RFHairspa V1.3

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

General

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 and choosing a unique username.
4. To include T&Cs.

User Specific

5. To allow users to select their prefered language, English or Arabic.
6. To push notifications to people to notify them of their appointments in advance (appointment reminders) and receive birthday greetings.
7. To allow users so see their upcoming appointments, past appointments (w/out pricing & payment history), canceled appointments.
8. To allow users to place suggestions on products/services they would like to be introduced in the store, or that they have seen elsewhere.
9. To allow users to submit feedback.
10. To allow users to see offers, discounts, services (titles and more detailed information) and articles.
11. To allow users to view limited and popup offers in and services in real time.
12. To allow users to sign up / register to attend salon events.
13. For upcoming treatment notifications users should recieve details of the selected treatmeent, the location, the time and date.
14. Once a user receives a notification for an upcoming appointment, (s)he should be able to confirm or re-schedule.
15. To allow users to be notified with an alarm.
16. During the sign up process, a user should fill her name (first and last), mobile number, birthday (optional), username, password, city.

Admin Specific

17. To allow administrators to create surveys to get information and customer views.
18. To allow administrators to run a loyalty/reward program.

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Requirement Specification

Admin Specific (cont.)

19. To allow administrators to alter the amount of time prior to an appointment at which the users receive notifications.
20. To allow administrators to see a list of all users that have signed up to the application.
21. To allow administrators a simple way to update the list of services that are provided. To show administrators the list of upcoming appointments, past appointments, canceled appointments.
22. To allow administrators to enlist and ammend users' appointments.
23. To allow administrators to see the number of users that have downloaded the app on the various operating systems.
24. To allow administrators to see the number of users that have selected English or Arabic as their preference.
25. To allow administrators to add photos for general users to see photo galleries of the salons.
26. To allow administrators to add/edit/delete articles to the app.
27. To allow administrators to advertise a limited number of spaces for an upcoming salon event.
28. To allow administrators to add events, promote them and cap the number of attendees.