

Software Requirements Specification

for

GlowVibe beauty clinic Web Application

Version 1.0

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1. Introduction

1.1 Purpose

The purpose of this document is to outline the functional and non-functional requirements for GlowVibe Beauty. It provides a detailed description of the system's functionality and constraints, serving as a guide for developers, testers, and stakeholders involved in the project.

1.2 Scope

The GlowVibe Beauty web application will elevate the beauty and wellness experience by providing a platform where users can book beauty and medical services, consult with doctors, view professional profiles, and leave testimonials. The system will provide functionality for:

- Booking appointments and consultations.
- Viewing doctor and beauty professional profiles.
- Browsing and filtering services.
- Reading and submitting client testimonials.
- Rating Doctors and beauty professionals

1.3 Definitions, Acronyms, and Abbreviations

- **API:** Application Programming Interface
- **UAT:** User Acceptance Testing
- **UI:** User Interface

1.4 References

- SRS for similar beauty and wellness platforms.
 - Online guides on implementing appointment booking systems.
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2. System Overview

2.1 Product Perspective

This system is a standalone web application, interacting with external services like payment gateways and email/SMS notification services. It consists of:

- **Frontend:** User interface for clients, professionals, and administrators.
- **Backend:** Server-side logic for processing requests, handling data, and enforcing business rules.

- **Database:** Stores persistent data, including user information, bookings, and service listings.

2.2 Product Functions

The key functions of the system include:

- **Appointment Booking:** Allows users to book appointments with beauty professionals and doctors.
- **Doctor Consultation:** Users can request online or in-person consultations.
- **Profile Viewing:** Users can view detailed profiles of professionals, including ratings and reviews.
- **Service Catalog:** Displays available beauty and wellness services, allowing users to filter and browse.

2.3 User Classes and Characteristics

- **Admin Users:** Full access to manage all aspects of the system, including users, services, and bookings.
- **Regular Users (Clients):** Can book services, consult doctors, view profiles, and submit testimonials.
- **Guest Users:** Limited access to view services and professional profiles without booking functionality.

2.4 Operating Environment

- **Client Side:** Runs on web browsers like Chrome, Firefox, and Safari.
 - **Server Side:** Hosted on a cloud server with a stack such as Node.js and Express.js.
 - **Database:** MySQL for data storage and retrieval.
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3. Functional Requirements

3.1 Use Case Diagrams / User Stories

- **Use Case 1: User Registration and Login**
 - **Description:** New users can create an account; existing users can log in.
 - **Actors:** User, Admin
 - **Preconditions:** The user must provide a valid email and password.
 - **Postconditions:** The user is logged in and directed to their dashboard.
 - **Steps:**
 - Enter your email and password.
 - Submit the form to register or log in.

- **Use Case 2: Book an Appointment**

- **Description:** Users can book appointments with professionals.
- **Actors:** User
- **Preconditions:** The user must be logged in and have selected a service.
- **Postconditions:** Appointment is scheduled, and confirmation is sent.
- **Steps:**
 - Select service and professional.
 - Choose a date and time.
 - Confirm

3.2 Feature Requirements

1. User Registration and Authentication

- **Description:** Allows users to register with an email, phone number, or social media account and log in to the platform.
- **Inputs:** User credentials (email, password, etc.).
- **Outputs:** Access to the user dashboard or error message for a failed login.
- **Error Handling:** Notify the user if registration data is invalid or login credentials are incorrect.

2. Profile Management

- **Description:** Users can view and edit their profile details, including personal information, preferred services, and contact details.
- **Inputs:** User profile details (name, contact information, etc.).
- **Outputs:** Updated profile information.
- **Error Handling:** Display error if information is incomplete or invalid.

3. Service Booking and Scheduling

- **Description:** Users can book specific services with beauty professionals, selecting available dates and times.
- **Inputs:** Selected service, professional, date, time.
- **Outputs:** Booking confirmation and booking ID.
- **Error Handling:** Alert the user if the selected time is unavailable or if there's an issue processing the booking.

