**Requirement Catalogue**

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| Requirement | User requirement definition |
| Requirement ID | RQ01 |
|  | Users must be able to create an account using email and password login.   * System must validate email and password length * Password must be stored securely using hashing * Social login must use authentication * System must send verification email upon registration. |
| Non-functional requirements | **Performance**. The system must handle 500 active users with response time of less than 5 seconds. |

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| Requirement | User requirement definition |
| Requirement ID | RQ02 |
| Requirement Description | Users must be able to login and logout securely   * The system must validate login credentials against stored records * Automatic session after period of inactivity * Provide a ‘Forgot Password’ functionality with secure reset. |
| Non-functional requirements | **Security.** Implement encryption, hashed passwords and secure authentication mechanisms. |

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| Requirement | User requirement definition |
| Requirement ID | RQ03 |
| Requirement Description | Users must be able to update profile details   * Profile must include name, contact info, and profile picture * System should validate input fields(eg valid phone number format). * Users should receive confirmation upon successful updates. |
| Non-functional requirements | **Scalability**. The system should support future expansions without degradation. |

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| Requirement | User requirement definition |
| Requirement ID | RQ04 |
| Requirement Description | Users must be able to browse catalogue of available services.   * Services categorized by type (mens, womens, unsex) * Display descriptions, ricing, and estimated duration. |
| Non-functional requirements | **Usability.** UI must be mobile-friendly and intuitive |

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| Requirement | User requirement definition |
| Requirement ID | RQ05 |
| Requirement Description | Users must be able to search and filter services.   * Implement search y service name. * Filters must include price range and estimated duration * System should return results dynamically as user types. |
| Non-functional requirements | **Usability.** Dynamic search and filtering should be fast and responsive. |

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| Requirement | User requirement definition |
| Requirement ID | RQ06 |
| Requirement Description | Users must be able to upload a custom image for requested service.   * Users can upload images in formats( JPEG, PNG, etc.). * Maximum file size restrictions apply. * System should allow users to add description alongside the image. |
| Non-functional requirements | **Scalability**. System should support expansion to handle increased media uploads. |
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| Requirement | User requirement definition |
| Requirement ID | RQ07 |
| Requirement Description | Users must be able view service details   * Detailed service view includes name, description, price, estimated time. * Display professional availability and ratings. |
| Non-functional requirements | **Usability**. Users must be able to navigate through UI without errors. |

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| Requirement | User requirement definition |
| Requirement ID | RQ08 |
| Requirement Description | Users must be able to view available time slots for selected service.   * Display available slots in a user-friendly calendar * System must prevent double booking. |
| Non-functional requirements | **Reliability.** System must ensure 99.99% uptime and implement session timeouts. |

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| Requirement | User requirement definition |
| Requirement ID | RQ09 |
| Requirement Description | Users must be able to see and choose a professional.   * List of professionals includes profiles, ratings and reviews. * System should allow sorting by rating, availability. |
| Non-functional requirements | **Reliability.** System must always be up-to date and sync professional availability. |

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| Requirement | User requirement definition |
| Requirement ID | RQ10 |
| Requirement Description | Users must be able to request an appointment   * Appointment request includes service, professional and time slot * Users must confirm before submission |
| Non-functional requirements | **Reliability.** System must maintain at least 99% uptime, ensuring availability. |

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| Requirement | User requirement definition |
| Requirement ID | RQ11 |
| Requirement Description | System must handle appointment approval workflows.   * Appointment requests are sent to business for approval * Businesses can accept, decline, or suggest modification * System log all appointment status changes |
| Non-functional requirements | **Scalability.** The system should be optimized to manage high appointment requests without lag. |

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| Requirement | User requirement definition |
| Requirement ID | RQ12 |
| Requirement Description | Users must receive notifications for appointment status.   * Implement push notifications for approval, decline, or modifications. * Email notifications as a backup communication. |
| Non-functional requirements | **Performance.** Notifications should be sent in less than 2 seconds after status updates. |

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| Requirement | User requirement definition |
| Requirement ID | RQ13 |
| Requirement Description | Users must be able to cancel/ reschedule their appointment.   * Cancellations allowed before a defined deadline. * Users must provide a reason for cancellation * Rescheduling must check availability before confirmation. |
| Non-functional requirements | **Usability.** The cancellation/reschedule feature must be easy to navigate and confirm availability before finalizing changes. |

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| Requirement | User requirement definition |
| Requirement ID | RQ14 |
| Requirement Description | Users must be able to view appointment history.   * Appointment history includes past and upcoming appointments * Display appointment status, service details, and professional name. |
| Non-functional requirements | **Security.** Appointment history should be securely stored and accessible anytime. |

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| Requirement | User requirement definition |
| Requirement ID | RQ15 |
| Requirement Description | Users must make deposit payment after appointment approval   * Deposit required to confirm booking * Secure payment integration * Transaction logs stored securely. |
| Non-functional requirements | **Security.** Secure payment gateways integration with encryption of transaction details. |

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| Requirement | User requirement definition |
| Requirement ID | RQ16 |
| Requirement Description | Users must choose from multiple payment methods.   * Supported methods: Credit/ Debit card, Mobile Payment, or cash. * Users must select payment method per transaction. * System should provide real-time payment confirmation. |
| Non-functional requirements | **Performance**. Real-time payment processing must be completed within 5 seconds. |

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| Requirement | User requirement definition |
| Requirement ID | RQ17 |
| Requirement Description | Users must be able to leave rating and review.   * Rating on a scale from 1-5 with optional text review * Reviews visible to other customers |
| Non-functional requirements | **Reliability.** Reviews should be stored securely and must not be deleted accidentally. |

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| Requirement | User requirement definition |
| Requirement ID | RQ18 |
| Requirement Description | Users receive feedback from the business.   * Businesses can send direct responses to customer inquiries. * Notifications should be sent to users upon feedback submission. |
| Non-functional requirements | **Performance**. Feedback notifications should be sent instantly to users upon submission. |

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| Requirement | User requirement definition |
| Requirement ID | RQ19 |
| Requirement Description | Users must earn loyalty points for completed appointments.   * Point calculated based on service price * Points stored securely and updated in real time. |
| Non-functional requirements | **Security.** Points must be stored securely and updated in real-time. |

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| Requirement | User requirement definition |
| Requirement ID | RQ20 |
| Requirement Description | Users must be able to redeem loyalty points   * Points redeemable for discounts or free services. * Users can check their loyalty points balance anytime. |
| Non-functional requirements | **Performance.** Loyalty system should process redemption instantly without delay. |