**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 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.