Roles in the system:
- Admin
- Provider
- Handyman
- Customer(User)

Features List:
1. Service
* Service Management
* Categories and Subcategories
* Search and Filter Services
* View Service FAQs in Service Details
* Add-On Services
* Service Packages
* Location-Based Services
* Online/Remote Service
* Manage Favorite Services / Providers
* Post Job Request / Service
* Bid on User Job Requests
* Service Cancellation Policy
* Add Extra Charges for Additional Items

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* Booking Confirmation
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* Bank Details Management
* Quick Wallet Withdrawals

4. Subscription and Commission Earning System
* Commission
* Subscription
* Track Earnings with Ease
* Simplified Earnings Management
* Hassle-free payment distribution
* Customized Handyman Commissions

5. Profile and Availability

* Manage Profile
* Online/Offline Status Management

6. User Engagement and Communication
* Push Notifications (Firebase)
* Personalized Notification Control
* Notification Templates
* Email Templates
* In-App Chat
* Email Verification
* AI Chat Support (ChatGPT)

7. Tracking and Notifications
* Real-Time Handyman Location Tracking
* Push Notifications Toggle for Users

8. Account
* Multiple Sign-In Options: Google, Apple, OTP
* Account Deletion
* User Invoices Management
* Multi-Language Support
* Theme Mode: Dark, Light, or System Default
* Direct Provider Selection for Handymen

9. Maintenance and Updates
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* Theme Mode: Dark, Light, or System Default

Features Description:
1. Service
* Service Management
- User: View & filter all available type services offered by providers. Users can also see service details, including duration, price and description.
- Provider: Manage all type services, set pricing, availability, and service descriptions.
- Handyman: Handle and fulfill services assigned by providers, ensuring timely completion and quality delivery across all service types.
(Note: All service types (Fixed, Hourly, Advance Payment, Free))

* Categories and Subcategories
- User: Users can explore various service categories and subcategories. They can view detailed information about each service within a category (e.g., Plumber, Electrician, Hair Care) to make informed decisions.

* Search and Filter Services
- User: Users can search for specific services using keywords and apply filters (such as service provider, category, price range, and rating) to refine their search results and quickly find suitable options.

* View Service FAQs in Service Details
- User: This feature enables users to access a list of Frequently Asked Questions (FAQs) directly on the service details screen. It provides users with quick answers to common inquiries about the service, helping them make informed decisions without needing additional assistance.

* Add-On Services
- User: Enhance your service bookings by adding optional services to improve your overall experience.
- Provider: Increase revenue and add value by offering additional services as optional add-ons to user bookings.

* Service Packages
- Admin: The admin can add services in packages by utilizing the "Add Service Package" form, where they enter the package name and select the package type (either single or multiple). Additionally, the admin can choose a specific provider's name to create packages tailored to that provider. This setup allows for efficient management of service packages by provider.
- Provide: Create and manage service packages to provide bundled services at competitive prices, enhancing appeal and convenience.
- User: Book bundled service packages to receive better value and comprehensive offerings.

* Location-Based Services
- User/ Provider: The app displays services based on the user's location, functioning like a nearby service finder. (For this, the user must have properly enabled location permissions. Additionally, service providers should accurately provide latitude and longitude in their addresses and select the correct location when offering services.)

* Online/Remote Service
- User/ Provider: Remote services are provided online, eliminating the need for physical presence. These services can be accessed via the internet or other remote communication channels.

* Manage Favorite Services / Providers
- User: The user can save and organize their favorite services or providers for easy access in the future.

* Post Job Request / Service
- User: The user can create and submit job requests or service inquiries, detailing the specific service needed. They can also include custom service details to tailor the request to their requirements. After submission, the user waits for providers to bid on their job request.

* Bid on User Job Requests
- Provider: Providers can submit bids on job requests posted by users. This feature allows providers to offer their services and pricing, enabling users to choose the best bid for their needs. It facilitates competitive service offerings and efficient job allocation.

