Car Service Appointments Application

Version <2.0>

Revision History

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Table of Contents

1. Introduction 4

1.1 Purpose 4

1.2 Scope 4

1.3 Definitions, Acronyms, and Abbreviations 4

1.4 References 4

1.5 Overview 4

2. Positioning 4

2.1 Problem Statement 4

2.2 Product Position Statement 4

3. Stakeholder and User Descriptions 5

3.1 Stakeholder Summary 5

3.2 User Summary 5

3.3 User Environment 6

4. Product Requirements 6

Vision

# Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the Car Service Planning Application. It focuses on the capabilities needed by the stakeholders and the target users, and **why** these needs exist. The details of how the Car Service Planning App fulfills these needs are detailed in the use-case and supplementary specifications.

The introduction of the **Vision** document provides an overview of the entire document. It includes the purpose, scope, definitions, acronyms, abbreviations, references, and overview of this **Vision** document.

## Purpose

The purpose of this Vision document is to present the main idea of the application project.

## Scope

The scope of this document is to lay out the main requirements of developing the application.

## Definitions, Acronyms, and Abbreviations

Information is provided in the Glossary document.

## References

## Overview

The rest of the document describes the purpose of the application, its main user and its main requirements.

# Positioning

## Problem Statement

|  |  |
| --- | --- |
| The problem of | Planning the repair of your car to a car service, which are usually overbooked and it takes many attempts to get your car into service. |
| affects | Everyone that has a car with issues and needs to take it into service. |
| the impact of which is | Providing efficiency to a car service for handling requests from people with car problems and provides a way for the customers to track the repair. |
| a successful solution would be | Having customers book their place to the car service, track the status of the repair and take the car when it’s done. |

## Product Position Statement

|  |  |
| --- | --- |
| For | Car owners |
| Who | Have car issues/problems |
| The car service planning app | Web application |
| That | Offers efficient organization for car services and efficient tracking for customers |
| Unlike | Calling into service to find out the status of the car |
| Our product | Offers transparency at any given moment |

# Stakeholder and User Descriptions

The main stakeholders are the car owners and the car service staff. From all car owners, the ones that will use the app are the people who encounter problems with their car/cars. From the service staff, the people who manage the schedule of the service will play a role in updating the status of the repair and manage the requests.

The application divides the stakeholders into the 2 main categories that will have access to the data: The general users/car owners which will make the appointments. They are the key actors and/or stakeholders because this tool mainly benefits them. Their user experience ultimately gives the success or failure of the application.

The second part of the stakeholders is the staff, namely the mechanics which are supposed to have access to all of the appointments and decide, based on their schedule, whether a certain booking/appointment is approved. After that, they can move the appointment in progress by changing its status to working. In the end, after the car user pays the work done, the booking can be labeled as finished by the mechanic. This aspect can induce a future development such as an integrated payment system that allows users to make the payment on the same app.

## Stakeholder Summary

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Administrator | The administrator is the person which ensures the functionality of the application. | The admin makes sure that the application is well maintained while dealing with any problems that might occur. The admin also provides support for the users of the app and is able to monitor its evolution and all the activity on it. |

## User Summary

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| Client | The customer is the person who needs to book an appointment to the car service for a certain problem. | This user introduces data about the car and the details required for booking an appointment to the car service and receives information about the status. |  |
| Car service manager | The car service manager is the person who manages the schedule of the car service. | This person approves the appointment requests and updates the information about the state of the car for a certain customer. |  |
| Mechanical engineer | The mechanical engineer is the car service worker who performs the actual repairs. | This user can view information about the appointments made to his clients and also modify certain information. |  |

## User Environment

The target user is the client (car user) who needs to book the appointment to the car service. It is usually just one person but not necessarily the car owner. This user needs access to internet in order to be able to use the application. They can require from 1 to 30 minutes for entering data and/or checking the status of the repair. Most of the platforms available today are the ones provided by the official sellers’ showrooms and services (such as BMW, Mercedes etc.) or by directly contacting the service staff (by email or phone). This web application would be stand alone and would offer and alternative to the existing ways of communication between clients and services.

Other general booking applications (such as Calendis) can be used, but they don’t offer that much individuality as this application would need.

Future developments can require integration with other applications, such as banking systems, in order to have the payment options.

# Product Requirements

The product requirements for developing this application are a computer with internet access and all the frameworks/software applications chosen for the development process.

The product requirements for the users are also computers/smartphones with internet access.

Environmental requirements are lower when such an application is in place because of the online management of the bookings. This way, client movement is reduced since it is not needed for them to go directly to the car service for an appointment to their mechanic, nor to go there in order to check the status of the reparations.