.

Secretary Scenarios (13)

1. *Secretary Login:*
    a. Enter email and password.
    b. Click "Sign in" button.
    c. If the email and password are correct and match the database, they are redirected to the secretary home page.
2. *Secretary Login fails:*
    a. Enter email and password.
    b. Click "Sign in" button.
    c. If they do not match database than error notification displays letting you know something is incorrect.
3. *Secretary checks Appointment:*
    a. She logs in the system.
    b. On the main page, she can view the appointments made by clients waiting for confirmation.
4. *Secretary accepts/rejects Appointments:*
    a. Secretary logs in the system.
    b. She looks at the appointments section on main page.
    c. On the appointment section, she can press the button 'Confirm' or 'Reject' for each of the appointments.
5. *Secretary creates Appointment:*
    a. Secretary logs in.
    b. Secretary can create appointment by filling a form with data: full name, telephone number, service, time of appointment, etc. and press "Confirm".
6. *Secretary sends message on Clients who have cancelled:*
    a. Secretary logs in.
    b. Secretary checks section "Cancelled Appointments" on the dashboard.

c. She looks at data of client to find phone number or email.

d. She proceeds to send a message or email enquiring politely the reason for cancelling.

7. *Secretary arranges changed Appointments:*

a. Secretary logs in.

b. She views the new changed or rescheduled appointments.

c. She makes arrangements on the timetable on the best time possible.

8. *Secretary Bill Generation and Print:*

a. Secretary logs in.

b. Secretary clicks on “Bills” button.

c. She clicks on the specific bill of a client.

d. She selects “print” to print the bill and hand it to the customer.

9. *Secretary Bill Creation:*

a. Secretary logs in.

b. Secretary clicks on “Bills” button.

c. Afterwards, she clicks on “create a bill” button.

d. She can fill a form with fields: client name, type of service, price, etc.

e. Clicks on button “Create” on the firm to finalize the bill creation.

10. *Secretary Bill Edit:*

a. Secretary logs in.

b. Secretary clicks on “Bills” button.

c. She clicks on the specific bill of a client.

d. Edit can be performed on existing fields or other new fields can be added.

11. *Secretary Coupons and Discounts:*

    a. Secretary logs in.

    b. Secretary checks “Our special client” section.

    c. Secretary checks the customer’s data generated by the system.

    d. She informs the client by message or email that they are entitled to a special offer or a discount due to them being a very loyal client or due to their special occasions like birthdays, etc.

12. *Secretary Settings:*

    a. Secretary logs in.

    b. After this, she is in the main page or otherwise called as the dashboard.

    c. She clicks “Settings” on the menu.

    d. By clicking on “edit” button she can make changes on her profile.

13. *Secretary Logout:*

    a. Presses the Logout button on the top left side of the page.

    b. For her security password is not saved.

Accountant Scenarios (11)

1. *Accountant Login:*

    a. Enter email and password.

    b. Click "Sign in" button.

    c. If the email and password are correct and match the database, they are redirected to the accountant home page.

2. *Accountant Login fails:*

    a. Enter email and password.

    b. Click "Sign in" button.

    c. If they do not match database than error notification displays letting you know something is incorrect.

3. *Accountant Financial Performance:*

    a. Accesses Statement of Financial Performance.

    b. Revenues, expenses, margin/ratio is shown.

    c. Selects the period of time s/he wants to observe by clicking period button which drops down and shows the periods.

4. *Accountant creates a New Invoice:*

    a. Accountant creates New Invoice by pressing New Invoice button.

    b. A new page is opened as a table.

    c. A New Invoice is created to record the expenses.

    d. All expenses are entered and recorded by the system, they all are directly calculated.

    e. After accountant presses save button a green highlighted notification that says expenses are saved.

    f. Accountant can choose to create another Invoice or go back to dashboard by pressing New Invoice button or go back button.

5. *Accountant Graphical View:*

   a. The dashboard has a graphical view which includes revenues and expenses.

   b. The graph is separated in months.

   c. Accountant can easily check the months.

   d. The graphical view makes it easier for the accountant to interpret the revenue and expenses for each month.

