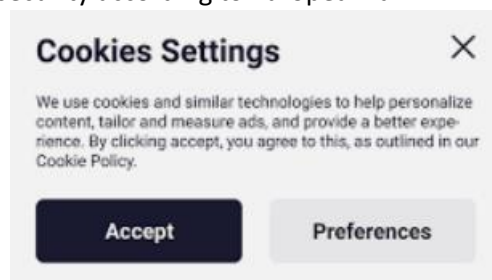


Requirements „Web-Application-Project“

Generell Requirements

- All Pages should be responsive (Desktop, Tablet, Mobile)
- Web-Application should be SEO for standard keywords in repair section:
 - „handy reparatur wien“
 - „iPhone reparieren wien“
 - „display reparatur wien“
 - „handy günstig reparieren wien“
 - „iPhone günstig reparatur wien“
 - „iPhone günstig reparieren wien“
 - And other common keywords for the sector
- Highest Security:
 - Orders
 - User Management (Login/Registration/Forget Passwort)
 - Dashboard Login
 - SSL Certificate
- Documentation of Software
- Deployment on AWS Server (low-cost has highest priority)
- Pictures & Text will be provided by developer team
- Using State-of-the-Art technology stack for development
- Logo and corporate identity will be provided by the company
- If Google Fonts are used:
 - Font Scripts must be on own server (downloading server files). Linking to google fonts via link is not permitted.
- No use of CMS like Wordpress, Joomla,...
- If using third-party plugins/tools, that should be communicated in forward
- The Website should be in dual language (German and English)
- Cookies needed for data security according to European law:



Introduction

The customer of the application is a mobile phone repair company, based in Vienna. Goal of the development is to improve the web presence, so that customers have the best experience in ordering through the website.

The application should be clear, simple and correspond to the latest design standards (newest UX standards).

Timeline (Estimation)

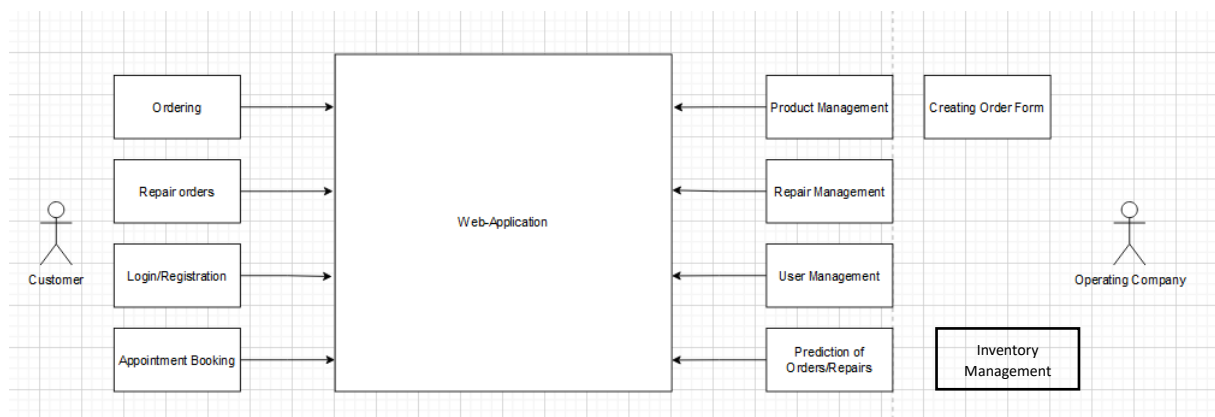
From customer side we have agreed to finishing the project within 5 months (including a final application, testing and deployment). Goal should be to finish the project within 4 months, so that there is enough space to fix bugs and guarantee a high software quality.

Overview (Big Picture of Requirements)

As shown in the picture below, the customer should have following functionalities:

Customer:

- Registration/Login (via Email and Social Media)
 - Including forget password workflow process
- Ordering spare parts through website
- Ordering repair services through website
- Book appointments for on site services
- Change account information
 - Email, password, bank data, address
 - Delete account (via email to support of the company)
- Insight to order history, including:
 - Invoices, order overview and order details
- Insight to order status:
 - Tracking of the current order status, including the following statuses:
 - Order Placed
 - Device arrived at the store
 - Device is being repaired
 - Repair completed
 - Returning device
 - The Tracking should be related to the current order (required condition: order is open and not closed)
 - Via QR-Code: Link to the tracking site



Operating Company

The Operating Company will be able to have those functionalities via Dashboard. Only users with user rights “admin” or “technician” have the possibility to login to the Dashboard. “Admin” has full rights and can see all the functionalities. “Technician” has only the most needed functionalities available like Order Management and Inventory Management.

