Software Requirements Specification

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1. INTRODUCTION

1.1 Objective (Purpose) :

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 ,avalibility without doing any physical search.

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

1.2 Scope :

This System allows Maids to maintain their profile for adding or removing details based on their availability, skills etc;

User will be able to review maids profile(his/her information,on recent feedbacks) and may be able to add bookings.

Admin will be able to add or remove maids as per their performance & review/feedback taken from customers.

1.3 Product Perspective:

In rush lifestyle of metro cities, problem arises when there is no one to look after house works. Thus, its needful for such clients to hire some responsible as well as skillful maid to do such works. But as far as scenario, we don't see a system to manage and make work such staff under a single portal.

So, to overcome this issue, we are aiming to build a website cum portal that will help organize all such skilled maid as well as customers easily.

BookMyMaid is an online platform that enables homeowners to hire domestic help.

Book My Maid is a web application which will help the Customer to manage the following activities :

1. Manage Booking
2. Shows list of Maids as per services (Cooking, Cleaning, Washing)
3. Shows the time required for the maid from the booking
4. Manage the records of maids, next booking details if customer suggested.

1.4 Features:

1.4.1 User Authentication (Registration/Log in)

(New Users Register First and Already Registered User Log In)

1.4.2 Searching

(Searching Maid on Customer Requirements)
Ex. Services Provide like (Cooking, Cleaning, washing)

1.4.3 Booking

(Booking Maid on Choices of Customers Requirement (Monthly, Weekly, Specific Day)

1.4.4 Scheduling:

(Plan out availability and assign specific time slots for tasks and resources.)

1.4.5 Cancel / Reschedule Booking

(In Case of Emergency and Unavoidable Situation Booking either will be Reschedule/Cancel Inform to User and Maid)

1.4.6 Feedback, Review and Blocklist

Customer Experience about the Maid
Star Rating of the Maid Depending upon Services
Block the Maid in case of Miss Behaved

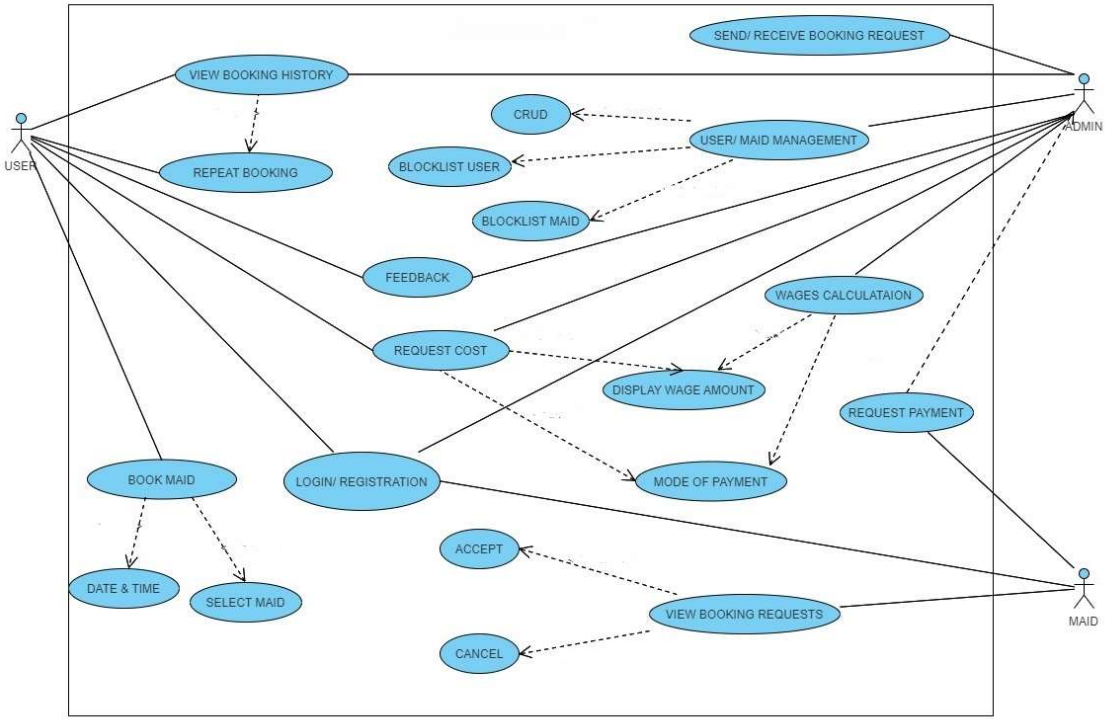
1.4.7 Recommendation (For Customer only)

