

Functional Requirements Document (FRD) Template

for

XYZ Clinic Appointment System

VERSION 1.0

Prepared for



4/05/2025

Prepared by

Blueage Marketing Team

1. Document Control

Version	Date	Author	Description
1.0	08/05/2025	[Your Name]	Initial Draft

2. Purpose

Describe the purpose of the document.

Example:

This FRD outlines the functional specifications for the implementation of an online appointment booking system for XYZ Clinic. It translates business requirements into detailed system functions.

3. Project Overview

- **Project Name:** XYZ Clinic Online Booking System
- **Client:** XYZ Healthcare
- **Business Analyst:** [Your Name]
- **Project Manager:** Ayo Smith

4. Scope of Work

- **In Scope:** Web-based booking, email confirmation, SMS reminder, admin panel
- **Out of Scope:** Mobile app, payment integration (future phase)

5. Assumptions

- Users have internet access
- SMS gateway service is available and stable
- Admin users have basic computer proficiency

6. Functional Requirements

Each requirement should have a unique ID, description, priority, and any notes about conditions or constraints.

ID	Functional Requirement	Priority	Acceptance Criteria
FR-001	Users shall be able to register using email and password	High	Registration form validates and stores data
FR-002	The system shall send email confirmation after registration	High	Email sent within 1 minute after sign-up
FR-003	User shall be able to book an appointment online	High	Available slots show and booking is saved
FR-004	Admin shall manage appointments and view reports	Medium	Admin dashboard shows real time bookings
FR-005	The system shall send SMS reminder 24hours before visit	Medium	SMS logs visible in admin panel

7. User Roles and Permissions

Role	Permissions
Patient	Register, book/cancel appointment, view history
Admin	View bookings, manage slots, send messages
Super Admin	All admin privileges + system settings management

8. Data Requirements

Define the key data entities and fields.

Entity	Attributes
User	ID, Name, Email, Phone, Password
Appointment	ID, User ID, Date, Time, Status
Admin Logs	ID, Action, User, Timestamp

9. UI/UX Requirements (Optional)

List user interface and usability expectations.

Example:

- Forms should have real-time validation
- Mobile responsive interface

- Booking calendar must display slots clearly by time and date

10. Non-Functional Requirements

Category	Requirement
Performance	System must support 100 concurrent users
Availability	99.9% uptime expected
Security	Passwords encrypted; HTTPS required for all interactions
Usability	Maximum 3 clicks to complete a booking

11. Integration Requirements

- Integration with SMTP server for emails
- Integration with Twilio API for SMS reminders
- Integration with internal EHR system (Phase 2)

12. Validation & Testing Criteria

Each function should be testable. Define test scenarios or link to test cases.

Requirement ID	Test Case Description	Expected Result
FR-003	User books appointment for available slot	Booking is saved and confirmation shown
FR-005	User receives SMS 24 hours before appointment	Message logged and received by user

13. Change Management

Explain how changes to requirements will be handled.

Example:

All changes must be submitted through a formal Change Request (CR) and approved by the project sponsor and business analyst.

14. Approval

Name	Role	Signature	Date
Ayo Bayo	Project Manager		
Shege Bin	Client Representative		
<i>[Your Name]</i>	Business Analyst		