**Title**

* *Critter Cuts*
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**Change history**

* *Document Created 09/12/2022*

**Overview**

*As the number of customers grow for pet grooming businesses, appointments become backlogged and it becomes difficult to manage staffs, schedules and inventory. We provide a solution for this problem with our Critter Cuts app which provides customers with the ability to schedule their own appointments as well as provide employees with a console to control customer appointments.*

**Objectives**

* *Customers can login/ sign up for account or sign out*
* *Customers can select services for their pets*
* *Customers/ Employees can schedule/ cancel/ reschedule appointments*
* *Employees can view records of appointments (past / present)*
* *Extra – Customer reviews / Employee able to delete bad reviews*

**Success Metrics**

* *Minimal bugs*
* *Be able to view their schedules*
* *Users can login and redirected to the authorized pages*
* *Pet owners should be able to schedule for a registered pet*

**Messaging**

*“Are you looking for a groom scheduling app for your pet shop? Look no further! With Critter Cuts, you can encompass all your services within one app.”*

**Timeline & Release Planning**

* *3 Days for a Minimum Viable Product to be available for demonstration*

**Personas**

* *See* [*At HYPERLINK "https://cdn.discordapp.com/attachments/1018893398263996490/1018927774511149076/unknown.png"t HYPERLINK "https://cdn.discordapp.com/attachments/1018893398263996490/1018927774511149076/unknown.png"a HYPERLINK "https://cdn.discordapp.com/attachments/1018893398263996490/1018927774511149076/unknown.png"c HYPERLINK "https://cdn.discordapp.com/attachments/1018893398263996490/1018927774511149076/unknown.png"h HYPERLINK "https://cdn.discordapp.com/attachments/1018893398263996490/1018927774511149076/unknown.png"ed*](https://cdn.discordapp.com/attachments/1018893398263996490/1018927774511149076/unknown.png)

**Scenarios**

* *April needs to get her three dogs for grooming*
* *Roberto is scared of his cat and wants to get its nails clipped*
* *Jason, groomer, m23, single needs to see his upcoming appointments*
* *Billy Bob, pet shop owner, wants to manage the staffs schedule for the month*

**Features In**

* *Include login/sign-up page where users can enter their usernames and passwords*
* *Customers can add and view reviews*
* *Customers can schedule/view appointments along with costs*
* *Employees can view their appoinment schedule*
* *Admin users can manage users*

**Features Out**

* *Explicitly call out things you’re not doing and include why not*
* *Excluding advertisements to keep interface simple for customers*
* *Inventory management is out of scope and MVP time*

**Designs**

* *ERD,* User flow *Diagram*
* *Wireframes - See Attached*
* *Persona*
* *Customer Journey Mapping*

**Open Issues**

* *None yet*

**Q&A**

* *None yet*