

# Software Requirements Specification

Document Version 1

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PawCare: Pet Services

### **Project Description:**

The purpose of this project is to provide all sorts of pet services in one spot. Whether you need services for pet sitting, grooming, or health checkups it is all in one app on PawCare. Users will be able to scroll through a list of services after signing up and schedule appointments for the certain service, time, and day. The app will also allow providers to create services for customers to schedule.

The scope for the Customer includes the ability to create profiles (including pets), browse/filter service providers, schedule/manage appointments, make payments, receive reminders, chat with direct messages, and leave reviews. The Customer will not be able to create posts and can only provide reviews (once the service is complete). The scope for the Provider includes the ability to create a profile, customize services, manage appointments, create listings/posts, respond to reviews, customize payment processing, and check business/customer insights. The app will not provide direct pet care services but it will act as a marketplace connecting pet owners with service providers, and there is no direct hiring or employment of service providers. They operate as independent contractors.

Key features of PawCare includes service listings with features such as filters that provide service type, location, and ratings Booking system that can schedule, reschedule or cancel appointments. User Profile that can be customized for both customers and providers. The ratings included for providers. Payment integration that provides a secure in-app payment and invoice. Notifications and reminders for both customers and providers for appointments and updates, and an in-app chat support with admins.

### **Responsibility:**

**Customer: Yasmine**

**Project Description + Provider: Libby**

**Admin: Sajid**

### **Functional Requirements: Providers**

FR0: The app will allow Providers to create a profile with service type (grooming, dog walking, pet sitting, etc.)

Data Provided: Name, Age, ID/Business License, Email, Password, Type of Animal Service, Pricing, Location, Profile Picture.

FR1: The app will allow Providers to modify their profile

FR2: The app will allow Providers to customize their services and schedule / create listings and posts

Data Provided: Date and Time, Type of Service, Description, Pricing, Location

FR3: The app will allow Providers to manage their appointments

Data Provided: Confirmation Status, Customer details, Date and Time

FR4: The app will allow Providers to respond to reviews/dispute reviews

Data Provided: Reason for dispute, dispute evidence

FR5: The app will allow Providers to manage payment processing

Data Provided: Payment Information

FR6: The app will allow Providers to check business/customer insights

### **Non-Functional Requirements: Providers**

- NFR1: The system will give notifications within 5 seconds of action being taken (scheduling, booking, canceling)
- NFR2: Response time for any action (updating a profile, scheduling an appointment) should be less than 2 seconds under normal load
- NFR3: Providers must complete identity verification before offering services ( government ID and business license verification (One time thing for the certain service))
- NFR4: Providers must agree to safety guidelines (proper handling of pets, emergency procedures) before creating an account
- NFR5: Providers should be able to set preferences for pet size, breed restrictions, and service limitations.
- NFR6: Customer insights are updated when a new service is completed or review is added
- NFR7: The system shall allow providers to dispute reviews securely, with admin response within 24 hours

The 3 most important Non-Functional Requirements to Providers are NFR2, NFR5, and NFR6. NFR2: Response time for any actions should be less than 2 seconds. This corresponds to the speed and it is important that the application stays within this guideline to ensure a smooth experience. NFR5: Providers should be able to set preferences for pet size, breed restrictions, and service limitations. This corresponds with ease of use. The providers when creating the profile can set preferences if wanted to give them a control for what they prefer to care for. NFR6: Viewing new customer insights when changes are made is important and it corresponds with reliability. Ensuring that customer insights are updated accurately and timely contributes to system availability and failure rate reduction.