(Refer Your Known Maid Someone Who You Trust)

1.4.8 Maid Service History (For User only)

(User will get the History of Maids served at his place)

Unified Modelling Language-Diagram



2. Requirements:

2.1 Functional Requirements:

2.1.1 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 gets her recent booking histories.

2.1.2 Users :-

- User will be able to view all maids from Profile List.
- Only Registered user will be able to place a booking with the help of Profile List.
- User will be able to book/select maid based on categories(as per his need).
- User will be able to initiate booking after getting their maid as per their search.
- User will be able to add maids from their booking zone.

User will be able to update his/ her personal information.
User will be able to manage his profile maintained by system.
Registered user get his booking history.
User will get complete information about his booking, likes, comments through a dashboard.
User will able to submit feedback/complaint/star ratings about service they received from maid.

2.1.3 Admin :-

- Admin will be able to accept the 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 able to control over maid and user account
Admin will be able to see the list of bookings placed by customers.
Admin will be able to see the registered user and maid.

2.1.4 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 annonymous 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)
- User will be notified about booking status through SMS, Email communication.
- User will able to get overall details about Maid when book orders placed successfully.
- OBS will maintain booking history for each user to maintain list of maids selected by him/her.
- Profile list will present maid's overall details(age,language,skills,salary,verification...etc;). for registered user.

2.1.6 Interface :-

System will present dashboard for User ,maid ,admin .

- Admin 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.
- maid will be able to track their booking history.

2.2 Non-Functional Requirements:

2.2.1 Availability :-

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

2.2.2 Accessibility :-

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

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

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2.2.3 Scalability :-

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

2.2.4 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 .

2.2.5 Security :-

- Registered Customer will allowed to place an order.

- Authentication users will be able to interact with OBS (Controlled Access)
- This application will automatically log of all users, maids after some time due to inactiveness.

- Sensitive data will be always encrypted across communication.

2.2.6 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

2.2.7 Maintainability :-

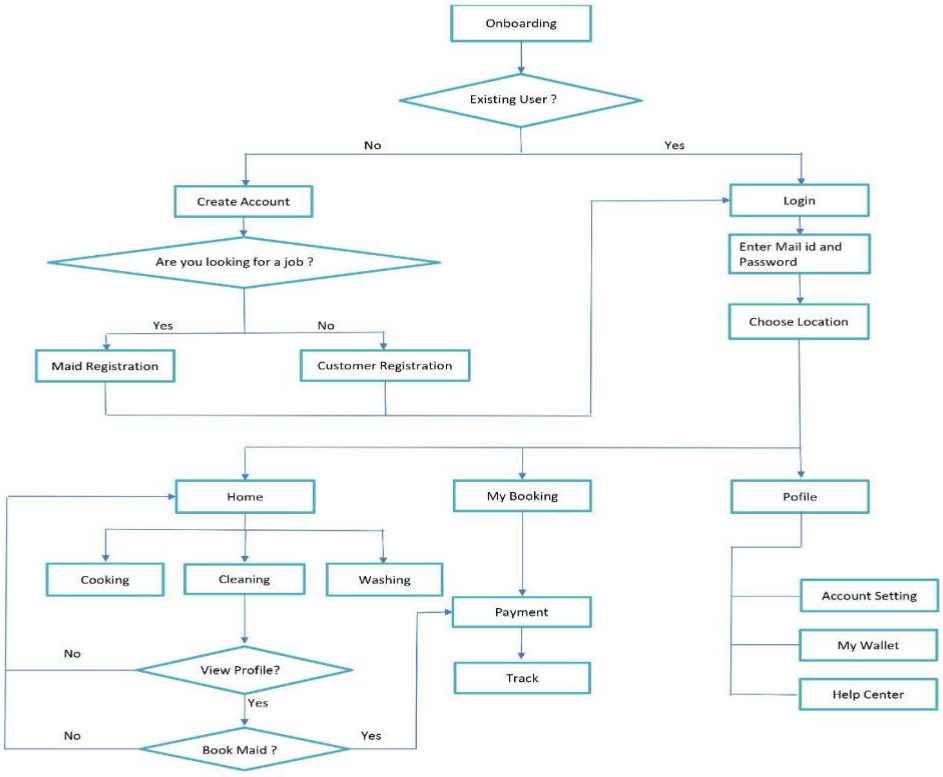
Easy to change code and it should be not affected main feature.