4. Doctor Consultation Booking

- **Description:** Users can schedule consultations with professional doctors, choosing between online or in-person consultations.

- **Inputs:** Consultation type (online/in-person), doctor, date, time.
- **Outputs:** Confirmation of the scheduled consultation.
- **Error Handling:** Prompt the user if the doctor is unavailable or if a scheduling conflict occurs.

5. Service Catalog Browsing and Filtering

- **Description:** Allows users to browse a catalog of available beauty and wellness services, with options to filter by category, price, or professional.
- **Inputs:** Filter selections (category, price range, location).
- **Outputs:** Displayed list of services matching filter criteria.
- **Error Handling:** Show a message if no services match the filters.

6. Professional Profile Viewing

- **Description:** Users can view profiles of beauty professionals and doctors, including ratings, reviews, qualifications, and available services.
- **Inputs:** Selected professional profile.
- **Outputs:** Displayed profile with details.
- **Error Handling:** Show a message if the profile is not available.

7. Testimonials and Reviews

- **Description:** Users can leave reviews and testimonials for services received, as well as view reviews left by others.
- **Inputs:** Review text, rating.
- **Outputs:** Review added to the professional's profile.
- **Error Handling:** Display an error if the review text is empty or the rating is invalid.

8. Notifications and Reminders

- **Description:** Send notifications to users for booking confirmations, appointment reminders, and other updates.
- **Inputs:** Trigger events (booking confirmation, upcoming appointment).
- **Outputs:** Notification via email, SMS, or in-app message.
- **Error Handling:** Log notification failures and attempt to resend if possible.

9. Payment Processing

Description: Enable users to complete payments for booked services outside the web application, allowing for flexibility and enhancing user convenience.

Inputs:

- User-selected payment method (e.g., bank transfer, mobile payment app, in-person payment).
- Payment confirmation details, such as a transaction ID, screenshot, or receipt, for verification if needed.

Outputs:

- Payment confirmation in the user's booking history on the web app.
- Notification sent to the user confirming successful payment (or indicating the need for payment verification if required).

Error Handling:

- If payment verification fails (e.g., incorrect transaction ID or insufficient details), prompt the user to re-upload proof of payment.
- Notify users of acceptable payment options if they select an unsupported method.

10. Admin Dashboard for System Management

- **Description:** Admin users have access to a dashboard to manage services, user accounts, bookings, and reviews.
- **Inputs:** Service, user, or booking data for management.
- **Outputs:** Updated data in the system.
- **Error Handling:** Display error messages if any management action fails due to permissions or validation issues.

