

REQUIREMENTS ANALYSIS DOCUMENT

for

Rendivo

1.0
07.11.2025

Prepared by

Ahmet Can Hatipoğlu
Bengisu Duru Göksu
Dicle Çoban
Selin Bardakçı
Zeynep Yiğit

TABLE OF CONTENTS

1	Introduction	3
1.1	Purpose of the system.....	3
1.2	Scope of the system.....	3
1.3	Objectives and success criteria of the project.....	3
1.4	Definitions, acronyms, and abbreviations.....	3
1.5	References.....	4
1.6	Overview.....	4
2	Current system	5
3	Proposed system	7
3.1	Overview.....	7
3.2	Functional requirements.....	8
3.3	Nonfunctional requirements.....	10
3.3.1	Usability.....	10
3.3.2	Reliability.....	10
3.3.3	Performance.....	11
3.3.4	Supportability.....	11
3.3.5	Implementation.....	11
3.3.6	Interface.....	11
3.3.7	Packaging.....	11
3.3.8	Legal.....	11
3.4	System models.....	12
3.4.1	Scenarios.....	12
3.4.2	Use case model.....	19
3.4.3	Object model.....	20
3.4.4	Dynamic model.....	21
3.4.5	User interface.....	31
4	Glossary	44
5	Traceability	46

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

1 Introduction

1.1 Purpose of the system

Rendivo is a web and mobile-based appointment management system designed to digitize and optimize booking processes between businesses and clients. The system enables businesses to manage staff, services, and scheduling efficiently, while providing clients with a rapid and user friendly experience.

1.2 Scope of the system

The system covers business registration, staff management, service creation, schedule planning, client registration, appointment booking/modification/cancellation, and automated notifications. Different user roles (admin, business owner, staff, client) are supported with appropriate access permissions.

1.3 Objectives and success criteria of the project

Objectives:

- Digitalize and automate appointment scheduling
Reduce scheduling conflicts and manual errors
- Improve operational efficiency for businesses
- Provide clients with an intuitive and accessible booking experience

Success Criteria:

- Clients should be able to book an appointment in \leq 1 minute
- Businesses should be able to view and update schedules in real time
- High system usage and positive user feedback after deployment

1.4 Definitions, acronyms, and abbreviations

Term	Definition
Admin	System administrator with highest authority
Business Owner	User who manages a business account
Staff	Personnel working within a business
Client	End-user who books services

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

1.5 References

- [REF-01] IEEE 29148-2018 — *Requirements Engineering – Use Case Diagrams*
- [REF-02] RFC 7519 — *JSON Web Token (JWT)*.
- [REF-03] ISO 8601 — *Date and Time Formats* (timestamps in APIs and logs).
- [REF-04] Node.js (LTS) Documentation.
- [REF-05] MySQL 8.0 Reference Manual (ACID, transactions, constraints).
- [REF-06] Firebase Realtime Database Documentation (listeners, security rules).
- [REF-07] RESTful API conventions (Richardson Maturity Model, versioning practices).
- [REF-08] Figma — *Rendivo Web & Mobile UI* (link: [FIGMA LINK](#)).

1.6 Overview

This Requirements Analysis Document defines the scope and expected behavior of **Rendivo**, an appointment management platform for businesses and clients.

- **Section 2 — Current system** summarizes the status quo, pain points, and limitations being addressed.
- **Section 3 — Proposed system** provides the complete functional specification:
 - **3.1 Overview** gives a high-level description of the solution.
 - **3.2 Functional requirements** lists verifiable behaviors (FR-XX).
 - **3.3 Nonfunctional requirements** details quality attributes (NFR-XX) such as usability, reliability, performance, security, and deployment constraints.
 - **3.4 System models** includes scenarios, use cases, object/dynamic models, and UI mock-ups that illustrate flows and interactions.
- **Section 4 — Glossary** defines domain terms and acronyms used throughout the document.
- **Traceability** (end section) maps each use case to its covering requirements and provides verification notes to support test planning and acceptance.

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

2 Current system

This section describes how appointment-related tasks are currently performed in the absence of Rendivo and the problems that motivate the new system.

Actors and as-is processes

- **Business Owner / Manager**
 - Collects weekly staff availability via phone, messaging apps, or spreadsheets.
 - Maintains a basic list of services (duration/price).
 - Confirms, reschedules, or cancels client requests manually.
- **Staff**
 - Shares availability informally (messages or calls).
 - Tracks daily schedule in personal calendars (Google/Apple) or paper notes.
- **Client**
 - Contacts businesses by phone/DM to ask for times and make a booking.
 - Rarely receives formal reminders; updates are communicated manually.
- **Administrator (platform)**
 - Not applicable; no centralized platform exists today.

Tools and data (as-is)

- **Tools:** Phone calls, messaging apps, email, spreadsheets, individual calendars.
- **Data:** Staff names, shifts, services, and client info stored in disparate, unsynchronized locations.
- **Notifications:** Manual and inconsistent; no standard templates or audit trail.

How tasks are accomplished now

- **Finding availability:** Owner checks a spreadsheet and/or messages staff to confirm a time.
- **Creating a booking:** Owner writes the appointment into a calendar or sheet and messages staff/client.
- **Modifying/canceling:** Owner edits the entry and sends new messages; freed slots are not systematically re-exposed.
- **Staff onboarding:** Owner shares business details and expectations via message; no common system account is created.
- **Service updates:** Price/duration changes are edited in spreadsheets and communicated ad-hoc to staff/clients.

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

Problems and risks

- **Double-booking & conflicts:** No systemic prevention; overlapping calendars are common.
- **Delay & errors:** Availability changes are not propagated in real time, causing miscommunication.
- **Data fragmentation:** Information is duplicated across sheets, chats, and personal calendars.
- **No tenant isolation:** Multi-branch/multi-business data can mix, raising confidentiality concerns.
- **No standardized reminders:** Higher no-show rates due to missing or late reminders.
- **Limited discoverability:** Clients cannot filter by service/staff or see real-time slots.
- **No analytics or audit trail:** Utilization, cancellation patterns, and SLA compliance are not measurable.
- **Compliance gaps:** Inconsistent handling of personal data; weak access control and logging.

Opportunities for improvement

- Centralize schedules with rule-based availability and conflict checks.
- Provide self-service search and booking with real-time slot inventory.
- Automate confirmations, reminders, and cancellations with traceable notifications.
- Enforce tenant isolation, authentication/authorization, and secure transport.
- Establish measurable performance targets and backup/restore procedures.

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

3 Proposed system

3.1 Overview

Rendivo is a multi-tenant web and mobile platform that digitizes the end-to-end appointment journey for businesses and clients.

Core capabilities

- **Identity & Access** : JWT-based authentication; role-permission matrix for Admin, Business Owner, Staff, Client; secure password storage and HTTPS.
- **Tenant & Business Management**: Business registration with unique Business ID, admin review/approval, and strict data isolation per tenant.
- **Service Catalog** : Creation and management of services with duration and price; staff capability assignment.
- **Staff Directory & Shifts** : CRUD for staff, attributes (hours, availability), and forward-looking shift assignment with past-date protection.
- **Search & Discovery** : Client search by name/keyword and filter by service; view/select eligible staff before booking.
- **Availability & Booking** : Conflict-free slot reservation with shift and availability constraints and 30-day booking window.
- **Realtime Calendar & Sync** : Interactive day/week/month views with sub-second propagation via Firebase Realtime Database.
- **Notifications** : Email confirmations, and reminders with clear user-facing error messages.
- **Client Portal** : Client registration, dashboard with upcoming appointments, and appointment history.
- **Reliability & Operations** : Double-booking prevention, ACID transactions on MySQL, backups (RPO ≤15 min, RTO ≤2 h), environment separation and signed mobile builds.

System boundaries & assumptions

- **In-scope:** Identity, multi-tenancy, services, shifts, booking, calendar, notifications, and real-time synchronization.
- **Out-of-scope:** Payments, loyalty programs, complex resource constraints beyond staff/time (e.g., room/equipment pooling), and third-party marketplace listings.
- **Assumptions:** Businesses define services with fixed durations; staff work within assigned shifts; email delivery via a reliable provider; booking horizon limited to 30 days.

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

Quality targets

- Calendar P95 ≤ 2 s; booking E2E ≤ 2 s; real-time updates ≤ 1 s; ≥20 booking requests/sec sustained without degradation. Daily full + hourly incremental backups. Strict HTTPS and password hashing.

3.2 Functional requirements

FR-1. The system shall allow business owners to register by providing business information and credentials.

FR-2. The system shall assign a unique business ID to each registered business.

FR-3. The system shall allow business owners to create a business profile.

FR-4. The system shall allow business owners to update the business profile.

FR-5. The system shall allow staff members to register using a valid business ID to join the corresponding business.

FR-6. The system shall support user roles: superuser (admin), business owner, staff, and client.

FR-7. The system shall enforce a role-permission matrix using JWT-based role verification.

FR-8. The system shall provide separate login interfaces for business owner, admin, staff, and client.

FR-9. The system shall allow the superuser to review registration requests submitted by business owners.

FR-10. The system shall allow the superuser to approve business registrations manually.

FR-11. The system shall allow the superuser to reject business registrations manually.

FR-12. The system shall allow authorized users to create staff records.

FR-13. The system shall allow authorized users to view staff records.

FR-14. The system shall allow authorized users to update staff records.

FR-15. The system shall allow authorized users to delete staff records.

FR-16. The system shall store each staff member's attributes including name, working hours, availability, and qualifications.

- FR-17.** The system shall allow the business owner to assign staff shifts for up to one month in advance starting from the current date.
- FR-18.** The system shall prevent assigning staff shifts to past dates.
- FR-19.** The system shall display the staff member's dashboard after they log in.
- FR-20.** The system shall allow business owners to create service records.
- FR-21.** The system shall allow business owners to view service records.
- FR-22.** The system shall allow business owners to update service records.
- FR-23.** The system shall allow business owners to delete service records.
- FR-24.** The system shall store the duration and price for each service.
- FR-25.** The system shall allow clients to search for businesses by name or keyword within the appointment booking interface.
- FR-26.** The system shall allow clients to filter businesses by service type.
- FR-27.** The system shall allow clients to view available staff for the chosen service before confirming an appointment.
- FR-28.** The system shall allow clients to select a staff member for the chosen service before confirming an appointment.
- FR-29.** The system shall allow users to create appointments by selecting business, service, staff, and time.
- FR-30.** The system shall verify staff availability before confirming an appointment.
- FR-31.** The system shall allow users to view appointment details.
- FR-32.** The system shall allow users to modify appointments.
- FR-33.** The system shall enforce staff availability constraints when modifying an appointment.
- FR-34.** The system shall enforce staff shift constraints when modifying an appointment.
- FR-35.** The system shall allow users to cancel appointments.
- FR-36.** The system shall notify affected parties when an appointment is canceled.
- FR-37.** The system shall restrict appointment booking to dates within the next 30 calendar days.

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

FR-38. The system shall automatically release availability for the next day at a configured daily time.

FR-39. The system shall display all scheduled appointments to clients in an interactive calendar interface with day, week, and month view options.

FR-40. The system shall synchronize schedule updates across connected clients in real time using Firebase Realtime Database.

FR-41. The system shall send confirmation notifications for scheduled appointments via email.

FR-42. The system shall send reminder notifications for scheduled appointments via email.

FR-43. The system shall send cancellation notifications via email.

FR-44. The system shall allow clients to register by providing their personal information and creating login credentials.

FR-45. The system shall allow clients to view their dashboard after logging in.

FR-46. (Optional) The system shall generate summaries of client cancellation behavior for cancellation policies.

FR-47. The system shall expose RESTful APIs implemented using a Node.js/Express-based backend for communication with front-end and mobile clients.

FR-48. The system shall isolate data per business tenant.

FR-49. The system shall present clear user-facing error messages.

FR-50. The system shall apply rate limiting to public booking requests.

