Service Booking System - Database Documentation (Updated)

# 1. Overview

This document describes the updated structure and working of a service booking system. It supports users booking services offered by various providers at different locations. The system manages bookings, service offerings, locations, categories, communication, and user-provider relationships.

A screenshot of a computer

AI-generated content may be incorrect.

# 2. Main Entities and Relationships

* Users: Represent individuals who book services. Each user has details like name, email, and phone.
* Providers: Represent businesses or individuals offering services. Each provider has a company name, address, and license number.
* Bookings: Each booking links a user and a provider to a specific service offering. It stores appointment details like time, status, and notes.
* Conversations: Stores messages exchanged between users and providers related to a booking. Each message includes sender, content, and timestamp.
* Service Offerings: Specific services offered at particular locations, associated with price and availability.
* Offerings: Generic types of services like 'Therapy Session', 'Haircut', etc.
* Service Locations: Locations where services are delivered, including name, address, and geolocation.
* Service Types: Service types like 'Clinic', 'Salon', etc., linked to broader service categories.
* Service Categories: High-level categories such as 'Healthcare', 'Beauty', or 'Home Services'.

# 3. Sample Scenario

Alice registers in the system as a user and books a therapy session with a provider called 'MindPeace Clinic'. This clinic offers services at a location called 'MindPeace Main Branch', categorized under the 'Clinic' type in the 'Healthcare' category. Alice selects a 'Therapy Session' service priced at ₹500, available from 10 AM to 6 PM. She books the session for June 10th at 4 PM. The booking is recorded with status set to 'confirmed'.

Alice sends a message asking, 'Can I bring a guest?' The provider responds, 'Yes, one guest is allowed.' These messages are stored in the 'conversations' table, with references to the booking and sender type. Each message has a timestamp and content for clear audit and communication history.

Alice registers as a user in the system and books a therapy session with a provider named **MindPeace Clinic**. This clinic offers its services at a location called **MindPeace Main Branch**, which is categorized as a **Clinic** under the broader **Healthcare** category. The clinic provides a service named **Therapy Session**, priced at ₹500 and available daily from 10 AM to 6 PM. Alice selects the Therapy Session service and schedules her appointment for June 10th at 4 PM. The system records this booking by linking Alice’s user account, the MindPeace Clinic provider, and the Therapy Session service at the specified date and time, setting the booking status to **confirmed**. After booking, Alice sends a message asking, “Can I bring a guest?” This message, along with the provider’s response, “Yes, one guest is allowed,” is stored in a **conversations** table that tracks communication related to the booking. Each message entry includes references to the booking, the sender type (user or provider), the sender’s ID, message content, and a timestamp, ensuring a clear audit trail of communication between the user and the provider.

# 4. Key Relationships (Simplified)

• One user can make many bookings.  
• One provider can serve many bookings.  
• One booking can include many conversation messages.  
• Each booking is for one specific service offering.  
• Each service offering is tied to a location and a specific service (offering).  
• Each location has a type (e.g., Clinic, Salon).  
• Each type belongs to a broader category (e.g., Healthcare).