### Scenario Provider:

Actor	Provider
Use-Case Name	<b>Create a Profile</b>
Description	Allow Providers to create a profile with service type (grooming, dog walking, pet sitting, etc.)
Pre-Condition	User has to open application
Post-Condition	User has to login with Email and Username
Main Flow	<ol style="list-style-type: none"><li>1. System displays a login or sign up page</li><li>2. User chooses to sign up</li><li>3. User enters required data</li><li>4. User must agree to Safety guidelines to continue</li><li>5. User is asked to pick a service</li><li>6. Asked to be certified with government ID/business license</li><li>7. User account is created and is brought to the login page</li></ol>
Alternative Path	<ol style="list-style-type: none"><li>6. Certification fails<ul style="list-style-type: none"><li>- Error message is shown to user</li><li>- Use case resumes at step 5</li></ul></li></ol>
Exception	-

Actor	Provider
Use-Case Name	<b>Modify Profile / Delete Profile</b>
Description	Allow Providers to modify their profile or delete their profile
Pre-Condition	The provider must be logged in
Post-Condition	The provider's information will be changed
Main Flow	<ol style="list-style-type: none"> <li>1. System displays a menu</li> <li>2. Provider selects edit profile</li> <li>3. Provider selects what information is changed</li> <li>4. System will check if the information is valid</li> <li>5. Provider selects save information</li> <li>6. Provider's information is changed</li> </ol>
Alternative Path	<ol style="list-style-type: none"> <li>3. Provider selects delete profile <ul style="list-style-type: none"> <li>- Provider receives a confirmation button</li> <li>- Provider confirms</li> <li>- Use case resumes at step 6</li> </ul> </li> <li>4. System detects error and information is not valid (e.g. name: 927923) <ul style="list-style-type: none"> <li>- Error message is shown to user</li> <li>- Use case resumes at step 3</li> </ul> </li> </ol>
Exception	At any point of the main flow when provider wishes to cancel, the user can select cancel and resume at step 1

Actor	Provider
<b>Use-Case Name</b>	<b>Create services</b>
Description	Providers customize their services and schedule or create listings and posts such as dog walker, groomer, vet, etc.
Pre-Condition	The provider must be logged in and verified
Post-Condition	The listing will be public for pet owners
Main Flow	<ol style="list-style-type: none"> <li>1. System displays a menu</li> <li>2. Provider selects 'create listing'</li> <li>3. Provider inputs information for listing (service type, cost, date/time)</li> <li>4. System checks verification of service</li> <li>5. Provider confirms</li> <li>6. Listing is posted for pet owners to view</li> </ol>
Alternative Path	<ol style="list-style-type: none"> <li>4. Provider inputs service that they are not verified for <ul style="list-style-type: none"> <li>- Error message shown to user "you are not verified for this service"</li> <li>- Use case resumes at 3.</li> </ul> </li> </ol>
Exception	At any point of the main flow when provider wishes to cancel, the user can select cancel and resume at step 1

Actor	Provider
<b>Use-Case Name</b>	<b>View customer statistics</b>
Description	This use case lets a provider see insights about their services or customer base.
Pre-Condition	Provider must be logged in
Post-Condition	Provider receives customer statistics
Main Flow	<ol style="list-style-type: none"> <li>1. System displays a menu</li> <li>2. Provider selects 'view customer insights'</li> <li>3. System displays customer statistics (e.g. rating, price paid)</li> </ol>
Alternative Path	
Exception	If the provider has had no customers, display 'you have not had any customers yet' and display empty(default) charts/data



Actor	Provider
<b>Use-Case Name</b>	<b>Reply to review</b>
Description	This use case lets a provider see all of their reviews, and if desired, to write a reply to the review
Pre-Condition	Provider must be logged in
Post-Condition	Providers receives customer reviews
Main Flow	<ol style="list-style-type: none"> <li>1. System displays a menu</li> <li>2. Provider selects 'view profile'</li> <li>3. Provider selects 'view customer reviews'</li> <li>4. System displays lists of reviews left by customers</li> </ol>
Alternative Path	<ol style="list-style-type: none"> <li>4. Provider chooses to respond to reviews <ul style="list-style-type: none"> <li>- Provider selects 'respond to review'</li> <li>- Provider provides response</li> <li>- Provider confirms response</li> <li>- Use-case resumes 4</li> </ul> </li> </ol>
Exception	If there are no reviews left by any customers, display 'you currently have no reviews' and stay on the profile display