Business Requirements Specification

Sany3y

Version 1.0

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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.

Business Requirements

Functional Requirements

- Registration for both customers and technicians.
- Search/Filter by service type, location, price, and rating.
- **Profile Page** for each technician (name, skill, location, price, rating).
- Technician Dashboard to manage incoming requests.
- Customers can add reviews/ratings after receiving a service.

Non-Functional Requirements

- Simple and intuitive UI/UX.
- Secure data handling for users.
- Fast response time for search and filtering.
- Cross-platform support (mobile, tablet, desktop).

Services / Features Description

- **Service 1 – Search & Filter:** Customers can filter technicians by skill, location, price, and rating.
- **Service 2 – Technician Profile:** A dedicated profile page for each technician with complete details.
- **Service 3 – Booking & Requests:** Customers can send service requests to technicians.
- **Service 4 – Technician Dashboard:** Technicians can view and manage their service requests.
- **Service 5 – Ratings & Reviews:** Customers can rate and review technicians after service completion.

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.

Assumptions & Constraints

- **Assumptions:**
    - Customers and technicians have internet access.
    - Registered technicians are skilled in their field.
- **Constraints:**
    - The platform must comply with local regulations.
    - Limited initial budget for the MVP release.

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.