* Add Extra Charges for Additional Items
- Provider/ Handyman: After completing a service, either the handyman or the provider can add extra charges for any additional items or services. If the service is assigned to a handyman, they can add these charges. If the provider is handling the service directly, they will add the extra charges. These additional fees will be included in the final payment calculation, ensuring accurate billing.

2. Bookings
* Bookings Management
- User: Easily view, filter and manage service bookings by all types of status. Track upcoming bookings and receive notifications for important updates. Also track each booking status.
- Provider: Monitor and manage bookings from users, organize them by status, and adjust schedules as needed. Accept or decline bookings and track the status of each booking.
- Handyman: Easily view, filter, and manage service bookings across all status types. Keep track of upcoming bookings and receive notifications for key updates while tracking the status of each booking.
- User/ Provider/ Handyman: Filter bookings by status (e.g., pending, confirmed, completed, or cancelled) to efficiently manage schedules and track progress.

* Booking Confirmation
- User: Once the user completes the booking process, the system sends a confirmation to the user. This usually includes details like: Service name, Selected date & time, Location (if applicable), Any special instructions or requirements

* Hourly Service Time Counter
- User/ Provider/ Handyman: This feature tracks and displays the duration of hourly-based services. It helps users and providers/Handyman monitor the elapsed time for services billed by the hour, ensuring accurate tracking and management of service time.

* Set Availability Time Slots
- Provider: Providers can easily manage their availability by setting time slots. Define their working hours so users can book services at your convenience, ensuring seamless scheduling and service management.

* Efficient Time Slot Management
- Provider: Providers can allocate time slots based on the availability of their handymen. A time slot remains available until all handymen, including the provider, are booked. This allows the provider to handle multiple bookings efficiently within the same time slot.
- User: Users can book the same service multiple times in the same time slot based on the availability of the provider and their handymen. For instance, if a provider has two handymen, the same service can be booked up to three times in the same time slot. Each booking will be assigned to the handymen or the provider directly. Once the provider's team reaches their booking limit for that time slot, it will no longer be available for additional bookings.

* Review & Feedback System
- Admin: Admins can view all user reviews for each handyman and delete any inappropriate content, ensuring quality service and maintaining community standards.
- User: Leave reviews and rate services or handymen after completion to help others make informed decisions. Users can manage and view their reviews on the booking details screen and also access them under the "My Reviews" tab in their profile.
- Provider: Receive client feedback to improve services and maintain a strong reputation. Reviews can be viewed on the service detail pages.
- Handyman: Receive client feedback to enhance services and maintain a strong reputation. Positive reviews will impact their profile, and all reviews can be viewed in their dashboard.

* Enable auto assign provider option
- Admin: In the admin panel, when the Admin enables the "Enable Auto Assign for Provider" toggle, bookings will be automatically assigned to the provider as soon as they accept the booking.
- Provider: If the admin enabled this feature, providers will see an "Assign to Yourself" dialog when they click the 'Assign' button. Upon acceptance, the service will be assigned to the provider for completion.

* Booking Cancellation Policy
- Admin: The admin can enable the **Cancellation Charge** option from the service settings in the admin panel. They can set the **Cancellation Charge Amount (%)** and the **Cancellation Charge Hours**. These settings will define the global cancellation policy for all users, ensuring that charges are applied appropriately based on the timing of the cancellation.
- User: Users can cancel their booking if the provider has not yet accepted it. Cancellation charges will be applied based on the admin's policy. If the admin has set a specific time (e.g., 2 hours) for cancellations, and the user cancels before that time, no charges will apply. If the user cancels within the set time frame (e.g., less than 2 hours before the service start), the cancellation charges will be deducted from their wallet based on the admin's defined amount. For bookings with an advance payment, if the cancellation charges are lower than the paid amount, the difference will be credited back to the user's wallet.
- Provider/ Handyman:Providers or handymen can reject a booking request before accepting it. Once the booking is accepted, users will no longer be able to cancel the booking, and the cancellation policy will no longer apply.
Note: Users can cancel bookings only until the provider accepts them. Once accepted, cancellations are restricted, and the outlined policy ensures clarity and fairness.

