# SOFTWARE REQUIREMENTS SPECIFICATIONS (SRS) / PRODUCT REQUIREMENTS DOCUMENT (PRD)

## 2.1 Functional Requirements

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Item no | Feature | Specification | Screen Definition | Acceptance Criteria | User Story |
| 1. | Landing Page | Hero Section | Header with navigation links- Doctors - Medicines - Lab Tests - Sitters - Pricing/Plan Sliding content about - Extra accessibility for sensory disabled people - Sitter/Companion for patients - Monthly plans - Popular testimonials | - Should have a clear view of the benefits. - Sliding animation should be smooth for better engagement. - Clicking on the navigations should redirect to correct pages | As a visitor, I should be familiar with the extra benefits I will be getting rather than a traditional telemedicine app. |
|  |  | Showcase | Horizontal card display following - Take Appointment - Get Medicines - Get Sitters/Companions - Take lab tests near you - Know your plan/pricing Upon hovering on cards, a short description appears after a flip with animation. | - Animation must be smooth regardless how much load the website has been on. - Short description should be relevant and informative to the user. - Cards should be clickable and should be navigable to correct pages. | As a patient I should be able to make immediate decision what I need. |
|  |  | Testimonials | Horizontal cards should display - Reviews of past patients and users - Reviews of Doctors & sitters | - Reviews should not contain misinformation - Reviews should be visible from a real user. - Cards should not be clickable | As a visitor, I should be able to put trust on the platform. |
|  |  | FAQ | Vertical toggle option should include - frequent question based on user type - How it provides extra benefits | - Toggle button animation should be smooth. - Texts should be clearly readable | As a visitor, I should be able to gather information about any relevant queries. |
|  |  | Footer | Divided into to vertical tabs Left side contains about the product, location, social links. Right Side contains links of Strategical Partners of the product. A copyright with current year | - Links should be updated with current status | As a visitor I should gain trust from the platform since it is updated regularly. |
| 2. | /Doctors Page | Search | A full width search bar to search doctors with - Doctor name - Doctor ID - Relevant Department Filter option includes  - Fees (ascending or descending) - Popularity  - Availability | - Search result should be correct - Filter option should work accordingly - Slow loading should be removed | As a visitor I should easily find my desired doctor with credentials. |
|  |  | List Section | This section will display list of doctors in cards with following information - Doctors name - Working field - Rating - Fees - Availability - Button for 'Consult Now | - List cards should be clickable and navigate to particular doctors profile. - List cards should not overlap - Button should navigate to checkout page | As a patient I should find the desired doctor. |
|  |  | Cards Section **[Symptoms]** | Title: Symptoms Cards display  - Problem type, illness type (abdominal pain, knee pain, chest pain etc.) - Button for 'view all' | - Should be clear and concise - Should navigate to relevant list - Types will be clickable Clicking the type will filter out the relevant doctors and show list on the list section. - View all button should navigate to the full symptoms list. | As patient, I should be able to categorize my illness. |
|  |  | Cards Section **[Clinical Areas]** | Title: Clinical Areas Cards display - Clinical Areas of Medical (Neurology, Dentists etc.) - Button for 'view all' | - Same criteria as previous | As patient, I should be able to categorize my illness. |
|  |  | Featured | This will have a description with graphics of how it works, shows the working of live consultation with benefits for sensory disabled people. | - Message should be concise - Should have correct color selection to avoid misreading. | As a patient, I should know how it will solve my offline consultation with this online platform. |
| 3. | /Sitters Page | Search | A full width search bar to search sitter with - Sitter name - Sitter ID - Relevant Department Filter option includes - Fees (Monthly/Daily basis) - Popularity - Availability | - Search result should be correct - Filter option should work accordingly - Slow loading should be removed | As a visitor, I should be able to search with credentials. |
|  |  | List Section | This section will display list of sitters/companions in cards with following information - Sitter name - Working field - Medical Certifications - Rating - Fees (Monthly/Daily basis) - Button for 'Consult Now' | - List cards should be clickable and navigate to particular sitter's profile. - List cards should not overlap - Button should navigate to checkout page | As a visitor should find the desired doctor. |
|  |  | Card Section [Categories] | Title: Categories based on Care Type - Elderly care Companion - Disability Support  - Post-surgical companion - Mental Health Companion - Child Care  - Hospice Companion ( For terminally ill patient) Each card have short description what it means. | - Cards should not overlap - Card should be clickable, when clicked it should filter out the list based on criteria in the list section | As a visitor I should be able to take decision based on what I need. |
|  |  | Featured | This will have a description with graphics of how sitters will bring benefit of the patient. How it is completely reliable with certified assistants. | - Message should be concise - Should have correct color selection to avoid misreading. | As a visitor, I should be able to put trust on the platform. |
| 3. | /Medicine page | Search | A full width search bar to search medicine with  - medicine name - medicine ID Filter option includes - company brand | - Search should work with small keywords - Search should work with any lagging or delay | As a visitor, I should find the medicine by searching with keywords |
|  |  | List Section | This section will display list of medicine with following - Medicine Name - Company Brand - Price - Stock Status - Amount of medicine 'Buy' Button | - List should display without any delay - List should provide updated information including stock status - Amount of medicine must be greater than zero - Buy button should navigate  - If not logged in goto signup [saves session] then redirects to checkout page - If logged in redirects to checkout page | As a visitor, I should get the information in order to buy the medicine |
| 4. | /Lab Tests page | Search | A full width search bar to search tests with  - keyword - name | - Search should work with small keywords - Search should work with any lagging or delay | As a visitor, I should find the tests by searching with keywords |
|  |  | List Section | This section will display the test results based on search and filtering with  - Test Name - Location - Fees 'Confirm ' Button to confirm nearby location. | - Location should be accurate | As a visitor, I should find nearby hospital for the lab tests. |