4. Non-Functional Requirements

4.1 Usability Requirements

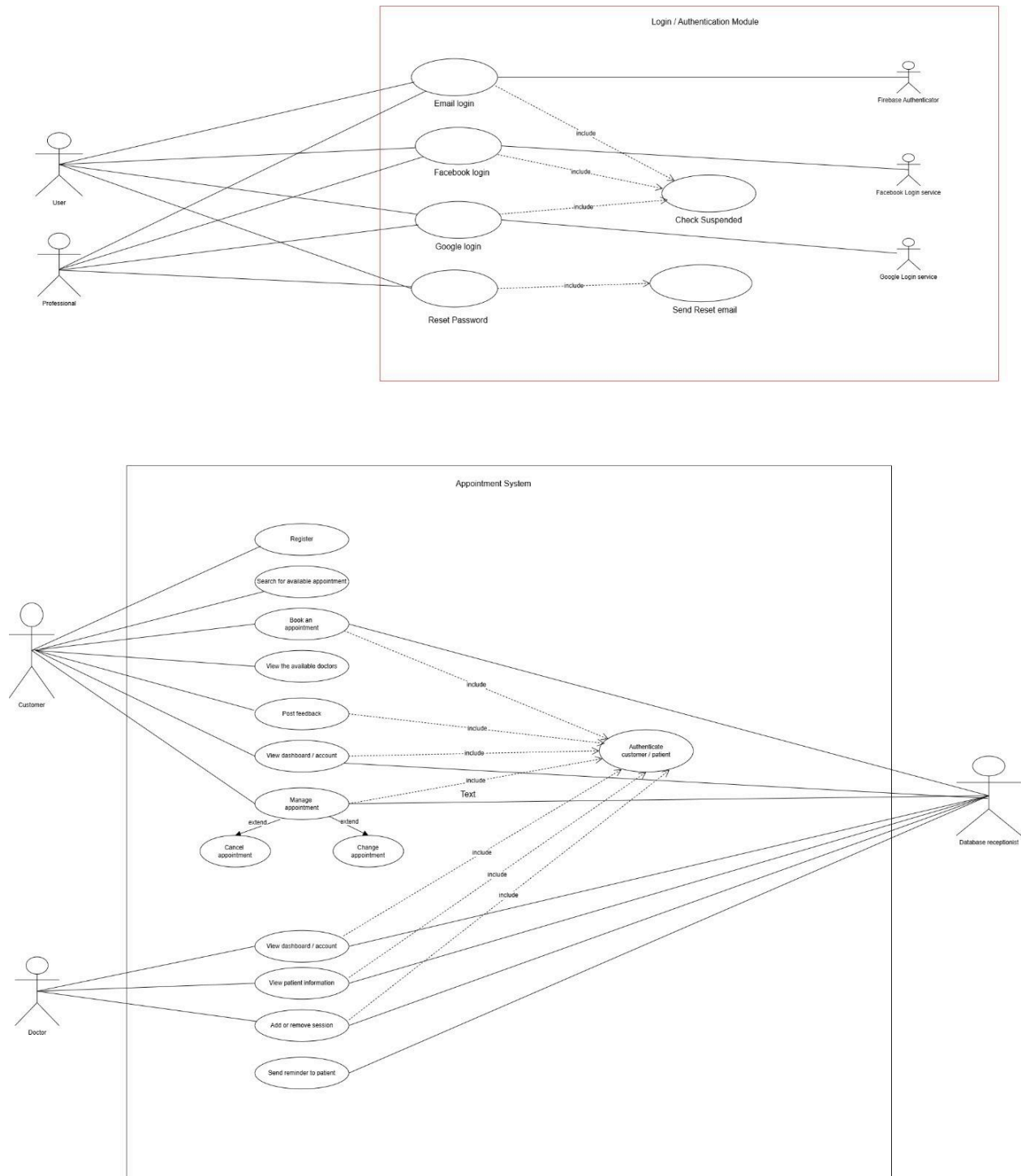
- The user interface should be intuitive, with clear navigation.

4.2 Reliability and Availability Requirements

- The system must have 99 % uptime.

5. System Models

5.1 Use Case Diagrams



5.2 Data Flow Diagrams

[Insert Data Flow Diagrams representing data flow for booking, login, and profile viewing.]

5.3 Class Diagrams

[Insert Class Diagrams for main system components, such as User, Booking, Service, and Profile.

6. External Interface Requirements

6.1 User Interfaces

The system should have an intuitive UI with the following major components:

- **Home Screen:** Displays an overview of services and featured professionals.
- **Dashboard:** Allows users to manage their bookings and consultations.

6.2 API Interfaces

- The system will provide RESTful APIs for user management, bookings, and service information retrieval.

6.3 Hardware Interfaces

- If applicable, interaction with external hardware such as payment terminals or scanners.

7. Other Requirements

7.1 Data Backup Requirements

- System data should be backed up weekly and retained for 30 days.

8. Conclusion

This SRS document outlines the necessary functional and non-functional requirements for GlowVibe Beauty. By following these specifications, the development team can ensure a user-friendly, secure, and reliable system that meets stakeholder expectations.