* Bookings Filter
- Admin/ Provider/ Handyman/User: Admins, Providers, Handymen, and Users can filter bookings by service type, date range, provider, handyman, booking status (pending, accepted, ongoing, in progress, on hold, cancelled, rejected, failed, completed, pending approval, and waiting), payment type (wallet, cash on delivery, or any other payment method with based on whichever payment method is active from admin panel), and payment status (paid, pending, advance paid, or advance refunded).

3. Payment and Financial
* Payment Gateway Integration
- Admin: The admin can use the 'Payment Configuration' option from the settings tab in the admin panel to enable and configure the payment methods supported by the platform. They can add the respective keys for each enabled payment method. After this, users will be able to make payments through the available options.
- User: Pay securely for service bookings through integrated payment gateways, including cash on delivery and wallet options.
- Provider/ Handyman: Accept payments through various gateways, including cash on delivery and wallet options.
Supported Payment Gateways:
- Stripe
- RazorPay
- Airtel Money
- PhonePe
- Paystack
- FlutterWave
- CinetPay
- SADAD
- PayPal
- Midtrans

* In-App Wallet
- User/ Provider: Manage their own wallet, make booking payments directly from it, and withdraw funds to transfer to their bank account via Razorpay. Additionally, view their wallet history for complete transaction details.

* Default Advance Payment Module for Efficient Payment Processing
- Admin: The admin can enable the Default Advance Payment option from the admin panel and set the Advance Payment Percentage (%). This feature applies a global advance payment setting to all fixed services within the system.
- User: When making a payment, users will see the advance payment percentage set by the admin for fixed services if the Default Advance Payment option is enabled.
Note: If the admin has manually set an advance payment for a specific fixed service and the Default Advance Payment is also enabled, the manually set advance payment for that particular service will take precedence and be displayed to the user.

* Wallet Top-Up
- User: This feature allows users to conveniently add funds to their in-app wallet. Users can top up their balance using various payment methods, ensuring they have sufficient funds for seamless transactions when booking services. The wallet balance can be used for quick and hassle-free payments within the app.

* View Detailed Payment Breakdowns
- Admin: From the 'Booking' tab in the admin panel, the admin can click on the 'View Breakdown' option to access detailed payment breakdowns. A popup will appear displaying the 'Payment Breakdown' title, along with total amount, role-wise earned amount, tax, and discounts. The role-wise earned amount includes Admin's, Provider's, and Handyman's earnings.
- Provider/ Handyman: Providers and handymen can access their total earnings with a comprehensive payment breakdown, including discounts, ensuring financial clarity and transparency.

* Coupons & Discounts
- User: Apply available coupons for discounts on service bookings.
- Provider: Offer discounts and promotions to attract more customers.

* Cash on Delivery (COD) Payout System
- User/ Provider/ Handyman/ Admin: When a user opts for COD, they pay the handyman. The handyman transfers the payment to the provider, who then sends it to the admin. Once the admin approves it, the earnings reflect in the handyman's & provider's account.

* Set and Manage Taxes
- Admin: Admins can add and manage tax details in the admin panel. They can apply these taxes to services during the add or update process, ensuring that taxes are included in the final payment when users book services.

* Bank Details Management
- Admin: Admins can manage (add, update, delete) the bank account details of both providers and users.
- User/ Provider: Add and manage bank account details from their account login to receive payments and handle payouts. They can also easily manage their bank information and set a default bank account directly through the app.

* Quick Wallet Withdrawals
- User/ Provider: Users and providers can effortlessly withdraw funds from their wallets and transfer them to their bank accounts using Razorpay.

4. Subscription and Commission Earning System
* Commission
- Admin: If the admin selects the 'Commission' option from the 'Select Earning Type for Provider' in the admin panel, and after the service is completed, the commission for bookings and services should be reflected in the earnings of the provider and handyman after payout by admin side. Admins can also set commission rates.
- Provider/ Handyman: Providers/ Handymen can track their commissions and earnings, ensuring transparency in fees and visibility within the app.

