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 has made it easier to use the service without waiting. With the reservation platform, customers can refer to all the services and offers of the system, take the initiative in time, the reserve to use the service at a specific time when any problem arises, it can be solved directly with the system very easily.*

Stakeholders

## Customers

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

## Users

|  |  |  |
| --- | --- | --- |
| **User Class** | **Expectation** | **Represented By** |
| Staffs | Easy to use.  Friendly UI. | Those who directly serve customers. |
| Spa’s manager | Friendly UI Can manage employees and customers.  Check customer data using the system's services.  Can view revenue reports by day, month, year. | Spa manager, operator. |

# Functional Requirements

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| --- | --- | --- |
| **Requirement #** | **Description** | **Related Requirements** |
| **R1** | View detailed information about services  Actor: Customer | No |
| **R2** | Search service  Actor: Customer | No |
| **R3** | Make an appointment, choose a specific date and time to use the service  Actor: Customer | No |
| **R4** | Choose the staff you want to serve when using the service  Actor: Customer | R3 |
| **R5** | Reschedule or delete a booking  Actor: Customer | R3 |
| **R6** | Manage and adjust Spa’s service  Actor: Admin | No |
| **R7** | Send event notifications to employees and customers  Actor: Admin | No |
| **R8** | Statistical data, customer information by week  Actor: Admin | No |
| **R9** | Manage Customer and Employee  Actor: Admin | No |
| **R10** | Check customer's booking schedule  Actor: Employee | No |
| **R11** | Online consulting for customers  Actor: Employee | No |
| **R12** | Payment for customers  Actor: Employee | No |

# Non-functional Requirements

## 1)Targeted Platforms

- Web

- Application mobile

- Application desktop

## 2) Performance

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

Detail: the maximum waiting time must less than 10s.

## Availability

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

Maximum access is less than 1000 access

## Reliability

Reliability must be achieved: High

## Scalability

## Reasonable code allocation to optimize project expansion

## 6) Survivability

Maximum reboot server time must less than 15 min.

# 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 |  |