

Proposal

Marketplace Website for Students and Tutors

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1 Introduction

1.1 Proposal Overview

The marketplace website project aims to create a comprehensive platform that connects tutors, painters, musicians, and other service providers with students seeking their services. The platform will facilitate seamless interactions, scheduling, and booking of sessions across various categories, enhancing accessibility and convenience for both service users and providers.

1.2 Proposal Objective:

The goal of this project is to develop a user-centric marketplace website that addresses the identified challenges, providing a seamless and interactive platform for connecting service providers with diverse service providers. The solution aims to enhance user experience, foster transparent communication, streamline session management, and facilitate secure payment transactions, ultimately empowering users to discover, book, and engage with services efficiently and effectively.

2 Problem Statement:

In today's digital age, finding and connecting with reliable tutors, painters, musicians, and other service providers for personalized sessions poses significant challenges for students and individuals seeking specialized services. Existing platforms lack efficient scheduling, transparent communication, and streamlined payment processes, resulting in a fragmented and cumbersome user experience.

2.2 Key problems & identified challenges:

- **Limited Access to Diverse Services:**

Current platforms primarily focus on tutoring services, neglecting a broader range of categories such as painting, music lessons, and other specialized skills.

- **Complex Scheduling and Booking Process:**

Users encounter difficulties in scheduling and booking sessions due to limited availability and cumbersome booking procedures.

- **Lack of transparent communication:**

Communication between service takers and providers is often disjointed, leading to misunderstandings and inefficiencies in session planning.

- **Inefficient Payment Processing:**

Payment processes on existing platforms are not seamless, resulting in delays and uncertainties in transaction management.

- **Insufficient Provider Information and Reviews:**

Users face challenges in evaluating service providers' qualifications, experience, and credibility due to inadequate profile information and limited user reviews.

- **Absence of Integrated Multimedia Features:**

Platforms lack multimedia capabilities for providers to showcase their work (e.g., photos, videos), hindering user engagement and decision-making.

3 Activity Diagram:

3.1 AS-IS High Flow

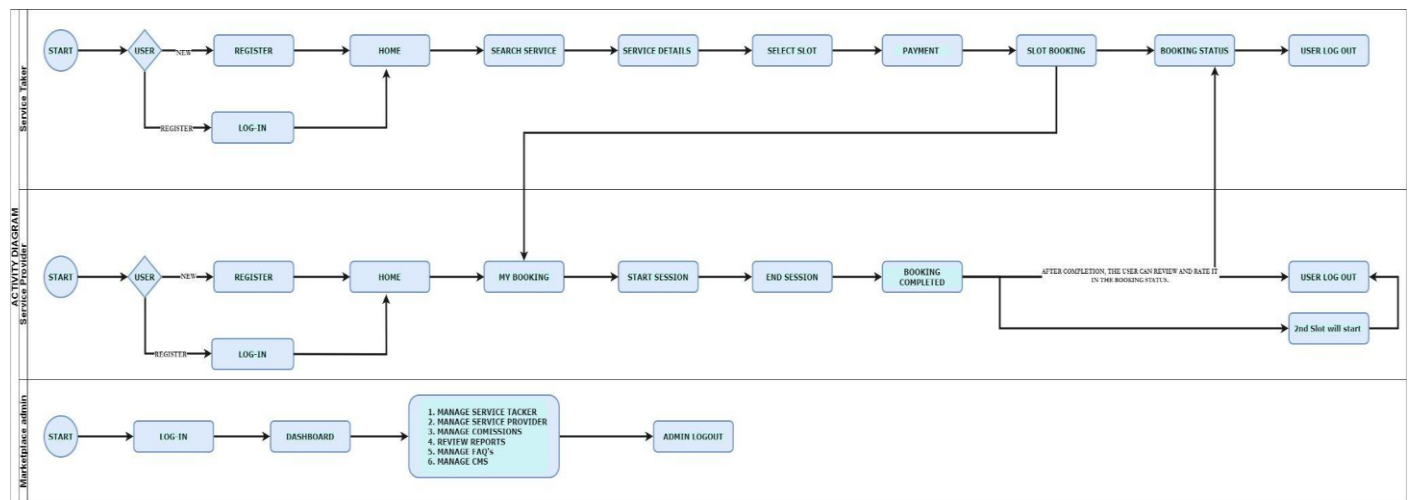


Diagram 1

3.2 Description:

Users interact in three main categories in our dynamic online marketplace: administrators, service providers, and service takers. Let's explore the interaction from each perspective:

Service Takers: When using our site, service takers look for worthwhile educational opportunities. The user-friendly interface makes it easy for them to schedule tutoring sessions, art classes, or music lessons. Users can peruse comprehensive provider profiles that highlight experience, credentials, and work samples. Scheduling sessions is simple, handling money is safe, and providing feedback strengthens our community.

