**Business Requirements Specification**

**Sany3y**

**Version 1.0**

*Sep of 2025*

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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.