**Target Users**

Pet owners and licensed vet clinics in Singapore

**Functional requirements**

1. The system allows search for licensed vet clinics
   1. The system must be able to retrieve information in the database based on search keywords
   2. The system must display complete search results upon a search query
   3. The system must display all the corresponding locations on Google Map upon a search query
2. The system allows users to make appointments with vet clinics

2.1. The contact number, fax, and email of the clinics found must be available upon appointment booking

1. The application provides a daily pet care feature

3.1. This feature must include a medication reminder

3.1.1. Users must be able to edit the medication reminder content and time

3.2. This feature must include a hygiene reminder

3.2.1. Users must be able to edit the hygiene reminder content and time

3.3. This feature must include an exercise reminder

3.3.1. Users must be able to edit the exercise reminder content and time

1. There is a forum for all users and vets must be verified
   1. All the users must be able to join the forum
   2. Users must be able to report one another for malicious contents
   3. Administrator must be able to review any user who is reported more than 5 times
      1. Notification to administrator must be issued within 24 hours
   4. Users who want to join the forum as vets must be verified
      1. A verification email must be sent to the vet’s clinic within 24 hours upon application.
         1. There must be a verification link in the email
      2. The name of a verified vet must be available in his/her user profile
      3. The name of the clinic of a verified vet must be available in his/her profile
   5. Any user must be able to ask questions in the forum
   6. Replies to a question must be organized in a chronological order.
2. Clinics may provide pet care tips on the application

5.1. The tips must be organised in a chronological order

1. Vet clinics may promote their services on the application

6.1. Vet clinics must first send the promotions to the system administrator for review

1. Ratings for the clinics must be available in the search section

7.1. Any user must be able to rate the vet clinics

7.1.1. Users must provide his/her reason for the rating

**Non-Functional Requirements**

Usability

1. 70% of first-time users must be able to locate the various features e.g. search, reminder, tips within 1 minute of starting to use the system
2. A help icon linking to the user guide must be available at the main menu.
3. The search page must have clear display of where to enter the search keywords
4. The system shall allow users to set the language based on their own preference
5. The UI design must follow common design practices (e.g. forum design, search feature, reminder design)

Reliability

1. The search feature must be able to display all search results (existent or non-existent) without crashes for 99% of the inputs
2. The forum must be able to process and display all posts without crash for 99% of the inputs.
3. The system must be available 24-7

Performance

1. The system must be able to return search results within 5 seconds upon a search query
2. New posts in the forum must be displayed within 5 seconds upon submission
3. Up to 50 concurrent users must be supported by the system

Operation

1. The running system should be handled by the system administrators

**Potential Terms for Data Dictionary**

1. Licensed vet clinics
2. Search keyword: text only
3. Search query: the input of a search keyword
4. 24-7: 24 hours per day and 7 days per week
5. Common design practices