|  |  | Card Section [Categories] | Title: Categories based on Test Type - Hematology - Biochemistry - Microbiology - Pathology - Dengue - Covid19 etc. Each card have short description what it means. | - Card should be clickable, when clicked it should filter out the list based on criteria in the list section. | As a visitor I should be able to take decision based on what tests I need. |
| 5. | Pricing/Plan | Featured  Section | Three Plan Cards Daily, Monthly & Yearly.  Description for each with pricing | - Pricing should be profitable for both customer and owner. | As a visitor, I should decide based on my need. |
| 6. | Checkout Page | Details  Section | This includes information about payment details For consultation, hiring sitters - Schedule - Fees - Payment type For medicine, lab tests - Fees - Payment type Payment with mobile net banking | - Payment details should display correct information - Payment option should work correctly - Net banking transaction should work as intended - Fallback if network issue - save session to reflect on portal > manage fees | As a customer, I should be able to make payment about what I have added to the payment details |
| 7. | Portal | Sign Up | Patients will signup using - Email address / Phone number - Password - Name - Age Sitters will signup using - Name - Age - Registration ID (Institute) - Institute Name - Gender - Email - Password - Contact number Doctors will signup using  - Registration number (BMDC) - Name - Email - Password - Specialty/Department - Gender  - Contact number | - NID number / Passport number and Registration number (BMDC) should match with external API keys. - Name can only have letters and should start with Capital letter - Age can only hold integer numbers and should be >18 - Gender can be selected from single select dropdown list - Contact number should be 11 digits - Specialty / Department can be selected from Multi select dropdown list - Email should be in @\_\_\_.com format and have to match with valid mail address - Password at least 12 characters long and include a mix of uppercase letters, lowercase letters, numbers, and symbols. | As the intended user, I should be able to signup to be able to login. |
|  |  | Log In | logs in using phone num/email & password | - Fields should be validated with current database - Fields must not accept any special symbols or characters excluding password. | As signed up user, I should be able to login effortlessly. |
| 8. | Role/Patient | Dashboard | Main window includes  - List of doctor's appointment list. - Schedule tracker to track the appointment dates - Updates on lab tests - Show current status of hired sitters | - Information should be correct and visible - Tracking should be accurate | As a patient, I should be effortlessly able to get all the information in one go. |
|  |  | Navigations **[Accessibility]** | A side panel of navigations  - Toggle button for live transcribe option with hand gesture. - Toggle button for voice assistant | - Toggle button should work as intended. - Toggling button should pop up a message - Live transcribe with hand gesture should work flawlessly - Voice assistant option should work correctly | As a patient, I should have the choice of accessibility. |
|  |  | **[Manage Appointments]** | - List of doctor appointments - 'Go to live meeting' button | - Button should work as intended - An end to end meeting should establish between the users (doctor & patient) | I should be able to join the live appointments |
|  |  | **[Sitter /  Companion]** | **-**Link to hire a sitter on the webpage - Show current list of hired sitters - Message hired sitter | - Link should redirect correctly - Session should be saved to avoid log in again. - List should display correctly without errors. - Message should be delivered without delay. | As a patient, I should have the list of hired companions or the choice to choose companions if needed. |
|  |  | **[Lab Tests]** | - Link to lab tests on the webpage - Status of lab tests | - Updates should be correct and real time | As a patient, If I have any lab tests done I should get the updates on it. |
|  |  | **[Edit Profile]** | - Update current information about him/her. | - After edit it should sync correctly in all devices logged in. - After editing password, all devices should be logged out to avoid security issues. | As a patient, I should be able to edit my information |
|  |  | **[Documents]** | A list of past appointments - Includes pdf prescriptions - Includes time and date - A share button to share with current appointed doctors or sitters | - Data should be accurate and never lost - Sharing should be reflected to every end users | As a patient I should be able to track my past prescription in a single place. |
|  |  | **[Manage Fees]** | - Past transactions on appointments | - Transactions should reflect correctly | I should be able to track my record |
| 9. | Role/Doctor | Dashboard | Main window include - List of my appointments - Schedule | - Tracking should be accurate and real time | As a doctor I should be able to track my upcoming appointments as clearly as possible. |
|  |  | Navigations **[Manage Appointments]** | - An option to reschedule appointment - Can view the list of patients - Can update the patient status (pending, completed or rescheduled)  'Go to live meeting' Button | - Updates should be synchronize at all endpoints. - Pressing 'go to live' button an end to end meeting should establish between the users (doctor & patient) | I should be able to reschedule, update status of appointments. I should be able to set my availability status and the fees structure. |
|  |  | **[Manage Fees]** | - Can view the fees received | - Transactions should be accurate | As doctor, I should see the fees adding to my wallet account. |
|  |  | **[Availability status]** | - Can set his/her available status | - Availability status should reflect real time | As a doctor, I should be able to change my visibility to other patients. |
|  |  | **[Edit Profile]** | - Update current information about him/her. | - After edit it should sync correctly in all devices logged in. - After editing password, all devices should be logged out to avoid security issues. | As a doctor, I should be able to edit my informations. |
| 10. | Role/Sitter | Dashboard | Main window include - List of appointed patients - Schedule | - Should show real time accurate data | As a sitter I should be able to track my upcoming appointments |
|  |  | Navigations **[Manage  Patients]** | - An option to reschedule appointment - Can view the list of patients - Can update the patient status (pending, completed or rescheduled) - Can message patients | - Updates should synchronize - Messaging should work without any delay | I should be easily able to communicate with patients. |
|  |  | **[Manage Fees]** | - Can view the fees received | - Transactions should be accurate | As sitter, I should see the fees adding to my wallet account. |
|  |  | **[Availability status]** | - Can set his/her available status | - Availability status should reflect real time | As a sitter, I should be able to change my visibility to other patients. |
|  |  | **[Edit Profile]** | - Update current information about him/her. | - After edit it should sync correctly in all devices logged in. - After editing password, all devices should be logged out to avoid security issues. | As a sitter, I should be able to edit my information. |

