FIT - Fitness & Wellness App

Vincent Igboekwe, James Wilds

**1. Project General Description**

FIT is a comprehensive fitness and wellness app designed to help users achieve their fitness goals and adopt healthier lifestyles. The app connects users with a network of qualified health professionals including fitness trainers, wellness coaches, dietitians, yoga instructors, and more. Through FIT, users can select services based on their specific fitness needs and preferences, and interact with service providers in an organized and user-friendly manner.

FIT ensures that users have access to personalized fitness programs, diet plans, and wellness routines while also providing health professionals with a platform to advertise their services, connect with clients, and grow their businesses. The app aims to be the go-to platform for anyone looking to enhance their fitness and health journey.

**2. Product Features**

The FIT app integrates various key features to provide an intuitive and interactive experience for both users and health professionals. Below are the main features that define FIT:

- Personalized Customer Profiles: Users can create and modify their profiles to reflect their fitness goals, dietary preferences, and personal wellness requirements. The app will personalize content and services based on their profile, making the experience tailored to their unique needs.
- Searchable Health Services: Users can browse available services categorized by type (e.g., personal training, yoga, nutrition counseling) and filter results based on specific requirements such as location, experience level, and ratings.
- Subscription & Booking System: Users can subscribe to the services of fitness trainers, wellness coaches, and other health professionals. The system provides an easy booking interface for one-on-one consultations or group classes.
- Ratings and Reviews: Users can rate the services they have subscribed to and provide feedback through reviews. This allows future users to make informed decisions based on other clients' experiences.
- Health Provider Profiles & Services Management: Health professionals can create and modify their profiles, which include their credentials, experience, and services they offer. They can also manage their services by adding new offerings or removing outdated ones.
- Communication & Scheduling: FIT supports an in-app messaging system for easy communication between users and health providers. Users can also schedule appointments and classes directly through the app.
- Admin Dashboard: Administrators have access to a dashboard to manage users and health professionals. This includes approving provider accounts, banning users, moderating reviews, and viewing overall app statistics.

**3. Functional Requirements**

- FR0: The app will allow customers (users) to create an account and complete a user profile.
- FR1: Customers will be able to modify their profile, including adding fitness goals, dietary preferences, and other personal information.
- FR2: The app will allow customers to filter available services based on categories (e.g., fitness training, diet planning, yoga, etc.).
- FR3: Users can subscribe to services offered by health professionals based on their selected preferences and needs.
- FR4: Customers will be able to view and cancel their subscriptions to services at any time.
- FR5: Providers will be able to create, modify, and remove their service offerings (e.g., personal training, yoga classes, diet plans).
- FR6: Providers will have the ability to view customer statistics such as reviews and booking history.
- FR7: Users can rate services and leave reviews, which will be available for other users to read.
- FR8: Users can send feedback and messages to health professionals, ask questions, or schedule services.
- FR9: Administrators will have the ability to manage user accounts and moderate inappropriate content (reviews, profiles, services).
- FR10: Admins can view system statistics, such as active users, service bookings, and user demographics.
- FR11: Health professionals need to be verified by admins before they can publish their services to ensure quality and legitimacy.
- FR12: The app will feature secure login functionality with password protection.
- FR13: Admins will have access to a report generation feature to track metrics like service performance and customer feedback.

**4. Non-Functional Requirements**

- NFR0: The system should load any new data (e.g., new services or profiles) in less than 5 seconds to ensure quick and responsive browsing.
- NFR1: The app should allow customers to view and access their profile within 10 seconds from the moment they log in, providing a smooth user experience.
- NFR2: The system should ensure that the process of submitting a review or rating for a service takes no longer than 5 seconds.
- NFR3: When booking a service or communicating with a provider, the system should ensure a response time of under 3 seconds.
- NFR4: The app must be responsive across various device sizes (smartphones, tablets) and have consistent performance across different operating systems (iOS, Android).

**5. User Scenarios**

Customer (User) Scenario: (Vincent Igboekwe)**

- Assumptions: The user has registered and logged into the FIT app and is currently on the home screen where they can view available services.
- Actions:
  1. The user browses through a list of fitness services, such as yoga classes or personalized diet plans.
  2. The user selects a service that interests them and reads a description, reviews, and provider details.
  3. The user subscribes to the service they are interested in, booking an appointment or class as needed.
  4. After completing the service, the user leaves a review and rating based on their experience.
  5. If the user decides to cancel their subscription, they can easily remove it from their profile.
- What Can Go Wrong:
  - The user may accidentally subscribe to the wrong service or provider. To correct this, they can navigate to their profile and unsubscribe.
  - If a user leaves an inappropriate or irrelevant review, it will be flagged by the system for admin moderation.
- System State on Completion:
  - The user has successfully subscribed to a service, reviewed the provider, and can manage their subscriptions from their profile page.

Provider (Health Professional) Scenario:

- Assumptions: The provider has registered and been verified by the admin, and is now able to offer services through the app.
- Actions:
  1. The provider creates a profile, listing their qualifications, services, and availability.
  2. The provider receives notifications when a user subscribes to their services or leaves a review.
  3. The provider responds to reviews and messages from clients to maintain engagement and encourage future bookings.
  4. If the provider decides to modify their services, they can add new offerings or update existing details.
- What Can Go Wrong:
  - The provider may miss a message or booking notification. The app will have a notification center to alert the provider of new activity.
  - The provider might unintentionally misrepresent a service or availability. Providers are encouraged to maintain accurate profiles to avoid confusion.
- System State on Completion:
  - The provider's services are displayed to users, and they can manage their availability and communication with clients.

Admin (System Administrator) Scenario: (James Wilds)

- Assumptions: The admin has login credentials with access to the admin dashboard, where they can manage user profiles and moderate content.
- Actions:
  1. The admin approves or rejects health professional registrations after reviewing their credentials.
  2. The admin removes inappropriate services or reviews reported by users.
  3. The admin monitors user activity and generates reports on app usage, including active users and top-performing services.
- What Can Go Wrong:
  - The admin may inadvertently approve an unqualified health professional. To mitigate this, the system provides verification steps and background checks before approving providers.
- System State on Completion:
  - The admin successfully moderates content, manages user accounts, and has access to real-time statistics to evaluate app performance.