Service Provider System for UTP Student
Functional Requirements & Class Diagram

Actors Description

- Admin: The user who manage the whole system.

- Customer: The user who will search for a service available and make orders them.

- Provider: The user who will provide the service to the customer according to specific order.

Service Categories:

- Laundry
- Car-Hailing
- Grocery
- Room Cleaning
- Food Delivery

A. System Admin Functional Requirement:

1. Creating an account for the admin will be done manually in database for security.
2. Log in.
3. Manage Service (View, Add, Edit or Delete).
4. Manage Customers' accounts (View, Add, Edit, or Delete).
5. Manage Provider' accounts (View, Add, Edit, or Delete).
6. View Provider availability status.
7. Chat with Customers.
8. Chat with Provider.
9. Update profile.
10. Log out.

B. Customers Functional Requirement

1. Log in.
2. Add account balance.
3. View account balance.
4. View Services Categories.
5. View Services Details.
6. View Provider Profile.
7. Manage their orders (Create new order, edit quantity, Cancel order, and checkout).
8. Track orders status.
9. Chat with Provider.
10. Chat with Admin for help.
11. Pay to the Provider.
12. Rate the Provider.
13. Update profile.
14. Log out.

C. Provider Functional Requirement

1. Log in.
2. View account balance.
3. View Services Categories.
4. View Services Details.
5. Choose Services to provide.
6. Manage availability status (Online, Offline to provide the service).
7. Manage Customers' Orders (View, Accept or Reject and Delivered).
8. Manage Provider's Service (View, Accept or Reject and Delivered).
9. Track orders address.
10. Chat with Admin for order available or help.
11. Chat with Customer.
12. View payment.
13. Withdraw account balance.
14. Update profile.
15. Log out.