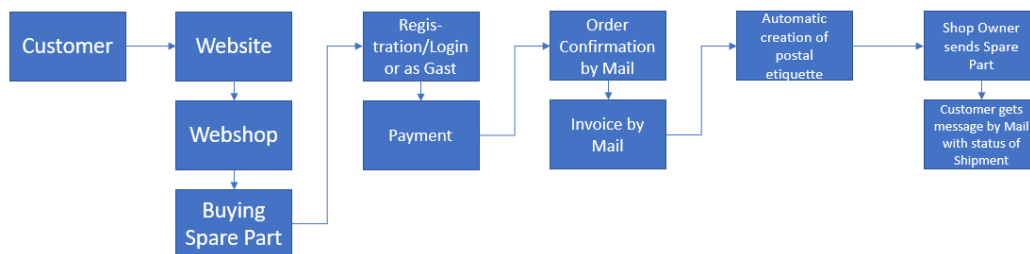
- Product Management:
 - Adding/Editing/Deleting Spare Parts (eCommerce section)
 - Adding/Editing/Deleting Repair Services (eCommerce section)
 - Creating Orders in case that the customer is visiting the store (on site)
 - Editing order

- Editing status of order
 - Setting order active/inactive
 - Printing order form
 - Printing invoice
 - Printing tracking code (QR-Code)
- Order Management for Orders via website
 - Editing status of order
 - Setting order active/inactive
 - Printing order form
 - Printing invoice
 - Printing tracking code (QR-Code)
- User Management
 - Editing user settings
 - Reset password
 - Setting account active/inactive
 - Getting order history of customer
 - Edit user rights (admin, customer, ...)
 - Adding new user, in case of adding an additional account for technical employees
 - Same functionality as above for users
- Prediction of Orders & Repair Services
 - Get a summary of daily, weekly, monthly, yearly:
 - Number of order/services
 - Most common order type/service type
 - Most needed parts for orders/services
 - Summary of relation: How many online orders, how many on site orders
 - Prediction of coming weeks/months for
 - Number of order/services
 - Needed parts to cover the need for repairs and orders
- Inventory Management
 - Adding Inventory like spare parts for repair services
 - Adding/Editing/Deleting
 - Setting relation to services & orders
 - For example: iPhone 14 needs one premium display and two screws. That parts will be decreased in inventory, so that the organisation company has the possibility to see how many parts are left etc.
- Login for organisation company
 - Including “forget password” workflow
- Changing own account information
 - Change password

Scenarios (Several Use Cases & Scenarios)

Scenario 1

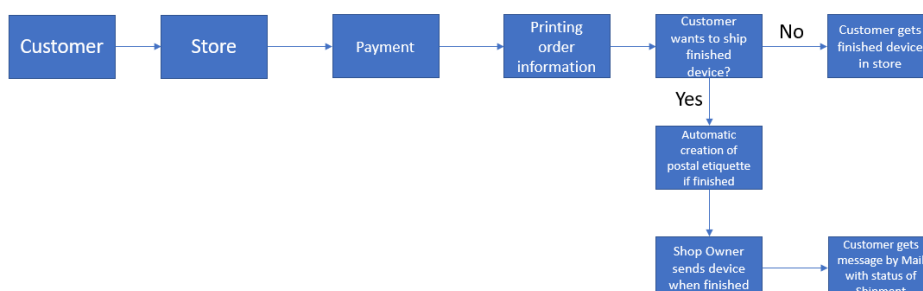
Customer is buying spare parts through online shop of the website. Customer has the possibility to registrate/login before finalizing the payment or buy the product as a guest. The Payment should be realized with third party solutions (for example stripes). After payment, the customer will receive an invoice per mail. If the shop owner accepts the order, the customer will receive a order confirmation (for example if the owner has no stock, he should have the possibility to cancel the order). If the owner accepts the order, a postal etiquette for shipment will be created automatically (using third party service like dpd or dhl). When the owner sends the spare part to the customer, the customer will receive the tracking ID of the third-party shipment company and additionally an email with confirmation of the status (order has been sent).