Service Providers: Our platform serves as a blank canvas for service providers to highlight their abilities and draw clients. Together with images, videos, and service information, they can create engaging profiles. Bookings are easily managed, earnings are easily tracked, and preferences are easily changed. With the help of our platform, providers can concentrate on providing great service while we take care of the logistics.

Administrators: Administrators make sure everything runs smoothly in the background. To keep an eye on user activity, service listings, and financial transactions, they have access to an extensive dashboard. Administrators maintain quality standards, evaluate new entries, and curate service categories. They maintain content, rapidly respond to customer inquiries, and adhere to legal requirements.

4 Technical Solution

4.1 Frontend:

Utilizing React.js to build a responsive and engaging user interface (UI), delivering a smooth browsing experience.

4.2 Backend:

Leveraging Node.js with Express to handle server-side logic, user authentication, and database operations.

4.3 Database:

Implementing MySQL for storing user data, session details, and transaction records.

4.4 Third-Party Integrations:

Payment gateway: Amazon Pay; Email: Amazon SES; Video conferencing: Zoom.

5 Scope: Detailed Feature List

5.1 For Service Takers (Students):

Feature	Description
New User Login and Registration	
Account Setup	New users will visit the website to create an account. For that, the required information includes a name, an email address, and a password.
Validation and Authentication	User input is validated through email verification and OTP authentication for data accuracy and completeness.
Registered User Login	
Secure Authentication	Implement secure email and password authentication for user logins. Develop a login page with authentication tokens.
Password Management	Include a "Forgot Password" feature with email verification and password reset functionality.
Profile Setup and Customization	
Profile Completion	New users complete their profile with details like location, interests, and profile picture.
Customization Options	Users will have the ability to alter communication settings, privacy settings, and profile settings. Users are able to create, update, and manage their profiles. Profile Settings Preferences: -Edit personal details (name, email, contact information), Upload or change profile picture & add a bio or description. Communication Preferences: - Set notification preferences (email, in-app notifications) Service Preferences: - Define search filters (location, service category, pricing, availability, etc.) and), bookmark favourite services for easy access Manage personal availability calendar for bookings, View booking history and upcoming sessions Payment Settings: Add, update, or remove payment methods
User Account Management	
User Homepage	After logging in, users access a customized homepage displaying suggested services and relevant material. user can search service, filter as per category , rating, etc.
Service listing (With service provider)	Users can view detailed information about a selected service, including descriptions and pricing. It enables users to search and browse available services based on categories or keywords. Service provider name, rating, category, cost, and service provider profile detail.
Service details	Users choose a convenient time slot for booking the selected service. user can view service provider name, rating, category, cost, service provider profile, rating, reviews, available slots, book slot, and payment method (Credit/debit card)
My bookings	Users choose a convenient time slot for booking the selected service. Allows user to make bookings (scheduled, completed, and cancelled) Allow users to filter booking details, cancel scheduled bookings (cancellation charges work as per cancellation policy), rate, and review completed bookings. Allows users to check the status of their bookings (confirmed, pending, cancelled, etc.).
Account Settings	
Profile Management	Enable users to create detailed profiles, including personal information and profile pictures.
Email Update	Allow users to securely update their email address associated with the account.
Password Change	Implement a secure password change functionality for users to update their account password.
Payment Cards	Add, update, or remove payment methods. Facilitates secure payment transactions using integrated payment gateways (Stripe, PayPal, etc.). Enable users to add, remove, or update payment cards linked to their account for seamless transactions.
Legal Compliances	
Terms and Conditions	Provide access to terms and conditions outlining rules, obligations, and user rights on the platform.
About Us	The user can view information about the platform's mission, vision, and background.
Privacy Policy	Display the privacy policy detailing data collection, usage, and protection methods to ensure transparency and security.

User Help and Support	
Support Ticket Submission	Users can reach the admin by submitting support tickets with issue details, subject, and description.
Notification System	Notify users of updates and actions through email or within the notification centre.
User Session Management	Enables users to log out securely and end their current session.

