

Technical Document – Annexure I of Beauty Care App

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Annexure I

1. Project Overview

✓ Business Need

Client needs a platform where users can sign in to the app, make booking for in person appointment through app, buy products and services online and make payment for the same.

Users shall have option to buy monthly subscription.

Admin shall be able to manage the dashboard, users, products, services, subscriptions, reports, notifications, and content over the mobile app.

✓ Solution Suggested

As a solution we suggest to create a mobile app for the users, where they can login with the credentials.

- User will be able to book in-person appointments from the app by making online payment.
- Users will be able to purchase services and products listed by the admin over the platform.
- Users can cancel the appointment 1 day before the appointment day.
- Users can take monthly subscription of the app. it will be a recurring payment users can cancel the subscription any time they want.
- There will be some discounts for the subscribed users while they book appointment, or buy product services or products.
- Users can see the appointment bookings and orders made by them.
- Delivery of the products will be managed by 3rd party providers.

Admin will be able to manage the dashboard, users, products, services, subscriptions, reports, notifications, and content over the mobile app.

✓ Stakeholders

Actor	Task
Users	Users can sign in to the app, book appointments, buy services and products online.
Admin	Admin will be able to manage the dashboard, users, products, services, subscriptions, reports, notifications, and content over the mobile app.

✓ Project Scope and Development Deliverables

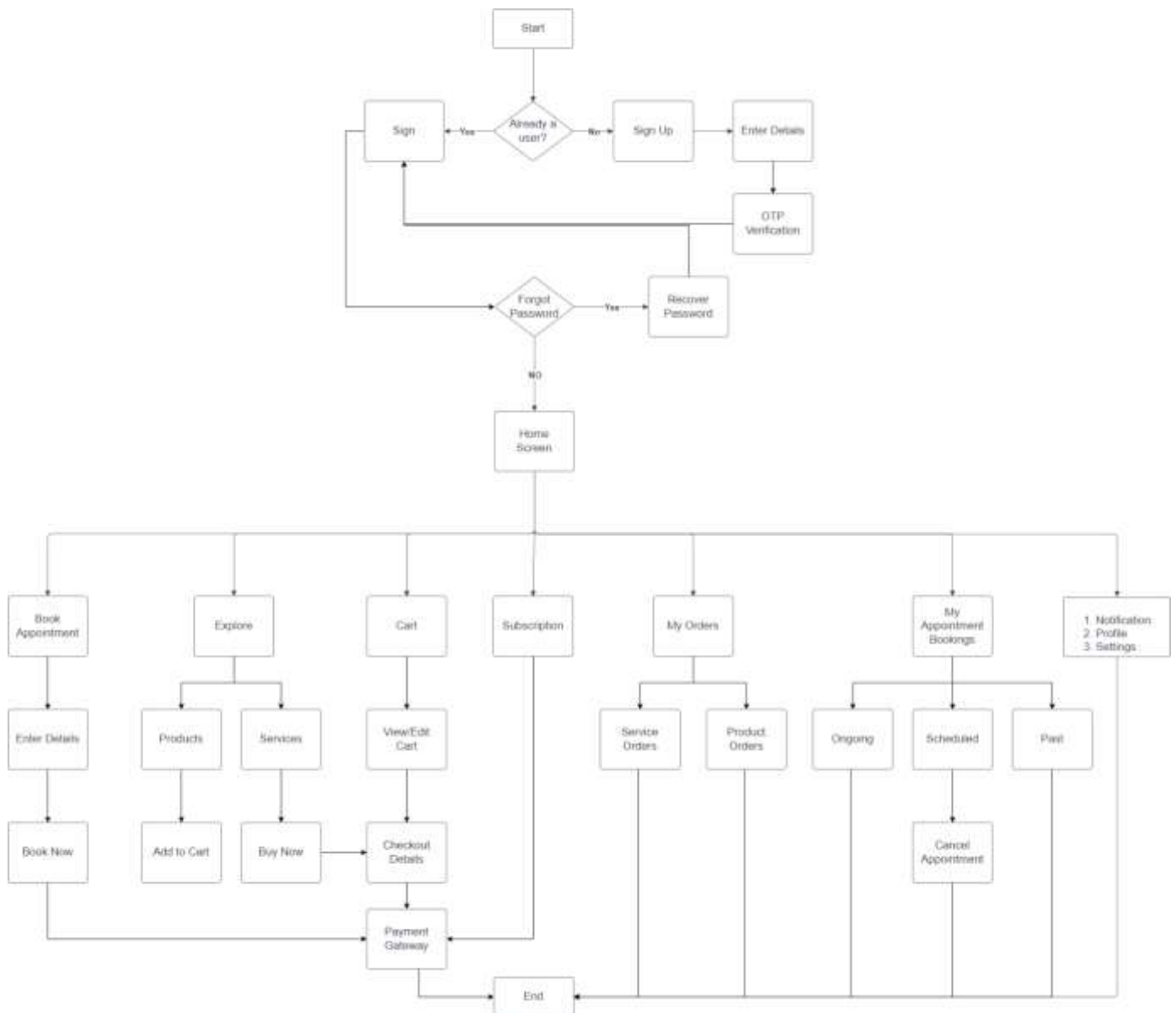
This project scope comprises of the following components to deliver:

