Business Requirements Specification

Sany3y

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Introduction

Purpose

The purpose of the **Sany3y** platform is to connect customers who need home services (such as electricians, carpenters, plumbers, etc.) with skilled technicians who can provide these services reliably and efficiently.

Scope

- The platform will act as a **marketplace** connecting two parties:
    - **Customers (Users):** Can search/filter for the technician they need.
    - **Technicians (Service Providers):** Can register their services and receive service requests.
- Supported services include: electricity, carpentry, plumbing, painting, appliance repair, etc.

Business Overview

Problem Statement

Many people face difficulties finding trusted technicians quickly and usually rely on personal recommendations.

Business Objectives

- Provide an easy-to-use platform for customers to find reliable technicians.
- Help technicians expand their client base and increase their income.
- Improve the experience of booking home services and save customers' time.

Benefits

- **For Customers:** Easy access to trusted technicians with clear reviews and prices.
- **For Technicians:** More job opportunities by showcasing their services on the platform.

Stakeholders

- **Primary Users (Customers):** Individuals who need home services.
- **Secondary Users (Service Providers):** Technicians (electricians, carpenters, plumbers, etc.).
- **System Admins:** Manage the platform and ensure service quality.

Services / Features Description

For Service Clients (Users):

- Search and filter technicians by specialty, price, location, and ratings.
- View detailed technician profiles including experience, ratings, pricing, and portfolio photos.
- Request services or book appointments with preferred time slots.
- Communicate with technicians via in-app chat or call.
- Provide ratings and reviews upon service completion.
- Access emergency services (e.g., electricity, plumbing).
- Share location on the map for easier technician access.
- **Service Warranty:** If an issue recurs within X days after service completion, the technician must revisit and resolve it either at a discounted rate or free of charge, depending on policy.

For Technician Services (Service Providers):

- Register with personal and professional details (name, specialty, experience, service rates, portfolio photos).
- Access a personalized dashboard to manage activities.
- Track and manage incoming service requests.
- Accept or decline service requests.
- Manage service details such as pricing, availability, and descriptions.
- Access financial and performance reports (profits, number of requests).
- Manage calendar and scheduling for bookings.
- **Badge System:** Earn badges such as *"Top Rated"* or *"Most Reliable"* based on performance, customer ratings, and completed jobs, enhancing visibility and trustworthiness.

For Management Services (Administration Panel):

- Manage user accounts (customers and technicians).
- Verify and review technician accounts (approval, suspension, or rejection).
- Monitor and handle service requests and customer complaints.
- Access advanced analytics and reports (e.g., most requested services, top-performing technicians, transaction volume).

Business Rules

- Every technician must register with required documents.
- Customers must log in to send a service request.
- Reviews are only visible after the service has been completed.

Acceptance Criteria

- Customers can search, filter, and find suitable technicians easily.
- Technicians can manage requests via their dashboard.
- Customers can rate and review technicians after the service.