

Veterinary clinic

Use Cases

- UC1. Authorize
- UC2. Registrate
- UC3. Login
- UC4. Manage Client Profile
- UC5. Change Personal Information (Owner)
- UC6. Change Contact Data (Owner)
- UC7. Manage a List of Pets
- UC8. View Vet List
- UC9. Search a Vet by Experience/Specialisation/Initials
- UC10. Check the Vet's Availability
- UC11. View Vet Profile
- UC12. Book an Appointment
- UC13. View Slots
- UC14. View Available Slots
- UC15. View Booked Slots
- UC16. Manage Booking Slots
- UC17. Manage a Schedule
- UC18. Change Appointment Status
- UC19. View Appointment Status
- UC20. Manage Vet Profile
- UC21. Change Personal Information (Vet)
- UC22. Change Contact Data (Vet)
- UC23. Start an Appointment
- UC24. Finish an Appointment
- UC25. Write Notes after an Appointment
- UC26. Record Appointment Result
- UC27. Give a Diagnosis after an Appointment
- UC28. View a History of Appointments

UC29. View a History of Diagnoses

UC30. Provide a Price

UC31. Update a Price

UC32. Pay for an Appointment

UC33. Pay by Card Online

UC34. Pay by Card Offline

UC35. Pay by Cash

Functional

- REQ1. The system should allow Owner and Vet to create an account, log in the system.
- REQ2. The system should allow the Vet to view and change his personal and contact data.
- REQ3. The system should allow the Owner to view and change his personal and contact data, modify a list of his pets.
- REQ4. Vet should be able to view and manage his weekly schedule.
- REQ5. Vet should be able to manage booking slots depending on occasions and schedule.
- REQ6. Owner should be able to view a list of Vets at the clinic.
- REQ7. Owner should be able to sort and filter a list of Vets by specialization, experience, initials and availability.
- REQ8. Owner should be able to enter the Vet profile from the list, view his personal and contact data.
- REQ9. Owner should be able to view available and booked slots of the exact Vet.
- REQ10. Owner should be able to book an available slot for an appointment.
- REQ11. The system should allow both Owner and Vet, which are present on the appointment, to view its status.
- REQ12. The system should allow the Vet to change the status of the appointment at the beginning from “Scheduled” to “In progress” and at the end of the appointment to “Completed”.

- REQ13. The system shouldn't allow Vet to finish an appointment if he didn't write medical notes, didn't record the result or the payment wasn't made.
- REQ14. The system should allow Vet to write a diagnosis after an appointment if its result is "Diagnosed" or "Recovered".
- REQ15. Vet should provide a price before starting an appointment
- REQ16. Vet can update a price during an appointment if necessary.
- REQ17. Owner should be able to pay for an appointment.
- REQ18. The system must accept card payments via an online gateway.
- REQ19. The system must allow payments made in cash or by card offline.
- REQ20. The system should allow both Owner and Vet to view a history of their own appointments.
- REQ21. The system should allow both Owner and Vet to view a history of pet diagnoses based on appointments and diagnoses existing at all.

Non-Functional

- **FREQ1. System Response Time:** The loading time for any page or form, especially during booking, must not exceed 3 seconds under normal load (up to 100 concurrent users).
- **FREQ2. Booking Processing:** Appointment confirmation (Book an Appointment) must occur in less than 3 second after the "Book" button is clicked.
- **FREQ3. Uptime:** The system must be available to users 98% of the time.
- **FREQ4. Fault Tolerance/Recovery:** All critical data (pet history, schedule) must be backed up daily with the capability to restore to an operational state within 4 hours.
- **FREQ5. Password Strength:** The system must enforce passwords to have a minimum of 8 characters, including uppercase letters, numbers, and special characters.
- **FREQ6. Interface Clarity:** The Manage a Schedule interface for the Vet must have an intuitive calendar view that requires no additional training.

- **FREQ7. Responsiveness:** The interface must display and function correctly on mobile devices for the Owner, especially for (Book an Appointment) and (View Appointment Status).
- **FREQ8. Error Messaging:** The system must provide users with clear, non-technical error messages that allow the user to self-remediate the issue.
- **FREQ9. Database Scalability:** The system must support an increase in the number of records (Appointments) up to 100,000 without performance degradation.
- **FREQ10. Compatibility:** The system must function correctly across all major web browsers (Chrome v100+, Firefox v100+, Safari v15+, Edge v100+).
- **FREQ11. Usability:** The system must provide easy and comfortable user interface.
- **FREQ12. Localization:** The system must provide alternativivity of UI languages: Ukrainian, Polish, English.