Vision

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# Introduction

The project will consist of a web application where people can make appointments for pet services, leave their opinion about the service received and the employee can confirm appointments.

# Positioning

## Problem Statement

|  |  |
| --- | --- |
| The problem of | Making appointments at a saloon for dogs |
| affects | The customers and the employees |
| the impact of which is | Making it harder to make an appointment |
| a successful solution would be | To take the business online |

# Stakeholder and User Descriptions

There will be two types of users: clients and employees, each of them having different permissions on the web site.

## Stakeholder Summary

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Client | The person who wants to make an appointment online | Makes appointment and leaves reviews. |
| Employee | The person who verifies the appointments and the reviews. | Takes care that only people that received a service at the saloon can leave a review and that the review is written in a respectful way. |