

Topic	Business Appointment Scheduler	Author	Everson Rodríguez	Date	20/ene/2021
Problem Background Customers are having trouble in being attended at businesses due to the pandemic. They don't know how to interact with the employees while the employees have to do their work and manage each customer.		Countermeasures <ul style="list-style-type: none"> • Manage customers by using an automatic appointment scheduler. • Let the people know how the business is operating by sending a notification. • Businesses should make the appointments how they desire by providing them the necessary tools. • Provide all the necessary appointment info for the customer and instructions. 			
Target We need a system where businesses can use for automatic scheduling appointments for customers.		Check/Evaluate <ul style="list-style-type: none"> • Verify that the business can create and schedule appointments with customers. • Customer satisfaction and business revenue increase. 			
Causes <ul style="list-style-type: none"> • Why are customers having trouble? Because they don't know how the business is operating. • Why? Because customers need to be separated from others. • Why? Because all customers have to be left apart from each other. • Why? To avoid infection. • Why? Because there is a pandemic 		Act/Standardize <ul style="list-style-type: none"> • System will be maintained by developers. • Explicit documentation with audio visuals for customer and business use. 			