3.3 Nonfunctional requirements

3.3.1 Usability

NFR-1. *The web and mobile clients (developed using Flutter) shall operate responsively on display widths from 360 px to 1440 px.*

3.3.2 Reliability

NFR-2. *The system shall prevent double-booking of staff under all booking flows.*

NFR-3. *The system shall preserve appointment validity in the event of cancellations or missed appointments (optional).*

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

3.3.3 Performance

NFR-4. *The calendar view shall load in ≤2 seconds at the 95th percentile (P95) when displaying up to 30 days of schedule data for a single business.*

NFR-5. *Real-time schedule updates shall propagate to all connected clients in ≤1 second using Firebase Realtime Database.*

NFR-6. *The system shall handle at least 20 concurrent appointment-creation requests per second without degradation of response time.*

3.3.4 Supportability

NFR-7. *The system shall perform daily full backups and hourly incremental backups of persistent data, supporting an RPO ≤15 minutes and an RTO ≤2 hours.*

3.3.5 Implementation

NFR-8. *The system shall use a MySQL relational database enforcing referential-integrity constraints.*

NFR-9. *The system shall use transactional consistency for all resource and appointment data (ACID compliance).*

NFR-10. *The system shall use JWT-based authentication to securely verify user identities and manage session access.*

3.3.6 Interface

NFR-11. *All REST API endpoints shall be explicitly versioned (e.g., `/api/v1`), and breaking changes shall only be introduced in a subsequent version (e.g., `/api/v2`).*

3.3.7 Packaging

NFR-12. *Flutter mobile applications shall target Android API level 24+ and iOS 13+ and must be distributed with valid app signing and adaptive icon sets.*

NFR-13. *The system shall maintain separate Development, Staging, and Production environments; production credentials shall not be usable in non-production environments.*

3.3.8 Legal

NFR-14. *User passwords shall be stored using a one-way hashing algorithm (e.g., bcrypt).*

NFR-15. *All communication between client applications and the backend shall be transmitted over HTTPS.*

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

3.4 System models

3.4.1 Scenarios

Use case name	businessRegistersAccount
Participating actors	<ol style="list-style-type: none"> 1. Initiated by BusinessOwner 2. Communicates with —
Flow of events	<ol style="list-style-type: none"> 1. The BusinessOwner opens the sign-up page and selects “Register as Business Owner.” 2. The BusinessOwner enters business name, contact info, time zone, and password. 3. The System validates inputs and checks that the business name is unique. 4. The System creates a new business tenant and assigns the owner role. 5. The System sends a verification email to the BusinessOwner. 6. The BusinessOwner clicks the verification link; the account is activated. 7. After successful activation, the System generates a unique Business Code for the new business and displays it on the owner’s dashboard for future staff registration.
Entry condition	<ul style="list-style-type: none"> • The BusinessOwner is not yet registered.
Exit conditions	<ul style="list-style-type: none"> • The BusinessOwner has an active, verified owner account, or The BusinessOwner receives an explanation of why registration could not be completed.
Quality requirements	<ul style="list-style-type: none"> • Registration page loads ≤2 seconds (P95). • Verification email is issued within 30 seconds of registration. • Business Code generated and displayed immediately after account activation.

Use case name	staffCreatesAccount
Participating actors	<ul style="list-style-type: none">Initiated by BusinessOwnerCommunicates with System
Flow of events	<ol style="list-style-type: none">The Staff opens the system's registration page and selects Register as Staff.The System prompts the staff to enter personal information (name, email, password) and the Business Code provided by the BusinessOwner.The System validates the entered Business Code.If the code is valid, the System associates the staff account with the corresponding business tenant.The System creates the new staff account and marks it as Active.A confirmation notification is sent to both the Staff and the BusinessOwner.
Entry condition	<ul style="list-style-type: none">A valid Business Code exists for the business.
Exit conditions	<ul style="list-style-type: none">The Staff account is successfully created and linked to the correct business tenant, or registration fails due to an invalid Business Code or missing information.
Quality requirements	<ul style="list-style-type: none">Account creation completes ≤ 2 seconds (P95).Confirmation notification delivered within 30 seconds.

<i>Rendivo</i>	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
----------------	--	---------------------------------------

Use case name	ownerAddsService
Participating actors	<ul style="list-style-type: none"> • Initiated by BusinessOwner • Communicates with Staff (via capability assignment notification, if enabled)
Flow of events	<ol style="list-style-type: none"> 1. The BusinessOwner opens Service Management. 2. The BusinessOwner selects “Add New Service.” 3. The BusinessOwner enters service name, duration, and price. 4. The BusinessOwner assigns which Staff can perform the service. 5. The System validates and saves the service record. 6. The System confirms creation; the service appears in the catalog.
Entry condition	<ul style="list-style-type: none"> • The BusinessOwner is authenticated and has an active business tenant.
Exit conditions	<ul style="list-style-type: none"> • The new service is available for booking, or The BusinessOwner is informed why the service could not be created.
Quality requirements	<ul style="list-style-type: none"> • Save completes ≤2 seconds (P95). • Service becomes searchable immediately after creation.

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

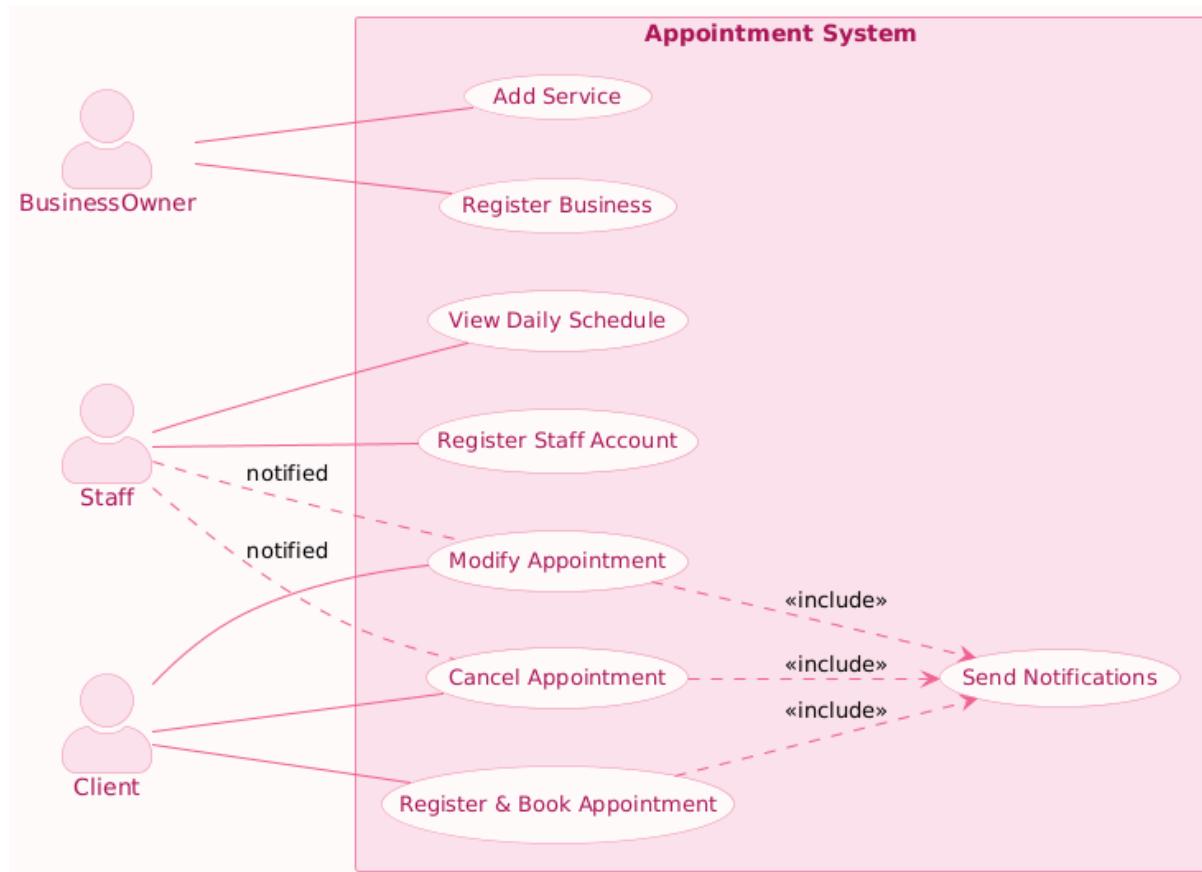
Use case name	clientRegistersAndBooksAppointment
Participating actors	<ul style="list-style-type: none"> Initiated by Client Communicates with BusinessOwner, Staff
Flow of events	<ol style="list-style-type: none"> The Client registers (name, phone, password) and signs in. The Client searches for the business and opens the services list. The Client selects a service, chooses a Staff member, and selects a time slot. The System verifies staff availability for the selected slot and checks booking limits. The Client confirms the booking. The System creates the appointment and sends confirmation notifications to Client, Staff, and BusinessOwner. The appointment appears in the Client and Staff calendars.
Entry condition	<ul style="list-style-type: none"> The Client is authenticated.
Exit conditions	<ul style="list-style-type: none"> A confirmed appointment exists and is visible to relevant parties, or The Client is informed why the booking could not be completed (e.g., slot no longer available).
Quality requirements	<ul style="list-style-type: none"> Availability check \leq1 second; end-to-end booking \leq2 seconds (P95). Confirmation notifications sent immediately after booking.

Use case name	clientModifiesAppointment
Participating actors	<ul style="list-style-type: none">Initiated by ClientCommunicates with Staff
Flow of events	<ol style="list-style-type: none">The Client opens My Appointments and selects an upcoming appointment.The Client chooses Modify and changes the time (or staff/service, if permitted).The System checks that the chosen Staff is available and there are no conflicts.The System updates the appointment.The System sends updated notifications to the Client and Staff.
Entry condition	<ul style="list-style-type: none">A future appointment exists; modification window/policy allows changes.
Exit conditions	<ul style="list-style-type: none">The appointment reflects the new details, or The Client is informed why the modification could not be processed.
Quality requirements	<ul style="list-style-type: none">Conflict/availability check ≤ 1 second.Calendar updates propagate to connected clients ≤ 1 second.

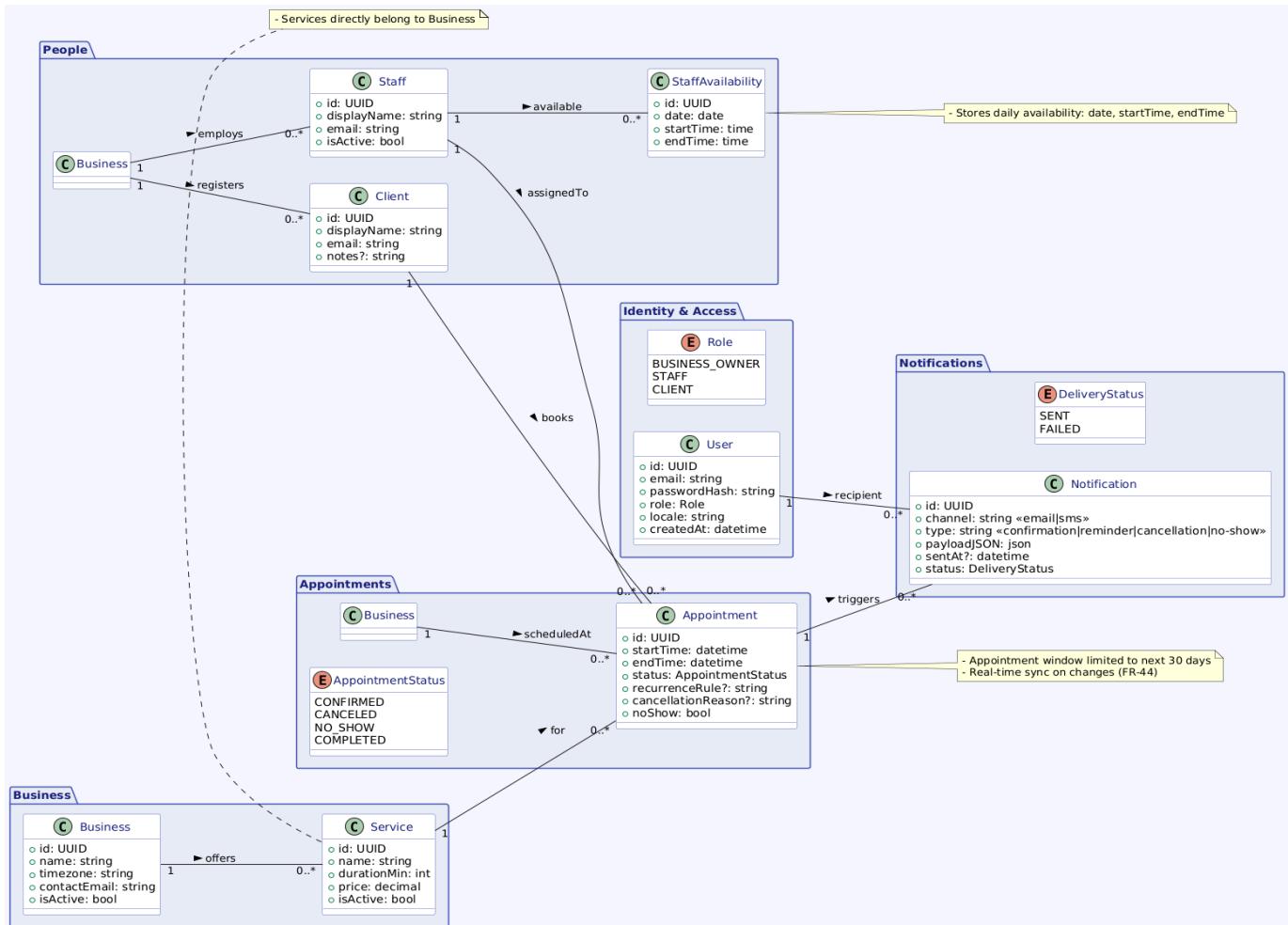
Use case name	clientCancelsAppointment
Participating actors	<ul style="list-style-type: none">Initiated by ClientCommunicates with Staff, BusinessOwner
Flow of events	<ol style="list-style-type: none">The Client opens My Appointments and selects an upcoming appointment.The Client clicks Cancel.The System asks for confirmation.Upon confirmation, the System sets status to Canceled.The System sends cancellation notifications to Staff and BusinessOwner.The canceled time slot becomes available again.
Entry condition	<ul style="list-style-type: none">The appointment is in the future and not in progress; cancellation policy allows it.
Exit conditions	<ul style="list-style-type: none">The appointment is canceled and freed slot is available, or the Client is informed why cancellation could not be completed.
Quality requirements	<ul style="list-style-type: none">Cancel action completes ≤ 2 seconds.Notifications sent immediately after cancellation.

