



HOMEHERO

 	Team
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 	Status

Project Overview

This platform is built to efficiently connect clients with skilled service providers in their local area. Clients can create accounts and request services—such as plumbing, electrical work, utility repair—by entering their location and specific needs. The system then automatically matches them with qualified, available workers nearby. Workers can easily register, define the services they offer, and set their coverage areas to ensure visibility to nearby clients. To maintain seamless operations, an administrative dashboard equips admins with tools to manage user profiles, approve worker registrations, update service listings, and resolve disputes when they arise. Together, these roles and features cultivate a trusted, intuitive environment for fast, local service matching and delivery.

Project Objectives

- Develop a user-friendly platform for home service bookings

- Create a reliable service provider verification system
- Implement secure payment processing
- Launch mobile applications for both customers and service providers

USER STORY

Client Perspective

Given I am a registered client, **When** I log into the system and input my location and desired service type (e.g., plumber, electrician), **Then** the system should match me with workers available in the same location who offer that service. **And** notify me if a match is found or if no suitable workers are available. Even though the helpline number, i can get help or complain about any kind of issues regarding the services.

Worker Perspective

As a worker, **I want** to register my service offerings and serviceable location, **So that** I can be discoverable by clients needing those services in my area.

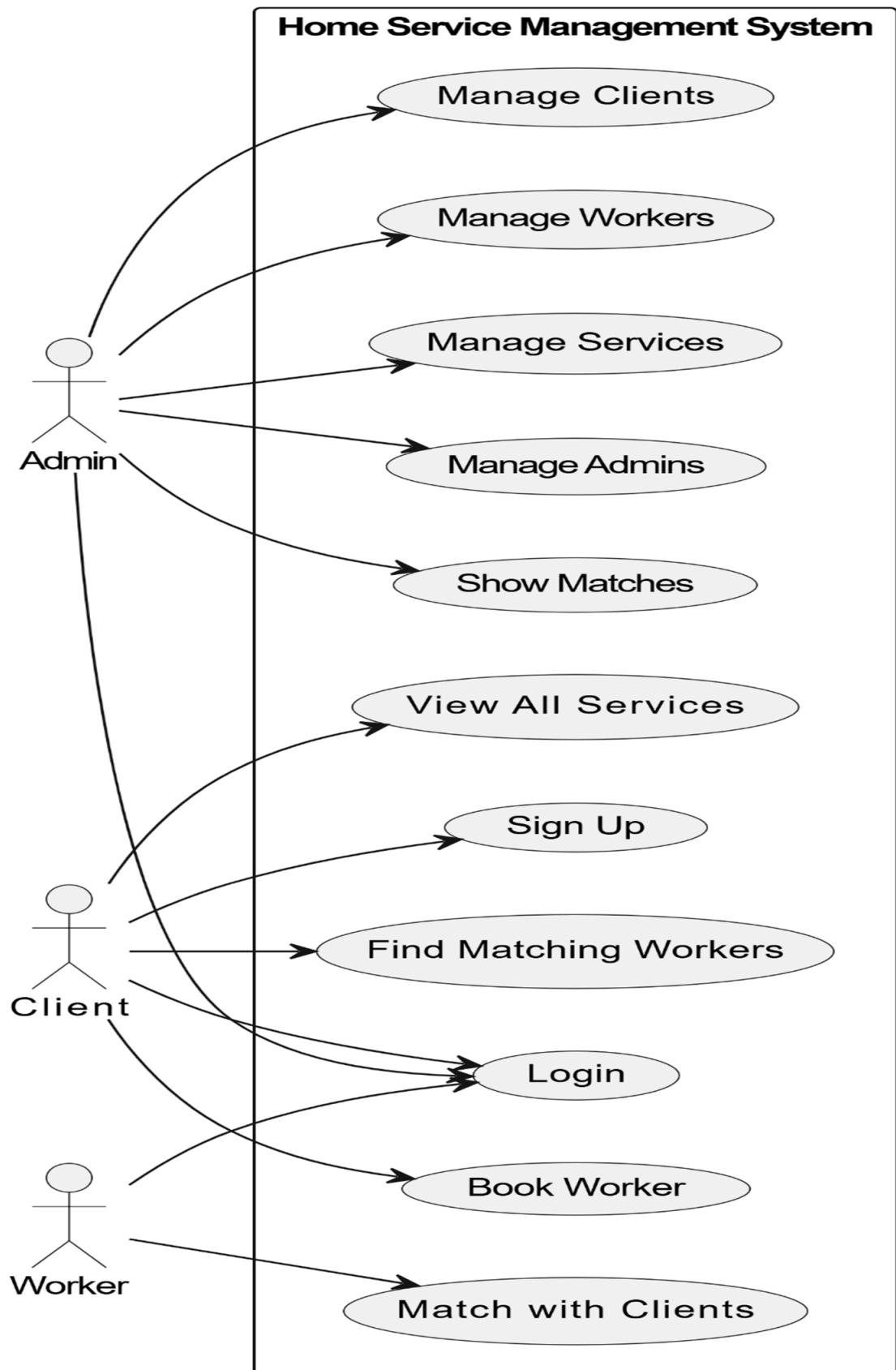
Admin Perspective

As an admin, **I want** to manage all users , workers, and services, To ensure the smooth operation of the system, I will approve registrations, update information, and resolve disputes. Admin can see the complain list.

Clerk Perspective

As a clerk, I want to assist with day-to-day operations by managing support tickets, verifying profile data, and coordinating between users and admin, So that I can help ensure timely responses to queries, accurate user records, and smooth communication across the platform. He/she can fire any worked if needed.

User Diagram



Feature list

◆ Client Features

1. Client Registration/Login

- Secure sign-up and login functionality.

2. Profile Management

- View and update personal information.

3. Service Request

- Input service type (e.g., plumber, electrician) and location.

4. Worker Matching

- View matched workers based on service type and location.

5. Match Notification

- Receive instant notification if a match is found or not.

6. Booking Request

- Send booking request to selected worker.

◆ Worker Features

1. Worker Registration/Login

- Sign-up as a worker and login securely.

2. Service Profile Setup

- Define offered services and areas they cover.

3. Availability Management

- Update availability schedule (optional but useful).

4. View Service Requests

- Receive requests from clients matched to their profile.

◆ Admin Features

1. Admin Login

- Secure access for system administrators.

2. User Management

- View, approve, edit, or delete client and worker profiles.

3. Service Management

- Add, edit, or remove service types from the system.

4. Registration Approval

- Approve or reject new worker registrations.

5. Dispute Resolution

- View and manage reports or complaints from users.

6. System Monitoring

- Dashboard to oversee system activity and performance.

7. Reports & Analytics

- Generate usage and service match statistics.

◆ Clerk Features

1. Clerk Login

- Secure access for authorized clerks to perform administrative support tasks.

2. Support Ticket Handling

- Review and respond to client and worker queries, complaints, or issues.

3. Booking Oversight

- Monitor ongoing bookings and update status (e.g., confirmed, completed, canceled).

4. Profile Verification

- Assist with checking the validity of user profiles before admin approval.

5. Communication Liaison

- Serve as a point of contact between clients, workers, and admins for routine matters.

6. Data Entry & Updates

- Maintain service listings, update user records, and ensure system data remains current.

7. Report Drafting

- Prepare summaries of dispute cases or usage trends to assist the Admin with decision-making.

8. Feedback Collection

- Gather reviews and feedback from users post-service and organize them for analysis.

Team Structure

- Project Manager: @Mosabbir Hossain
- Technical Lead: @Nir Zor
- UI/UX Designer: @Arindom Paul