6. *Accountant Inventory:*

   a. Accountant accesses inventory by clicking the inventory button on dashboard.

   b. The accountant can view the inventory tabular form with CRUD integration and sort the data so that the items that are low on inventory show first.

   c. Easier to navigate and update or change the information for each product.

   d. Accountant can add or remove items.

   e. Accountant calculates the most used products.

   f. Recalculates the prices and provides additional information.

7. *Accountant Reports:*

   a. Accountant has access to the CRUD table of employees where s/he can get information regarding salaries and taxes to be paid. He accesses by pressing the "Employees" button which directs him to the Employees page.

   b. They click on report button on dashboard and the menu drops down showing all the names of all reports for the year.

   c. The reports can be downloaded directly.

8. *Accountant Invoice:*

   a. Accountant can access all invoices in the system by pressing the "All Invoices" button.

   b. Accountant selects invoices and presses the paid/unpaid button.

   c. For the selected invoices totals of paid and unpaid are shown.

9. *Accountant Settings:*

    a. Accountant has the right to change his/her password and personal info.

    b. Clicks on settings and the page directs them to the settings of the account.

    c. Clicks on change password/ personal info.

    d. Can't change his/her salary.

10. *Accountant Revenue/Expenses:*

    a. Accountant can check the income by pressing the income button.

    b. Redirected to another page where income is shown.

    c. Pressing expenses button.

    d. Redirected to the page that shows all the expenses.

11. *Accountant Logout:*

    a. Presses the Logout button on the top left side of the page.

    b. For his/her security password is not saved.

    c. S/he can chose remember the username/email to save time or not.

Employee Scenarios (9)

1. *Employee Login:*

    a. Enter email and password.

    b. Click "Sign in" button.

    c. If the email and password are correct and match the database, they are redirected to the employee home page.

2. *Employee Login fails:*

    a. Enter email and password.

    b. Click "Sign in" button.

    c. If they do not match database than error notification displays letting you know something is incorrect.

3. *Employee Information:*

    a. User logs in their Employee Dashboard.

    b. Displayed will be all their information in a nice aesthetic design.

    c. Salary and Vacation Days will be displayed in two info boxes.

4. *Employee Settings:*

    a. Employee has the right to change them password and personal info.

    b. Clicking on settings, the page directs them to the settings of the account.

    c. Clicks on change password/personal info.

    d. Can't change their salary.

5. *Employee Messages:*

    a. On the dashboard, there is a messages section from either the secretary or admin.

    b. Employee can view and/or respond to the messages by pressing the over the message.

    c. When they hover over it, the messages to be selected will be displayed in a different color from the other messages.

d. Clicking the message, a window form will pop up and send the response by the system when filled and send is clicked at the end.

6. *Employee Shift Schedule:*

a. They can view their own daily shift.

b. By clicking on the other shift, they can change it and both the admin and secretary will be notified about the change by the system.

c. If the shift change is approved, no visual change will happen.

d. If the shift change is not approved, the schedule will change back and probably a message from the admin or secretary will be displayed in the messages section.

7. *Employee Calendar:*

a. Employee can view their monthly calendar.

b. The calendar displays the employee’s working days.

c. The calendar displays the employee’s vacation or free days.

8. *Employee Day Calendar scheduling:*

a. The calendar month can be changed by the employee by selected from a drop down list the month they want to view.

b. By clicking on a day, they can change the purpose of the day to work, vacation or sick-leave. This will make the day color grey.

c. If approved, the day’s tab color will change to one of the designated color for the purpose taken. Otherwise, it will be left the color it previously was.

9. *Employee Logout:*

a. Presses the Logout button on the top left side of the page.

b. For their security password is not saved.

Client Scenarios (9)

1. *Client Register and Login:*

   a. The client enters in SmartStyle online website.

   b. The platform asks for username, password and relevant data.

   c. The client enters the data.

   d. If the data are correct, the client is registered successfully and if the data are incorrect, an error message pops up.

2. *Client Settings:*

   a. The client logs in her account.

   b. After she clicks push the settings button in the menu, she inserts the data that she wishes to update and/or the new password on a readymade form.

   c. The system will ask for the password (the old one if she is changing it).

   d. After entering the password, she presses save and the page reloads so that she can see the new updated data that she inserted previous.

