

Software Requirements Specification (SRS) Document

Service Scout

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Version 1

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1. Project General Description

The goal of **Service Scout** is to provide a platform where users can easily search for and book qualified contractors to complete various jobs. The **Service Scout** app will also allow contractors to create detailed profiles that highlight their skills, services, and qualifications, making it easier for users to find the right professional based on their specific needs.

2. Product Features

The Service Scout application is designed to trivialize the process of searching for a handyperson with a desirable set of skills. Below are the cornerstone features and functions that encapsulate the spirit of the application:

Intuitive Search Function: Users can easily search for contractors based on the specific job they need completed. Whether it's an electrician, HVAC technician, or carpenter, **Service Scout** allows users to find professionals with the exact qualifications they are looking for.

Service Requesting: This feature enables smooth interaction between users and service providers. Users can request a service, and contractors can either accept or deny the request, ensuring efficient communication and scheduling.

Visibility and Exposure: **Service Scout** offers newly qualified contractors a platform to build their reputation by completing jobs, while established contractors can expand their client base and reach customers who might not have discovered them otherwise.

3. Functional Requirements

- FR0: The app will allow users to create a profile.
- FR1: The app will allow users to modify their profile.
- FR2: The app will allow users to search for a contractor.
- FR3: The app will allow users to request a service from a contractor.
- FR4: The app will allow users to write a review for a contractor.
- FR5: The app will allow providers to create a profile
- FR6: The app will allow providers to accept and reject services requested by a customer.
- FR7: The app will allow users and providers the ability to flag reviews and profiles
- FR8: The app will allow administrators to review and delete flagged reviews and profiles.
- FR9: Accounts will be protected by logins and passwords.
- FR10: Administrators will be assigned.

4. Non-Functional Requirements:

- NFR0: The app should load within 3 seconds on a normal internet connection.
- NFR1: The app should have a clear and simple interface that is easy to navigate and even complimentary to the eye to look at.
- NFR2: User accounts must be protected by secure logins.
- NFR3: The app should work on all web browsers.
- NFR4: The app should be usable for people with basic tech skills.

5. Scenarios

User: Gerrit Grevenstuk

Scenario: Search for a Contractor

- **Initial Assumption:**
 - The user is logged in and on the main page.
- **Normal Flow:**
 - The user enters keywords in the search bar.
 - The system displays search results.
 - The user can view profiles of contractors.
- **What Can Go Wrong:**
 - No results are found.
 - Solution: The system suggests modifying the search.
- **System State on Completion:**
 - The user sees a list of contractors based on the search.

User: Gerrit Grevenstuk

Scenario: Request a Service

- **Initial Assumption:**
 - The user is logged in, has searched for a contractor, and has selected one.
- **Normal Flow:**
 - The user clicks "Request a Service."
 - The system shows available dates and times.
 - The user selects a date and time.
 - The system confirms the request is sent.
- **What Can Go Wrong:**
 - The user selects the wrong provider.
 - Solution: The user can cancel the request before submitting.
- **System State on Completion:**
 - The service request is sent, and the user stays on the same page.

User: Gerrit Grevenstuk

Scenario: Create a Profile

- **Initial Assumption:**
 - The user is on the homepage and has not yet created an account.
- **Normal Flow:**
 - The user clicks "Sign Up."
 - The system presents a form to enter details (e.g., name, email, password).
 - The user fills in the form and clicks "Submit."
 - The system creates the profile and logs the user in.
- **What Can Go Wrong:**
 - The user enters invalid details (e.g., wrong email format).
 - Solution: The system prompts the user to correct the details.
- **System State on Completion:**
 - The user's profile is created, and they are logged in.

User: Gerrit Grevenstuk

Scenario: Write a Review for a Contractor

- **Initial Assumption:**
 - The user has hired a contractor through the platform.
- **Normal Flow:**
 - The user goes to their completed service and clicks "Leave a Review."
 - The system displays a form for the user to provide a rating and feedback.
 - The user submits the review.
- **What Can Go Wrong:**
 - The user leaves the rating blank.
 - Solution: The system prompts the user to fill in the rating.
- **System State on Completion:**
 - The review is submitted and visible on the contractor's profile

User: Gerrit Grevenstuk

Scenario: Flag Inappropriate Comments or Profiles

- **Initial Assumption:**
 - The user encounters a comment or profile they wish to report.
- **Normal Flow:**
 - The user clicks "Flag" next to the comment or profile.
 - The system asks the user to choose a reason for the flag.
 - The user submits the flag, and the system confirms the report is sent.
- **What Can Go Wrong:**
 - The user flags by mistake.
 - Solution: The system allows the user to undo the action.
- **System State on Completion:**
 - The flagged content is reported, and the user stays on the same page.