Use case name	staffViewsDailySchedule
Participating actors	<ul style="list-style-type: none">Initiated by StaffCommunicates with —
Flow of events	<ol style="list-style-type: none">The Staff logs in to the staff panel.The System displays the Day View of the schedule.Each appointment block shows client name, service, and duration.The Staff opens any appointment to view full details.The System applies real-time updates if clients modify or cancel bookings.
Entry condition	<ul style="list-style-type: none">The Staff is authenticated.
Exit conditions	<ul style="list-style-type: none">The Staff has an up-to-date daily schedule, or The Staff is informed if the schedule could not be retrieved.
Quality requirements	<ul style="list-style-type: none">Day view loads ≤ 2 seconds (P95) for up to a full day of appointments.Real-time changes are reflected ≤ 1 second after they occur.

3.4.2 Use case model



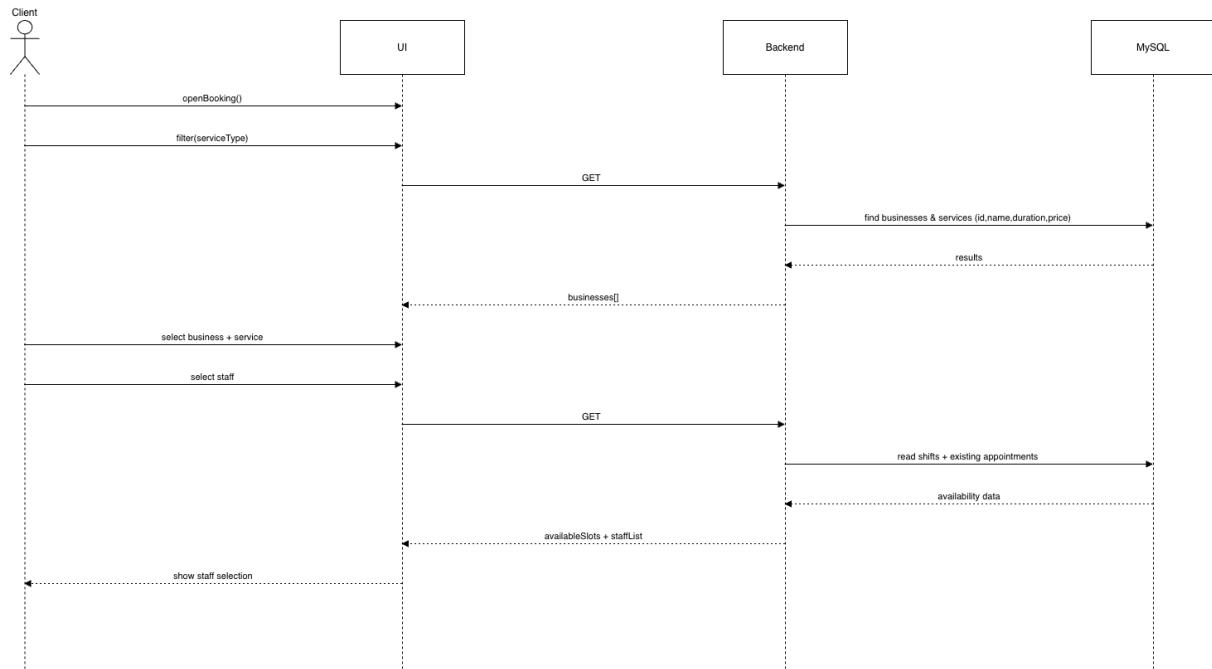
3.4.3 Object model



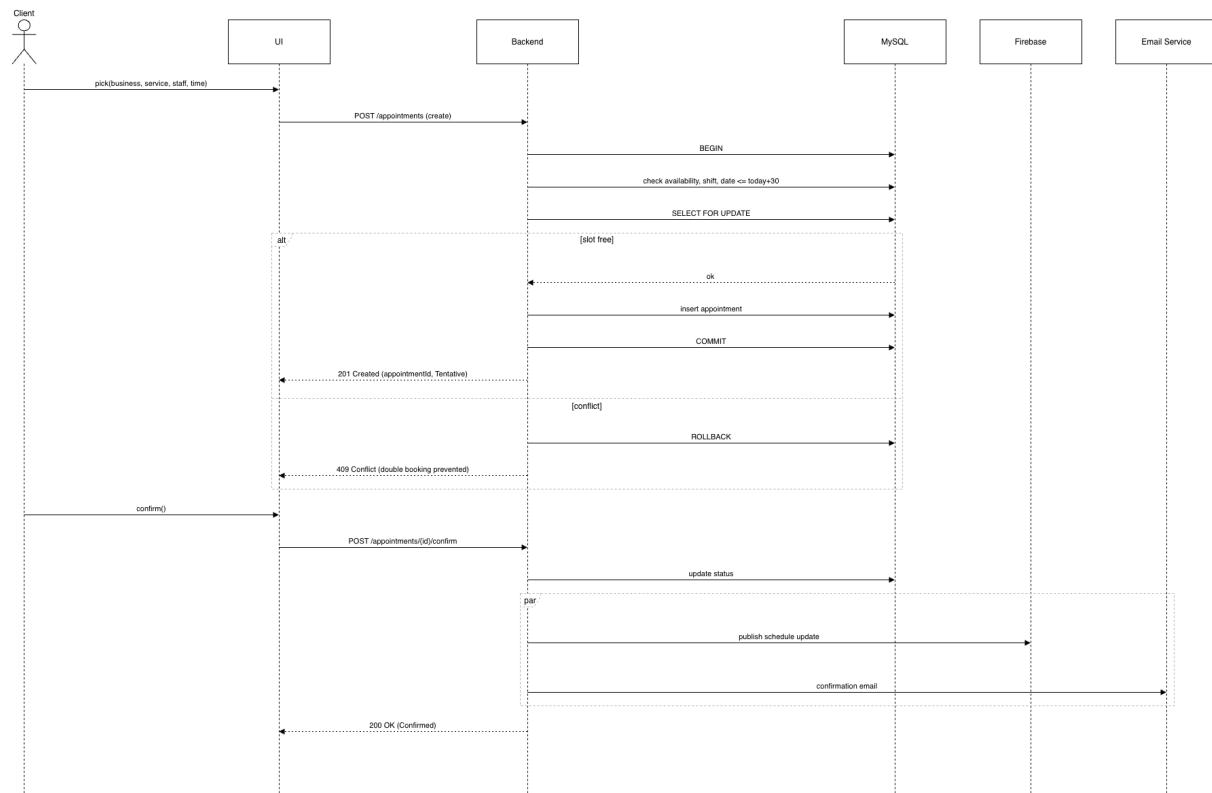
3.4.4 Dynamic model

Sequence Diagrams:

