

Business Requirements Document (BRD)

Objective

To enable users to seamlessly book home/technical services while providing admins/vendors efficient workflow management.

Key Business Requirements

- Users must browse and select services.
- Users should book, reschedule, or cancel appointments.
- Admin must manage services, schedules, and service providers.

- System should provide real-time booking status updates.
- Notifications should be sent for confirmations, reminders, and updates.

Use Cases

Primary Use Cases

- UC1: User registers and logs in.
- UC2: User views and filters services.
- UC3: User books a service.
- UC4: Admin manages services.
- UC5: Vendor views assigned

bookings.

- UC6: System sends notifications.

Acceptance Criteria

- Users can successfully book a service with date and time.
- Admin dashboard loads within 3 seconds.
- Vendors can update service status (Accepted/In-progress/Completed).
- Notifications are triggered automatically for each status update.