Software Requirements Specification (SRS)

System: Appointment Booking System

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# 1. Introduction

The Appointment Booking System allows users to schedule, update, and cancel appointments online. It provides administrators with management tools to oversee bookings and customers with a simple interface.

# 2. Scope

The system will be a responsive web application accessible via desktop and mobile browsers.

# 3. Functional Requirements

FR-1: The system shall allow users to register and log in.  
FR-2: The system shall allow users to view available appointment slots.  
FR-3: The system shall allow users to book, update, and cancel appointments.  
FR-4: The system shall send confirmation emails upon booking or modification.  
FR-5: The system shall allow administrators to manage schedules and availability.  
FR-6: The system shall log all booking transactions for auditing purposes.

# 4. Non-Functional Requirements

NFR-1: The system shall be available 99.5% of the time.  
NFR-2: The system shall respond to user actions within 2 seconds.  
NFR-3: The system shall encrypt sensitive data using industry standards.  
NFR-4: The system shall support at least 1000 concurrent users.