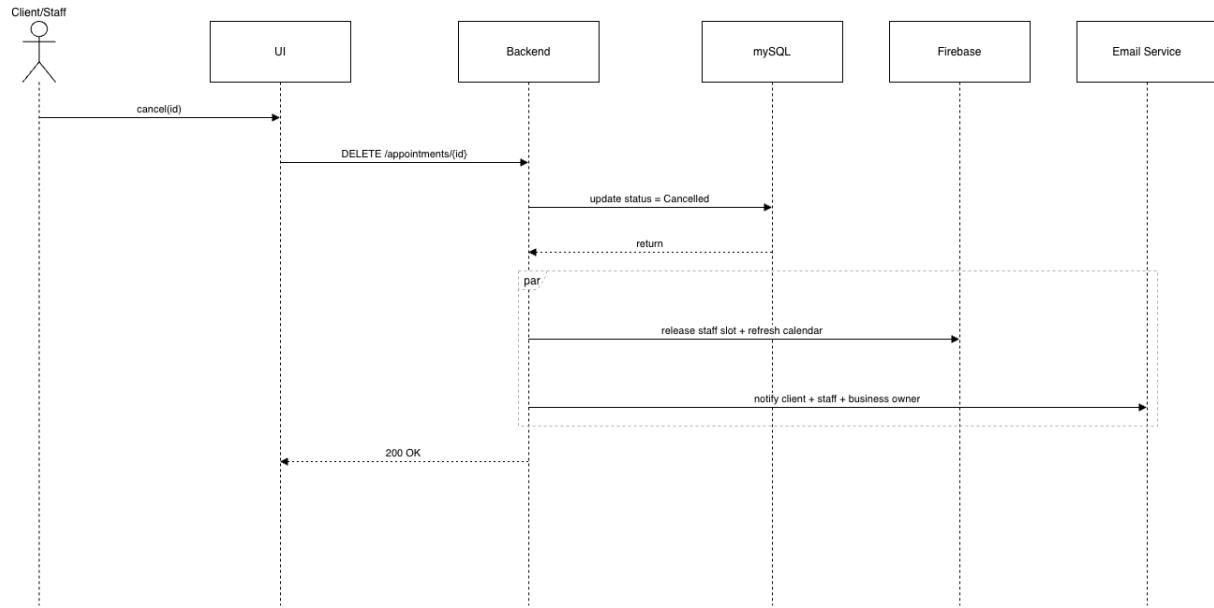
- Client Search



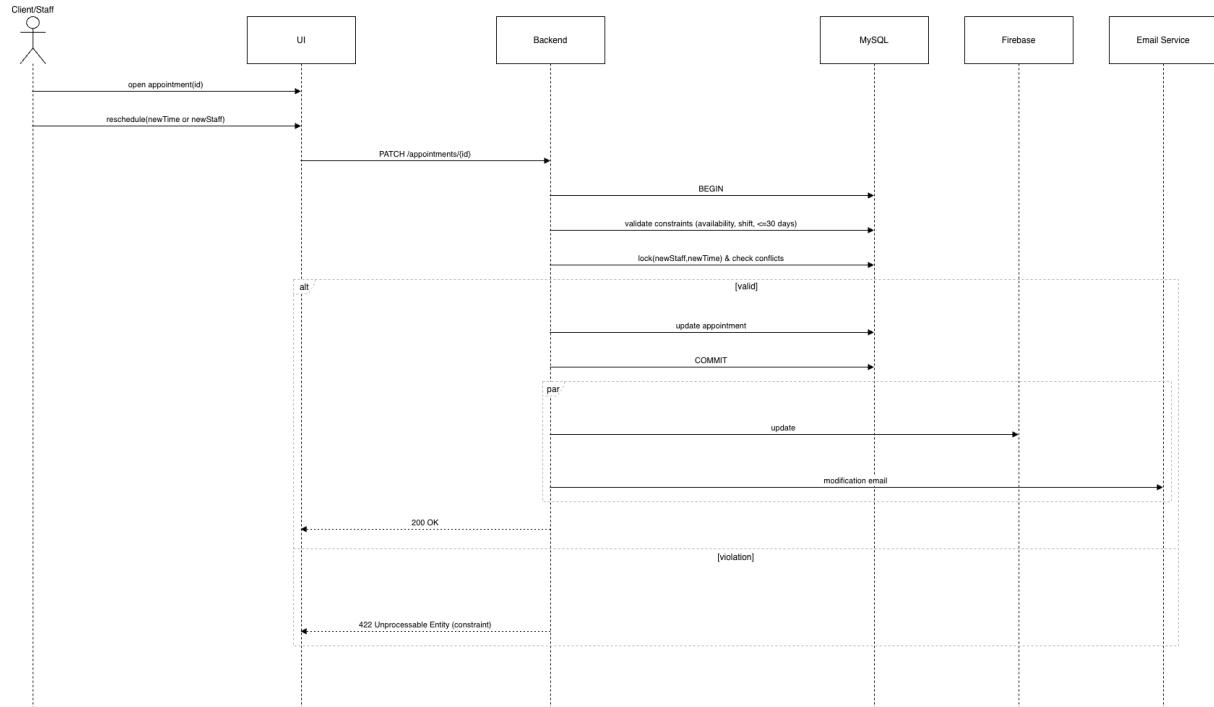
- Create Appointment



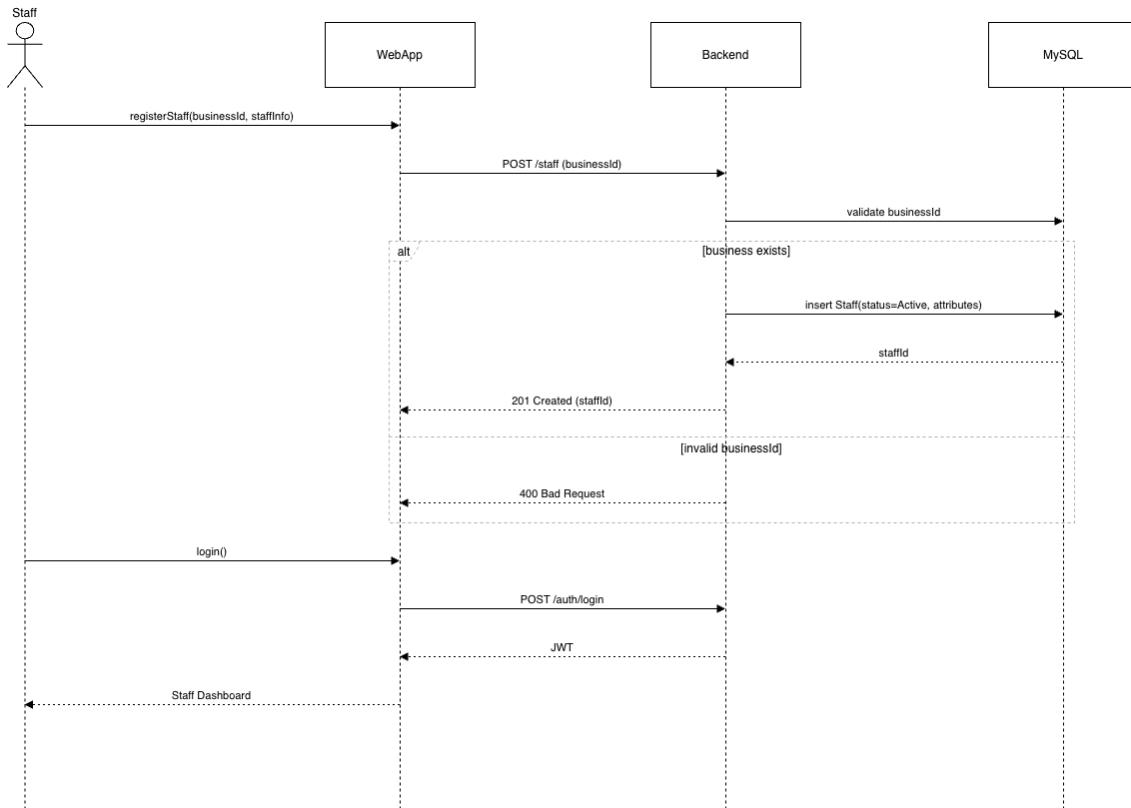
- Cancel Appointment



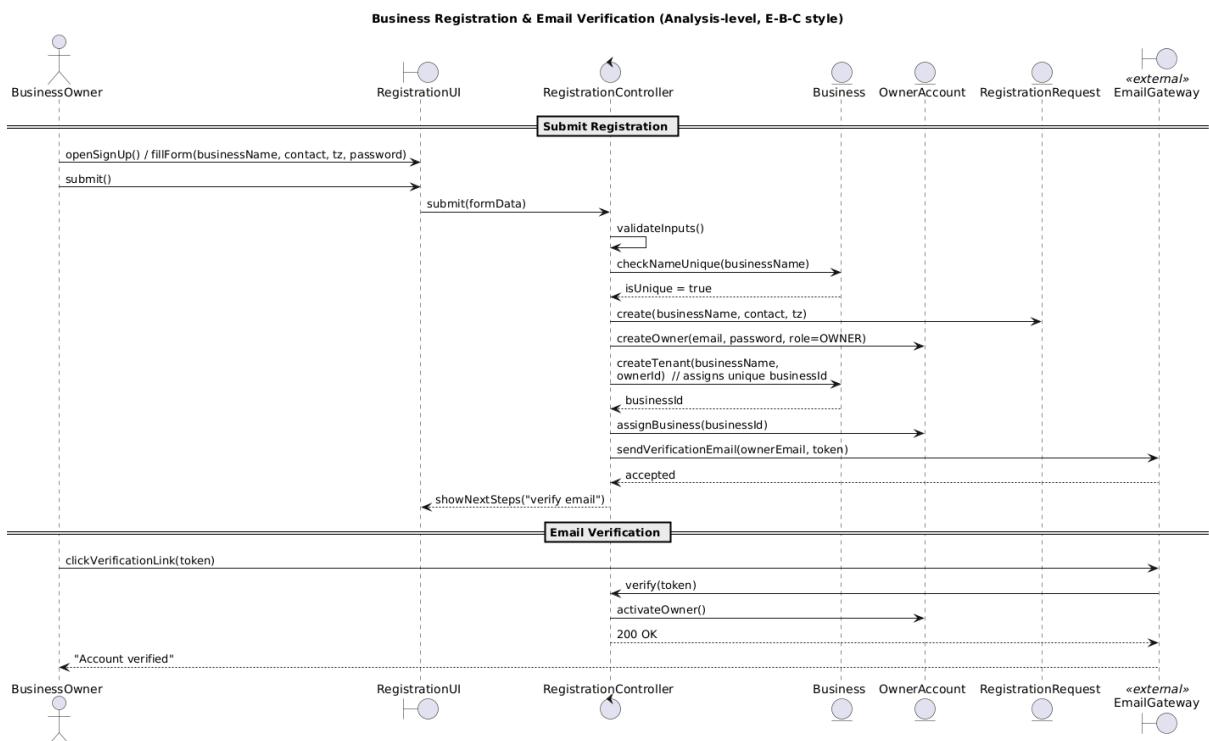
- Reschedule Appointment