3. *Client Appointment Booking:*

   a. The client logs in with her personal account.

   b. In her personal account there is a calendar where she can see which day and hour is free so that she can book an appointment.

   c. The client finds the date on which she will leave the appointment and click it on the calendar.

   d. An appointment data form will be displayed, which she completes with the time and services she wants to receive and then simply sends it.

   e. In the end, her appointment status it will be pending.

4. *Client Approval / Disapproval of Appointment:*

   a. If the appointment is approved, the client it will receive a successfully booked message.

   b. If the appointment is not approved, the client will receive a disapproval message.

c. In the second case, either the appointment is completely cancelled due to over booking, or by clicking the message, the client can reschedule the appointment at a time specified in the message.

5. *Client Discount Points:*

a. After every service and purchase, the client will receive bonus points.

b. Those points will be sent and displayed on her account by the system where she can use or redeem them later on.

c. With those points, she will receive discounts or other benefits.

6. *Client Appointment Stored:*

a. The client can find her stored appointments in her account.

b. She should enter to the previous appointments displayed on the menu and there can find all the stored previous appointments that she has already completed.

7. *Client Gallery:*

a. After log in her account, the client will see a good size of the screen that it is dedicated to photos and pictures, maybe even short videos.

b. The client can find there her own photos or the photos of the salon.

c. Photos will be directly appearing in the dashboard as a slideshow gallery; therefore, she will not need to push any button to see the photos.

9. *Client Logout:*

a. Presses the Logout button on the top left side of the page.

b. For their security password is not saved.

U S E R C A S E S

Name	**Admin Login**
Summary	Admin, like every other user, enters his/her credentials to log in his/her account
Actor	Admin, Client, Employee, Accountant, Secretary
Description	Users can be logged in into their accounts if the data entered was proven correct.
Precondition	Every user should have previously been registered by himself/herself (Client), or by the Admin (Employees & Admin).
Alternatives	If the credentials entered were incorrect, then the user is notified & asked to reenter the right credentials.
Post Condition	Users are logged into their accounts

Name	**Add/ Modify/ Cancel Appointment**
Summary	Admin can create a new appointment for a certain client by adding the necessary information after clicking the Add Appointment button. Admin can also modify the information regarding a specific scheduled appointment, or he can cancel it if a client requests to
Actor	Admin
Description	Admin clicks the Add Appointment button & a new window where he can enter the data regarding the service required, the time & data, and the employee that will offer its services to this newly created appointment. When clicking a specific appointment, Admin can modify the previously added information that appears in a text area, and then click the Modify button to save the changes. Admin can also click the Cancel Appointment button to cancel an appointment
Precondition	Admin must be previously logged in. He/she should have navigated through the Appointments section on the menu bar, to the Booking Calendar. To Modify & Cancel an appointment, the appointment should have previously been scheduled and shown in the Booking Calendar.
Alternatives	Admin can either Add a new appointment, Modify an existing appointment, or Cancel a current appointment
Postcondition	Admin has (1) created a new appointment in the Booking Calendar, (2) modified an existing one, or (3) deleted an appointment that is no longer shown in the Booking Calendar.

Name	**Add / Delete Employee**
Summary	Admin is the only user who can register or delete an employee. With the Add Employee button, admin can register a new employee, while with the Delete button he/she can delete an existing Employee
Actor	Admin

Name	**Add / Delete Employee**
Description	Admin clicks the Add Employee button on the top of the employee page. He enters the credentials required for the registration of the employee along with a username and a password for the new employee. The Delete button stays alongside every registered employee and when Admin clicks on it, the employee is deleted from the database, so he can no longer login.
Precondition	Admin must have been logged in, navigated through the Employee section on the menu bar to the Employee dedicated page. To delete an employee, he/ she must have previously registered that employee
Alternatives	Admin can either choose to Add a new Employee, or delete an existing one. When clicking either of these buttons, Admin can always choose to go back and perform none of these actions by clicking the Cancel/ Back button that shows after he clicks on the Add & Delete buttons.
Post condition	Admin has registered a new employee or deleted from the database an existing employee.

