# Service Requests

1. Service offers

SO1 – Provide the ability to go back and forth between the customer and the technician

# Bookings

1. User Rating
   1. UR1 – Provide a rating system based on the thumbs up/thumbs down
   2. UR2 – Allow customer to rate technician
   3. UR3 – Allow technician to rate customer
   4. UR4 – Decrease customer rating by one star if customer misses appointment
   5. UR5 – Decrease technician rating by one start if technician misses appointment
2. Payment
   1. Money
      1. Bills
      2. Coins
   2. Credit/Debit Card
      1. Accept Major credit cards/debit cards
         1. Visa, Mastercard
   3. Smart pay
      1. Apple Pay
      2. Google Wallet

# Completed Jobs

1. Upcoming Jobs
   1. UJ1- Provide date of appointment
   2. UJ2 – Provide time of appointment
   3. UJ3 – Provide Job name on calendar view
2. Past Jobs
   1. PJ1- Provides details of job
   2. PJ2 – Provides details listed on the calendar view
   3. PJ3 – Provides the ability to go forward in time or backwards on the calendar view

# User Stories

1. (Technician Rating System)
   1. Value Statement: As a technician want to be able to rate my customers.
   2. Acceptance Criteria:
      1. Must be my past customers only. Not a customer who I’m in the process of completing a job for or for future customers.
      2. Rate a customer with a thumbs up or thumbs down.
   3. (Customer Rating System)
      1. Value Statement: As a customer I want to be able to rate technicians who have done jobs for me.
      2. Acceptance Criteria:
         1. Must be a technician I hired in the past. Not a technician I’ve currently hired to complete a job.
         2. Rate a Technician with a thumbs up or thumbs down.
   4. (