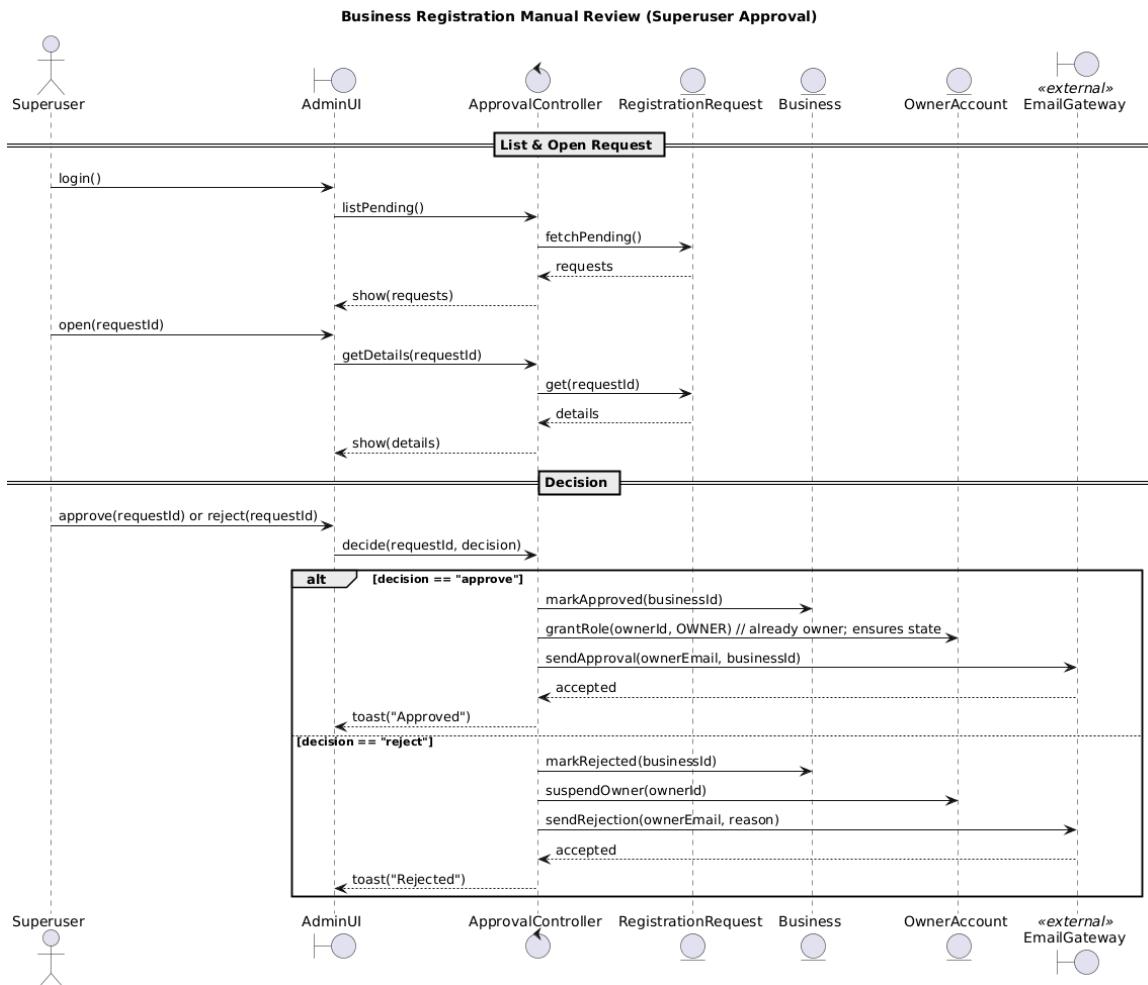
- Staff OnBoarding



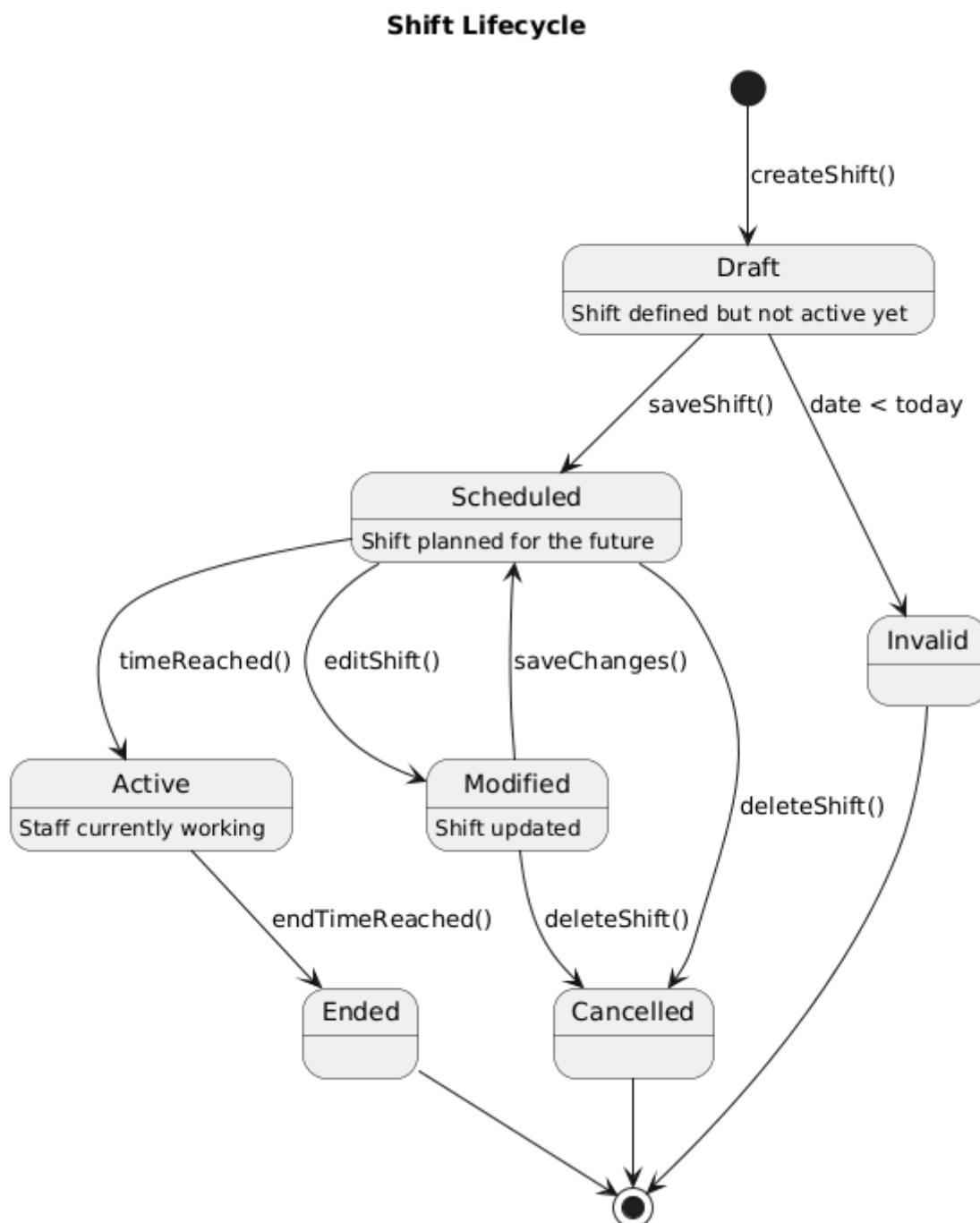
- Business Registration

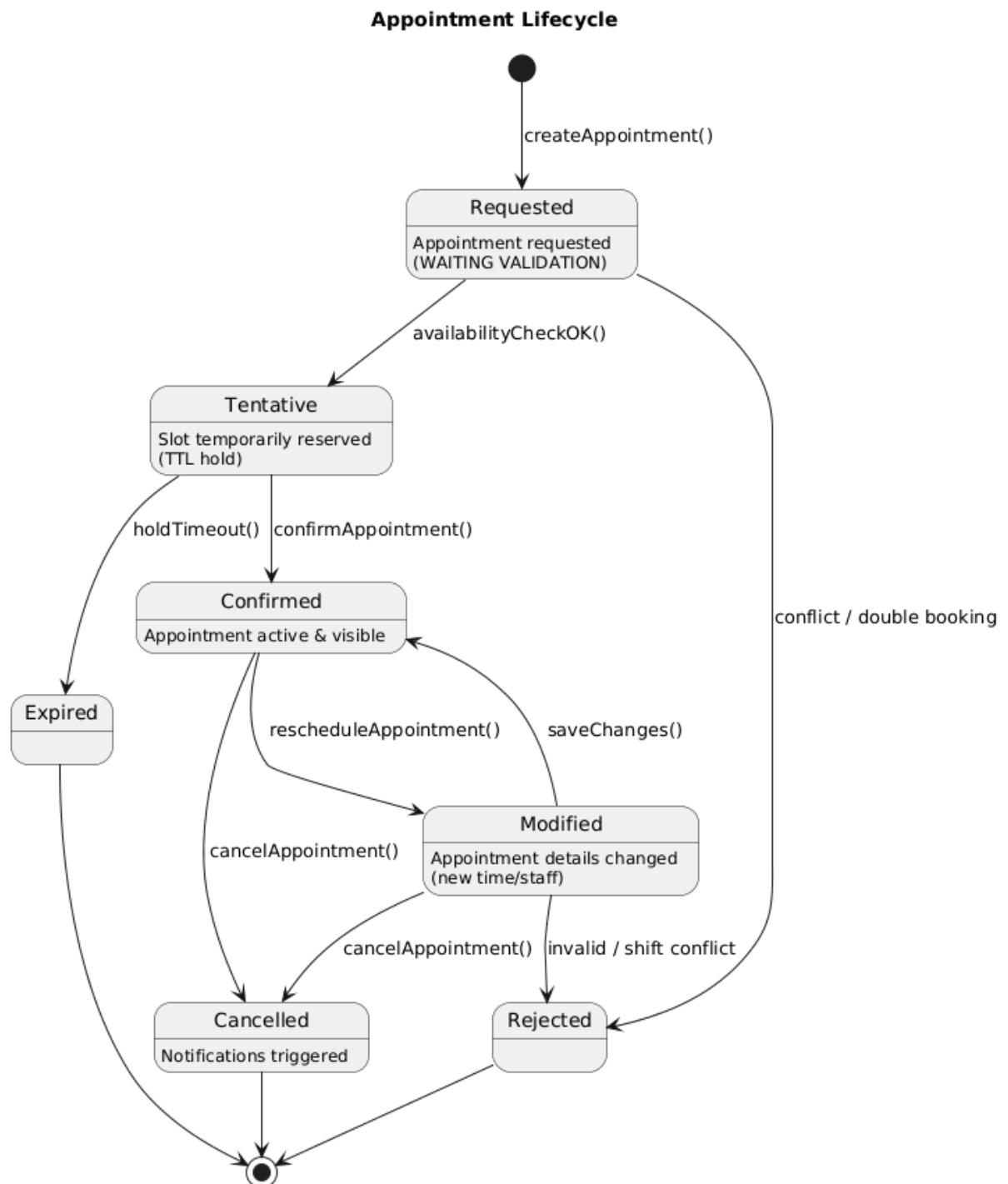


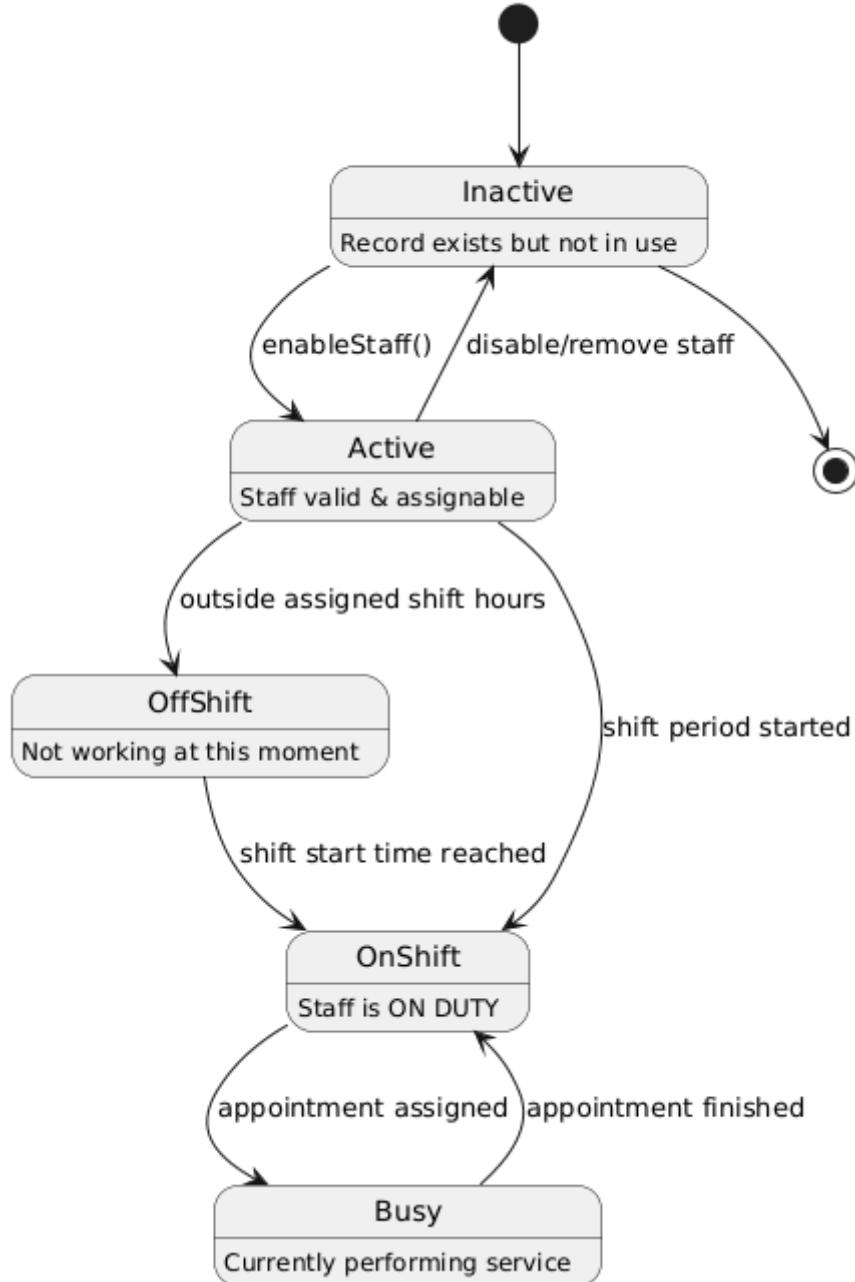
- Admin Review

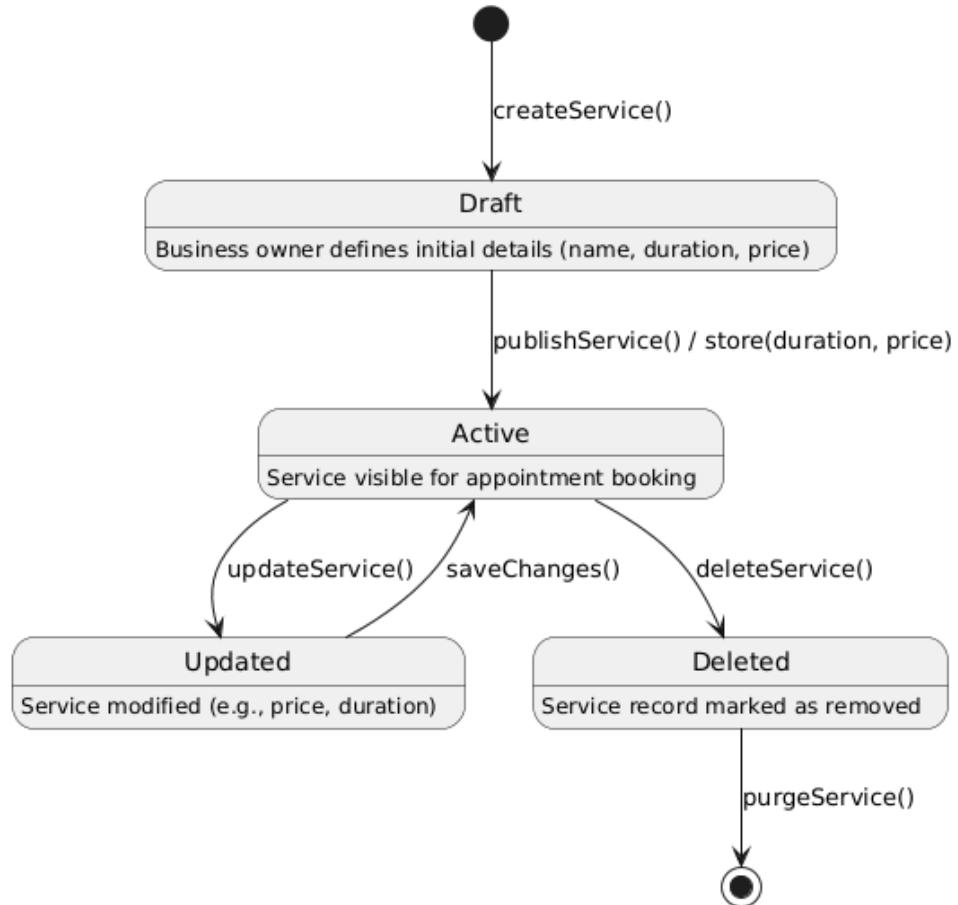


State Machine Diagrams:

