RFHairspa V1.2

Mobile Application Development

Background

The Rossano Ferretti Hairspa has two branches in the UAE, one in Abu Dhabi and another in Dubai. The spa offers many hair services and treatments, including hair cut, blowdry, styling, coloring, hair specific treatments, manicure, pedicure, nail styling, waxing and threading.

Problem

Many people that come to the spa miss their appointments, and explain that they are either not aware that their appointments were made or that they do not see any reminders or notifications.

Solution

Introducing a mobile application which allows users to be notified of their appointments.

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Requirement Specification

1. To allow users to access the application on a Samsung device and an Apple device.
2. To allow users to see the list of services offered by the hairspa, general information on the stores, locations, contact information, and social media links.
3. To allow users to signup and login to the application using personal credentials.
4. To allow users to select their prefered language, English or Arabic.
5. To push notifications to people to notify them of their appointments in advance.
6. To allow users so see their upcoming appointments, past appointments, canceled appointments.
7. To allow users to place suggestions on products/services they would like to be introduced in the store, or that they have seen elsewhere.
8. To allow users to submit feedback.
9. To allow users to see a page of articles.
10. To allow administrators to alter the amount of time prior to an appointment at which the users receive notifications.
11. To allow administrators to see a list of all users that have signed up to the application.
12. To allow administrators a simple way to update the list of services that are provided.
13. To show administrators the list of upcoming appointments, past appointments, canceled appointments.
14. To allow administrators to enlist and ammend users' appointments.
15. To allow administrators to see the number of users that have downloaded the app on the various operating systems.
16. To allow administrators to see the number of users that have selected English or Arabic as their preference.
17. To allow administrators to add photos for general users to see photo galleries of the salons.
18. To allow administrators to add/edit/delete articles to the app.

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Questions related to specific requirement (#)

1. What information about the hairspa, that is not available online, would you like the user to see when exploring the application? (2)
2. What is the process of signing up? Would the user get an email to sign up? Sign up through an SMS link to the website? Sign up by filling in a form within the application? (3)
3. Assuming that when the user enters the application, general information will be visible, however she will have to sign in to see anything personal. It is common for applications to require a user's email because it is unique, and usally each person would have his own personal email, and so users could be identified individually by email. Whatsapp for example uses phone numbers to identify them uniquely. How would you like to identigfy users uniquely, by a username, a unique number, an email or mobile number? (3)
4. What is the specific information that you would like to send as a push notification to the user and what should the entire message within the app include? The time of the appointment and the treatment are both key. Should the location and therapist also be included? Should a thumbnail picture of the therapist also show up? Should any descriptions be available, any requests by the therapists for preperation prior to the treatment? Anything else? (5)
5. What is the default time frame before the users appointment that the notification should be pushed? Should the user be able to amend the time frame, or change the way in which she is notified ie. by email or SMS? Should there be a setting for users to enable an alarm with the push notification? (5)
6. Should users be able to see upcoming appointments, past appointments, and canceled appointments? Any other information with regards to appointments? (6)
7. Should the administrators be able to set a specific time frame for users to receieve notifications before their appointments or should this option be available to the users instead? (10)
8. What is the information that is required for users to fill in during the sign up process ie. first name, last name, username, email, number, password? (11)