* Subscription
- Admin: If the admin has selected the 'Subscription' option from the 'Select Earning Type for Provider' in the admin panel, then the admin will only receive payments for the provider's plan subscription. The total price for bookings and services will be divided and reflected according to the type set for the provider and handyman (fixed or percentage). Admins can set up subscriptions for providers, with only subscribed providers being visible to users.

* Track Earnings with Ease
- Provider/ Handyman: Providers and handymen can view their remaining payout amounts directly from the dashboard, keeping finances in check and payments transparent.

* Simplified Earnings Management
- Provider/ Handyman: Providers receive their earnings, including handymen's commissions, in a single transaction—making it easier to manage payments and distribute handyman commissions efficiently.

* Hassle-free payment distribution
- Provider: Providers can effectively manage and distribute payouts to their handymen, enhancing the payment process for everyone involved.

* Customized Handyman Commissions
- Provider: Providers can set personalized commission rates for each handyman, enhancing flexibility and ensuring fair compensation for their services.

5. Profile and Availability
* Manage Profile
- User/ Provider/ Handyman: User/Provider/Handyman can manage their own profile from Apps.

* Online/Offline Status Management
- Handyman: Handymen can toggle their availability status to online or offline, helping manage their service bookings efficiently.

6. User Engagement and Communication
* Push Notifications (Firebase)
- Admin: The admin can create, manage, and schedule push notifications for all users, providers, and handymen, segmenting them based on roles or demographics for targeted messaging. They can monitor the effectiveness of notifications through delivery and engagement metrics and send urgent alerts regarding downtimes, critical updates, or service changes.
- Provider/ Handyman: Get real-time updates on booking requests, payments, and status changes. Providers and handymen receive instant notifications about new job requests and updates on service assignments, as well as alerts about special offers or bonuses from the admin. They also get notified about user feedback or ratings for completed jobs and reminders for upcoming appointments or scheduled tasks.
- User: Receive instant notifications about booking status changes, upcoming bookings, and payment confirmations. Users receive notifications about the status of their service requests, including confirmations and cancellations, along with alerts about new services, discounts, or special promotions. They are reminded of upcoming service appointments and payment due dates, as well as invited to provide feedback or rate completed services.
* Personalized Notification Control
- User: Users can manage whether they want to receive notifications by enabling or disabling the 'Push Notification' option from their profile settings in the app.

* Notification Templates
- Admin: Admins can configure notification templates through their admin panel. They have the flexibility to set templates for various notifications, including service confirmations, reminders, promotional offers, and other relevant alerts. This allows for standardized communication across the platform.
- Provider/ Handyman: Providers and handymen will receive notifications according to the templates set by the admin. Each type of notification—such as job confirmations or reminders—will be sent to them as predefined messages, ensuring they remain updated on their service assignments.
- User: Users will also benefit from these templates, receiving clear and consistent notifications regarding their service requests, confirmations, and promotional offers. By receiving template-based notifications, users can expect timely updates on their services, enhancing their overall experience.

* Email Templates
- Admin: Admins can create and manage email templates for service confirmations, reminders, and promotions through the admin panel, ensuring consistent communication.
- Provider/ Handyman: Providers and handymen receive emails formatted according to admin-defined templates, containing essential information about service confirmations and updates.
- User: Users receive organized emails based on admin-set templates, including service confirmations and promotional offers, enhancing their overall experience with the platform.

* In-App Chat
- User: Chat directly with providers or handymen to discuss service details or ask questions. However, the chat option will only be available after the provider assigns the booking to a handyman or chooses to handle it themselves.
- Provider: Communicate with users to clarify details, address booking-related queries, or handle customer inquiries. The chat option for the provider will only appear after accepting the booking.
- Handyman: The chat option becomes available once the provider assigns the booking to them.

