**Software Requirements Specification**

1. **Introduction**

i. Purpose and objectives:

This document is to establish a requirements baseline for the product and its features, including the website, desktop application, and all their components. The team will work to develop the aspects and features as listed in this document.

ii. Software product overview:

The products will allow for Administrators to make changes as necessary to the pages and their contents, including services and descriptions, members (ie employees and customers), and prices. Employees will be able to manage customer appointments and accounts by creating, modifying, and deleting as required. Customers will have the option to update their profiles and request pet services.

iii. Business and ﬁnancial objectives

The customers will be able to run reports which will summarize different business aspects. These reports include, but are not limited to employee hours worked, subscriptions, revenue based on day, week, month and year, etc. Customers will also be able to use these reports to create invoice.

1. **Description of the Problem**

Why software is needed:

* + 1. As there is currently no given alternative, the product will allow for management of all employees, customers, services, and their components.
    2. Improve business discovery by potential customers through a website.
    3. Site will be more modern than current competitors and potential clients will have an easier time navigating the website.
    4. Customer will be able to provide feedback and requests to improve site.

Open issues and questions:

* + 1. Customer will be able to review site before official launch to ensure a comfortable workflow.

1. **Description of Software Solution**

Enhancement requests:

There are no pending updates to the product. We will, however, be able to take requests once customer has had an opportunity to view website.

1. **Appendices**
   1. *Features and functional capabilities*: Both the website and application will allow for Employees and Administrators to manage all aspects of customers and services, including their corresponding components and information. The web site will have a link to log in or register for unregistered users. Also provides details of what the company has to offer for taking care of the customers’ pets. The web site allows the customer to access information about their pets.
   2. *Software attributes and general considerations*: The finalized product will be able to access the same information whether on the desktop application or the website, and communication of information/documents will be supported between the two. The desktop application will be developed for use on Windows 10 operating system, while the website will be available on all browsers.
   3. *Operational requirements*: Gives the user easy access to the web site and allows the user to enter information about the pet. It is also easier for the owner to keep in touch with the employees and customers.
   4. *Standards and regulatory considerations*: No standards or regulatory constraints were provided.
   5. *Long—term plans for future releases and features*: No requests future releases and/or updates have been provided.
   6. *Maintenance and support costs*: No customization access requests have been provided.