***Function requirements***

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| ***Priority*** |
| 1-Grooming |
| 2-Sitting |
| 3-Boarding |
| 4-Pet walking |
| 5-pet taxi (low **Priority**) |
| 6-Day care (low **Priority**) |
| 7- pet training (low **Priority**) |

From the user side:

Modify use case diagrams

Architecture diagram

Class diagram

UI mockup

* Users should be able to create an account and log in.
* Users must authenticate their identity through secure login methods.
* Before the user adds any information about himself the user chooses if he’s a client or pet sitter.
* Users can fill in and manage information about their pets as part of the pet user profile.
* Allows users to provide details about their pets, forming part of the pet user profile, for each user has id and details about their pet.
* Notify the user of login success.
* Users can edit, update, or delete their profiles as needed.
* Users have a dedicated profile dashboard where they can:
  + Add and manage multiple pet profiles.
  + Upload high-quality images of each pet.
  + Enter basic information about each pet, including:
    - Name.
    - Breed.
    - Age.
    - Weight.
    - Medical history (if applicable).
    - Special instructions or preferences.

**From Sitter Side:**

* Carers can register on the platform by providing necessary details such as name, contact information, and professional credentials.
* Carers must authenticate their identity through secure login methods.
* Upon successful registration, carers receive a confirmation email or SMS with a unique verification code.
* Carers can log in securely using a username/password or through third-party authentication methods (e.g., Google, Facebook).
* Upload a profile picture.
* Enter personal and professional information, including a bio and introduction.

1-Grooming: -

From the user side:

* Users can choose a date and time for grooming services.
* Users can book grooming appointments from clinics, by using keywords for searching or by location.
* Submission of grooming service request includes pet details and specific requirements.
* The system ensures real-time availability updates, preventing users from selecting time slots that are already booked or unavailable.
* Users can choose from a range of available time slots, offering flexibility to accommodate their schedule.
* Users can message carers directly through in-app chat.
* Users receive a confirmation message after selecting a date and time, summarizing the chosen details.
* The selected date and time are reserved for a brief period to allow users to complete the grooming service request.:
* Selection of the pet(s) to be groomed.
* Preferred date and time (as chosen from the calendar).
* Any specific grooming requirements or instructions for the carer.
* Optionally, users may choose to engage with a chat bot for initial inquiries or to gather basic information.
* Users can access technical support through the chat interface for any platform-related issues or inquiries.
* After the grooming service is complete, users have the opportunity to rate the chat interaction with the carer and provide feedback.
* Users have the option to disable or mute chat notifications if they prefer to communicate through other means or if they are not actively seeking real-time updates.
* Users receive notifications when there are new messages or responses from the carer, ensuring timely communication.

**Search by Keyword:**

* Users can search for a clinic branch by entering relevant keywords related to the clinic name, services, or specialties.
* The system provides real-time suggestions as users type, enhancing the search experience.
* **Location-Based Search:**
  + Users can search for a clinic branch based on their geographical location.
  + The platform may use the user's device location or allow manual input of a location for a more targeted search.
* **Interactive Map Interface:**
  + The platform provides an interactive map interface where users can visually explore clinic locations.
  + Users can zoom in and out, pan across the map, and click on map markers to view information about nearby clinics.

**Detailed Clinic Information:**

* Each clinic listing includes:
  + Clinic name.
  + Address.
  + Contact information.
  + Services offered.
  + Ratings and reviews from other users.
* **Keyword Search Results:**
  + When searching by keyword, the system displays a list of relevant clinic branches based on the entered keywords.
  + Users can click on a clinic from the list to access detailed information.
* **Location-Based Search Results:**
  + When searching by location, the system displays a list of clinic branches in proximity to the entered location.
  + Users can view the results on an interactive map or in a list format.

**Clinic Ratings and Reviews:**

* Users can view ratings and read reviews from other pet owners who have visited the clinic.
* The feedback assists users in making informed decisions about the clinic's quality of service.