- Design and Development of Mobile Application for Users (iOS & Android)
- Development and Integration of API
- Development of Admin Web Panel

2. Technologies

Development Phases		Tools & Technology
Requirement Gathering and Analysis	Proposal Drafting, SRS Writing and User Flow Diagram	Microsoft Office Word 2019 / Microsoft Office Presentation 2019 / Microsoft Office Vision 2019
	Wire Framing	Axure / UiZard
Development	Application	Flutter / React Native
	Web Backend	Node.js / PHP (Laravel)
	Database	MongoDB / MySql
Version/s Supported	Android	9.0 and above
	Ios	13.0 and above
	Browser	Google Chrome, Safari, Mozilla Firefox
Quality Assurance & Testing	Test Cases	MS Office Excel 2019
	Testing	Manual

3. User Flow Diagram



4. Features and Scope of Work

4.1. User Flow for User Mobile App

➤ **Splash Screen**

- The launch screen of the Application where user will be able to view the app's logo.

➤ **Walkthrough Screen**

- User will be able to view 3-4 walkthrough screens, which will be helpful for the user to have an idea about the app.

➤ **Authentication**

- **Sign In**

- The user will be able to login into the application using the below details:
 - Mobile Number
 - Password
- **Forgot Password**
- Clicking on this user would be redirected to the Forgot Password screen where user need to enter the below details:-
 - Mobile Number (To receive the OTP for verification).
 - OTP
 - After the OTP is verified user would be asked to mention below details in order to change the password:-
 - New Password
 - Confirm New Password

- **Sign Up**

- Users will be able to sign up using below details: -
 - First Name & Last Name
 - E-Mail ID
 - Mobile Number
 - Gender

- Age
- Password
- Confirm Password
- Checkbox for Terms and Conditions
- **OTP Verification**
 - Sign-up process has to be verified through mobile number.

➤ **Home Screen**

- This screen would be the main screen of the application with the following content:
- **Top Bar**
 - App Icon
 - Notification Icon
- **Body**
 - Book an Appointment
 - Upcoming Appointment
 - Products
 - Services
 - Subscription Details
- **Bottom Bar**
 - Home
 - Explore
 - Products
 - Services
 - My Appointments
 - My Orders
 - Account

➤ **Book an Appointment**

- Users can book the appointment by entering the following details.
 - For
 - Me
 - Someone else
 - Name
 - Gender
 - Age
 - Select Date from the availability
 - Select Time from the availability
 - Enter a Message (optional)
 - Select Payment Method
 - Debit Card/Credit Card
 - Make Payment

Payment will be done online with the help of 3rd party payment gateway.

➤ **Explore**

- User will be able to explore the products and services listed by the admin.
- **Services**
 - List of Services
 - Service Name
 - Service Image
 - User can click in image to view detail page of service.
 - Average Ratings
 - Detailed View of Services
 - Service Name
 - Service Image/s
 - Average Rating
 - Feedbacks
 - User name
 - Rating

- Comment
 - Price
 - Buy Now
- **Products**
 - List of Products
 - Service Name
 - Service Image
 - User can click in image to view detail page of service.
 - Average Rating
 - Detailed View of Products
 - Products Name
 - Products Image/s
 - Average Rating
 - Feedbacks
 - User name
 - Rating
 - Comment
 - Price
 - Add to Cart
 - Buy Now

➤ **Cart**

- Users can see the products added into the cart.
- User can increase/decrease the product units from here.
- User can remove the product from the cart.
- User can clear whole cart.
- Users can proceed to checkout from here.

➤ **Checkout Process**

- For buying products user will be asked to enter the following details:
 - Enter address
 - Payment Method

- Product Details
 - User can increase/decrease quantity, or remove product from here also.
- Total Amount
 - Discount
 - Delivery Charges
- Make Payment
 - User will be redirected to the payment gateway.

