***Software Requirements***

***Specification***

***for***

***Charme***

***Prepared by***

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***CodeOrigin – Software Development Company***

***1/26/2024***

# Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| ***Name*** | ***Date*** | ***Reason For Changes*** | ***Version*** |
| *M. Zain Khan* | *1/24/24* | *Updating Requirements* | *1.1* |
| *M. Zain Khan* | *1/25/24* | *Verifying Softwares (finalization)* | *1.2* |
| *M. Zain Khan* | *1/30/24* | *Requirements Updating* | *1.3* |

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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**

1. **Monitoring Customers:**

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

1. **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**

1. **Becoming a Partner:**

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

1. **Management Dashboard:**

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

**2.3 For End Customers**

1. **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).

1. **Appointment Scheduling:**

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

* 1. **E-commerce Marketplace**

1. **Product Listing and Selling:**

Establishments can list and sell products through the platform.

1. **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.

* 1. **Security**

1. **Secure Logins:**

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

**3.3 Scalability**

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

**3.4 Data Integrity**

1. 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.

1. **Monitoring E-commerce Activities:**

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

1. **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**

1. **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**

1. **Super Admin Module:**

Responsible for overseeing and managing customer-related data.

1. **Business Module:**

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

1. **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**

1. **Scheduling Information:**

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

**6.4 E-Commerce Data**

1. **Product Data:**

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

1. **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**

* 1. **Super Admin Screen:**

Clean and organized layout for efficient monitoring and management.

* 1. **Business Dashboard:**

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

* 1. **End Customer Interface:**

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

**7.3 E-commerce Interface**

1. **Establishment's Product Listing:**

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

1. **Customer's Purchase History:**

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

### 8. Dependencies

**8.1 External Systems**

1. **Appointment’s Information**

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

1. **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

|  |  |  |  |
| --- | --- | --- | --- |
| ***Client: Lucas*** | ***Date*** | ***Reason For Changes*** | ***Version*** |
| *Awaiting Approval* | *TBD* | *TBT* | *1.1* |
|  |  |  |  |