

Service Department Software Design

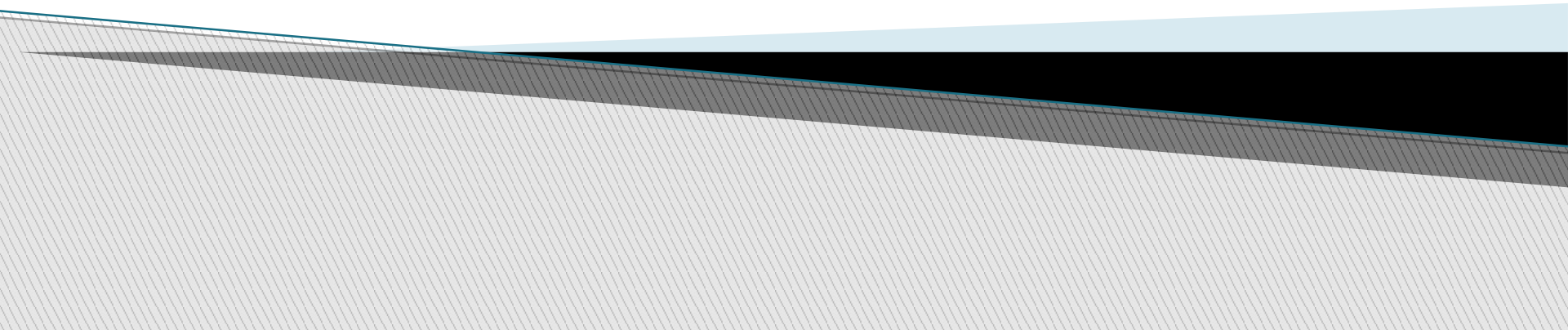
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Application Design

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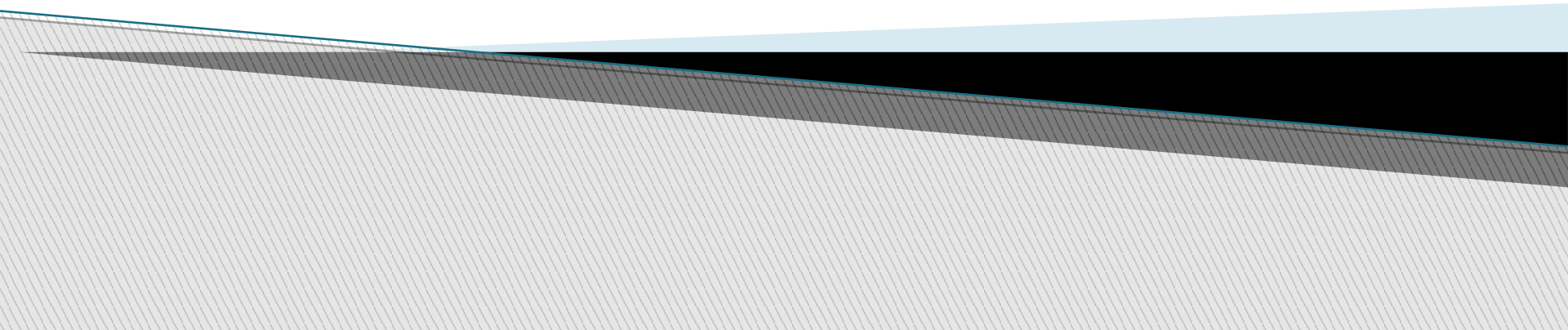


service-based business applications that allows appointment setting and service provider scheduling

Acuity scheduling

It's a software as a server software that provides customers with various services such as managing appointments, email and data, etc. Its highly recommended with various business owners.

The software is highly reliable and it's cloud hosted. It has advantages and disadvantages as with anything else.