2.2.8 Portability :-

- Application will provide portable user Interface using (HTML, CSS, JS). Users will be able to access online Booking portal using any browser, from any device, using any Operating System.
- Application can be deployed to single server, multi server, to any OS, Cloud(AWS)

2.2.9 Safety :-

- Application functionalities are protected from outside with proper firewall configuration.
- BookMyMaid portal will be always kept updated with latest antivirus software.
- Business data will be backed up periodically to ensure safety of data using incremental back up strategy.
- Application will be secure from malicious attack, fishing.



Data Flow Diagram

2.3 Logical database requirements

A Logical Database is a special type of ABAP (Advance Business Application and Programming) that is used to retrieve data from various tables and the data is interrelated to each other. Logical Database we will use joins instead of multiple SELECT statements, which will improve response time and this will increase the Performance of Logical Database.

2.3.1 Below is some important task of Logical Database:

- With the help of the Logical database, we can read the same data from varies programs.
- A database provides the same user interface for multiple programs.
- Database ensures the Authorization checks for the centralized sensitive database.
- When the structure of data is large it is convenient to store it in database.
- We can easily retrieve, modify, save, delete the data using logical database.
- Different functional operation can be performed to retrieve required data from database Like select, join, group by etc.

2.3.2 Designing of Database:

ER model helps to systematically analyse data requirements to produce a well-designed database. **ER Diagram** stands for Entity Relationship Diagram, also known as ERD is a diagram that displays the relationship of entity sets stored in a database. In other words, ER diagrams help to explain the logical structure of databases. ER diagrams are created based on three basic concepts: entities, attributes and relationships.ER Diagrams contain different symbols that use rectangles to represent entities, ovals to define attributes and diamond shapes to represent relationships.

2.3.3 Components of the ER Diagram

- **Entities :** A real-world thing either living or non-living that is easily recognizable and nonrecognizable. An entity can be place, person, object, event or a concept, which stores data in the database. The characteristics of entities are must have an attribute, and a unique key. Every entity is made up of some 'attributes' which represent that entity.

