
Software Requirements Specification

for

Charme

***Prepared by
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CodeOrigin – Software Development Company

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Revision History

<i>Name</i>	<i>Date</i>	<i>Reason For Changes</i>	<i>Version</i>
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Software Requirements Specification (SRS) Document for Charme

1. Introduction

1.1 Purpose

This document outlines the requirements for developing "Charme," a user-friendly website for booking appointments at beauty salons, barbershops (through establishments).

1.2 Scope

The project includes creating a platform for customers to schedule appointments and a management system for establishments.

1.3 Enhancements/E-Commerce Implementation

The client aims to augment the project by incorporating an e-commerce marketplace system within "Charme." This feature allows establishments to list and sell products, while customers can purchase items and provide reviews.

2. Functional Requirements

2.1 For Super Admin Screen

a. Monitoring Customers:

The system allows a Super Admin to view and manage registered customers.

b. Customer Data Management:

The Super Admin screen provides tools for managing customer data.

c. Managing E-Commerce Data:

The Super Admin can also manage the e-commerce related data which includes the managing of products prices/costs, selling, offers and services related to e-commerce.

2.2 For Businesses

a. Becoming a Partner:

Businesses can access essential information to become a partner and hire services.

b. Management Dashboard:

Each establishment has a dashboard for managing employee schedules and engaging in conversational chat.

2.3 For End Customers

a. Viewing Establishments:

End customers can view a list of available establishments and can also have their details that may include (customer reviews, business hours, pricing, offers and e-commerce related products).

b. Appointment Scheduling:

The system provides an intuitive feature for end customers to schedule appointments.

2.4 E-commerce Marketplace

a. Product Listing and Selling:

Establishments can list and sell products through the platform.

b. Customer Purchases:

Customers can browse, purchase products, and provide ratings and reviews.

3. Non-functional Requirements

3.1 Performance

a. Efficient Handling:

The system efficiently handles simultaneous interactions from multiple establishments and customers.

3.2 Security

a. Secure Logins:

Secure login mechanisms are implemented for Super Admin, Businesses, and End Customers.

3.3 Scalability

- a.** The system must efficiently scale to accommodate increased interactions related to e-commerce activities.

3.4 Data Integrity

- a.** Ensure the integrity and security of data, including customer information and e-commerce transactions.

4. User Stories or Use Cases

4.1 For Super Admin

a. Viewing Customer Lists:

The Super Admin wants to see lists of customers for monitoring purposes.

b. Monitoring E-commerce Activities:

The Super Admin can monitor and manage e-commerce activities, order history, and customer preferences.

c. Customization and Security:

Super Admin has the authority to customize e-commerce functionalities and manage security protocols.

4.2 For Businesses

a. Accessing Management Dashboard:

Businesses want easy access to a dashboard for managing employee schedules and engaging in conversational chat.

4.3 For End Customers

a. Browsing Establishments:

End customers want a simple way to view available establishments for appointment scheduling.

5. System Architecture

5.1 Overview

The Website: “Charme” employs a straightforward architecture to ensure a seamless user experience. The system is divided into distinct components for Super Admins, Businesses, and End Customers, each interacting with the platform through a user-friendly interface.

5.2 Components

a. Super Admin Module:

Responsible for overseeing and managing customer-related data.

b. Business Module:

Includes tools for establishments to become partners, hire services, and manage operations.

c. End Customer Module:

Facilitates the browsing of available establishments and intuitive appointment scheduling.

6. Data Model

6.1 Customer Data

a. Super Admin Data:

Contains information about Super Admins responsible for overseeing the entire platform. **b.**

Business Data:

Stores details about businesses, their partnerships, and management activities.

c. End Customer Data:

Includes information about end customers, their preferences, and appointment history.

6.2 Establishment Data

a. Establishment Information:

Captures data about each registered establishment, including services offered and customer reviews.

6.3 Appointment Data

a. Scheduling Information:

Records data related to appointment scheduling, ensuring timely and organized service delivery.

6.4 E-Commerce Data

a. Product Data:

Stores information about listed products, including customer reviews and ratings.

b. Order History:

Records data related to customer purchases and transactions.

7. User Interface Design

7.1 Charme Branding

a. Logo and Visual Identity:

A unique logo and visual identity will be created for Charme, reflecting elegance and simplicity.

7.2 User Interface Elements

a. Super Admin Screen:

Clean and organized layout for efficient monitoring and management.

b. Business Dashboard:

Intuitive design for easy navigation of employee schedules and conversational chat.

c. End Customer Interface:

User-friendly interface with a list of establishments and a simple appointment scheduling feature.

7.3 E-commerce Interface**a. Establishment's Product Listing:**

Provide establishments with an intuitive interface for listing and managing their products.

b. Customer's Purchase History:

Enable customers to view their purchase history, rate products, and provide reviews.

8. Dependencies**8.1 External Systems****a. Appointment's Information**

An area integrated into every establishment where it provides information on appointments (staff, price information, schedules, days off).

b. Notification Services:

Connection to notification services for real-time alerts and reminders.

8.2 Technology Stack**a. Web Technologies:**

The platform will be developed using:

- Front-End: React JS
- Back-End: Node JS

b. Database System:

Firebase/MySQL will be used for efficient data management.

8.3 E-Commerce Integration

Integration with external systems to manage product information, prices, and availability.

9. Assumptions and Constraints

9.1 Assumptions

The availability of reliable internet connectivity for real-time interactions.

9.2 Constraints

Budget constraints for implementing certain advanced features.

9.3 Budgetary Considerations

Recognize budget constraints for implementing and maintaining e-commerce features. (only eligible if other features are to be introduced)

10. Testing Requirements

10.1 Functional Testing

Verify Super Admin, Business, and End Customer functionalities.

Test appointment scheduling and management features.

10.2 Security Testing

Ensure secure login mechanisms for all user types.

10.3 E-commerce Functionality Testing

Verify the functionality of the e-commerce features, including product listing, purchasing, and reviewing.

11. Documentation

11.1 Developer Documentation

Detailed documentation for developers outlining code structure and implementation details.

11.2 User Manuals

Simple and easy-to-understand user manuals for Super Admins, Businesses, and End Customers.

11.3 Super Admin Tools

Document tools available to the Super Admin for monitoring, customization, and technical support related to e-commerce activities.

12. Approval

12.1 Client Approval

The client "Lucas" will review and approve the updated SRS document, encompassing the e-commerce marketplace features, before development begins.

Approval History

<i>Client: Lucas</i>	<i>Date</i>	<i>Reason For Changes</i>	<i>Version</i>
<i>Awaiting Approval</i>	<i>TBD</i>	<i>TBT</i>	<i>1.1</i>