Contractor: Dalton Blume

Scenario: Create a profile

- **Initial Assumption:**
 - The contractor is on the home page and has not yet created an account.
- **Normal Flow:**
 - The contractor clicks "Sign Up."
 - The system presents a form to enter details (e.g., name, business name, type of service they provide, email, password).
 - The contractor fills in the form and clicks "Submit."
 - The system creates the contractor's profile and logs them in
- **What Can Go Wrong:**
 - The contractor enters invalid details (e.g., wrong email format).
 - Solution: The system prompts the contractor to correct the required field.
- **System State on Completion:**
 - The contractor's profile is created, and they are logged in.

Contractor: Dalton Blume

Scenario: List/Add/Remove Services Contractors Provide Along with Prices

- **Initial Assumption:**
 - The contractor is logged in and is on their profile management page.
- **Normal Flow:**
 - The contractor clicks on "Manage Services."
 - The system displays the current list of services they provide.
 - The contractor clicks "Add Service" and enters the service name and price, then clicks "Submit."
 - The new service appears in the list.
 - To remove a service, the contractor clicks "Remove" next to the service they want to delete.
 - The system confirms the removal and updates the service list.
- **What Can Go Wrong:**
 - The contractor tries to add a service without entering a price.
 - Solution: The system displays a warning message prompting the contractor to fill in the required fields.
- **System State on Completion:**
 - The list of services is updated, reflecting the additions and removals made by the contractor

Contractor: Dalton Blume

Scenario: Accept/Reject/Finish Services

- **Initial Assumption:**
 - The contractor is logged in and has received service requests from clients.
- **Normal Flow:**
 - The contractor navigates to "Service Requests."
 - The system displays a list of pending requests.
 - The contractor clicks "Accept" for a specific request, prompting a confirmation.
 - Upon confirmation, the system updates the request status to "Accepted."
 - Once the service is completed, the contractor clicks "Finish," and the system prompts for a review of the service.
 - The contractor submits the review, and the service status updates to "Completed."
- **What Can Go Wrong:**
 - The contractor accidentally rejected a request they wanted to accept.
 - Solution: The system presents a prompt after rejection, asking, "Are you sure you want to reject this request?" If the contractor confirms, the request is rejected. If they select "Cancel," the request remains in its original state.
- **System State on Completion:**
 - The service request status is updated appropriately, reflecting the actions taken by the contractor.

Contractor: Dalton Blume

Scenario: Review Customer Reviews

- **Initial Assumption:**
 - The contractor is logged in and has completed services for clients
- **Normal Flow:**
 - The contractor navigates to the "Reviews" section from their profile.
 - The system displays a list of feedback received from clients for completed services, including ratings and comments.
 - The contractor clicks on a specific review to view details.
 - The system shows the full text of the review along with the rating and service details.
 - The contractor can respond to the review or report it if necessary.
- **What Can Go Wrong:**
 - The contractor notices an inappropriate or unfair review.
 - **Solution:** The contractor can click "Report" next to the review, prompting a confirmation for the contractor, asking for the reason for reporting. The system then submits the report for moderation.
- **System State on Completion:**
 - The contractor can see all received reviews, their overall rating is updated, and any reported reviews are flagged for admin attention while remaining visible in the list.

SysAdmin: Gerrit Grevenstuk/Dalton Blume

Scenario: View and Delete Flagged Accounts

- **Initial Assumption:**
 - The SysAdmin is logged into the admin dashboard.
- **Normal Flow:**
 - The SysAdmin navigates to the "Flagged Accounts" section.
 - The system displays a list of flagged accounts with basic details (e.g., username, reason for flagging).
 - The SysAdmin selects an account to review.
 - After reviewing the account, the SysAdmin clicks the "Delete" button to remove it.
 - The system asks for confirmation.
 - The SysAdmin confirms, and the system deletes the account.
- **What Can Go Wrong:**
 - The SysAdmin deletes the wrong account.
 - Solution: The system allows a short undo window.
- **System State on Completion:**
 - The account is deleted, and the SysAdmin remains on the list of flagged accounts.

SysAdmin: Gerrit Grevenstuk/Dalton Blume

Scenario: View and Delete Flagged Comments

- **Initial Assumption:**
 - The SysAdmin is logged into the admin dashboard.
- **Normal Flow:**
 - The SysAdmin navigates to the "Flagged Comments" section.
 - The system displays a list of flagged comments, including the comment text and the reason it was flagged.
 - The SysAdmin selects a flagged comment for review.
 - After reviewing the comment, the SysAdmin clicks the "Delete" button to remove it.
 - The system asks for confirmation.
 - The SysAdmin confirms the deletion, and the system removes the comment.
- **What Can Go Wrong:**
 - The SysAdmin accidentally deletes the wrong comment.
 - Solution: The system provides a short window to undo the action.
- **System State on Completion:**
 - The comment is deleted, and the SysAdmin remains on the list of flagged comments.