Home Services App – Requirements Document

App Overview

- A home services marketplace app that connects customers with verified service professionals.
- Services include: A/C repair & installation, Plumbing, Electrical work, Cleaning & maintenance.
- The platform manages bookings, payments, and customer experience.

Platform

- Cross Platform: Android, iOS, Web App

Customer App Requirements – Authentication & Profile

- Phone number signup (OTP)
- Email login (optional)
- Google / Apple login (optional)
- Profile details: Name, Phone, Email, Saved addresses

Home Screen

- Service categories
- Popular services
- Offers & discounts

Service Browsing

- Category → Sub-category → Service
- Service details: Description, Pricing, Estimated time, Ratings

Booking Flow

- Select service
- Select date & time slot
- Select address
- Price breakdown
- Apply promo code
- Confirm booking

Payments

- Cash on delivery
- Credit / debit cards
- E-Wallets (JazzCash, EasyPaisa)
- Invoices & receipts

Booking Management

- Upcoming bookings
- Ongoing jobs
- Past bookings
- Cancel / reschedule
- Rebook service

Tracking & Status

- Technician assigned
- Technician on the way
- Job started
- Job completed

Communication

- In-app chat
- Call technician
- Support chat

Ratings & Reviews

- Rate service professional
- Leave written review
- Upload images
- Report issues

Notifications

- Booking confirmation
- Arrival alerts
- Payment confirmation

Service Professional App

- Signup request
- Identity verification
- Skill verification
- Profile details
- Receive and manage job requests
- Update job status
- Payment history
- Ratings & performance tracking
- In-app support and policy access

Admin Panel

- Dashboard: Total bookings, Revenue, Active users
- Service management: Categories, Services, Pricing
- Booking management: View, Cancel, Reschedule
- User management and booking history

Monetization Model

- Commission per job (10–30%)
- Service fees
- Subscription plans (later)

Performance Requirements

- Fast app loading
- Handles high booking traffic
- Reliable notification delivery
- Minimal downtime

Design Requirements

- Clean, premium UI
- Simple UX for non-tech users
- Consistent branding
- Accessibility-friendly