5.2 For Service Providers:

Feature	Description
User Login and Registration	
Service Provider Registration	Allow service providers to register and create detailed profiles showcasing their expertise.
Essential Information Collection	Collect name, email, and professional qualifications during registration.
Multimedia Content Upload	Enable providers to upload photos and videos to highlight skills and portfolios.
Listing Services and Availability	
Service Listing and Details	Enable providers to list services offered, including session formats, pricing, and availability.
Availability Management	Implement tools for providers to manage availability, set schedules, and update service details.
Booking and Scheduling Tools	
Session Booking and Confirmation	Offer booking tools for providers to receive and confirm session requests from service providers.
Clear Availability Calendars	Display clear availability calendars and booking options to streamline scheduling.
Communication and Interaction	
Integrated Messaging Chat Features	Facilitate transparent communication between providers and service users through messaging features.
Inquiry Response and Information	Allow providers to respond to inquiries, discuss session details, and provide personalized information.
Profile Management and Settings	
Profile Customization	<p>Providers offer options to customize profile settings, privacy preferences, and communication.</p> <p>Profile Details: Edit personal details (name, email, contact information), Upload or change profile picture, Add or modify service details (name, description, expertise), Update service, include late photos and short videos, and set costs for each service offered</p> <p>Communication Preferences: Set notification preferences (email, in-app notifications), videos, and</p> <p>Service Preferences: Update service details and availability List down offered services (special sessions, exclusive pricing, advance availability)</p> <p>Booking and Scheduling: View and manage session bookings, Maintain availability calendar for bookings.</p> <p>Payment and Earnings: Add, update, or remove payment methods, Monitor earnings and payment history, Handle refunds and payment disputes</p> <p>Feedback and Reviews - View and respond to user feedback and ratings</p>
Content Management	Allow providers to manage profile content, update service offerings, and maintain professional information.
Payment Processing and Management	
Payment Gateway Integration	Set up payment methods and track earnings. Make secure payments for booked sessions using integrated payment gateways.
Feedback and Reviews	
Session Feedback and Ratings	Enable providers to receive feedback and ratings from service takers after completed sessions based on users' experiences
Review Monitoring and Response	Allow providers to monitor and respond to user reviews, addressing feedback and improving service quality.
Account Settings	
Profile Management	Manage profile details, qualifications, expertise, and portfolio details. Adjust account settings, preferences, and security options.

	Update personal information and payment details.
Security Settings	Update email addresses and passwords, change passwords securely, and manage payment methods. Securely log out of the platform when finished. Ensure that account information is protected.
Legal Compliances	
Terms and Conditions	Access and review terms specific to service providers, outlining obligations, rights, and responsibilities.
Privacy Policy	Review the platform's privacy policy regarding personal information and data protection.
User Help and Support	
Support Ticket Submission	Providers can submit support tickets for assistance with account- or service-related inquiries.
Knowledge Base/FAQ	Access a knowledge base or FAQ section providing guidance on common questions and platform usage.

5.3 For marketplace admin:

Feature	Description
Admin Login & Customization	
Admin Dashboard Access	Log in to the admin dashboard using secure credentials (username and password).
Password Management	Reset admin password securely through company email verification.
Dashboard	View comprehensive overview of platform activities and statistics.
Service Management	
User Management	Manage user accounts, including approval, suspension, or deletion.
Service Category Management	Review, create, edit, and deactivate service categories based on market demand and trends.
Service Provider Management	Manage service providers' profiles, verify credentials, and manage service listings.
Commission Settings	Configure and adjust commission rates for service providers. Monitor earnings and facilitate commission payouts.
Content Management	
Platform Announcements	Post platform announcements, news, and updates for users.
Content Moderation	Manage content displayed on the platform (e.g., FAQs, guidelines).
User Management	
View and Manage User Accounts	View and manage user accounts, including service takers and service providers.
New User Registration Approval	Verify and approve new user registrations to ensure legitimacy and quality of users on the platform.
Role and Permission Management	Assign and manage user roles and permissions (e.g., admin, moderator) for platform access and functionalities.
Booking and Scheduling	
Session Booking Management	View and manage session bookings, modifications, and cancellations between users.
Availability Monitoring	Monitor availability calendars and resolve scheduling conflicts to optimize service delivery.
Payments and Transactions	
Payment Transaction Monitoring	Monitor payment transactions and ensure secure payment gateways.
Refunds and Dispute Resolution	Handle refunds and disputes related to payments.
Security and Maintenance	
Platform Security Measures	Implement and monitor platform security measures.
Data Protection and Compliance	Ensure compliance with data protection regulations.
System Performance Monitoring	Monitor system performance and uptime.
Software Updates and Maintenance	Implement software updates and patches for security and stability.
Account Settings	

Profile Management	Service providers can manage their profile information, including qualifications and portfolio details.
Account Security Settings	Providers can update their email address or change their password securely.
Payment Settings Management	Manage payment settings, including adding, updating, or removing payment methods associated with their account.
Legal and Regulatory Compliance	
Terms of Service Management	Update and enforce platform terms of service and user agreements.
Legal Compliance	Ensure legal compliance with local and international laws.
User Help and Support	
Notification Configuration	Configure and manage user notifications for platform activities.
Timely User Communication	Ensure timely communication with users regarding platform activities.

6 Assumption & Constraint

6.1 Key Assumptions:

Availability of third-party APIs (Twilio, Zoom, Stripe, Square Up) for integration.

Stakeholder engagement and timely feedback are essential throughout the development process.

Clear and stable project requirements are needed to minimize scope changes.

6.2 Constraints:

Budget constraints may impact the scope of design and development.

The technical limitations of third-party services may require alternative solutions.

Adherence to legal and compliance requirements for data privacy and payment processing.