Scenario 2

Customer is “buying” a repair service on-side in store (customer is going directly to the store to repair his device). The customer will explain the needs and accordingly the owner will create a new order by using the form in Dashboard. He will put in all necessary information (name, email, phonenumber, what will be repaired, cost etc.). The customer has the possibility to ship the repaired device to his home (some customers bring their devices to the local store and want to receive the repaired phone by shipment to the home address). This possibility should be given as an option in the order form, so that the owner can create (as in scenario 1) automatically a postal etiquette for shipment.

Regardless of that (in both cases), an order form will be created automatically with all information, so that the owner has the possibility to print the details by pressing a button “print”. On the order information, there will be a QR-Code, where the customer is able to scan the code and see the current status of the order he bought.



Customer

Orders Generally

Customer must have the possibility to add several orders or several repair orders for different devices!

Ordering

Customers should have the possibility to order spare parts by web shop. Customers can look in the account to get details like order history, settings, set password, and so on.

With every order, customer gets invoices and order confirmation mails.

Repair Orders

According to "Ordering", customers have the possibility to book repair services for their device. The customer gets an automatic created postal etiquette for shipment (shipment is free for customer), so that the customer can send the device that should be repaired.

The customer will receive all details per mail and additional the tracking code to see the status of the order.

Login/Registration

Customers should have the possibility to registrate and login in an easy way (social media login: Facebook, etc., mail etc.). The Login and Registration should be within highest security and state of the art technology standards for securing private data.

Appointment Booking

Some customers want to book a appointment. Usually customers come to the store without an appointment, but several customers want to book an appointment to make sure that they will be served at the booked time.

That's why there should be a possibility on the website for booking appointments in the opening hours of the store. There will be a defined time frame per day, where customers can book an appointment. Booking an appointment needs details like name, phone number, what should be done (there should be a list where the customer can choose the subject of appointment like "repair device", "consulting", etc.), email and the date and time of the appointment. The booking should be synchronized with the calendar of the owner, so that there will only be free time slots if the owner has no appointments in the calendar to that time.

The owner must accept every appointment. Only after accepting appointment, the customer will receive an confirmation by mail, where he has the possibility to cancel the appointment as well. If he cancels the appointment, the calendar of the owner should be synchronized to that.

Example of an order form (must be declared what information is needed):

ARBEITSBESTÄTIGUNG Nr. _____

Betreiber: _____
Wohnort: _____

Durchgeführte Arbeit: _____
Aufgewendetes Material (lt. Lieferschein vom _____) _____

Aufgewendete Arbeitszeit (einschließlich Wartezeit):

Datum	Durchgeführt von	Stunden	Durchgeführt von	Stunden

Die Richtigkeit obiger Angaben wird hiermit bestätigt. Anstände bitte sofort geltend machen, da spätere Beschwerden nicht berücksichtigt werden können.

Ort / Datum: _____ Unterschrift des Bestellers: _____

Tracking

Customers should have an individual, unique link (QR-Code) to see the status of the individual order. If status changes, customer will be informed by mail. If the order is closed (finished repair service or something like that) the link won't be available for customer after several days.

Example of such a tracking:



There should be additional information of the order, without displaying private data like name, address and things like that.

Operating Company

The operating company (owner) must have all the possibilities to create, change, delete, set inactive or active of the functionalities described above.

Ordering

Owner must have insights to all orders/edit orders/create orders/set status of orders/delete orders/printing postal address etiquette/printing order details for customer and all the necessary functionalities to have an overall access.

Repair Orders

According to "Ordering" owner must the insights to all orders/edit orders/ create orders/ set status of orders/delete orders and all the necessary functionalities.

Login/Registration

Owner must have the possibility to change his own password with security workflow (email etc.) and the possibility to create new users for his employees with different management rights. For example: a technician of his company only has the most necessary rights and won't see/edit etc. any other things.

Appointment Booking

For booking appointments a third party service can be used (requirements: best case for free, worst case just several € per month). Synchronization of the appointments with company calendar is necessary.