➤ **Orders**

- All the ongoing and past orders for purchased Services and Products will appear here.

- **Services**

- **View**

- Overview

- Service ID
 - Service Name
 - Date of purchase

- Detailed View

- Service ID
 - Service Details
 - Name
 - Image
 - Date of purchase
 - Amount Paid
 - Payment Method
 - Enter feedback for product
 - Star rating the comment

- **Product**

- **View**

- Overview

- Product ID
 - Product Name
 - Date of purchase

- Detailed View

- Product ID
 - Product Details
 - Name
 - Image
 - Date of purchase
 - Delivery Status
 - User will provided with a tracking ID, which they can use to see the status of the product's delivery over the 3rd party delivery service provider's website.
 - Amount Paid
 - Payment Method
 - Enter feedback for product
 - Star rating the comment.

➤ **My Appointment Bookings**

- All the ongoing, scheduled and past appointment booking will appear here.

- View

- Overview

- Appointment ID
 - Appointment date and Time

- Detailed View

- Appointment ID
 - Appointment date and Time

- Message/Comment(that was added by user at the time of booking the appointment)
- Amount Paid
- Payment Method
- Cancel Appointment
 - Cancel Appointment
 - Enter reason for cancellation
 - Cancellation can be only 1 day or more before the appointment date.

➤ **Subscription**

- Subscription details will appear here. Users can buy the monthly subscription.
- Subscribed users will be getting discounts for every purchase they make, or appointment they book.
- It will be a recurring payment, user can cancel the subscription any time.

➤ **Payment Gateway**

- A 3rd party payment gateway will be required for making seamless online payments.

➤ **Notifications**

- User will receive push and in app notifications for Updates or announcement from the admin.

➤ **My Account**

- **Profile details**
 - User will be able to View/Edit their account details.
- **Subscription Details**
 - Users can see the running subscription.
 - They can cancel the subscription any time they want.
- **Manage Address**
 - Users can manage (View/Edit) the address from here.

➤ **Settings**

- Following details will appear in settings:
 - Change Password
 - Notification Preferences
 - Static Content
 - FAQ
 - Privacy Policy
 - Terms & Conditions
 - Contact Us
 - Enter Message
 - This message will be sent over the admin's email ID.
 - About Us

➤ **Logout**

- User will be able to logout of the app, after which they will be redirected to the sign in screen.

4.2. Administrator Web Panel

The back end of the platform will be power packed with an administrative panel to manage the updates of data at the application level, website level and as well as back end.

Following would be the key functionalities:

➤ Sign In

- Admin will be able to sign to the web panel with the help of Email ID and Password.
- In case admin forgets the password they can recover it using their email ID.

➤ Dashboard

- Following details will appear on the dashboard:-
 - Total users over the Platform
 - Normal
 - Subscribed
 - Total Appointments booked
 - Total Services Booked
 - Totals Products Booked
 - Total Appointments Cancelled
- **Sort**
- Admin will have option to sort the dashboard based on:-
 - Today
 - This Week
 - This Month
 - This Year

➤ User Management

- Admin will be able to manage the User from the backend.
- Admin will be able search the User profile from the backend.
- Admin will be able to see a list of User in Grid/Tabular format.
- Admin will be able to see the detailed view of the User.

- Admin will be able to Edit/Delete the User.
- Admin will be able to activate/deactivate the account of the User from the backend.

➤ **Product Management**

- Admin can manage the product (Add/View/Edit/Remove) details from here.

➤ **Service Management**

- Admin can manage the services (Add/View/Edit/Remove) details from here.

➤ **Manage Appointment Availability**

- Admin will have option to manage their availability of appointment date and time from here.
- Same will reflect on the app for users.

➤ **Appointment Management**

- Admin can manage all the ordered services from here.
- Admin can view the booked appointments in tabular and detailed view both.

➤ **Service Order Management**

- Admin can manage all the ordered products from here.
- Admin can view the service orders in tabular and detailed view both.

➤ **Product Order Management**

- Admin can manage all the ordered services from here.
- Admin can enter the tracking ID of the order for tracking the delivery status at users end.
- Admin can view the product orders in tabular and detailed view both.

➤ **Subscription Management**

- Admin can manage (View/Edit) subscription details from here.

➤ **Reports**

- Following details will appear on the dashboard:-
 - Total user over the Platform
 - Normal
 - Subscribed
 - Total Appointments booked
 - Total Services Booked
 - Totals Products Booked
 - Total Appointments Cancelled
- **Sort**
- Admin will have option to sort the dashboard based on:-
 - Today
 - This Week
 - This Month
 - This Year

➤ **Content Management**

- Admin will be able to generate and manage the Content from the backend.
- Admin will be able to manage the static content from the panel.

