

System Requirements

Functional Requirements:

User Registration and Login: TASKER&CUSTOMER

- Users can create accounts using their email or social media account.
- Users can log in using their registered email and password.
- Users can edit their profiles and update their information.
- Verification email is sent to user whenever he/she registers for the first time on some software system.

Authentication: TASKER&CUSTOMER

- Users should be able to reset their password if they forget it.
- Password reset functionality should include a verification step for security.
- Users should see an error message if they enter incorrect login details.
- User credentials should be securely stored and encrypted.

Profile Management: TASKER

- Users can edit their profiles and update their skills and information.
- Users can set their availability status (online/offline).
- Service providers can showcase their expertise and work history.

Profile Management: CUSTOMER

- Users can create their profiles by adding personal details, contact information, and a profile picture.
- Users can modify their profile details whenever needed, including updating personal information and profile picture.
- Users should be able to set their default location for accurate service provider suggestions.
- Users should be able to view their list of favorite service providers.
- The system should provide a history of services requested, along with relevant details.

Skill Management: TASKER

- Users can specify their skills during the registration process.
- Users can provide detailed descriptions of their skills and experience.
- Users can upload images or samples of their work related to their skills.

HomePage: TASKER

- The service provider's homepage displays a list of all requests that match their skill.
- Each request shows relevant details like task description, location, and user information.
- The sidemenu on the service provider's homepage contains an icon representing their profile, Clicking the icon directs the service provider to their profile page for editing and updates.
- A plus sign on the homepage provides the service provider with direct access to app support, This feature allows them to easily report issues or submit complaints.

Homepage: CUSTOMER

- The user's homepage features a location input where the user can specify where they need assistance.
- The system should support automatic location detection for ease of use.
- The homepage allows the user to choose the type of service they require from a predefined list.
- The homepage lists service providers who are currently online when the user requests the service.
- Displayed providers should be sorted by proximity to the user's location and their ratings
- A plus sign icon on the homepage provides a shortcut to a page where the user can enter their service request in details.
- The plus sign icon also leads to a page where the user can access app support for reporting issues or making complaints about service providers.

Search and Discovery: CUSTOMER

- Users can search for specific services based on keywords or categories.
- System shall filter search results by location, ratings, and availability to suit customer needs.
- Users can view detailed profiles of service providers.
- Users can see the list of skills offered by each service provider.
- Users can see the service provider's ratings and reviews from other users.

Communication: TASKER&CUSTOMER

- Users can initiate contact with service providers through in-app messaging.

Reviews And Ratings: CUSTOMER

- Users can leave reviews and ratings for service providers based on their experience.
- Users can view reviews left by other users for service providers.

Payment: TASKER&CUSTOMER

- Customer should be able to choose to pay on cash or credit card or Digital/Mobile wallets .
- Users should be able to enter their credit/debit card information to complete the payment.
- Validity and accuracy checks should be performed on the provided credit/debit card information.
- Integration with trusted electronic payment services such as insta Pay, vodafone cash should be implemented.
- A mechanism for securely storing and handling financial information should be implemented, following encryption standards and compliance with applicable security regulations.

System Management: Admin

- The admin should have a dedicated login panel with secure access to their privileges.
- The admin can manage user accounts, including creating, modifying, and deleting accounts.
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- The admin can review, organize, and moderate user-generated content, ensuring it complies with community guidelines.
- The admin should provide technical assistance to users, resolving their issues and guiding them through technical problems.
- The admin can initiate and oversee system maintenance operations and updates to ensure smooth functioning.

Non-Functional Requirements:

Usability and User Experience	<ul style="list-style-type: none">• The app's user interface should be intuitive, user-friendly, and consistent across platforms (website and mobile).• Users of all ages and technological backgrounds should find it easy to navigate.
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Performance	<ul style="list-style-type: none">• The app should load within a few seconds on both website and mobile devices.• Request period should be published in minimum of 5-10 Seconds.• Task matching and loading times are optimized for quick responses.• the system shall validate users' data to provide security within minimum of 4 days.• The Site should be able to serve a huge number of customers at the same time without problems.
Real-Time Updates	<ul style="list-style-type: none">• Notifications should be sent on time.
Availability	<ul style="list-style-type: none">• The app maintains high availability, aiming for a 99.9% uptime rate.
Security and Privacy	<ul style="list-style-type: none">• Users' personal information and transaction details are encrypted and protected according to encryption standards.
Compatibility	<ul style="list-style-type: none">• The app should be compatible with various devices, browsers, and operating systems.
Data Backup and Recovery	<ul style="list-style-type: none">• Regular data backups should be performed to prevent data loss.