

Product Requirements Document (PRD)

Project Title: Multi-Tenant Service Reservation SaaS Platform

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1. Project Overview

The goal is to develop a SaaS platform similar to Shopify, but focused on reservations and bookings.

Each client (business owner or service provider) can create their own booking website under a subdomain or custom domain and manage appointments, clients, payments, and communications through a unified dashboard.

The platform will support three main types of reservations:

1. Traditional reservations – e.g., salon, clinic, gym.
2. Field reservations – e.g., plumber, electrician, drilling, AC repair, delivery, etc.
3. Online reservations – e.g., consultation, tutoring, telemedicine.

2. System Architecture

Frontend Framework: Next.js (latest version) + Tailwind CSS

Backend Framework: Django & Django REST Framework

Database: PostgreSQL

Hosting: AWS / Render / DigitalOcean

Authentication: JWT-based authentication with role management

Multi-Tenancy: Schema or domain-based multi-tenancy using Django-tenants or custom setup

3. User Roles / Panels

1. Super Admin Panel

Manage tenants (businesses)

Manage subscriptions and payments

Control feature access by plan

Monitor usage, analytics, and reports

2. Business Admin Panel (Tenant)

Business profile setup

Create & manage services, staff, pricing, and schedules

Customize site theme, colors, logo, and domain

Manage customer bookings, invoices, notifications, and communications

3. Service Provider Panel (for multi-provider businesses)

Set availability & service areas

Accept/reject assigned jobs

View daily schedule and earnings

Chat or call customers

4. Customer Panel

Book, reschedule, or cancel appointments

Track provider location (if applicable)

Chat, call, or video with provider

Leave ratings & reviews

4. Key Modules

A. Core Modules

1. Authentication & Roles

Login, register, forgot password

Tenant signup flow

Role-based dashboards

2. Service Management

Add/edit/delete services

Category and pricing configuration

3. Booking Engine

Calendar view, time slots, and availability

Real-time booking and confirmation

Rescheduling and cancellations

4. Customer Management (CRM)

Customer list, booking history, communication log

5. Provider Scheduling & Assignment

Auto/manual assignment

Manage overlapping bookings

6. Payments & Subscriptions

Stripe/Razorpay integration

Multiple pricing tiers with feature toggles

Free trial and recurring payments

B. Advanced Modules

1. Google Maps Integration

Capture service location and calculate distance

Provider coverage areas

ETA calculation

2. Live Tracking

Real-time GPS tracking for field services

Show provider movement to customer

3. Communication System

In-app chat

Optional voice and video call (WebRTC or Agora integration)

4. Notifications

Email, SMS, WhatsApp, and push notifications

5. Ratings & Reviews

After each completed booking

6. Analytics & Reports

Business performance metrics

Booking trends and earnings

5. Templates

Initial Templates: 3 ready-to-use booking website templates

Pages per Template: Home, About, Services, Contact, Booking, Dashboard

Each template can be customized with colors, fonts, and logos

6. Timeline (Estimated 5 Months)

Phase Duration Deliverables

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|-----------------------------------|---------|----------------------------------|
| 1. Requirement & Design | 2 weeks | PRD, wireframes, UI design |
| 2. Backend Setup (Django) | 4 weeks | Multi-tenant setup, models, APIs |
| 3. Frontend Development (Next.js) | 6 weeks | Tenant websites & dashboards |
| 4. Integrations | 4 weeks | Payments, maps, notifications |
| 5. QA & Deployment | 2 weeks | Testing, bug fixing, launch |

7. Deliverables

Full source code (frontend + backend)

API documentation

Admin dashboard

3 customizable website templates

Deployment & hosting setup

8. Future Enhancements

AI-based provider assignment

WhatsApp integration

Mobile app (React Native)

Advanced analytics dashboard