**Givantk App**

**Project description in points:**

1- The user can reach other users who can help him/her in daily tasks, and these users are just normal people ..it will be freelancing for the ordinary tasks.

2- The user starts a new service request and writes its content, whether it’s that he wants help in establishing his new startup, find someone to buy cheese from the supermarket, needs to recharge the mobile credit, he/she is lost on the road and needs some guidance or to know what mean of transportation to take, needs some information about governmental papers or issues from someone who has a previous experience, etc..

3- Services could be free or paid, and the user is the one who determines when the request will be initiated.

4- Free services makers will take points as an incentive for every free service they make ,and in the future maybe they can exchange it for discounts in certain stores or restaurants.

5- One service request may need more than one person to do it, the user chooses the number of people to satisfy his/her request and also chooses the amount of money he/she is willing to pay.

6- The user specifies the criteria needed for the service maker such as location, age, job, hobbies, or any keyword chosen by the user.

7- The user chooses the type of the service whether it’s transportation, purchasing, information, etc ..or he can choose none of them if his service type is not listed.

8- The request may vanish after a certain period time determined by the service initiator, if no one responds to it.

9- The app search for service makers that have the criteria requested based on what they wrote on their profile when they registered on the app.

10- The user can choose also whether the service will be published on the homepage for all other users or not.

11- The user can ask for a service anonymously if the service was about exchanging information only.

12- The app sends a notification to the service maker.

13- If another service maker accepts the notification/request first, its state will be changed to 'resolved'.

14- The service maker can accept or reject the request, if it’s paid he can also suggest certain amount of money, higher than the amount pre-determined by the service initiator.

15- If service maker wants more information or wants to negotiate, he can write a comment to the asker in the request, and the asker responds to him/her, without direct chat.

16- After service maker accepts the request, the one who asks for the requests has to confirm.

17- After accepting, the service maker and the user can contact each other through chat , phone or text messages, and if there is more than one service maker in the request, the user can make a group chat between all accepted members.

18- Every user must provide his/her identity card, verified phone number, also a profile photo identical to that of identity card, before asking for paid services, in order to ensure safety for all users.

19- To handle problems that may happen in paid services, we thought of some procedures to be taken:

a- To make a paid request, user have to charge his balance on the app first by visa, or another payment tool (to be determined), in order to fine him if he cancelled a request after someone accepted it.

b- The user who asks for a service, may ask for any guarantee -while he is initiating the request-in order for him to make sure that the service will be done correctly. These guarantees could be a receipt, a photo, a screenshot, or anything the user determines.

c- The user has to accept or reject the guarantee provided by the service maker, if he/she doesn’t for 2 days; the service maker can take his/her money.

d- If the user rejected the guarantee, they can discuss the problem through chat, and if there is still no resolution, any one of them can request for app resolution, and the app checks the guarantee provided.

20- The asker and the service maker will rate each other after the service is finished.

21- Every service maker below certain rating will be blocked in order to ensure services quality.

22- In the homepage, service makers can subscribe for certain type of services to see new request in their homepage.

23- The supports user references.