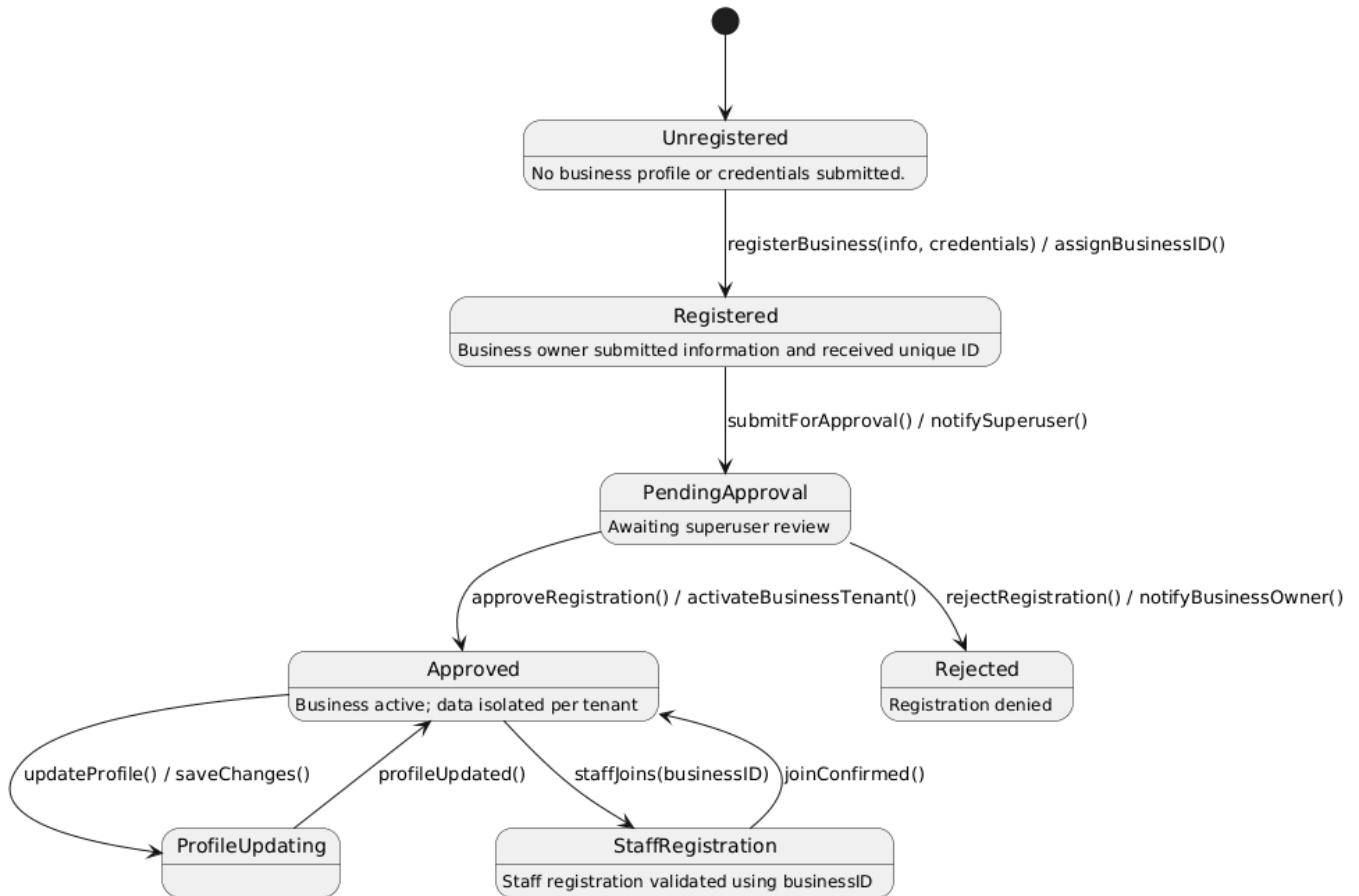




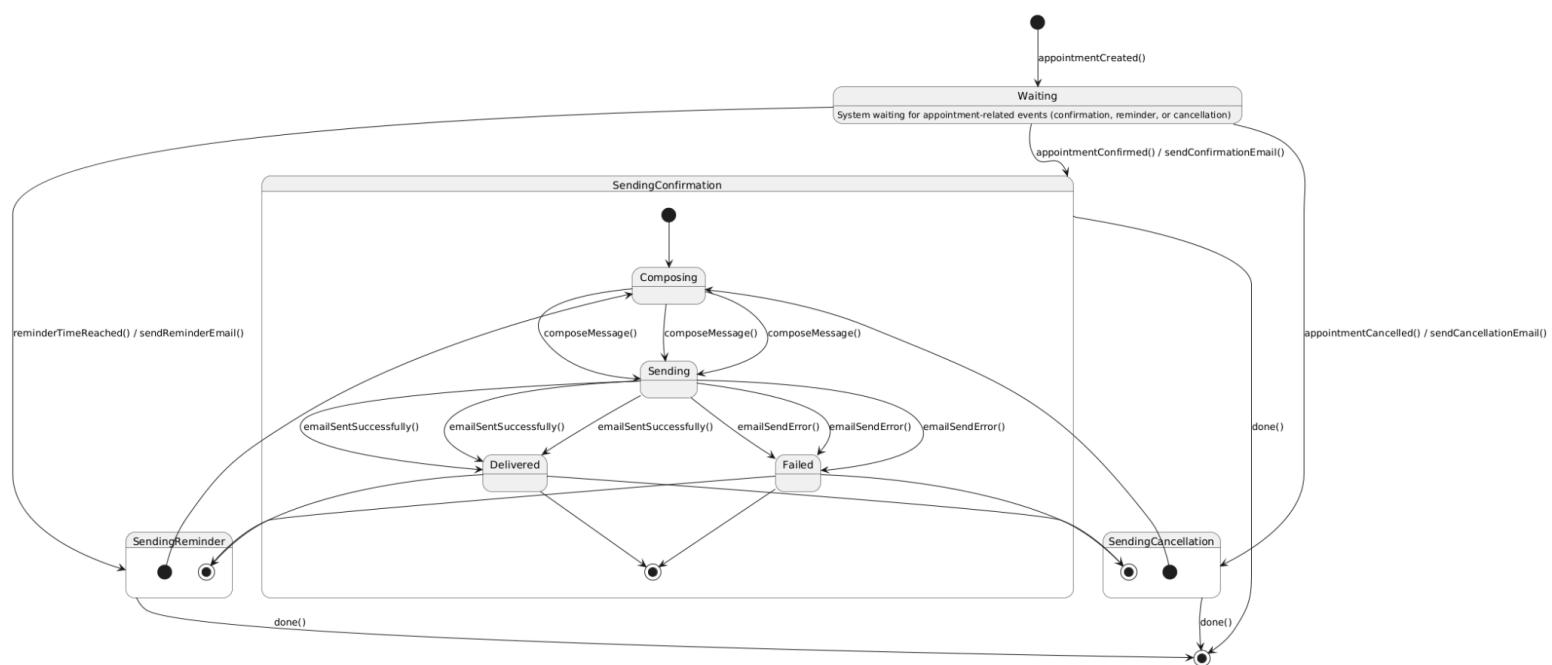
Staff Availability & Work Status

Service Lifecycle

Business Registration and Approval



Notification Lifecycle





REQUIREMENTS ANALYSIS DOCUMENT for Rendivo

Issue No: 1.0
Issue Date: Nov 2025

3.4.5 User interfaces and Mock-ups

Web-app Figma Designs:

Welcome Page

Effortless Appointments, Beautifully Managed.

Get Started for Free

Everything you need, nothing you don't

Ready to Simplify Your Schedule?

Sign Up Now

Rendivo

Product

Company

Legal

© 2024 Rendivo. All rights reserved.

Sign up page

Welcome to Rendivo!

I'm a Customer

I'm a Staff Member

I'm a Business Owner

Already a member? Log In



REQUIREMENTS ANALYSIS DOCUMENT for Rendivo

Issue No: 1.0
Issue Date: Nov 2025

Customer Sign up page

Rendivo

Create your account
Start managing your appointments with ease.

First Name Enter your first name

Last Name Enter your last name

Email Address you@example.com

Phone Number (123) 456-7890

Password Enter your password

Weak password

I agree to the [Terms of Service](#) and [Privacy Policy](#).

Create Account

Already have an account? [Log In](#)

Staff Sign up page

Rendivo

Join Your Team on Rendivo
Enter your details and the Business ID provided by your manager to get started.

Full Name Enter your full name

Email Address Enter your email address

Password Create a password

Confirm Password Confirm your password

Business ID Enter your Business ID

Create Account & Join Business

Already have an account? [Sign In](#)

By creating an account, you agree to our [Terms of Service](#) and [Privacy Policy](#).

Business Owner Sign up page #1

Rendivo

Create your Rendivo account
Set up your business profile in just a few simple steps.

Step 1 of 3: Account Basics

Let's Get Started!

Full Name Enter your full name

Email Address you@example.com

Password Create a strong password

I agree to the [Terms of Service](#) and [Privacy Policy](#).

Next Step

Need Help? [Contact Support](#)



REQUIREMENTS ANALYSIS DOCUMENT for Rendivo

Issue No: 1.0
Issue Date: Nov 2025

Business Owner Sign up page #2

Step 2: Business Details 2/4

Next: Services

Set Up Your Business Profile

This information will be visible to your clients on your booking page.

Business Name Enter your business name **Business Type** Select business type

Business Address

Street Address e.g. 123 Main St

City Your city State / Province Your state Postal Code Your postal code

Contact Information

Phone Number (123) 456-7890 Public Email contact@business.com

Business Logo (Optional)

Click to upload or drag and drop SVG, PNG, JPG or GIF (max. 800x400px)

← Back Continue

Business Owner Sign up page #3

Rendivo Step 3 of 3

You're all set!

Welcome to Rendivo, The Chic Salon! You're ready to start managing your appointments.

Business Details Summary

Here's the information we have on file for your business.

Business Name: The Chic Salon
Category: Beauty & Wellness
Contact: contact@chicsalon.com

What's next?

Add Your First Service | Invite Your Team | Go to Your Dashboard

Go back and edit details

Log in page

Welcome Back!

Log in

Email Address you@example.com

Password Enter your password

Forgot your password?

Log In

Don't have an account? [Sign Up](#)



REQUIREMENTS ANALYSIS DOCUMENT for Rendivo

Issue No: 1.0
Issue Date: Nov 2025

Business Dashboard Page

The dashboard provides a quick overview of business performance. Metrics include Total Appointments Today (12), New Clients This Week (8), and Projected Revenue (\$2,450). It also shows Upcoming Appointments for staff members Chloe, Alex, and Jordan, and a Staff Availability chart showing service popularity and usage percentages.

Team Management Page

The team management page allows users to view, add, and edit staff members. It lists staff members with their roles: Olivia Chen (Senior Stylist), Benjamin Carter (Massage Therapist), Sophia Rodriguez (Nail Technician), and Liam Goldberg (Junior Stylist). A search bar and a 'Role' dropdown are also present.

Schedule Management Page

The schedule management page allows users to assign and manage staff shifts using a drag-and-drop calendar. Staff members are assigned shifts, and conflicts are marked with red boxes. A 'Add Shift' button is visible in the top right corner.



REQUIREMENTS ANALYSIS DOCUMENT for Rendivo

Issue No: 1.0
Issue Date: Nov 2025

Service Management Page

The page shows a sidebar with 'Pastel Salon' and 'Services' selected. The main area is titled 'Manage Services' with a sub-instruction 'Add, edit, and organize the services you offer to clients.' A pink button '+ AddNewService' is at the top right. Below it is a list of services with icons and details:

- Classic Manicure: 45 min • \$60.00
- Gel Pedicure: 60 min • \$75.00
- Signature Facial: 75 min • \$110.00
- Deep Tissue Message: 60 min • \$120.00
- Lash Extensions: 90 min • \$150.00

Staff Dashboard

The dashboard has a sidebar with 'Rendivo Workspace' and 'Dashboard' selected. The main area greets 'Good morning, Jessica!' and shows a weekly calendar from October 21 to 27, 2024. Colored boxes indicate availability (green) and bookings (blue, pink). To the right, a sidebar lists 'Upcoming Bookings':

- 10:00 AM - Maria Garcia (Haircut & Styling)
- 11:30 AM - Chloe Bennett (Balayage)
- 2:00 PM - Alex Johnson (Men's Trim)

Client Dashboard Page

The dashboard has a sidebar with 'Rendivo' and 'Logout'. The main area shows 'My Appointments' with tabs for 'Upcoming (3)' and 'Booking History'. It features a calendar for October 2024 with a pink box around October 20th. A specific appointment is highlighted: 'OCT 20 Chic Haircut & Style with Anna at The Glam Room 10:30 AM - 11:30 AM'. Buttons for 'Reschedule' and 'Cancel' are shown next to the appointment.



REQUIREMENTS ANALYSIS DOCUMENT for Rendivo

Issue No: 1.0
Issue Date: Nov 2025

Appointment Management Page

Appointment Details
Manage and view the specifics of this appointment.

Date & Time: Saturday, Oct 26, 2024 at 2:00 PM
Staff: Jane Doe (Nail Technician)
Location: 123 Chic Avenue, Glamour City, 10101

Service Breakdown

Service	Cost
Classic Manicure	\$45.00
Gel Polish Add-on	\$15.00

Client Details
Olivia Chen
olivia.chen@example.com

Actions

- Reschedule
- Edit Details
- Cancel Appointment

Search Page

Discover Amazing Local Businesses

Search salons, spas, stylists...

Filter by Service

Glamour Hair Studio
Hair Salon - ★ 4.9 (120 reviews)
Where your hair dreams come true.
Book Now

The Nail Bar
Nail Artistry - ★ 5.0 (250 reviews)
Intricate designs for every occasion.
Book Now

Serenity Spa & Wellness
Spa - ★ 4.8 (88 reviews)
Your escape to tranquility and relaxation.
Book Now

Chic Cuts & Co.
Hair Salon - ★ 4.7 (150 reviews)
Modern styles in the heart of the city.
Book Now →

Polished Perfection
Nail Artistry - ★ 4.9 (180 reviews)
Luxury manicures and pedicures.
Book Now

Urban Oasis Massage
Spa - ★ 4.8 (76 reviews)
Melt your stress away with us.
Book Now

The Dapper Den
Barbershop - ★ 4.9 (150 reviews)
Sharp cuts and classic shaves.
Book Now

Glow Up Skincare
Esthetician - ★ 5.0 (99 reviews)
Reveal your most radiant skin.
Book Now

Previous | Page 1 of 10 | Next →



REQUIREMENTS ANALYSIS DOCUMENT for Rendivo

Issue No: 1.0
Issue Date: Nov 2025

Appointment Page #1

Book Your Appointment
A modern, cute, and chic way to schedule your next visit.

