

**KOI VETERINARY SERVICE CENTER**

**Software Requirement Document**

**Report 1 - Introduction**

– Ho Chi Minh city, September 2024 –

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# Record of Changes

| **Date** | **A\* M, D** | **In charge** | **Change Description** |
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\*A - Added M - Modified D - Deleted

# I. Introduction

## 1. Product Background

The Koi Fish Veterinary Appointment Management Software is developed to provide a scheduling management platform for a veterinary centre specialising in Koi fish health issues. Currently, with the increasing popularity of Koi fish keeping, the care and maintenance of high-quality Koi fish habitats are receiving growing attention. Many Koi fish owners face difficulties in scheduling appointments with veterinarians. Therefore, this system is designed to address these problems, making it more convenient for customers to care for the health of their Koi fish.

## 2. Existing Systems

Some existing systems that can serve as references or integrate features:

### 2.1 [CaFishVet.com](http://cafishvet.com)

Brief Description: CaFishVet is a website specialising in Koi fish healthcare services, offering at-home consultation and treatment for Koi fish. The system is particularly focused on veterinary services for Koi fish, including health checkups, water quality advice, and fish disease treatments.

System Actors: Koi Fish Owners, Koi Fish Veterinarians.

Features:

* Provide health checkups and consultations for Koi fish.
* Schedule appointments for veterinarians to visit customers' homes to inspect ponds and offer improvement suggestions.
* Provide fish disease treatment at home or at the Koi fish centre.
* Offer expert information and articles on caring for and preventing diseases in Koi fish.

Pros:

* Highly specialised in Koi fish healthcare, with an experienced veterinary team.
* Support for on-site services, including home visits for checkups and treatments.

Cons:

* The appointment system is simple, relying on direct contact, not fully automated.
* More focused on information rather than a customer-interactive platform.
* Not having an extensive doctor selection system for customers.

## 3. Business Opportunity

With the growing number of Koi fish owners and the increasing demand for specialised Koi fish care, the market for Koi fish health care and treatment is expanding. Currently, most veterinary management systems are not specialised in Koi fish or do not provide sufficient features for booking consultation and treatment services. This new system will not only solve the problems that current customers face but also help the Koi fish veterinary centre expand its service scope and improve management efficiency.

## 4. Software Product Vision

For customers looking to book consultation and treatment services, the Koi Fish Veterinary Service Management Software is an online system that allows customers to schedule consultation and treatment services at home or at the centre, track the execution process, and evaluate service quality. Unlike the current manual appointment procedures, this system will make it easier for customers to follow appointments, ensuring that services are carried out according to their requirements.

## 5. Major Features

**5.1. Client-Side Web Application:**

* FE-1.1: Display introductory information about the veterinary centre, including general information, services, news, and contact details.
* FE-1.2: Display all services’ information.
* FE-1.3: Display detailed information about the service centre.
* FE-1.4: Display information about veterinarians.
* FE-1.5: Display schedule based on veterinarian’s availability.
* Display customer’s profile information and booking history.
* FE-1.6: Allow customers to book consultations with veterinarians for remote or in-person services.
* FE-1.7: Offer an appointment booking system for Koi pond health evaluation at the customer's location.
* FE-1.8: Allow customers to book fish disease treatment services, either at their home or at the veterinary centre.
* FE-1.9: Display the customer's booking information, including consultation history.
* FE-1.10: Provide a feedback system for customers to rate the services and veterinarians after the consultation or treatment.

**5.2. Admin Web Application:**

* FE-2.1: Provide options to manage appointment slots and the working schedules of the veterinarians.
* FE-2.2: Assign veterinarians to consultations based on customer requests or by staff.
* FE-2.3: Manage customer profiles, including contact information, and appointment history.
* FE-2.4: Display schedule based on veterinarians’ availability.
* FE-2.5: Provide options to manage services’ price.
* FE-2.6: Display customer feedback and service ratings to improve service quality.
* FE-2.7: Provide access to a dashboard for viewing customer data, booking trends, service usage, and feedback.
* FE-2.8: Generate detailed reports on centre performance.

## 6. Limitations and Exclusions

* LI-1: The service only supports scheduling consultations and treatments for Koi fish, without recording specific fish disease information.
* LI-2: There is currently no subscription service system for customers.
* LI-3: Cannot handle large-scale orders.
* LI-4: Tracking the status and progress of booked services.
* LI-5: Changing the schedule of the veterinarian after they have been assigned.
* LI-6: Manage and update general information about the veterinary centre and services.
* LI-7: Does not support notification.
* LI-8: Manage notifications to customers, such as appointment confirmations and reminders.
* LI-9: Does not support gaining permission to accounts.
* LI-10: Does not support cancelling appointments.