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Wait Less... Live More...

1. Project Overview

This application is a dual-sided digital ecosystem designed to bridge the gap between customers and local service businesses (Salons, Clinics, Car Washes, etc.). It replaces traditional, chaotic waiting lines with a smart, virtual queuing system, offering absolute convenience to customers and complete operational control to shopkeepers.

2. Customer App Functions

Discovery & Personalization

- **Smart Search & Discovery:** Customers can quickly search for shops by name or browse through predefined categories (e.g., Salons, Beauty Parlors, Clinics, Car Washes).
- **GPS-Based "Nearby" Filter:** A one-tap home screen shortcut that leverages live device location to surface the closest shops.
- **Favorite Shops:** Users can "Heart" frequently visited businesses to pin them directly to their home screen for instant access.

17 Booking & Live Tracking

- **Online Booking Flow:** Users select a shop, browse their service menu, select multiple services, and choose an available time slot to submit a remote booking request.
- **Active Booking Tracker:** A prominent, dedicated section on the home screen displaying the real-time status (Pending, Waiting, or Ongoing) of current appointments.
- **Cancellation Facility:** Customers can cancel an upcoming booking if plans change, triggering an instant automated notification to the shopkeeper.
- **Booking History:** A dedicated archive tracking all past Completed and Cancelled visits.

Account & Location Management

- **Profile Update:** Users can modify their Full Name, Phone Number, and area PIN code at any time via the account menu.
- **Location Management:** Ability to manually update or refresh the "Home Location" via GPS to ensure the app continuously recommends the most relevant local shops.

3. Shopkeeper Functions (Merchant Side)

Business Dashboard & Queue Control

- **Live Business Dashboard:** A real-time executive dashboard tracking "Total Bookings" for the current day and "Daily Earnings" calculated dynamically from completed services.
- Online Request Management:
 - **Audio Alerts:** Continuous sound alerts notify shopkeepers of incoming customer requests instantly.
 - **Action Controls:** Shopkeepers can Accept the booking (moving the customer into the virtual queue) or Reject it if the shop is currently overbooked.
- **Walk-in Entry (Manual Booking):** Allows shopkeepers to manually inject walk-in customers (name, phone, and selected service) directly into the digital queue system to keep all data synchronized.

Shop Operations & Holiday Mode

- Shop Closing Facility:
 - **Day Blocking:** Long-press the date header to mark the entire shop as "Closed" for holidays or emergencies.
 - **Slot Blocking:** Tap specific hourly time slots (e.g., 2:00 PM) to temporarily block them out for lunch breaks or internal maintenance.
- **Service Menu Creator:** An intuitive menu builder to add, edit, or delete services with custom pricing and durations (e.g., "Haircut — ₹200 — 30 mins").
- **Shop Settings:** Global configuration panel to alter opening/closing times and define default "Slot Durations" (e.g., intervals of 15, 30, or 60 minutes).
- **Profile & Shop Update:** Edit business-critical details including Shop Name, Owner Name, Physical Address, and the exact Google Maps link that customers use for navigation.

Team & Data Management

- Staff Management:
 - Add or remove staff members.
 - Assign specific staff to a customer's booking.
 - Toggle "Availability" to show if a staff member is on leave.
- **Export Reports (CSV):** A professional feature to export the day's booking list (Customer names, phone numbers, and payments) into an Excel-friendly file for accounting.
- **Booking History:** Access to all past records to see loyal customers and total revenue history.

4. Key Differences Matrix

Feature	Customer Capability	Shopkeeper Capability
Online Booking	Creates the booking request.	Accepts or Rejects the request.
History Logs	Views personal visit history.	Views total shop revenue and customer logs.
Profile Changes	Changes personal display name & PIN code.	Changes Shop Name & Owner Name.
Closing Facility	Sees "Closed" label on the shop profile.	Can block specific hours or entire days.
Staff Oversight	Sees which staff is assigned to them.	Manages the entire team's workload.
Location Logic	Finds shops near them.	Sets the shop's pin on the map for others.