

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.

Services / Features Description

- **For service clients (users):**
 - Search and filter technicians (by specialty, price, location, and ratings).
 - View technician profiles (experience, ratings, prices, and photos).
 - Request a service or book an appointment with a preferred time slot.
 - Communicate with technicians (in-app chat or call).
 - Provide ratings and reviews after service completion.
 - Emergency services (e.g., electricity, plumbing).
 - Location sharing on the map for easy technician access.
- **For technician services (service providers):**
 - Register with personal and professional details (name, specialty, experience, service rates, work photos).
 - Access a personalized dashboard.
 - Track and manage new requests.
 - Accept or reject requests.
 - Manage service details (pricing, availability, description).
 - Access reports on profits and number of requests.
 - Manage calendar/schedule for bookings.
- **For management services (administration panel):**
 - Manage users (customers and technicians).
 - Verify technician accounts (approval, suspension).
 - Handle service requests and complaints.
 - Access analytics and reports (most requested services, most active 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.