**View Reservation Details:**

* Users can access a dedicated section of their profile or dashboard to view details of their upcoming and past reservations.

**Cancel Reservation:**

* Users have the option to cancel a grooming service reservation if their plans change or if they need to reschedule.
* The cancellation process should be straightforward, with a confirmation prompt to prevent accidental cancellations.
* **Cancellation Confirmation:**
  + After initiating a cancellation, users receive a confirmation message and, if applicable, information about any refund or charges associated with the cancellation.
* **Edit Reservation:**
  + Users can edit certain details of an upcoming reservation, such as the date, time, or specific grooming service requirements.
  + The system ensures that the edited reservation aligns with the carer's availability.
* **Edit Confirmation:**
  + After making changes to a reservation, users receive a confirmation message summarizing the edited details.
  + If there are any conflicts or issues with the edits, the system alerts the user and provides guidance on resolution.

. Users receive notifications of any changes to their reservations, ensuring they are kept informed throughout the process.

**From Sitter Side:**

* Specify the areas they serve for grooming services.
* Input contact details for client communication.
* Carers can create a detailed list of grooming services they provide.
* Each service entry includes:
  + Service name and description.
  + Duration and estimated time required.
  + Pricing details.
  + Any additional charges or conditions.
* Carers can set regular working hours and define specific time slots for grooming appointments.
* Option to mark certain days as unavailable or set temporary breaks.
* View upcoming appointments.
* Accept or decline service requests based on availability.
* Schedule new appointments directly from the calendar.
* Carers have access to a centralized calendar that displays their availability for grooming appointments.
* The calendar provides an overview of booked, available time slots.
  + Carers can set their regular working hours, indicating the days and times they are available for grooming appointments.
  + The system allows carers to mark certain days or time slots as unavailable or for breaks.
* The calendar is dynamically updated in real-time, reflecting changes in availability as carers accept or decline grooming service requests.
* When a user submits a grooming service request, the chosen date and time are temporarily reserved for that specific carer.
* This ensures that the same time slot is not made available to other users while the request is being processed.
* Carers receive immediate notifications of new grooming service requests, including details such as the requested date, time, and pet information.
* Carers can set their chat availability status to indicate whether they are actively online and ready to engage in chat with users or temporarily away.
* Carers have the option to integrate a chat bot to assist with basic inquiries and provide automated responses.
* The chat bot can handle routine questions about services, availability, and pricing, freeing up the carer's time for more personalized interactions.
* Carers and users can use the chat to discuss and confirm details related to the grooming appointment, such as specific pet requirements, preferred grooming styles, or any additional services requested.
* The chat interface allows carers to propose alternative dates and times for grooming appointments if needed.
* Carers can finalize and confirm appointments through the chat, with the system updating the calendar accordingly.
* Carers have access to a complete chat history log with each user.
* The chat interface is integrated with user profiles, allowing carers to quickly access information about the user's pets, preferences, and past grooming services.
* After the grooming service is complete, carers can receive ratings and feedback from users regarding the chat interaction.
* This feedback contributes to continuous improvement in communication and service quality.
* Carers can access technical support through the chat interface for any platform-related issues or inquiries, ensuring a smooth communication experience.
* **Reservation History:**
  + Carers have a dedicated section in their dashboard that provides an overview of upcoming and past grooming service reservations.
* **View Reservation Details:**
  + Carers can access detailed information about each reservation, including the user's name, pet details, date, and time of the appointment.
* **Cancellation Handling:**
  + Carers are notified immediately when a user cancels a reservation.
  + The system provides clear information about the cancellation, including reasons if provided by the user.

**Cancellation Policy Adherence:**

* Carers can view and apply the platform's cancellation policy when a user cancels a reservation.
* The system may automatically calculate any applicable fees or penalties based on the cancellation policy.

**Edit Reservation Handling:**

* + Carers receive alerts and notifications when users edit reservation details.
  + The system ensures that any edited reservations align with the carer's availability.
* **Review Edit Requests:**
  + Carers can review the details of any requested edits to a reservation, including changes in date, time, or grooming service specifications.

