

# Car Care Services

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## System Overview – Car Care Services

The **Car Care Services** platform provides **on-demand mobile car care solutions** such as car wash, tire replacement, towing, and battery services. It connects **customers** needing assistance with **verified providers** who can deliver the requested service at the customer's location.

The solution offers three main interfaces:

- **Customer Mobile App** – manage cars, request services, track orders, and provide feedback.
  - **Provider Mobile App** – manage provider profile, accept requests, and update service status.
  - **Admin Dashboard** – manage providers, customers, services, pricing, and bookings.
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## Customers (Mobile App)

**FR-1** Sign in with email and password.

**FR-2** Signup with (name, email, phone).

**FR-3** logout.

**FR-4** reset password.

**FR-5** Update profile.

**FR-6** Submit an enquiry

**FR-7** View platform name and logo and social/contact channels: Facebook (link to facebook\_url), WhatsApp (tap-to-chat with whatsapp\_number), Phone numbers (click-to-call phone\_number, second\_phone\_number) in header/footer.

**FR-8** View About section: image + description.

**FR-9** Access Terms & Conditions page.

**FR-10** Add/update/remove his cars (car type, license).

**FR-11** Request a service (wash, tow, tire, battery) for one of his cars.

**FR-12** View **cost estimation** before confirming request.

**FR-13** Submit a request with current location or selected location from the map.

**FR-14** Track request status.

**FR-15** View history of past requests.

**FR-16** Rate & review requests after completion.

### Providers (Mobile App)

**FR-17** Register with personal details and required documents (e.g., national ID, license).

**FR-18** Sign in with email and password.

**FR-19** logout.

**FR-20** reset password.

**FR-21** Update profile.

**FR-22** View incoming nearby requests.

**FR-23** Accept / reject requests.

**FR-24** Update request status (Initiated → In Progress → Completed or Canceled).

**FR-25** View history of completed requests.

**FR-26** Submit an enquiry.

## Admin Dashboard

**FR-27** Sign in with email and password.

**FR-28** logout.

**FR-29** reset password.

**FR-30** Update profile.

**FR-31** Verify provider documents.

**FR-32** Approve/reject provider registrations.

**FR-33** Enable/disable providers.

## Customer Management

**FR-34** View customers.

**FR-35** Enable/disable customers.

## Service Management

**FR-36** Create, read, update, delete (CRUD) service types (wash, tires, tow, battery, etc.).

**FR-37** Set pricing per service type.

## Booking Management

**FR-38** View all bookings.

**FR-39** Filter bookings by provider and status.

**FR-40** View/hide enquiries.

**FR-41** Update platform name, upload/update logo and about\_image, edit about\_description and terms\_and\_conditions, manage contact/social info (facebook\_url, whatsapp\_number, phone\_number, second\_phone\_number), and preview changes before saving (overwriting the single settings row).

## Core Data - Suggested

**User:** id, name, email, phone, location, password, role .

**Provider:** **user\_id**, verification\_status, national\_id\_image, location(lat, long)

**CustomerCars:** id, customer\_id, car\_type, car\_licence

**Setting:** (one row) id, name, logo, about\_image, about\_description, price\_per\_km, terms\_and\_conditions, facebook\_url, whatsapp\_number, phone\_number, second\_phone\_number.

**CarsTypes:** id, name.

**Service:** id, name.

**ServiceForCarType:** id, service\_id, car\_type\_id, price.

**Request:** id, customer\_car\_id, provider\_id, Service\_for\_car\_type\_id, location, distance, service\_price, total\_price, status (initiated, in progress, canceled, completed).

**Request\_status\_changes:** id, order\_id, status, created\_at.

**Notification:** id, request\_id, content.

**Enquiry:** id, content, customer\_id.

**Review:** id, request\_id, rating, comment.