Pros And Cons For Acuity Scheduling

Pros

- ✓ Controls your availability
- ✓ Organize your schedule
- ✓ Organize your client information
 - ✓ Easy to access

Cons

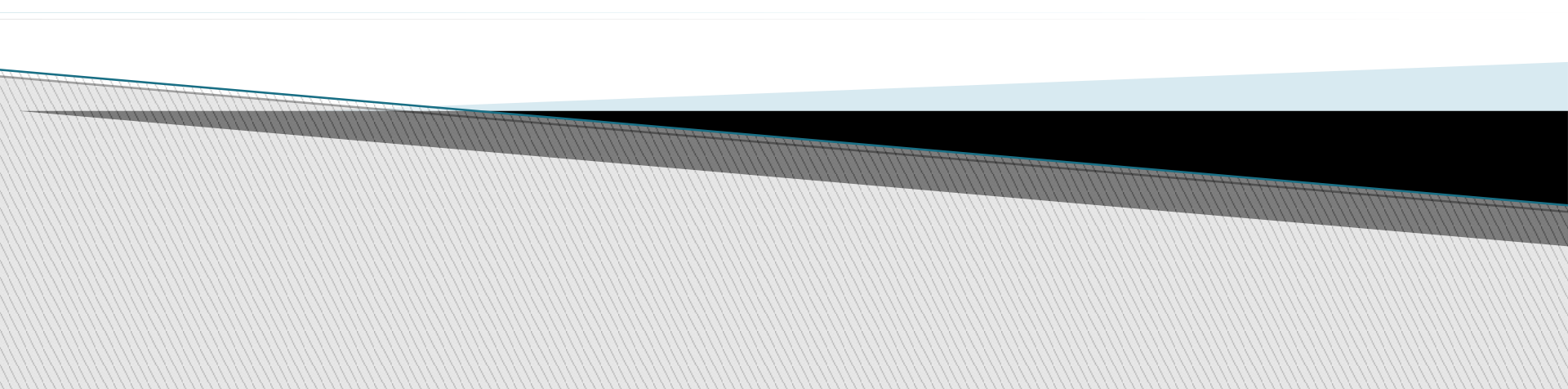
- ✓ Free version doesn't synchronize with goggle date and time
 - ✓ Complex flexibility
 - ✓ New UI feels like backwards
- ✓ Limited to method of payment.

SaaS – software as a service

SaaS- software as a service is a cloud based software.

The owner controls everything on the software. He or she builds the software, create the updates and host the data base. The owner offers are the services all at once to its users without limitation.

Its one of the latest types of software that small business' go for.



Pros and cons for SaaS

Pros

- ✓Flexible payment
- ✓Scable usage
- ✓Automatic update
- ✓Accessibility & persistence

Cons

- ✓Issues beyond customer control
- ✓Customer loses control over version
 - ✓Difficult switching vendors
- ✓Unstable security and privacy

In- House Built Software

Software that's built in our respective place of work. We are responsible for day-to-day operations and functionality.

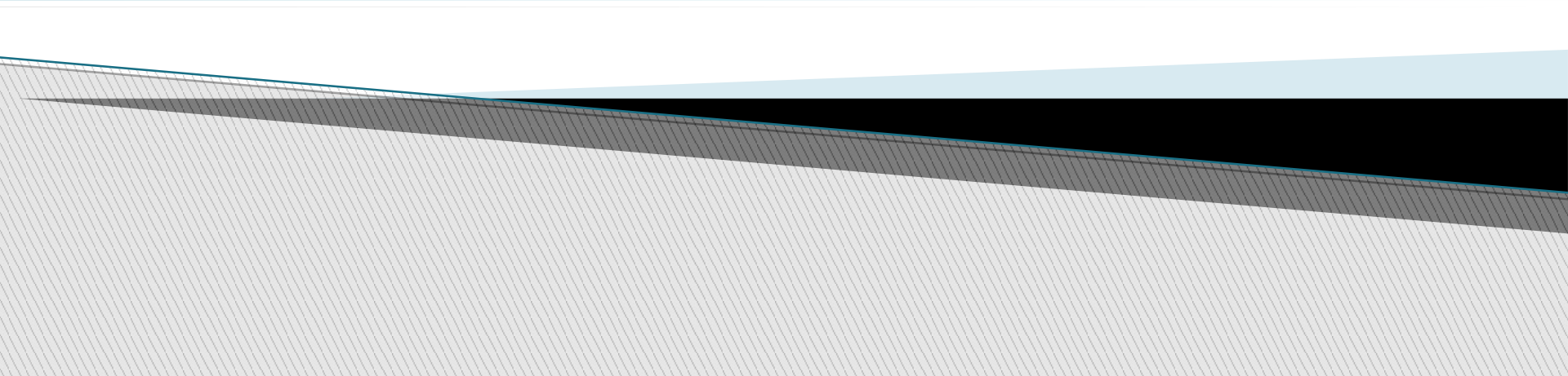
Let's take an example to explain this. When a company has its specialists it instructs its employees to build a software to run daily programs. The software that runs all of the processes of the company is referred to as In-house Built Software