2-Sitting: -

From the user side:

* Users can initiate a sitting request.
* The system should allow users to schedule a sitting session.
* Users can choose the location for the pet sitting.
* Selection of start time, end time, and date for the sitting session is mandatory.
* Users must submit the sitting request.
* Users should be able to wait for and receive responses from potential sitters.
* A chat feature should be available for users to communicate with the selected sitter.
* Users can browse available sitters on a map.
* Users should have the option to view all available sitters, filtering them based on specific criteria.
* Direct contact with a sitter should be possible through the platform.
* The system must support a reservation guarantee mechanism.
* Direct payment should be facilitated between the pet owner (user) and the sitter.
* Users should be able to securely book a sitter for the chosen time and date.
* Users should have the ability to cancel a sitting request.
* The system must allow users to edit details of a sitting request.

**Review and Rating:**

* Users should be able to write and submit reviews for sitters.
* Users must be able to provide a rating for the sitter based on their experience.

**Help and Support:**

* Users should have access to a help and support system to address any issues or inquiries.

**From Setter Side:**

* + Sitters can set their availability for pet sitting.
  + Sitters should be able to schedule sitting sessions based on their availability.
  + Sitters can specify the locations where they are available for pet sitting.
  + Geolocation services can be used to identify sitters in specific regions.
  + Sitters should have access to detailed information about the pets they might be sitting for.
  + Information should include pet name, type, breed, age, health conditions, and any special instructions provided by the pet owner.
  + Sitters can choose the start time, end time, and date for their availability.
  + Sitters should be able to view and select available time slots.
  + Sitters can submit responses to sitting requests received from pet owners.
  + Responses may include acceptance, rejection, or requests for additional information.
  + Sitters receive invitations from pet owners to respond to sitting requests.
  + Sitters can accept or decline invitations based on their availability.
  + Sitters can engage in real-time chat with pet owners to discuss details, ask questions, and confirm arrangements.
  + Sitters can browse through a map to view available sitting opportunities.
  + A list of all available sitters can be viewed, with the ability to filter based on specific criteria.
  + Sitters can directly contact pet owners through the platform for additional information or clarification.
  + The platform should facilitate a reservation guarantee mechanism.
  + Direct payment options should be available for transactions between the sitter and the pet owner.
  + Sitters should be able to confirm a booking after accepting a sitting request.
  + Sitters can cancel or propose edits to sitting requests based on unforeseen circumstances.
  + Sitters should be notified of any changes made by the pet owner.
  + Sitters can write and submit responses to reviews left by pet owners.
  + Sitters can view and maintain a record of their ratings and reviews.

3-Boarding: -  
From the user side:

•Users can schedule boarding for their pets.

•Users should be able to choose between boarding at a caregiver's house, or clinic.

•Users can select the location where they want their pet to be boarded.

•The option to distinguish between boarding at a clinic or an individual's house should be available.

•Users can choose the start time, end time, and date for their pet's boarding period.

•The system should validate and display available time slots.

•Users can search for available carers based on the information provided.

•The search should consider location, availability, and other specified criteria.

•Users can submit a boarding request to the selected carer.

•Users can send invitations to carer, requesting them to respond to the boarding request.

•Users should be notified and able to track responses from carers to their boarding requests.

•The platform should provide information about the carer's availability and willingness to board the pet.

•Users can engage in real-time chat with carers to discuss details, ask questions, and confirm arrangements for pet boarding.

•Users can confirm the booking after receiving a positive response from the caregiver.

•Users can browse available carers on a map.

•A list of all available carers can be viewed, with the ability to filter based on specific criteria.

From the sitter side:

•Carers can manage their boarding schedule.

•Carers should be able to distinguish between offering boarding at their house, a clinic, or an individual's residence.

•Carers can specify the locations where they are available for pet boarding.

•Carers should have access to detailed information about the pets they might board.

•Carers can choose the start time, end time, and date for their availability.

