**Customer Needs Document**

| **S.No** | **Customer Needs** | **Pet Owners** | **Service Providers** | **Animal Shelters** |
| --- | --- | --- | --- | --- |
|  | Ability to create and manage accounts | Yes | Yes | Yes |
|  | Ability to create and manage pet/shelter profiles | Yes | No | Yes |
|  | Ability to browse and book pet care services | Yes | No | No |
|  | Ability to receive booking confirmations and notifications | Yes | Yes | No |
|  | Ability to track and manage bookings | Yes | Yes | No |
|  | Ability to search for adoptable pets | Yes | No | No |
|  | Ability to apply for pet adoption | Yes | No | No |
|  | Ability to make secure online payments | Yes | Yes | No |
|  | Ability to participate in donation campaigns | Yes | No | Yes |
|  | Ability to leave ratings and reviews | Yes | No | No |
|  | Ability to list and manage pet care services | No | Yes | No |
|  | Ability to accept and manage service bookings | No | Yes | No |
|  | Ability to process payments and track earnings | No | Yes | No |
|  | Ability to manage customer interactions | No | Yes | No |
|  | Ability to promote special offers and discounts | No | Yes | No |
|  | Ability to analyze service performance | No | Yes | No |
|  | Ability to list adoptable pets | No | No | Yes |
|  | Ability to manage adoption applications | No | No | Yes |
|  | Ability to communicate with adopters | No | No | Yes |
|  | Ability to analyze adoption trends and reports | No | No | Yes |