

Samwise Service App	Version 1.5
Glossary	Date: 16.12.2023

Revisions			
Version	Description	Date	Person
1.0	The document was created.	22.10.2023	Elif Beril Sayli Betül Ergin Özde Uysal Annie Yang
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## Samwise Service App Glossary

### A

**Automated Backups:** Regularly scheduled automatic copies of data to prevent data loss.

### B

**Booking System:** The mechanism through which users schedule appointments or bookings with Service Providers, specifying date, time, and location.

### C

**Compatibility:** The app's ability to work with different web browsers.

**Clean Code Principles:** Code that is easy to read, understand, and maintain and it contains consistent style, minimizes complexity, and expresses its purpose clearly.

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## D

**Dashboard:** The user interface where Service Providers and requesters can view and manage their activities, appointments, earnings, and other relevant data.

**Data Encryption:** The process of encoding data to prevent unauthorized access during transmission and storage.

**Data Protection Regulations:** Laws and regulations that govern the collection and processing of personal data, such as GDPR (General Data Protection Regulation).

## E

**Eco-Friendly Tagging:** A feature that allows users to apply an eco-friendly tag to their services, indicating the use of environmentally friendly products or practices. Service Providers and Service Requesters can promote or seek services with this eco-conscious designation.

**End User (User):** Any individual who accesses the Samwise Service App, either as a Service Provider or a Service Requester, interacting with the platform to offer or request services.

**Error Handling Mechanisms:** Mechanisms that the system process in an error condition such as displaying an error message, providing alternative methods or instructions, providing guidance for the necessary actions.

## F

**Filtering Options:** A method to search and specify criterias for services.

- Service category (e.g., plumbing, cleaning, babysitting)
- Date and time (e.g., immediate service, specific appointment times)
- Service Provider Ratings or Reviews
- Pricing range

**Financial Institution:** An entity that deals with monetary or financial transactions. It may include local or international banks.

## G

## H

## I

**Incident:** Incidents refer to various issues or disruptions within the system that may impact its functionality or performance such as service downtime, slow performance, server errors, broken functionality, security breaches.

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## J

## K

## L

**Load Balancing:** The distribution of user requests across multiple servers to prevent overloading and ensure efficient performance.

**Loading Times:** The time it takes for the app to retrieve and display information or services.

**Logging Mechanisms:** The system will log error types and then generate a weekly/monthly report on error types and details.

## M

**Managing Services:** The process of creating, adding, modifying, and deleting services within the Samwise Service App. Service Providers can manage their offerings, update service details, and remove services that are no longer available.

## N

## O

## P

**Payment Gateway:** A secure system integrated into the app, allowing users to make online payments for services rendered.

**Payment Details:** Attributes of payment, such as payment amount and payment method.

**Payment Management:** Involves entering and confirming payment information, authentication with a password, and processing payments for Service Requesters and providers.

**Premium User:** A registered user who has opted for a premium subscription, granting them access to exclusive features, such as the bargaining functionality. Premium users can enjoy additional benefits and enhanced services on the platform.

**Proposal:** A premium feature where Service Requesters can propose discounts on service prices, which can be accepted, rejected, or modified by Service Providers.

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## Q

## R

**Rating:** An integer given by a Service Requester to evaluate a Service Providers' performance, helping build a reputation system and enhance user trust. The integer is between 0-5 with 0 as the lowest (worst) and 5 as the highest (best) rating.

**Resilience:** The ability of the app to handle unexpected errors and continue functioning, minimizing interruptions.

**Response Times:** The time it takes for the chatbot to reply to user queries.

**Review:** A comment written by a Service Requester who received a service from a Service Provider in order to evaluate the Service Provider's performance.

**Review Approval/Denial:** Reviews submitted by Service Requesters are reviewed and approved/denied by the project team before being published on the platform.

**Review Creation:** Service Requesters can create reviews for services and Service Providers, providing feedback and ratings based on their experience.

## S

**Service:** A service is an act or work that provides assistance, value, and/or productivity.

**Searching Services:** Users can search for specific services using keywords or categories, facilitating efficient service discovery.

**Service Categories:** Different classifications of services offered on the platform, such as home services, professional services, health and wellness, etc.

**Service Details:** Attributes of the service, such as service name, service type, available times.

**Service Providers:** Users who utilize the Samwise Service App to offer their services to potential customers. Service Providers create profiles, list their services, and manage their offerings through the platform.

**Service Requesters:** Users who browse the Samwise Service App to find and request services from registered Service Providers. Service Requesters can view Service Provider profiles, read reviews, and make service requests through the platform.

**Scheduling Reservations:** The action of Service Providers organizing their availability and appointments, allowing Service Requesters to book services.

**Social Payment:** A method of payment on a social media app or platform. Users can pay or receive payment using Social Payment. Popular Social Payments include Apply Pay, PayPal, Venmo, and Google Pay.

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