•Carers can search for boarding requests based on the information provided.

•Carers can submit responses to boarding requests received from pet owners.

•Responses may include acceptance, rejection, or requests for additional information.

•Carers receive invitations from pet owners to respond to boarding requests.

•Carers can accept or decline invitations based on their availability.

•Carers can engage in real-time chat with pet owners to discuss details, ask questions, and confirm arrangements for pet boarding.

•Caregivers can browse through a map or a list to view available pet owners seeking boarding services.

•The list can be filtered based on specific criteria.

4-Pet walking: -

From the user side:

* + Users can specify the start and end locations for their pet's walking route.
  + The platform may offer location suggestions or allow manual input.
  + Users can choose pick-up, and drop-off location.
  + Users can select the preferred time and date for the pet walking service.
  + The system should validate and display available time slots.
  + Users should have the option to provide specific instructions or preferences for the pet's walk.
  + Information may include duration, preferred walking space, and any special considerations.
  + Users can choose to repeat the walking service weekly.
  + Users can submit a walking request to the selected carer.
  + Users should be notified and able to track responses from carers to their walking requests.
  + Users can contact carers directly through the platform for additional information or clarification regarding the walking service.
  + Users can set or update the walking location through the platform.
  + Users can browse available walkers for pet walking services.
  + The platform should display walkers on a map or a list, allowing users to choose based on specific criteria.
  + Customization options for recurring weekly walks, considering variations in walking schedules.
  + Users should be able to view real-time maps for tracking the pet's walking progress.
  + Caregivers should be notified of any specific safety instructions provided by the user.
  + A chat or messaging feature should be available for users to communicate with caregivers during the pet's walk.
  + Caregivers can share updates, photos, or notify users of any unexpected events.
  + Users should be able to provide ratings and reviews for each walking session.
  + Caregivers can also rate and provide feedback on the pet's behavior during the walk.
  + Caregivers should have access to this information during the walking session.
  + Users should receive notifications for confirmed walking requests, caregiver responses, and any updates during the walk.
  + Caregivers should receive timely notifications for new walking requests and messages from users.
  + Users can reschedule or cancel walking sessions with reasonable notice.
  + Caregivers should be notified promptly of any changes to the walking schedule.
  + The platform should support secure and convenient payment processing for each walking session.

From the sitter side:

* + Caregivers should have access to detailed information about the pets they will be walking.
  + Information should include pet name, type, breed, age, health conditions, and any specific instructions provided by the pet owner.
  + Caregivers can view and confirm the start and end locations for each walking session.
  + Caregivers can view the available time slots and dates for pet walking.
  + The system should allow caregivers to confirm their availability for specific walking requests.
  + Caregivers can enter details about the walking session, including the route taken, distance covered, and any noteworthy incidents or observations.
  + A feature for attaching photos or updates during the walk may be included.
  + Caregivers can view and manage recurring walking requests from pet owners.
  + The system should allow caregivers to confirm or modify the schedule for weekly walks.
  + Caregivers can submit responses to walking requests received from pet owners.
  + Responses may include acceptance, rejection, or requests for additional information.
  + Caregivers receive invitations from pet owners to respond to walking requests.
  + Caregivers can accept or decline invitations based on their availability.
  + Caregivers should be notified and able to track responses from pet owners to their walking availability.
  + The platform should provide information on the pet owner's confirmation or any changes to the walking schedule.
  + Caregivers can initiate contact with pet owners through the platform for additional information or clarification regarding the walking service.
  + A chat or messaging feature should facilitate real-time communication.
  + Caregivers can view and confirm the walking location set by the pet owner.
  + The system should provide tools for easy adjustment of the walking route if needed.
* Caregivers should receive notifications for new walking requests, user messages, and any changes to the walking schedule.
* Notifications should be delivered through multiple channels (app, email, SMS).
  + Caregivers can browse through a list of available pet owners seeking walking services.
  + The platform should provide filters for caregivers to narrow down potential walking requests based on specific criteria.