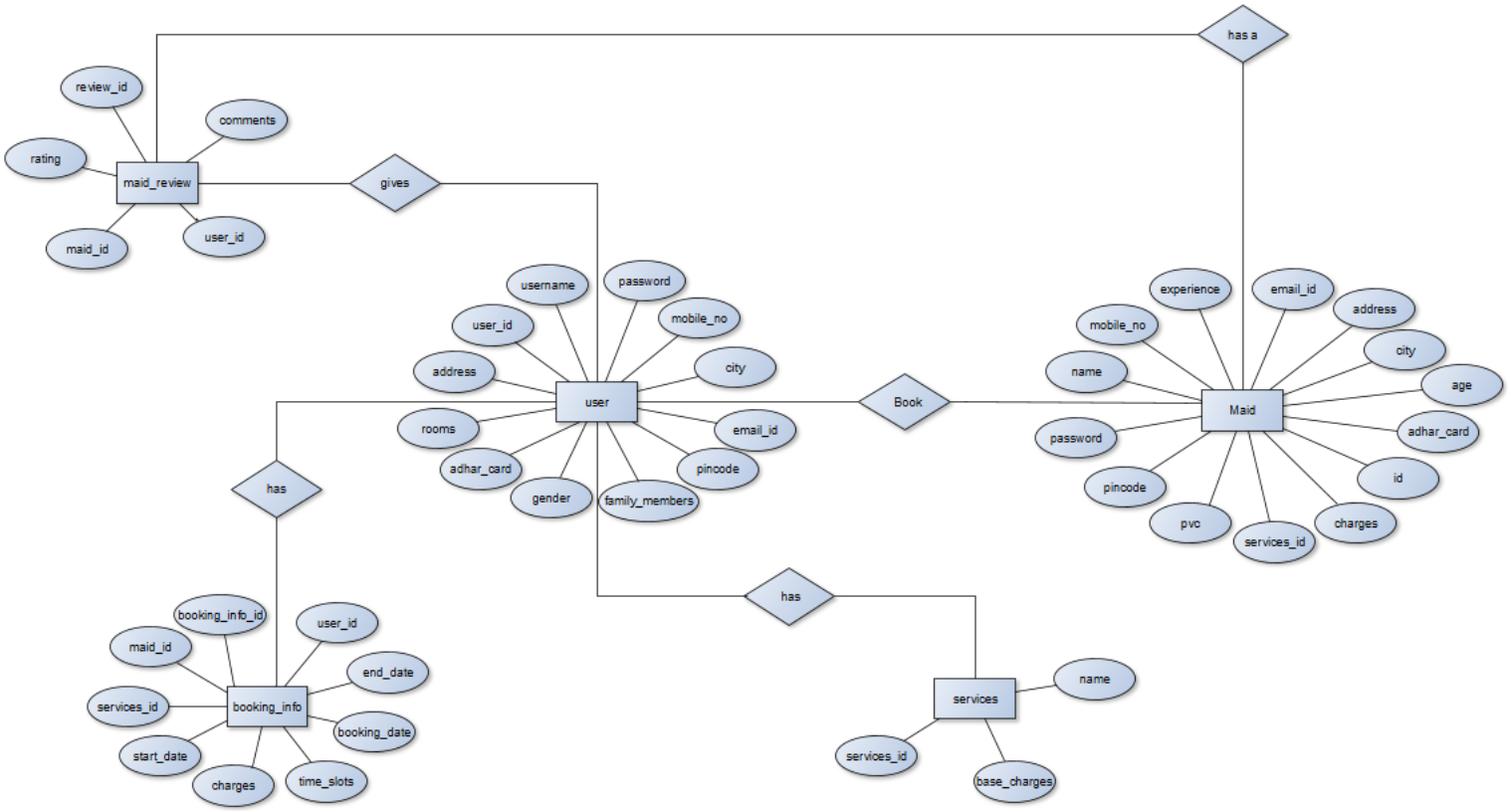
- **Attributes :** It is a single-valued property of either an entity-type or a relationship-type.

- **Relationships:** Relationship is nothing but an association among two or more entities. E.g., Tom works in the Chemistry department.

- **Cardinality:** Defines the numerical attributes of the relationship between two entities or entity sets. Different types of cardinal relationships are One-to-One Relationships, One-to-Many Relationships, May to One Relationships & Many-to-Many Relationships

Following are the main components and its symbols in ER Diagrams:

• **Rectangles:** This Entity Relationship Diagram symbol represents entity types
• **Ellipses :** Symbol represent attributes
• **Diamonds:** This symbol represents relationship types
• **Lines:** It links attributes to entity types and entity types with other relationship types
• **Primary key:** attributes are underlined
• **Double Ellipses:** Represent multi-valued attribut



ER-DIAGRAM

3 Verification

4 Supporting Information

5 References