HOME APPLIANCES REPAIR SERVICES

REQUIREMENT ANALYSIS

1. Project Overview?

Home Appliances Repair services is a web application that facilitates to repair the defective appliances without moving them. The homeowners (user) must submit their request for repair in form of an application which must include the details of the appliance to be repaired and a rough description of its problem.

2. To what extend the system is proposed for?

The proposed system is designed to provide a comprehensive solution to the common challenges faced by families when dealing with faulty household equipment. This system aims to serve as a one-stop platform accessible through a user-friendly web application , catering to authorized users seeking household services. It encompasses features such as, it enables users to search for services based on their location, track the progress of their service requests in real time, secure online payment and user reviews to help customers make informed choices.

3. Specify the Viewers/Public which is to be involved in the System?

Customers/users : Primary users of the system who need repair services for their household appliances.

Service providers/Technicians : They create profiles , list their services, manage appointments and communicate with customers through the platform.

Administrators : System administrators

4. List the Modules included in your System?

   - User/customer management
   - Technician management
   - Appointment Scheduling
   - Communication tools
   - Notification System
   - Customer Support

5. Who owns the system?
   The ownership of this proposed system would typically depend on the organization or individual who initiated and funded the development of the project.

6. System is related to which firm/industry/organization?
   This system is closely related to the home repair services industry. It acts as a digital platform that connects users needing repairs for their household appliances with technicians who can perform the repairs.