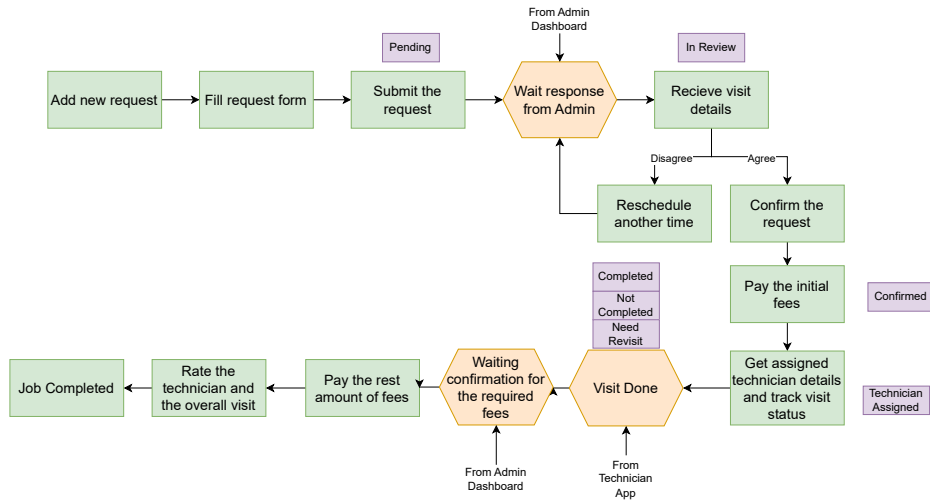# Client App

Rating
- Technician Rating (1-5)
- Technician Feedback
- Fees (1-5)
- Time (1-5)
- Overall Rating (1-5)
- Additional Comments

Request Form
- Product
- Serial Number
- Urgency Level
- Prefered date for visit
- Issue Category
- Issue Description
- Images (Optional)
- Choose Spare Parts with quantity (Optional)

Visit Details
- Issue Diagnosis
- Need visit or not
  - If no, send the solution
  - If yes:
    - Date
    - Spare parts
  - Cost breakdown
    - Visit fees
    - Technician fees
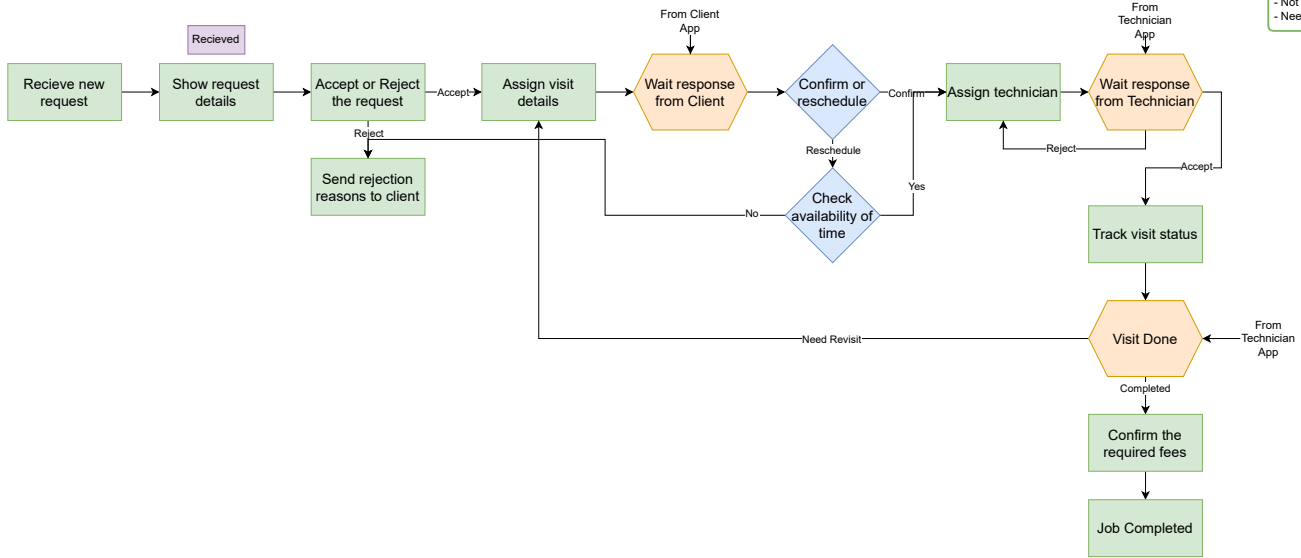   - Spare parts cost
    - Additional cost

Technician Details
- Name
- National ID
- Phone Number
- Profile picture
- Speciality

Status
- Pending
- Recieved
- In Review
- Confirmed
- Technician Assigned
- Completed with success
- Not Completed
- Need Revisit

Client App flow:
Add new request → Fill request form → Submit the request (Pending) → Wait response from Admin (From Admin Dashboard) → Recieve visit details (In Review)
- Disagree → Reschedule another time → Wait response from Admin
- Agree → Confirm the request → Pay the initial fees (Confirmed) → Get assigned technician details and track visit status (Technician Assigned) → Visit Done (From Technician App) [Completed / Not Completed / Need Revisit] → Waiting confirmation for the required fees (From Admin Dashboard) → Pay the rest amount of fees → Rate the technician and the overall visit → Job Completed

Admin Dashboard

Recieve new request (Recieved) → Show request details → Accept or Reject the request
- Accept → Assign visit details → Wait response from Client (From Client App) → Confirm or reschedule
  - Confirm → Assign technician → Wait response from Technician (From Technician App)
    - Reject → Assign technician
    - Accept → Track visit status → Visit Done (From Technician App)
      - Need Revisit → Assign visit details
      - Completed → Confirm the required fees → Job Completed
  - Reschedule → Check availability of time
    - Yes → Confirm or reschedule
    - No → Assign visit details
- Reject → Send rejection reasons to client

Technician App

Recieve new job → Show job details with client details → Accept or Reject the job
- Accept → Confirm the job → Visit Done
  - Completed → Add feedback and notes about job for admin
  - Need Revisit → Add reasons and select additional parts (if needed)
- Reject → Send rejection reasons to admin