Name	**Add Inventory**
Summary	The limited quantity products are listed first in the inventory table. Admin can choose to increase their quantity by clicking on the Add Inventory button.
Actor	Admin
Description	Admin clicks on the Add Inventory button, and is redirected to the invoice page. He/she chooses the supplier and the quantity of the product he/she wants to purchase, and a new invoice line is created.
Preconditions	Admin must be logged in, have navigated through the Accounting button on the menu to the Inventory dedicated page. The supplier admin wants to purchase products from to increase his/her inventory, must have previously been recorded.
Alternatives	After clicking the Add Inventory button, Admin can either choose to make the purchase by clicking on the Confirm button, add another product to that invoice by creating a new invoice line, or cancel the purchase by hitting the Cancel button.
Post condition	Admin increases the quantity of a specific product.

Name	**Deactivate Client**
Summary	Admin can choose to deactivate the account of a client that has not been active for a long period of time. Those clients that have been inactive the longest appear first on the clients' table.
Actor	Admin
Description	There is a deactivate button alongside every registered client, and Admin can choose to deactivate a specific client. When clicking the deactivate button, the client will be temporarily unable to log into his/her account, and gets the 'inactive' status on the database, but it's not deleted from the database. Admin can activate his/her account through the activate button

Name	**Deactivate Client**
Precondition	Admin should have been logged in and navigated through the Clients section on the menu to the Clients page. The client he is about to deactivate must have previously been registered and appears on the clients table.
Alternatives	After deactivating, Admin can choose to reactivate the client again, through the Activate button that becomes active after the deactivation process has come to an end for that specific client.
Post condition	The client is Deactivated and he/ she can no longer login, unless the Admin reactivates him/her again.

Name	**Appointment creation**
Summary	Secretary can create appointment by filling a form with data
Actor	Secretary
Description	Secretary can fill a form to create an appointment which will then be added to the timetable. The appointment contains the data of the customer and the service, time they want.
Precondition	Secretary must be logged in and have an existing account
Alternative	-
Post Condition	Calendar is updated with the new appointment

Name	**Appointment arrangement**
Summary	Secretary arranges the appointments on the calendar
Actor	Secretary
Description	Secretary looks at the changed appointments and makes sure they fit in the calendar in a convenient time in accordance with workers shifts as well
Precondition	Secretary must be logged in and have an existing account
Alternative	No changes in appointment are made
Post Condition	Calendar is updated with the changed appointments

Name	**Bill creation**
Summary	Secretary creates a bill if the customer receives service who don’t have an appointment on the system
Actor	Secretary, Client
Description	Secretary can fill a form to create a bill containing the information of the type of service received and how much it charges.
Precondition	Secretary must be logged in and have an existing account. Client must have received the service
Alternative	-
Post Condition	New bill is generated and can be printed if needed.

Name	**Bill generation and printing**
Summary	Secretary generates bill of a specific customer and has the option to print it.
Actor	Secretary, Client
Description	Secretary clicks on the bills section and selects a specific customer to view their bill. This bill can then be printed.
Precondition	Secretary must be logged in and have an existing account. Bill must exist; therefore, the client must have made an online appointment.
Alternative	-
Post Condition	Bill is printed

Name	**Messages and emails for clients who have cancelled**
Summary	Secretary sends messages to clients who cancelled their appointment
Actor	Secretary, Client
Description	Secretary will check data of the client/s who cancelled and politely enquire a reason by sending a message
Precondition	Secretary must be logged in and have an existing account. Client has cancelled the appointment
Alternative	There are no cancelled appointments
Post Condition	Client receives a message asking them why they cancelled.

Name	**Messages and emails for special clients**
Summary	Secretary sends messages to special clients who win bonuses
Actor	Secretary, Client
Description	Secretary will check data of the client/s on the special clients list and will send a message to inform them about the bonus.
Precondition	Secretary must be logged in and have an existing account. Client has their birthday or be a loyal customer of the company
Alternative	There are no birthdays and no loyal customers
Post Condition	Client receives a message which informs them that they have received a coupon or discount.