➤ **Change Password**

- Admin will be able to change their password.

➤ **Push Notification Management**

- Admin will be able to manage the push notification from the backend.
- Admin will be able to send the notifications to the Users.

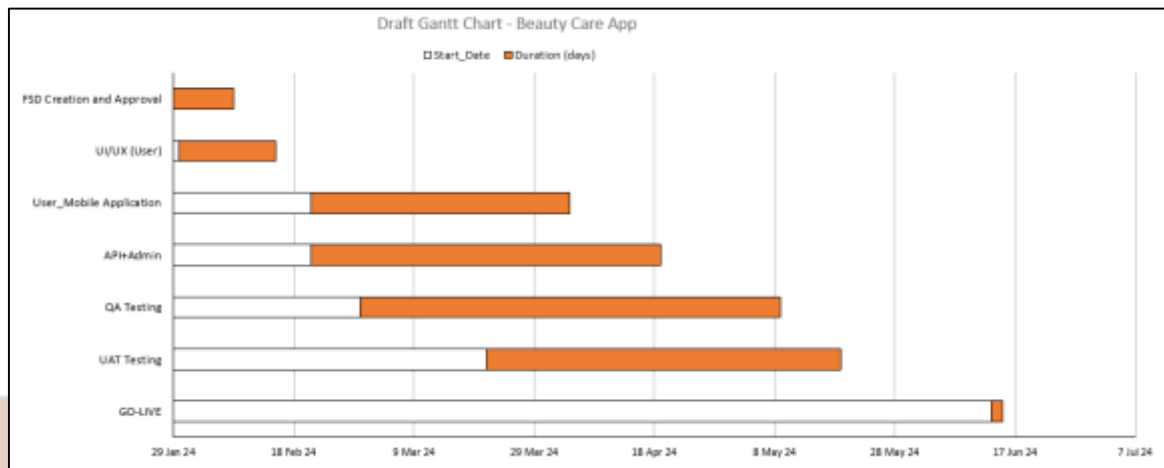
➤ **Logout**

- Admin will be able to logout from the web app, after logout admin will be redirected to the login page.

Note: All the third-party API's that are required in the development would be provided by the client.

5. Draft Delivery Timeline and Gantt chart

Planned Project Start Date	Scheduled Project Completion Date
Project Duration*	117
29-Jan-2024	14-Jun-2024



*Project Duration would be met with a condition that the client responses are received on time.

6. Project Management

Before Project is awarded			
Business Analysis	Project Management / Software Development	Business Development / Sales	Accounting
1. Project Identify / Analysis 2. Develop one-page proposal overview 3. Create project management overview 4. KAREN assigned to business manager GBM <i>GBM: Global Business Manager</i>	5. Project Evaluation by technical teams 6. Introduction call 1 on 1 interaction with KAREN 7. System appropriate services determined 8. Requirements / System application architecting 9. Project needs analysis 10. Detailed proposal development 11. Cost and Time effort estimation	12. Introduction call 13. Deliverables discussed with KAREN 14. Milestones discussed 15. Project success discussed 16. Future growth alignment 17. Detailed proposal provided 18. Payment instructions	19. Invoice submitted to KAREN 20. Payment received 21. Payment confirmation sent to KAREN 22. Account forwarded to PM

After Project is awarded			
Phase 1	Phase 2	Phase 3	Phase 4
1. Project manager assigned 2. Project initiation/ introduction call 3. Online project profile created 4. Weekly project meetings scheduled 5. Reporting formats explained to KAREN	6. Design, Development / technical teams assigned 7. Project start 8. KAREN feedback on weekly 9. Weekly project feedback session- 30 min 10. Reports available on-line 11. Online Rebel catering access of PM system application	12. Testing / Quality Assurance 13. Live server testing 14. Final bugs issues fixed 15. Campaign completed	16. Periodic project maintenance 17. Data backups 18. Web site – System application upgrades 19. On line marketing ** Optional

7. Proposed Team of Project

The proposed team to achieve the deliverables in a time span of 24 weeks comprising of 40 hrs./week is as follows

Designation	Availability
Project Manager	Part Time
Project Expert	Part Time
Designers	Full Time
Developers	Full Time
Quality Analyst	Full Time

IN WITNESS WHEREOF, both parties here have to agree the finalized scope for this project as of the date.

For: KAREN

Signature:

For: WebMobril Inc.

Signature:
