PRODUCT DESCRIPTION

# Product Title : Spa Service System

Product Scope: *Nowadays, the number of customers interested in health is increasing. One of them is spa service. On special occasions, the number of people using spa service is very large, causing many people to wait for a long time. Online booking service and purchase the product has made it easier to use the service without waiting*

Stakeholders

## Customers

|  |  |  |
| --- | --- | --- |
| **Customer Class** | **Expectation** | **Represented By** |
| **Guests** | Easy to use,  Can book an appointment through the app at home.  Make online payment in app. | Those who want to use spa services |

## Users

|  |  |  |
| --- | --- | --- |
| **User Class** | **Expectation** | **Represented By** |
| Staffs | Staff can choose schedule work and timekeeping online  Suggest spa services for customers. | Spa staff |
| Spa’s manager | Manage System, Staff and Customer | Spa’s Manager |
| **Cashier** | who confirm appointments for guests and checkout for guests | Cashier |

# Functional Requirements

|  |  |  |
| --- | --- | --- |
| **Requirement #** | **Description** | **Related Requirements** |
| **R1** | View detailed information about services and products  Actor: Customer | No |
| **R2** | Booking services from the spa menu  Actor: Customer | R1 |
| **R3** | View, adjust booking services  Actor: Customer | R1 |
| **R4** | Checkout Online by ViettelPay, Momo , Online banking  Actor: Customer | R1 |
| **R5** | Create, view, modify, delete, and Spa menu  Actor: Admin | No |
| **R6** | Create account for employee  Actor: Admin | No |
| **R7** | Provide system access by authorized employees  Actor: Admin | R6 |
| **R8** | Send event notifications to employees and customers  Actor: Admin | No |
| **R9** | Issue invoices, monthly sales statistics, employee information, number of working days  Actor: Admin | No |
| **R10** | Online timekeeping for employees  Actor: Employee | No |

# Non-functional Requirements

## 1) Targeted Platforms

## 2) Performance

- Ensure the system has the best performance, short process time, helping the customer using to the system is the best

## Availability

- The system ensures that the system is always running, available useful work

## 4) Reliability

## 5) Scalability

# Release Method

*[How product is delivered:*

* *One-shot (waterfall)*
* *Iterations/ incremental*
* *Agile/ Scrum*

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature** | **Release 1** | **Release 2** | **Release 3** |
| Make an appointment | Customers can book appointments directly on the app. | Chat bot automatically responds to customers | Fully implemented |
| List of successful appointments | Save a list of successful customer appointments | Fully implemented |  |
| Customer care system | Not implemented | Plan and list potential customers | Fully implemented |
| Personnel management system | Manage all employees in the system | Fully implemented |  |
| Post/Update price list of services | Manager can post / update the news or the service | Fully implemented |  |