**Specifications Document for « Holistic Platform »**

Introduction

* **Project Name**: Holistic.ma
* **Objective**: Create an online platform for holistic well-being, allowing clients to search for and book activities, and enabling professionals to manage their services.

Target Audience

* Clients seeking wellness services.
* Professionals in holistic health (yogis, naturopaths, etc.) seeking a CRM tool and clients.

**Main Features**

Home page – not connected:

Glympse of our services and presentation of the project.

Contact form.

Sign in, log in.

For Clients - connected

**Page 1 – “For you” :** a page presenting all professionals prefiltered by location if known.

* **Search and filtering** :
  + Keyword search (title, description ..).
  + Filter by category (Yoga, Meditation, Maternity, etc.).
  + Filter by location on an interactive map.
* **Professional card : when you clic on an item, you view the presentation page with :**
  + Cover picture(s)
  + Title / name
  + Reviews (stars + “voir plus” redirecting to the reviews page)
  + Description + address (+ map link)
  + Planning (made by the professional
* **Booking**: when you clic on the planning you can view for each day :
  + The sessions planned by the professional with : title, time, duration, name of the professional, price
  + Online booking system : when you clic on an item in the planning you can book it directly if the professional allows direct booking, or it sends a message to the professional for booking. A message is displayed depending on the case (booking online, payment online..)
  + Secure payment processing : if the professional allows online payments, the user can directly pay on the platform, the money will appear on the professional’s account and can withdraw the money to their bank account
  + Confirmation via email : the client and the professional receive an email confirmation by email (on the address they used for signup)

**Page 2 – Products**

Products for sale that professionals can display, for each product, the user can see:

* Pictures
* Title
* Reviews (stars + “voir plus” redirecting to the reviews page)
* Description
* Price
* CTA to buy

**Features :**

* Research & filters : keyword & categories
* Orders : the user enters : name, email, address, phone number
* Confirmation email for the client and the professional

**Page 3 - Client Profile**:

**Personal information:**

* + Name / pseudo
  + Email

**Booking & events history:**

* + Upcoming events : can view professional page or can cancel
    - If the evnt is an online event : the user and professional can access to the call on the plateform. The features must be the same as traditional platforms (camera, mic, live chat)
  + Past events : can view professional page

**Orders history**: the user can view the orders they made on the plateform

**Chat history with professionals**

**Favourite :** items the user flagged as favourite

**Contact us –** form that send us an email

**Page 4 – Events**

* **Search and filtering** :
  + Keyword search (title, description ..).
  + Filter by category (Yoga, Meditation, Maternity, etc.).
  + Filter by location on an interactive map.
* **Event card : when you clic on an item, you view the presentation page with:**
  + Cover picture(s)
  + Title / name
  + Description + address (+ map link)
  + Price
* **Booking**:
  + Online booking system : when you clic on the event you can book it directly if the professional allows direct booking, or it sends a message to the professional for booking. A message is displayed depending on the case (booking online, payment online..)
  + Secure payment processing : if the professional allows online payments, the user can directly pay on the platform, the money will appear on the professional’s account and can withdraw the money to their bank account
  + Confirmation via email : the client and the professional receive an email confirmation by email (on the address they used for signup)

For the professional:

**Page 1 – profile**

Detailed information:

* + Cover picture(s)
  + Title / name
  + Description + address (+ map link)

**Page 2 - Planning management :**

* + The professional can add sessions on their calendar with : title, time, duration, name of the professional, maximum participants, price
  + Optional – if the professional choose the accepting formula and not the automatic formula) they can view the client requests under each session and can accept / decline the participants
  + The professional can view each session to see how many booking they have
  + the professional can cancel / modify sessions (this should send a message to the users enrolled)

**Page 3 – Products :**

* The professional can send requests to add, remove or edit products: picture(s), title, description, price, reviews, composition, size (if applicable)
* The professional receives orders for each product: name, email, address, phone number, number of items, size (if applicable)

**Page 4 – Events :**

The professional can send us requests to create events :

* + Cover picture(s)
  + Title / name
  + Description + address (+ map link)
  + Price
  + Number maximum of participants

Booking can be :

* Through messages only
* Online with payment in person
* With online payment

**Page 5 - Messages :** the professionals receives and send messages through this feature

**Notifications** : where the professional receives the requests of the clients and other notifications