

Specification Document

Skincare & Beauty Consultancy Platform
Group 4

Spring 2025

1 Introduction

1.1 Purpose

This document specifies the functional and non-functional requirements for the Skincare & Beauty Consultancy Platform, an online service that links users with beauty experts and provides tailored skincare consultations.

1.2 Document Conventions

- Functional requirements are denoted by FR-xx.
- Requirements that are non-functional are marked with NFR-xx.

1.3 Intended Audience and Reading Suggestion

This document targets the following stakeholders:

- Developers – Understanding system functionalities and architecture.
- Testers – Designing test cases based on defined requirements.
- Project Managers – Monitoring system development.
- Users – Obtaining understanding of system features.

1.4 Scope

The Skincare & Beauty Consultancy Platform facilitates:

- Login/Registration: Users have the option to register and log in to gain access to the platform.
- Submit Skincare Concerns: Users provide details of their skincare issues in a form to obtain personalized expert advice.
- Expert Matching: The system pairs the customer with the most suitable beauty specialist according to their skin issues.
- Consultation: Experts can be consulted via video conferencing for discussions about skincare routines, recommended products, and beauty secrets.
- Product Recommendation: Experts offer tailored product recommendations that take into account the user's concerns and preferences, emphasizing skincare routines.
- Follow-up Consultation: Users have the option to schedule follow-up meetings to monitor their progress and receive additional guidance after their initial session.
- Rate/Review: By rating and reviewing their consultations with experts, users can enhance the platform's quality and affect future service recommendations.

- Trending Makeup Products: The site offers popular cosmetics, but it lacks personalized recommendations.
- Search & View Experts: Users are able to find professionals and view their contact information, among other details.

2 Overall Description

2.1 Product Perspective

This is an online system that combines expert matching, video calls, and secure payment processing. The system is designed according to a client-server model, utilizing a web application with HTML, CSS, and JavaScript on the frontend. The backend is built with Python and C++, hosted on DigitalOcean or a similar VPS provider. MySQL or MongoDB is employed by the system for storing structured and unstructured data, with session-based authentication and a Restful API facilitating front end-backend integration. Security measures consist of SSL encryption, two-factor authentication, and adherence to data privacy regulations.

2.2 Product Functions

- Management of user profiles and authentication.
- Submission of skincare issues for expert evaluation.
- Matching experts according to user concerns.
- Planning and carrying out video consultations.
- Secure handling of payments for consultations.
- Arranging follow-up consultation.
- Beauty specialists' product recommendations.
- Shopping for and looking up trending cosmetic items.
- Evaluating and scoring specialists.
- Looking up and browsing specialist profiles.

2.3 User Characteristics

- Final Users: Persons seeking skincare recommendations.
- Specialists: Dermatologists and beauty advisors.
- Admin: Individuals overseeing the system who handle users and content.

2.4 Constraints

- The system has to ensure a high availability rate (over 99.5 % uptime).
- Video consultations need to be of HD quality and have minimal lag.
- For core functionalities, the response time must be below 1 second.

2.5 Assumptions and Dependencies

- Full functionality of the system requires Internet access.
- External APIs for video conferencing and payments are to remain operational.

ID	Requirement
FR-01	Users must be able to register and log in securely.
FR-02	Users must submit skincare concerns via a form.
FR-03	The system should match users with experts based on skincare concerns.
FR-04	Users should be able to schedule and attend video consultations.
FR-05	Experts should provide customized product recommendations.
FR-06	Users should be able to schedule follow-up consultations.
FR-07	Users can rate and review their expert consultations.
FR-08	Users should be able to browse trending makeup products.
FR-09	Users should be able to search and view expert profiles.

3 Specific Requirements

3.1 Functional Requirements

3.2 Non-Functional Requirements

ID	Requirement
NFR-01	The system must support at least 10,000 concurrent users.
NFR-02	Data encryption must be implemented for sensitive user information.
NFR-03	System response time must not exceed 1 second for main transactions.
NFR-04	The platform should be accessible on web.

4 External Interface Requirements

4.1 User Interfaces

- Login & Registration: Secure authentication using email/Google login.
- Dashboard: User profile, expert pairing, and consultation options.
- Expert Panel: Calendar of appointments and history of consultations.

4.2 Software Interfaces

- Frontend: HTML, CSS, JavaScript
- Backend: Python and C++ for modules focused on performance
- Database: MySQL / MongoDB for reliable data management

4.3 Communication Interfaces

- Secure HTTPS protocols for API communication.
- WebRTC for live video consultations.
- Interfacing with external APIs for payment processing and user verification.

5 Other Requirements

5.1 Performance Requirements

- The platform needs to manage a minimum of 500 transactions every second.
- The time it takes for the page to load needs to be less than 2 seconds.

5.2 Security Requirements

- Expert accounts must utilize multi-factor authentication.
- All private data will be encrypted.