1. Introduction
   1. Purpose

This document provides an overview of clickandplay.bg — an web and mobile app which from a functional perspective may be regarded as Customer Relationship Management (CRM) system to our business clients. The document reveals some technical considerations relating to the application, and also highlights some technical and organizational implementation issues.

* 1. Scope

Тhis project is about the creation of a CRM system. “Team Provers” will develop a CRM system that provides information for managing the booking process for tennis courts within the clients’ clubs. The app will provide another means of communication with the end users — amateur tennis players — sparing them the efforts to book time slots by phone and within the restrictions of the clubs’ working times. The most advantageous feature is providing an effective approach of managing a company’s interaction with current and future customers. It involves using technology to organize, automate, and synchronize bookings and customer service.

Присъединявайки се към Click & Play, вие ставате част от партньорската ни мрежа, с която се стремим да направим тенис играта по - удобна, достъпна и приятна. Ние ще ви помогнем да популяризирате услугите си, да повишите продажбите си, да подобрите клиентското си обслужване и да оптимизирате процесите в администрацията си. Системата за онлайн резервация на корт, възможността за интерактивно откриване и предизвикване на опоненти, голямата база данни от потребители, както и социалните функции на сайта ни правят това възможно.

2. Overall description

2.1 Product perspective

clikandplay.bg provides its services through a web-based application. Our business clients — tennis clubs — pay an annual subscription fee for the publicity they receive along with the app’s functionality. Once they buy their subscription each club creates its own account which they manage on their own. The end users — the players — use the system for free, from any web browser. All they need is to sign up for the service. Tennis clubs on the other hand, may use the system to book time slots even for the non-registered users, who book their hours on site or by phone. The interface is intuitive, requiring minimal to no training in order to be used both by the tennis clubs’ staff and the players. Clickandplay will run on a dedicated webserver available 24/7 and hosted by the software provider.

2.2 Product functions for the business

2.2.1 Automates tennis clubs’ administration thus helping save time and money

2.2.2 Optimizes the clubs’ schedules to maximize sales

2.2.3 Improves client service

2.2.4 Eliminates paper schedules

2.2.5 Process tracking at any time and any place with internet connection

2.3 Product functions for the end users

2.3.1 Online tennis court booking capability at any time

2.3.2 Easy access to the courts’ schedule

2.3.3 Easy coordination between players who want to play against each other or organize sports challenges at a convenient time for all

Simple court booking

Online booking for tennis time slots

With clickandplay.bg we try to keep our court booking system as simple as possible. It only takes a few clicks to book a court on our intuitive and easy to use site.

Club members can view live court availability for the current week. According to the club they choose to paly at, our users can also select the type of court they book.

Clickandplay.bg is accessible from any device with internet access, meaning that club members can book courts from their smart phones, laptops, desktops and tablets.

2.4 Constraints

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2.5 Assumptions and dependencies

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internet connection

3. Flowchart

3.1 Business Flowchart

3.2 End User Flowchart

4. Specific Requirements

4.1 Product Functions

clickandplay.bg should support the following use cases:

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Class | No. | Use Cases | Description |
| System  Authentication | 1 | Log In | Log In to clickandplay.bg |
| 2 | Login w/ FB | Log In to CAP w/ Facebook acc. |
| 3 | Forgotten Pass | Retrieve Password/Create new |
| Create an account | 1 | Create an account | Create an account |
| 2 | Agree w/ TS | Read and agree to Terms of Service |
| Tennis Clubs | 1 | Review partner TCs |  |
|  | 2 | Choose a TC |  |
| Players | 1 | View Pl. Profiles |  |
| News | 1 | View news |  |
| About us | 1 | View About Us |  |
| Contacts | 1 | See Contacts |  |
| 2 | Contact TC |  |
| Become a Partner | 1 | Become partner |  |
| Dashboard | 1 | View Home Page |  |

**Actors**

Tennis clubs

They act as administrators to their clubs’ accounts. They need to sign up the club and configure it — add number of courts, types of courts, working hours and keep track of any play time, registered out of the system. In their profiles, clubs can describe all the services they provide (children and/or adult tennis lessons and/or camps, café availability, items sold on site, etc.). The club has a members database with all players registered through clickandplay.bg

Why should booking a tennis court take dozens of phone calls?

With clickandplay.bg tennis centres and clubs of all sizes have instant access to a fully featured online booking system where clubs can:

* ***Quickly set up their own facilities available to book (such as courts, pitches or equipment)***
* ***Automatically set up the time slots (and duration) available to book***
* ***Set up recurring block bookings/subscriptions***
* ***Add club news items***
* ***Instantly add members details for bookings***
* ***Automatically set up email notification for members***
* ***Add facebook and twitter links to promote the club via social media***

***Set up pre-payment via paypal - straight into your account***