

User roles and their functionalities

Customer

Mainly two types of customers,

1. Unauthenticated customers (either don't have an account or not logged in)
2. Authenticated customers (customers who has an account and currently logged in)

Some features are only available to customers who have accounts.

1. Features available to all customers

1. Regarding spare parts
 - search for spare parts
 - filter spare parts based on their preference (based on factors like type, condition)
 - visit shops's page and see details(their other products, contact details etc)
2. Regarding accessories
 - search for accessories/modifications
 - filter accessories based on preferences
 - visit shops's page and see details(their other products, contact details etc)
3. Regarding auto-mobile services & repairs
 - Search for services and service centres which offer them
 - filter them according to categories (full services,hybrid services, car wash, repairs etc.)
 - see customer reviews for these service centres
 - visit shops's page and see details(other services they provide, contact details etc)
 - search for nearby locations

2. Features only available for authenticated customers

Apart from above features, authenticated users will get these extra features,

1. Regarding spare parts
 - reserve spare parts from a shop they prefer (for a small fee)
 - cancel reservations (reserve fee wil not be refunded)
2. Regarding accessories
 - post accessories reviews and see other customer reviews
 - ~~add accessories to a cart~~¹
 - ~~place orders in the cart or individual accessories (several payment methods, payments will be directed to seller accounts)~~¹
 - ~~see the order status~~¹
 - ~~see past orders/payment history~~¹
3. Regarding auto-mobile services & repairs
 - Post reviews for services of service centres
 - make appointments for services
 - cancel appointments or update appointments
 - receive confirmations for appointments
 - see their appointments & service history
 - set reminders for scheduled vehicle servicing
 - see the progress / status for repairs
4. Regarding emergency support
 - In a case of an emergency need of support, customers can search for service centres nearest to their locations and send service requests to those centres (availability of servicemen (will be updated by the service centre as they assign servicemen) will be displayed to the customer with service centres details so that he/she can make a choice of who to contact)
 - Customer receives contact info of the employee who's assigned to his/her emergency request if the service center accepts service request.

Administrator
