

Doc. Name	SOFTWARE REQUIREMENT SPECIFICATION		
Project Title	HelloMaid		
Doc. No.	230360920003	Group	01

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Abstract

- Title: System Requirement Specification document for Online Maid Booking Portal “HelloMaid”.

- Description of the project:

The Online Maid Booking System for maids Web Application is intended to provide complete solution for users and maids through a single Gateway using internet.

It will enable users to find maids on single web platform and book maids online without visiting their homes or searching physically or asking to friends or requesting to Maid.

It will enable maids to get the work instantly as per their skills, availability without doing any physical search.

Above all, we hope to provide a comfortable user experience along with the best service provide.

- Existing system:

The existing system for an Online Maid Booking Portal may consist of various offline methods that users and maids currently use to find and book maids. These methods may include personal contacts, recommendations, and classified ads in newspapers or online forums.

- Proposed System:

This Maid Booking project provides an Online Platform for the customers to book maid online on the basis of categories and provide solution of providing maid online booking to customer in terms of Cooking, Cleaning, Washing categories.

- General Description:

“HelloMaid” is a web application which will help the Customer to manage the following activities:

Manage Booking

Shows list of Maids as per services (Cooking, Cleaning, Washing)

Shows the time required for the maid from the booking (time tracking),

Manage the records of maids, next booking details if customer suggested.

☐ Product Perspective:

The main objective of this project is building a website which will help maids to get the work. Booking software is the backend of a business's online website. It empowers business owners to easily create a website to provide maids easily available by booking them for helping in household works like cleaning, washing, cooking, etc

☐ Product Functions:

Maid booking system consists of three modules described as below.

Customer Module

Maid Module

Admin Module

☐ Product Specification:

MySQL, Java, HTML

☐ User Characteristics:

Admin: Maid Registration, checking details of customer and Maid Booking and doing CRUD operation of Maid Role.

User: User Registration, Updating Profile, Booking of Maid.

Maid: Maid Registration, Updating Profile.

☐ General Constraints:

Availability of maids

Geographical constraints

Time constraints

□ Functional Requirements:

□ Maids====>

Registered maids will be able represent themselves by adding their details in profile list which is maintained by system.

Maid will be able to request to add details/skills/availability to product list maintained by system.

Maid will be able to update profile details which have been already added to profile List.

Maid will be able accept or reject the booking order as per his availability.

Maid gets her recent booking histories.

Maid gets her monthly salary options on basis of their recent work

□ Users====>

User will be able view all maids from Profile List.

Only Registered user will be able to place a booking with the help of Profile List maintained by OBS.

User will be able to book/select maid based on categories (as per his need).

User will be able initiate booking after getting their maid as per their search.

□ Admin Team====>

Admin Team will be able to approve or reject request raised by maid for adding or removing details from profile List.

Admin will be able to add or remove maids from the platform if any stolen happen and negative reviews (Blocklist)

Admin will be to track and maintain maids available for work and assign them in emergency situation

Admin team will be having full control over maid and user account

☐ Profile List and platform====>

Profile list will be provided based their skills, area, likes, language, salary, recommendations. (filter/sort)

Platform will be informing user about availability of maids as per their search(filter/sort) as per their need.

Any anonymous User will be able to view different maid profiles (Contact details hide till it register) available for work.

Maid will be able to get Address details of user so that he/she can work at user end. (by notification/message)

☐ Payment==>

User will be provided options for payment mode such as through internet banking or UPI or Online payment option or Cash on Service.

User will be able to choose his payment related information.

User will be asked to submit their payment related information. User will be redirected to payment gateway for secure payment transaction.

On successful payment processing using payment gateway system will notify User about transaction and booking order placement status

☐ Interface====>

System will present dashboard for User, maid, admin.

Dashboard will provide information using graph, score cards, key performance indicators as well Grid data prestaton.

Admin team will be able to monitor daily online Booking business activities using their personalized dashboard.

user will be able to get their booking related information using user Dashboard.

□ Non-Functional Requirements:

□ Availability==>

Available for 24 * 7 when traffic is there or not.

□ Accessibility==>

Only registered user will be able to place an order after authentication. (authenticated user)

Admin team can reject or approve orders, maids' requests.

Admin team will be able to view daily, weekly, monthly, annual business data.

□ Durability==>

System will retain user Booking cart for 15 minutes even though user loose internet connection and join again.

System will maintain wishlist for customer. Customer will be able to add products from wishlist and add to shopping cart whenever needed.

□ Scalability==>

System will be able to provide consistent user experience irrespective of load.

□ Efficiency==>

On Festival season, maximum number of users will be able to place bookings, view profile list with same response time.

System will be able to manage all bookings.

□ Security==>

Registered Customer will be allowed to place an order.

OBS will be accessible using different roles assigned to users (Authorization)

Authentication users will be able to interact with OBS (Controlled Access)

☐ Reliability==>

During peak hours system will maintain same user experience by managing load balancing.

Continuous updates are maintained, continuous Administration is done to keep system operational.

The system will backup business data on regular basis and recover in short time duration to keep system operational.

☐ Performance Requirements:

Response time: The system should respond quickly to customer requests.

Availability: The system should be available for use at all times.

Scalability: The system should be designed to handle a large number of users and bookings.

Usability: The system should be easy to use and navigate for customers.