

bookme.in.ua

Version 1.2

Changes are marked with yellow background.

General description

Platform's main purpose is to provide easy access for users looking for different services in their location (car wash, hair cut etc). Visitors should be able to search the companies in the database according to a category provided and get a search result.

All the features to be divided by separate packages available for companies. The basic package contains free for use features. More specific packages can be bought by a company at any time. Also there is a custom package that can be set up according to the customer individual request.

Main purpose of the platform is a single place for multiple companies. Nevertheless the platform can be easily replicated, customized and setup for individual company upon request.

Platform services should support different languages.

Similar sites

Search of websites with similar functionality didn't show something to exist at least in Ukraine. The most similar to the platform could be website for appointment to doctor <https://helsi.me/> (it is not destined for any company use and restricted by availability for doctors and hospital visitors only) and Wordpress theme for service finder <https://servicefinder.wyzi-directory-theme.com/> (it doesn't work with discounts, promos and easy to use booking calendar).

Workflow

There are User, Company, Support and Admin roles.

Both User and Company see the frontpage with intro text and two big sections for Companies and Users.

Frontpage

TBD

Company role.

From the company section it is possible either login or create new company.

Details for company registration:

1. Company name
2. Company address (possibility to add multiple branches)
3. Company location coordinates (do we need it for the quick search?)
4. Contact phone
5. Company email
6. Company address
7. Company URL
8. Company category (can be added multiple categories like hair cut + massage)

After registration (way of verification TBD) company gets into private area where it can add some services and working schedules (including regular day offs, sick leaves and other unavailable reasons). Company can have complex slot division. It means that the same service can be provided by different people at the same time (three persons that make hair cut in the company, four separate teams for cleaning) and this should be reflected in the schedule appointment logic.

From the logged in account company user can edit or cancel appointment made by **visitor**. Any change in appointment has been sent by email both to **visitor** and company admin.

Service details:

1. Service name
2. Service price
3. Service description (optional)
4. Service status (can be basic for user or optional)

Schedule details.

In the process of booking there is a calendar reflecting free slots to book.

Discount details.

Company has the possibility to provide discount prices. Discount is a feature. It can be assigned to any service as a percentage or static value. Discount can be applied as a time period or a separate discount code of single use. Single use discount code has been generated by the company either manually or automatically (multiple

discounts) based on a number of discounts entered by company. Discounts can be sent automatically to users subscribed to the company. List of recipient users can be random, first users in the list, gold status users or manually chosen entering their emails.

Company unit role.

If company provides multiple service (fx three car washers at the same time) then any person involved can get credentials to access company account and see own appointment schedule details.

User role.

A visitor can work with companies after registration (way of user verification TBD). If visitor forgets password he should also be able to restore it.

Registered user.

Details for visitor registration:

1. User name
2. User email
3. User phone number

After registration visitor can save company to the favourites list, get subscribed to a company special offers, get benefits as a gold client. Visitor can see the history of bookings.

Visitor can rate a company after the booking time had been completed.

From the visitor account there is possibility to edit or cancel appointment. Any change in appointment has been sent by email both to visitor and company admin.

Search details

After getting into visitor section a visitor can either login or create new account or do the search the company among different services list provided. Not logged in visitor can access only to the search result without possibility to start booking.

Available now feature.

In the search section visitor can quickly find companies available now (that means a company list with free slots for today) just choosing services category (cleaning, hair cut). The search logic gets user geo coordinates to find the list of companies that have free slots in the distance pointed by visitor before search.

Booking flow

1. User shall choose the category (hair cut, car wash etc)
2. User shall choose the region/district
3. User gets the search result list
4. User can filter the list of companies by "company name" or by address
5. After pressing "BOOK" button a user gets into the booking flow
6. For not registered user there will appear the prompt to register/login
7. Optionally user can apply a discount code
8. Registered user completes the booking
9. Optionally user can leave a comment for the booking that is sent to the company together with other details

Both quick and registered search show the rate of each company (either number of favourites or number of subscriptions - TBD).

All kinds of search can show company details in the separate page clicking on the company name or logo.