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| Requirements | | | | Use case mapping |
| R1 | | User should be able to register to the website in a few steps. | | Register to the website |
| R2 | | User should be able to complete the screening form to evaluate their skin condition and provide the tailored solution. | | Complete screening form |
| R3 | | User should be able to select any of the bundle suggested or select a product individually. | | Bundle/Product selection |
| R4 | | User should have the option to carry out a one-time purchase or select a subscription-based plan. | | Type of purchase selection |
| R5 | | User should be able to customize the packaging of the product by text, colour and size. | | Package customisation |
| R6 | | User should be able to select the appropriate payment plan. They may pay all in one go or in instalments. | | Payment plan selection |
| R7 | | User should be able to select between different delivery options. They may select between home delivery or collect from a collection point. | | Delivery type selection |
| R8 | | User should be able to save the screening form progression. | | Saving screening form |
| R9 | | Existing customers should be able to cancel their subscription plan if they have one. (Only after first order) | | Subscription plan cancellation |
| R10 | | User should be able to return the purchased product. (Must be within 21 days) | | Return product to manufacturer |
| R11 | | User should be able to interact with a chatbot to obtain information about frequently asked questions. | | Chatbot interaction |
| R12 | | User should be able to refer friends through a personal invitation link. (Both existing and potential customers will obtain a 5% discount on the next purchase) | | Refer friends |
| R13 | | User should be able to request an online consultation session with a dermatologist. | | Consultation request |
| R14 | User should be able to rate the screening form | | Screening form evaluation | |
| R15 | | User should be able to review the products | | Product review |