1. Service 2. Staff 3. Date & Time 4. Details

Choose a Service

Signature Facial 60 min	\$85
Haircut & Style 45 min	\$60
Manicure 30 min	\$40
Pedicure 45 min	\$55

Next

Appointment Page #2

Step 2 of 4

Time & Specialist

Choose a Specialist & Time

Select a Specialist

- Any Available**
Book with the next available specialist
- Jessica Miller**
Senior Stylist
- David Chen**
Lead Colorist
- Maria Garcia**
Stylist

Select a Date & Time

October 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

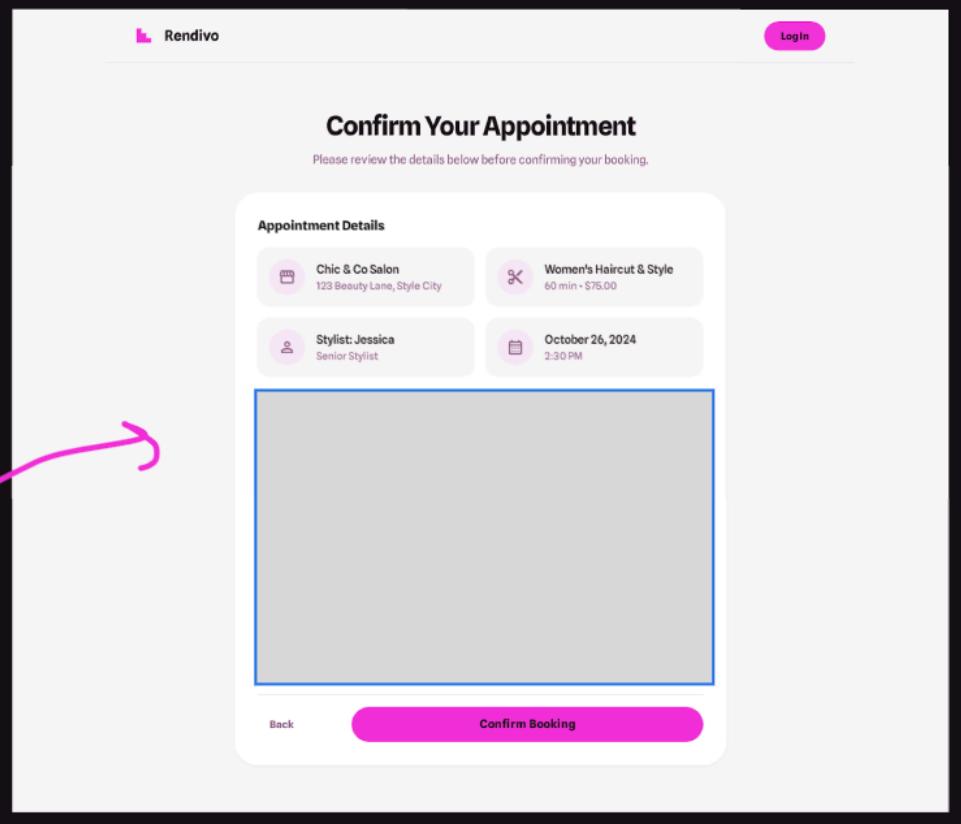
Available times for Friday, October 18

9:00 AM	9:30 AM	10:00 AM	10:30 AM
11:00 AM	11:30 AM	1:00 PM	1:30 PM
2:00 PM	2:30 PM		

Signature Facial | Any Available | Fri, Oct 18 @ 11:00 AM

Back Continue

Appointment Page #3

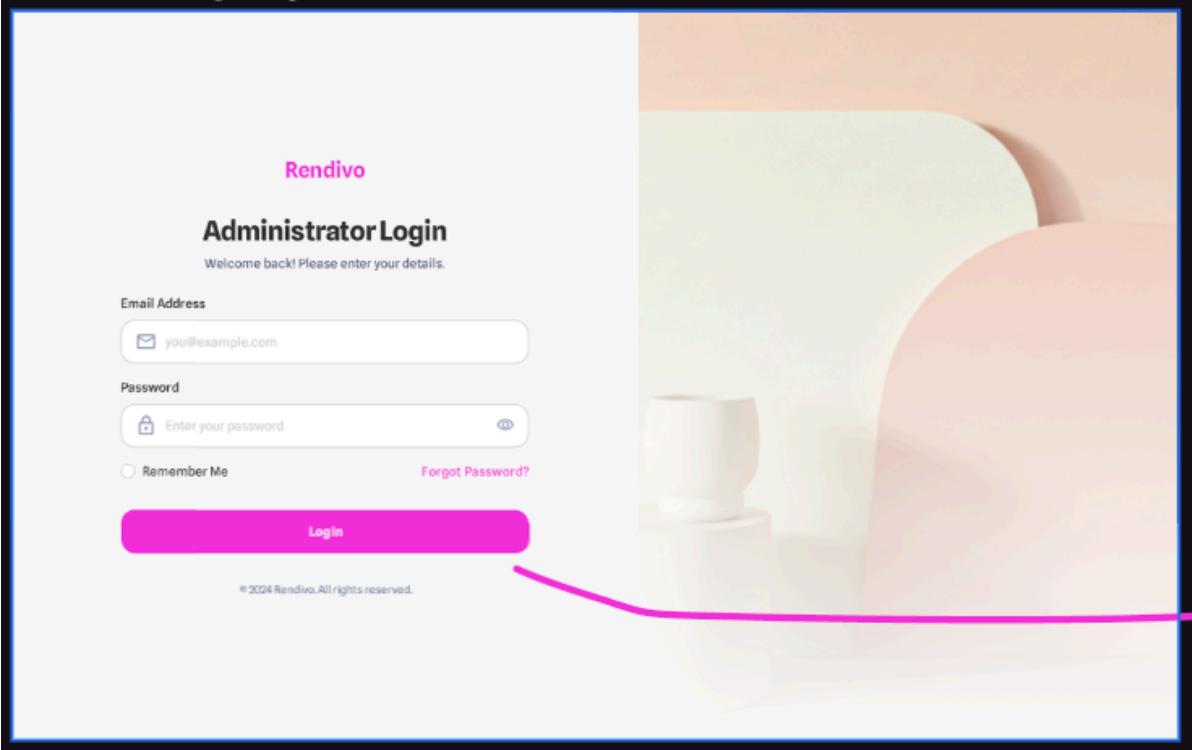




REQUIREMENTS ANALYSIS DOCUMENT for Rendivo

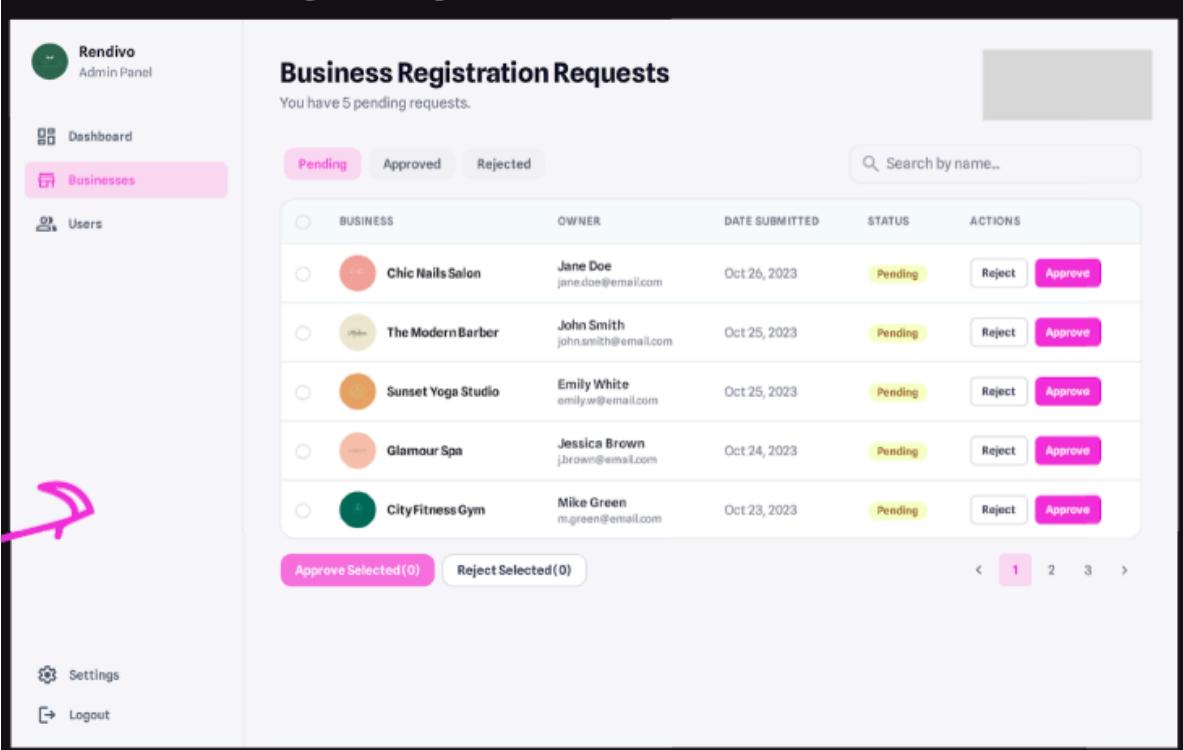
Issue No: 1.0
Issue Date: Nov 2025

Administrator Login Page



The screenshot shows the Administrator Login page for Rendivo. It features a clean design with a white background and a large, abstract, semi-transparent graphic of overlapping circles in light green, pink, and yellow on the right side. The Rendivo logo is at the top left. The main heading is "Administrator Login" with the sub-instruction "Welcome back! Please enter your details." Below are fields for "Email Address" (with placeholder "you@example.com") and "Password" (with placeholder "Enter your password"). There is a "Remember Me" checkbox, a "Forgot Password?" link, and a prominent pink "Login" button. At the bottom, a small copyright notice reads "© 2024 Rendivo. All rights reserved."

Businesses Admin Management Page



The screenshot shows the Businesses Admin Management Page. On the left is a sidebar with icons for Admin Panel, Dashboard (selected), Businesses (highlighted with a pink arrow), Users, Settings, and Logout. The main area is titled "Business Registration Requests" and shows a table of 5 pending requests. The columns are BUSINESS, OWNER, DATE SUBMITTED, STATUS, and ACTIONS. Each row contains a circular thumbnail of the business logo, the business name, the owner's name and email, the date submitted, a "Pending" status indicator, and "Reject" and "Approve" buttons. At the bottom are buttons for "Approve Selected(0)" and "Reject Selected(0)", and a navigation bar with pages 1, 2, 3, and >.

BUSINESS	OWNER	DATE SUBMITTED	STATUS	ACTIONS
Chic Nails Salon	Jane Doe jane.doe@email.com	Oct 26, 2023	Pending	<button>Reject</button> <button>Approve</button>
The Modern Barber	John Smith john.smith@email.com	Oct 25, 2023	Pending	<button>Reject</button> <button>Approve</button>
Sunset Yoga Studio	Emily White emily.w@email.com	Oct 25, 2023	Pending	<button>Reject</button> <button>Approve</button>
Glamour Spa	Jessica Brown j.brown@email.com	Oct 24, 2023	Pending	<button>Reject</button> <button>Approve</button>
City Fitness Gym	Mike Green m.green@email.com	Oct 23, 2023	Pending	<button>Reject</button> <button>Approve</button>

Link to the detailed Figma Designs for Mobile-app and Web-app: [FIGMA LINK](#)

Mobile-app Figma Designs:

Discover Services Page

Appointment Page #1

Appointment Page #2

Appointment Page #3

The flow starts with the Discover Services Page, where users can search for services like Hair Salons, Spas, and nail bars. They can click on a service to proceed to the Appointment Page #1. On this page, users choose a service (e.g., Signature Facial, Haircut & Style) and view its details (price, duration). They then move to Appointment Page #2 to select a specialist (e.g., Jessica M., David Chen, Maria G.) and a date (October 2024 calendar). Finally, they reach Appointment Page #3 to confirm the booking details (e.g., Chic & Co. Salon, Women's Haircut, October 26, 2024 at 2:30 PM), enter personal information, and complete the booking.