Pros and cons

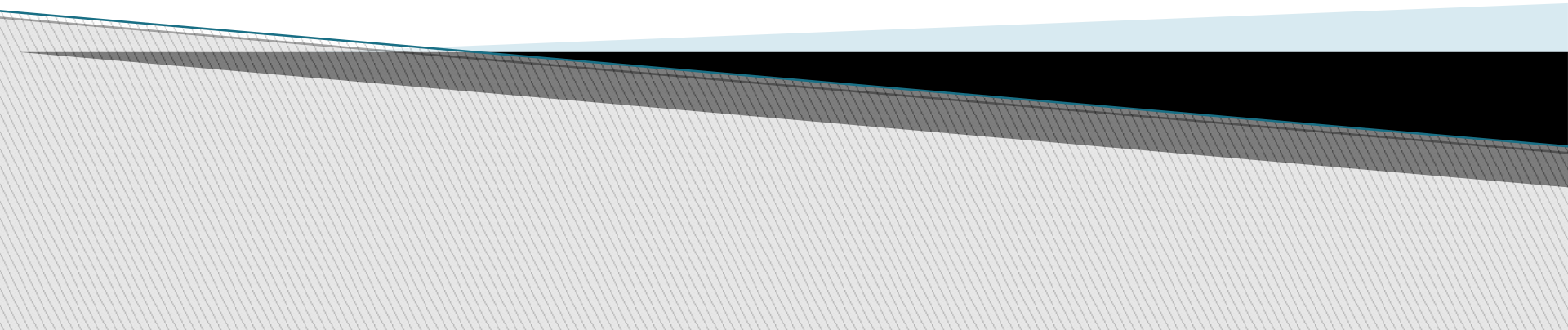
Pros

- ✓ Risks are controlled
- ✓ Guaranteed availability
- ✓ Good communication
- ✓ Cheap in terms of subscription

Cons

- ✓ High cost to install
 - ✓ Time costing to install
 - ✓ High development and maintain cost
 - ✓ Requires more IT skills
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Software Requirements: requirements the software must do to support the Services Department

- ✓ Organize emails
 - ✓ Notify new emails
 - ✓ Notify and reminder both client and and service provider the date and time of appointment
 - ✓ Store both customers and employees data.
 - ✓ Organize clients information
 - ✓ Controls the activity with the business set up
 - ✓ Organize your schedule
 - ✓ Easy communication among the employees if the company decides to go with voice through IP, IT business strategies.
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Communication Plan

communication	Method	Frequency	Goals	owner	Audience
Project status	Email	Weekly	Go through the status and discuss ways to upgrade	Manager	Business board and IT experts
Motivation	email	Daily	To boost the morale for all the workers in the company	Manager	Employees and employers
Task upgrade updates	Email	Weekly	overlook the previous gender on versions	Manager	Board members and IT experts