**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.

**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.