Revisions			
Version	**Description**	**Date**	**Person**
1.0	The document was created.	22.10.2023	Elif Beril Sayli Betül Ergin Özde Uysal Annie Yang
1.1	The document was updated to include terms relevant for Iteration 1 work products.	04.11.2023	Elif Beril Sayli Betül Ergin Özde Uysal Annie Yang
1.2	The document was updated according to Iteration 1 feedback	11.11.2023	Elif Beril Sayli Özde Uysal Annie Yang
1.3	The document was updated to include terms relevant for Iteration 2 work products.	25.11.2023	Elif Beril Sayli Özde Uysal Annie Yang
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1.5	The document was updated for Iteration 3.	16.12.2023	Elif Beril Sayli Özde Uysal Annie Yang
1.6	Proposal Details and Appointment Details were added according to Iteration 3 feedback.	23.12.2023	Elif Beril Sayli Annie Yang
1.7	More definitions were added.	01.01.2024	Annie Yang

Samwise Service App
Glossary

A

Appointment Details: When a scheduled appointment is approved, the system sends the confirmation to both the Service Requester and Service Provider. The appointment details consist of the service ID, price, date, time, Service Provider ID, Service Requester ID, and appointment status.

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.

Counter Amount: After a premium Service Requester submits a proposal for a discounted price for a service, the Service Provider who offered that respective service can Accept, Deny, or provide another price for the service.

CSS (Cascading Style Sheets): A style sheet language used for describing the look and formatting of a document written in HTML. CSS is utilized in the 'public' directory to enhance the user interface.

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).

Database: A structured collection of data, organized for efficient retrieval. Samwise uses a MySQL database to store and manage user data, services, and scheduling information.

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 processes in an error condition such as displaying an error message, providing alternative methods or instructions, providing guidance for the necessary actions.

Express.js: A web application framework for Node.js used in the Technical Services Layer.

F

Filtering Options: A method to search and specify criterias for services.
- Service type (e.g., plumbing, cleaning, babysitting)
- Date and time (e.g., immediate service, specific appointment times)
- Service Provider Ratings and Reviews

- Price

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

H

HTML (Hypertext Markup Language): The standard markup language for creating web pages. HTML is used in the client-side code for rendering web pages.

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.

J

JavaScript: A programming language commonly used to create dynamic content on web pages. Samwise uses JavaScript in the server-side code (Node.js) for business logic.

L

Layers (Architectural Layers): Architectural components or layers that separate concerns within the application. Samwise Service App employs a layered architecture to organize and structure different functionalities.

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.

Logical Architecture: The logical structure and organization of architecturally significant portions of the system.

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.

MySQL: Open-source relational database management system used in Samwise Service App to store and manage structured data.

N

Node.js: An open-source, cross-platform JavaScript runtime used for server-side development.

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.

Proposal Details: The proposal details contain the service ID for which the proposal is created for, the proposal ID, the Service Requester ID, the Service Provider ID, the Proposal Status, Date, the Service Requester's Proposal Amount, and the Service Provider's Counter Amount.

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.

Realization: The implementation or embodiment of a use case.

RESTful API: A type of web API that adheres to the principles of Representational State Transfer (REST). Samwise may use RESTful APIs for communication between different components.

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.

U

UI Layer: Part of the Layered Architecture responsible for user interface and interaction.

UUID: Universally Unique Identifier is a 128-bit identifier to create a unique service identifier. Samwise generates UUIDs for newly created services.

W

Web Accessibility Standards: Standards such as HTML and Web Content Accessibility Guidelines (WCAG) followed by Samwise to provide an inclusive platform accessible to users of all abilities.