Client Dashboard Page

Appointment Details Page

The Client Dashboard Page shows a summary of upcoming bookings (3) and total bookings (12). It also displays a calendar for October 2024 and a list of upcoming appointments. One appointment for 'OCT 20 Chic Haircut & Style' is highlighted as 'Rescheduled'. The user then navigates to the Appointment Details Page, which provides a detailed breakdown of the service (Classic Manicure, Gel Polish Add-on), payment summary (\$64.95, Paid in Full), and appointment notes ('Please use a light pink polish for the manicure. Celebrating my anniversary!'). It also includes options to Reschedule, Edit Details, or Cancel Appointment.

Business Owner Dashboard Page

Hello, Radiant Salon!

Here's what's happening with your business.

Total Appointments Today: **12** (+2% from yesterday)

New Clients This Week: **8** (+5% from last week)

Projected Revenue: **\$2,450** (+1.5% from yesterday)

Upcoming Appointments

	Haircut & Style - Chloe Isabella Rossi	9:00 AM
	Manicure - Alex Sophia Chen	10:30 AM
	Balayage - Jordan Olivia Kim	11:00 AM
	Facial - Sam Ava Garcia	1:00 PM

Staff Availability

	Chloe	+ BUSY
	Alex	AVAILABLE
	Jordan	ON BREAK

Popular Services

Haircut & Style	45%
Balayage	25%
Manicure	20%
Facial	10%

Staff Dashboard Page

Good morning, Jessica! + New Booking

Month Week Day

< October 24, 2024 >

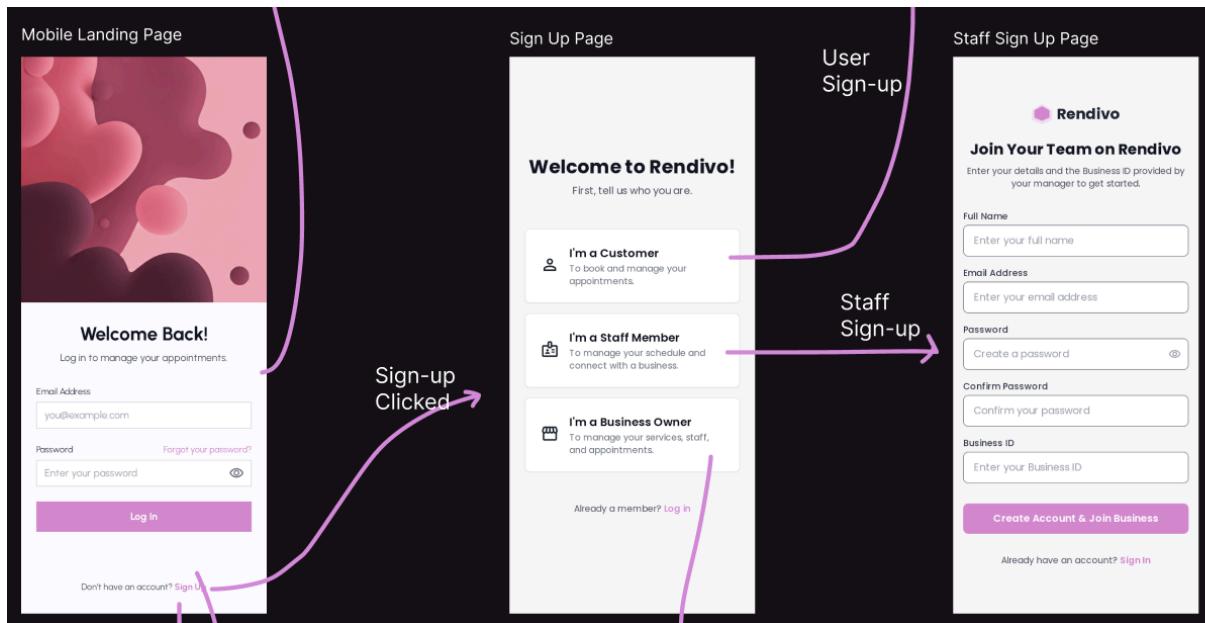
Availability
9:00 AM - 12:00 PM

Appointment with Anna K.
2:00 PM

Upcoming Bookings

	Haircut & Styling 10:00 AM - Maria Garcia	>
	Balayage 11:30 AM - Chloe Bennett	>
	Men's Trim 2:00 PM - Alex Johnson	>

Dashboard Bookings Availability Clients Settings



```

graph LR
    A[Business Owner Sign Up Page #1] --> B[Business Owner Sign Up Page #2]
    B --> C[Business Owner Sign Up Page #3]
  
```

The diagram shows the three steps of the business owner sign-up process:

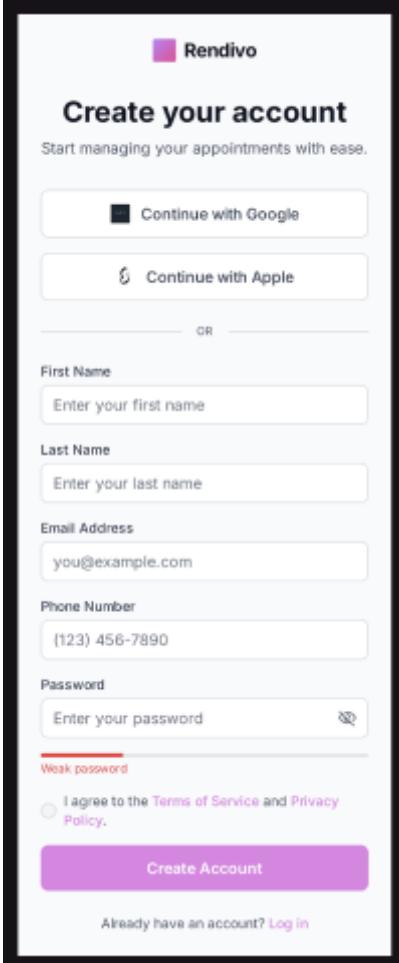
- Business Owner Sign Up Page #1:** This step is titled 'Create your Rendivo account' and 'Step 1 of 3: Account Basics'. It includes fields for Full Name, Email Address, Password, and a checkbox for agreeing to the Terms of Service and Privacy Policy. A 'Next Step' button is at the bottom.
- Business Owner Sign Up Page #2:** This step is titled 'Set Up Your Business Profile' and 'Step 2: Business Details'. It includes fields for Business Name, Business Type, Business Address, Street Address, City, State, Postal Code, Contact Information (Phone Number and Public Email), and a Business Logo field. A 'Continue' button is at the bottom.
- Business Owner Sign Up Page #3:** This step is titled 'Step 3 of 3' and 'Rendivo'. It displays a summary with a checkmark icon and the message 'You're all set! Welcome to Rendivo, The Chic Salon! You're ready to start managing your appointments.' It also shows a 'Business Details Summary' with the name 'The Chic Salon', category 'Beauty & Wellness', and contact 'contact@chicsalon.com'. It includes sections for 'What's next?' with buttons for 'Add Your First Service' and 'Invite Your Team', and a 'Go to Your Dashboard' button.



REQUIREMENTS ANALYSIS DOCUMENT for Rendivo

Issue No: 1.0
Issue Date: Nov 2025

Client Sign Up Page



The screenshot shows the 'Create your account' page for Rendivo. At the top, there's a 'Rendivo' logo with a pink square icon. Below it, the heading 'Create your account' is displayed in bold black font, followed by the subtext 'Start managing your appointments with ease.' Two sign-up buttons are shown: 'Continue with Google' (with a small Google icon) and 'Continue with Apple' (with a small Apple icon). A horizontal line with the text 'OR' is positioned below these buttons. The form fields for personal information follow: 'First Name' with placeholder 'Enter your first name', 'Last Name' with placeholder 'Enter your last name', 'Email Address' with placeholder 'you@example.com', 'Phone Number' with placeholder '(123) 456-7890', and 'Password' with placeholder 'Enter your password' and a visibility icon. A red line under the password field indicates it is a required field. Below the password field is a link 'Weak password'. At the bottom left of the form area, there's a radio button next to the text 'I agree to the Terms of Service and Privacy Policy.' A large pink button labeled 'Create Account' is at the bottom center. At the very bottom of the page, there's a link 'Already have an account? Log in'.

Link to the detailed Figma Designs for Mobile-app and Web-app: [FIGMA LINK](#)

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

4 Glossary of Terms

Term / Acronym	Definition / Description
Appointment	A confirmed meeting between a Client and a Staff Member for a specific Service at a defined time.
Appointment System	The integrated software platform that manages business registration, staff scheduling, and client bookings.
Admin (Superuser)	A privileged user with authority to approve or reject business registrations, oversee platform integrity, and manage configuration data.
Business Owner	The individual or organization that registers a business on the platform, manages its staff, services, and appointments.
Business ID	A unique system-generated identifier assigned to each registered business tenant.
Business Profile	The information record describing a business's name, contact details, operating hours, and offered services.
Client	The end user who registers on the platform to search for businesses, view services, and book appointments.
Dashboard	The personalized interface presented after login, showing key metrics or schedules depending on the user role.
Firebase Realtime Database	Google's cloud database service used to synchronize scheduling data across connected clients in real time.
JWT (JSON Web Token)	A compact, digitally signed token used for secure user authentication and role verification.
Node.js / Express	The backend technology stack used to implement RESTful APIs and handle business logic.
RESTful API	A standardized HTTP interface exposing resources (businesses, staff, appointments, etc.) using verbs such as GET , POST , PUT , DELETE .

	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
---	--	---------------------------------------

Schedule / Calendar View	<i>The interactive calendar that displays available time slots and existing appointments in day, week, or month formats.</i>
Service	<i>A task or activity offered by a business (e.g., grooming, consultation) defined by a duration and a price.</i>
Staff Member	<i>A registered employee of a business who provides one or more services and maintains availability information.</i>
Shift	<i>The working time block assigned to a staff member during which appointments can be booked.</i>
Actor	<i>An external entity (human or system) interacting with the application to achieve a goal, such as Client, Staff, Business Owner, or Admin.</i>
Authentication / Authorization	<i>Processes that verify a user's identity and control which operations they are permitted to perform.</i>
ACID Compliance	<i>Database properties (Atomicity, Consistency, Isolation, Durability) guaranteeing reliable transaction behavior.</i>
Email Notification	<i>Automated email sent to inform users about appointment confirmation, modification, or cancellation events.</i>
Business Tenant	<i>A business instance with its isolated data, users, and configurations hosted on the shared platform infrastructure.</i>

<i>Rendivo</i>	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
----------------	--	---------------------------------------

5 Traceability

Traceability is the ability to follow each requirement through all stages of the software life cycle —from its **origin** (a stakeholder need or business goal) through **design, implementation, and testing**, and finally to **deployment and maintenance**.

It ensures that nothing essential is lost and that every implemented function can be justified by a documented requirement.

Traceability Matrix

Use Case Name	Linked Functional Requirements (FRs)	Included / Extended Use Cases	Primary Actor(s)	Notes / Verification Criteria
Register Business	FR-1 → Business owner registration FR-2 → Assign unique business ID FR-3–FR-4 → Profile creation & update FR-7–FR-11 → Role control & admin approval workflow	—	Business Owner, Superuser	Validates business registration, ID assignment, and manual approval/rejection.
Register Staff Account	FR-12–FR-16 → Staff record management	—	Business Owner, Staff	Ensures authorized creation, activation, and data integrity of staff records.
Add Service	FR-20–FR-24 → Service definition (duration, price)	—	Business Owner	Verifies new service creation and catalog availability.
Register & Book Appointment	FR-25–FR-31 → Search & booking flow FR-37–FR-41 → Calendar sync and email confirmation	Send Notifications	Client, Staff	Validates full booking process and notification delivery.

<i>Rendivo</i>	REQUIREMENTS ANALYSIS DOCUMENT for Rendivo	Issue No: 1.0 Issue Date: Nov 2025
----------------	--	---------------------------------------

Modify Appointment	<i>FR-32–FR-34, FR-40 → Modification rules & real-time update</i>	Send Notifications	<i>Client, Staff</i>	<i>Checks new slot availability and shift constraints.</i>
Cancel Appointment	<i>FR-35–FR-36, FR-43 → Cancellation flow and notifications</i>	Send Notifications	<i>Client, Staff</i>	<i>Ensures slot release and stakeholder notification.</i>
View Daily Schedule	<i>FR-19, FR-39–FR-40 → Dashboard display and real-time sync</i>	—	<i>Staff</i>	<i>Confirms daily schedule loads ≤ 2 s (P95); updates ≤ 1 s.</i>
Send Notifications	<i>FR-41–FR-43 → Email confirmation and reminders</i>	—	<i>System (automated)</i>	<i>Common included use case triggered by create/modify/cancel actions.</i>