**Home Services Platform - Planning Overview**

**1. User Roles & Access Levels**

| User Type | Description | Access Capabilities |
| --- | --- | --- |
| Customer (End User) | Users who book services | View service catalog, add to cart, book slots, confirm with COD, track status, receive notifications |
| Service Provider | Users offering services | Register services, view/accept/decline bookings, manage service availability, track payments |
| Platform Admin | Platform management team | View/manage all users, services, bookings, add service categories, manage platform settings |

**2. Navigation Panel (For Customers)**

* Home Services
* Weapon Detection
* Environment Analytics

**3. Home Services: Customer Experience**

* Click “Home Services” to view categories:
  + Cleaning Services
  + Appliance Repair & Installation
  + Electrician Services
  + Plumbing
  + Carpentry
  + Home Renovation
* For each service:
  + View price and description
  + Choose a date and time slot
  + Add multiple services to cart
  + View cart and confirm booking (COD only)
  + Booking status is “Pending” until accepted
  + Receive notification upon acceptance

**4. Service Provider Experience**

* Register and set up service offerings:
  + Choose service categories (e.g., Plumbing, Cleaning)
  + Set service prices and availability (time slots)
* Manage bookings:
  + View incoming “Pending” bookings
  + Accept booking: Customer is notified, request becomes inactive for others
  + Decline booking: Booking disappears for this provider, remains visible to others
* Track payments:
  + View confirmed/completed bookings
  + See payment status (COD received or pending)

**5. Notification System**

* Customers receive notifications for:
  + Booking acceptance
  + Booking updates or cancellations
* Providers receive notifications for:
  + New booking requests
  + Updates to existing bookings

**6. Platform Admin Capabilities**

* Manage all users (approve, block, or update roles)
* Oversee service catalog and categories
* Monitor all booking activity
* Handle disputes or issues
* Add future features (e.g., online payment, rating system)