## 2.2 Non-Functional Requirements

**Webpage**

Performance:

* Average page load time should be < 2 seconds under normal load.
* Average page load time should be < 5 seconds under 3g/2g network.
* System should support 2000 concurrent users with <2% performance degradation.
* Database queries should execute within 200ms for 95% of requests.

Reliability:

* The system should maintain 99.9% uptime monthly.
* Automatic failover and recovery should occur within 1 minute of service disruption.
* Transaction processing (appointments, payments) should have at least response message.

Integrity & Security:

* All credentials must be encrypted.
* Different roles (patient, doctor, admin) should only see what they are allowed to.
* System must protect personal and medical data according to privacy laws.
* All actions (appointments, payments, shipping must be recorded correctly without tampering.
* The system should detect and block unauthorized access attempts.

Usability & Accessibility:

* All important actions (like booking, payments, consultations) should be simple and clear.
* The design should be consistent across all pages.
* The system should work well on desktop, tablet, and mobile devices and provide responsiveness.
* People with disabilities should also be able to use the system (e.g., screen readers, keyboard navigation).

Maintainability:

* The system should be built component based so that it can be easily integrated to the system.
* Old features should keep working even after new updates.
* Clear documentation should be available for developers.

Scalability:

* Webpage should support 1000 concurrent users without any performance degradation.
* Database should support heavy usage during peak hours (evening, night).

**Portal**

Performance:

* Each dashboard should load within 2 seconds.
* Navigation between sections (appointments, manage fees, reports) should be smooth.
* Transactions, reports should be available with ease in the portal for each user.

Reliability:

* The portal should be available 24/7 with 99.9% uptime.
* Recovery should be quick without losing data.
* Information (transactions, appointments, prescriptions, sitter bookings) must always be saved correctly.

Integrity & Security:

* Each user must log in securely with their own account.
* Doctors, patients, and sitters should only see information relevant to their role.
* Personal and medical data must always be protected and when shared it should be end-to-end encrypted.
* The system should record all important actions (appointments, prescriptions, updates).

Usability & Accessibility:

* Dashboards should be easy to understand and use for each role.
* Text, font, whitespacing should be correct in order to provide clear visuals.
* The system should be responsive.
* People with disabilities (e.g., using screen readers) should be able to use it.
* Text, charts, and notifications should be clear and easy to read.

Maintainability:

* New features for any role can be added without breaking old ones.
* Fixes and updates should be quick and simple.
* Documentation should explain how each dashboard works.

Scalability:

* The portal should handle more than 2000 concurrent users including doctors, patients and sitters.
* Adding new features should be possible such – Rider for medicine delivery.
* The database should be expandable and scalable as the system grows with more users.