

Title of the Project: Workers Hiring Platform

Group Number: 10

Group Members: 03

Student ID	Student Name
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System Request

- **Project Sponsor:**

- Syed Ragib Shariar
- Ali Asgar Tamjid
- Basharat Fatema

- **Business Need:**

This system will connect both the general client and the technician in a single platform. Clients can easily create an account and contact the technician they require. The technician can also apply for the job. The system will verify the technician's identity and professionalism before allowing them to register an account and perform a task. When a person relocates to a new city or neighborhood, it might be tough to find an experienced expert worker. Often dishonest technicians may charge extra money from them. Moreover, due to a lack of experience, some unprofessional technicians cause accidents. This issue will be resolved by our system. Also both our clients and the technicians can purchase components and equipment relevant to the service. This will make it easier for them to find things quickly and at a cheaper rate.

- **Business Requirements:**

- The system will have 3 interfaces. One is for Admin panels, one is for the users and the other one is for workers
- workers must register with the system in order to be verified as a trustworthy service provider, and users must create an account in order to get any service from the workers
- Only admin should be able to create, update and delete the database
- Workers personal performance and allowance should be traced

Assignment for CSE471

- Users should be able to scroll through the categories and select the services he/she wants
- Users should be allowed to cancel the service any time before the confirmation
- Workers will be assigned close to the user's location
- The system allow the user to provide feedback and ratings regarding the service of the worker
- Workers should be able to mark the bill as paid
- Users and workers can purchase the component or equipment the require
- The system should include popular payment gateways so that user should be able to pay bills apart from cash payment
- Using payment gateways, management should be able to pay the workers
- The system should verify payment procedures before every purchase

● **Business Value:**

○ **Tangible Benefits:**

\$300,000 increase in revenue from ads & sponsors

\$200,000 increase in revenue from commissions

\$100,000 increase in revenue by selling components and utilities

20% increase in market share

○ **Intangible Benefits:**

Increase of using the app after user's satisfaction

Referral of customers

No physical set-ups are needed, so operational costs will be low with a high-quality service

Better competitive position compared to offline business systems

- **Special Issues or Constraints:**

- System should be compatible and should smoothly run on both older and latest versions of Android & IOS
- Failures in the mechanical and technological systems might have unpredictably negative consequences for the entire process
- Area-wise portal customization (Dhaka/Chittagong/Khulna etc.) as customers will be from all over the country
- To be recognized and renowned throughout the country as a generic, trustworthy technician provider