Tracking

Owner must have the possibility to print the tracking ID any time (if user has lost it) and send the tracking ID again to the user per mail. The status must be changeable in dashboard.

Stock inventory

Owner must have the possibility to add/edit/decrease/increase his stock (spare parts, parts needed for repairment etc.). The stock will be decreased according to the orders. For example: a iphone 10 display should be repaired → therefore the part used to repair the iphone 10 is being decreased (different types of spare parts for every type/model/product).

Prediction

The owner should see the most important data in the overview. How many orders were there this day/this week/this month/this year? Which spare parts are almost empty? Which ones must be reordered? Which models, which repairs are most common? Statistics about past orders? Forecast for the coming weeks/months/year based on past data: Which orders for which models/which repairs are most likely expected (next week/next month etc.)? Which parts should be ordered next month (based on past data and statistical analysis)?

Pop-Up advisement

The owner should be able to create advertising pop-ups for the website. The layout should be specified. The owner only specifies the respective fields and can also add an image. The owner should also have the option of giving the pop-up an expiry date. The pop-up should not appear on every page, but on the first visit to the homepage.

Example:



Discount

Owner should have the possibility to create/edit/activate/ etc. discounts. Additionally, he must have the possibility to send individual customers their own, unique discount code. There should be several options: discount for a period of time (for example 10%), discount only once per code.

Adding Repair Services

The Owner should be able to create/edit/delete repair types. The repairs should be able to be easily linked to the respective model or type (e.g. iPhone 10, Samsung Galaxy, MacBook Pro). Each model has different prices. For example, the display repair for the iPhone 10 costs less than the display repair for the iPhone 12. Accordingly, there should be the possibility to define the prices individually for the respective model.

In the example you can see (only example) how the process of adding products (phone, tablet, computer), adding the correlated brand (apple, Huawei, sony, Samsung) and the correlated type (iPhone 10, Samsung Galaxy S,...) can look like. For every type, there should be, as mentioned, the possibility to change and save the price of the service. If repair types are added, they should be available for every type (beware, that not every type has all repair services, that's why there should be a possibility to select the added repair services before)

Example:

Products (Mobile Phone, Tablet, Computer,...)

Creating a new modell and adding accordingly the repair types

Type (iPhone 10, iPhone 12, Samsung Galaxy S3, Samsung Galaxy s10)

Brand oft he product: Samsung, Apple, Huawei, Sony,...

At the Homepage, the products will be displayed accordingly to the added services/models and so on. The customer should have an easy, smooth and clear page, where customer can see what services are provided.

Most of the customers want to select the product, type and model. That's why there should be an easy and clear way of selecting those like that:

Service Section on One Pager, where customer can select at first step the product (mobile phone, laptop, tv, ... according to added products in dashboard). Then the section will change the displayed information, according to the selected product. For example, if customer clicks on handy, several handy brands like apple, Huawei,... will be displayed. After selecting one brand, he will see a list of the correlated models of that brand, that are added in dashboard. Additionally customers should have the possibility to search in a fast way for their model. If he puts in "iPho" in the search field, the customer will get suggestions according to the input. In that case he will see all models beginning with iPho. After he selects the needed model, he will be redirected directly to the available services for that specific model, so that he can order the needed service for that model.



Just another example of the detailed section. Beware: that's only a mockup and most of the necessary information is not displayed. In real, that should look completely different:

Typ

Handy

Marke

iPhone

Modell

iPhone 14 Plus



iPhone 14 Plus

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua.

Was soll repariert werden?

<input type="checkbox"/> Displaytausch	100 €
<small>Display ca. 90-120 Minuten</small>	
<input type="checkbox"/> Ladebuchse	100 €
<small>Display ca. 90-120 Minuten</small>	
<input checked="" type="checkbox"/> Akkutausch	100 €
<small>Display ca. 90-120 Minuten</small>	
<input type="checkbox"/> Touchscreen	100 €
<small>Display ca. 90-120 Minuten</small>	
<input type="checkbox"/> diverse Schäden	ab 49 €
<small>ab 49 EUR</small>	
Summe (inkl. MwSt)	100 €

FAQ Section

There should be a FAQ Section with frequently asked questions on the homepage.

Contact Section

Customers must have the possibility to directly interact with the owner.