* Email Verification
- User/ Provider: If prompted with a 'Verify Email' warning in the user/provider's profile, click to start the verification process. They will receive a verification email to complete the setup.

* AI Chat Support (ChatGPT)
- Provider/ Handyman: Use ChatGPT to receive recommendations for enhancing service descriptions and proof of service.
- User: Get suggestions and assistance during booking by using ChatGPT to refine service descriptions.

7. Tracking and Notifications
* Real-Time Handyman Location Tracking
- Provider: Providers can easily track the real-time location of handymen for improved service coordination using google maps.
- User: This feature enables users to track the real-time location of the handyman assigned to their service request. Users can monitor the handyman's journey and estimated arrival time, ensuring transparency and improving the overall service experience.

* Push Notifications Toggle for Users
- User: This feature allows users to easily enable or disable push notifications directly from the app settings. Users can control which notifications they receive, ensuring a personalized experience based on their preferences for alerts about updates, promotions, and other app-related activities.

8. Account
* Multiple Sign-In Options: Google, Apple, OTP
- User: Users can sign in using various methods including Google Log In, Apple Login, or a One-Time Password (OTP). This flexibility allows for a secure and convenient authentication process tailored to individual preferences.

* Account Deletion
- User: Request account deletion if no longer needed, following clear guidelines.
- Provider/ Handyman: Request account deletion if services are no longer offered on the platform, with clear instructions provided.

* User Invoices Management
- User: After making a payment for a service, users can access and download their invoice for each specific booking. This feature provides a detailed breakdown of the service costs, ensuring users have a clear record of their transactions.

* Multi-Language Support
- User/ Provider/ Handyman: Enjoy seamless access to the app in your preferred language, ensuring ease of use and a more personalized experience for all roles.
Supported Languages:
- English
- Hindi
- Arabic
- Franch
- German

* Theme Mode: Dark, Light, or System Default
- Admin: The admin can switch between only dark and light mode within the admin panel, allowing for a customizable user interface based on their preference.
- User/ Provider/ Handyman: Choose between dark, light, or system default mode to personalize your app experience for comfort and style. Switch between themes seamlessly for improved readability and a customized look while managing services.
* Direct Provider Selection for Handymen
- Handyman: Handymen can select their provider instantly during sign-up, eliminating the need for admin approval.

9. Maintenance and Updates
* Force App Update (Firebase Remote Config)
- User: Ensure you are using the latest version of the app with important updates.
- Provider/ Handyman: Keep the app up to date with mandatory updates for security and feature improvements.

* Maintenance Mode (Firebase Remote Config)
- User: Receive notifications when the app is undergoing maintenance, minimizing inconvenience.
- Provider/ Handyman: Be informed of scheduled maintenance and any service downtime to plan accordingly.

10. Additional Feature
* Blog Section
- User: Access blogs for tips, DIY advice, and service-related information.
- Provider/ Admin: Share industry insights or updates via blogs to engage with their audience.

* Enable Material You Theme
- User: Customize your app experience with the Material You theme, which adapts to your device's color scheme. This feature allows for a personalized and visually appealing interface, making the app's look and feel match your preferences and enhance your overall experience.

* Rate Us
- User: Users can select the "Rate Us" option to leave a rating on the live app available on the Play Store and App Store. User's feedback helps us improve and provides valuable insights for other users.

* Help Desk
- User, Provider, Handyman: Users can log in to their profile, click on the Help Desk icon in the navigation bar, and utilize the feature. This works similarly to a support ticket system. If a user faces any issue, they can use this feature to add a ticket. The admin then resolves the issue and marks it as "Closed." The Help Desk has two statuses: "Open" and "Closed." They can also close the query to indicate that the problem has been addressed.
- Admin: - All help queries added by Users, Providers, or Handyman are managed by the admin. Once the issue is resolved, the admin can close the query to indicate that the problem has been addressed.

* Language Text Settings
- Admin: The Admin can select a language from the language options in the admin panel and choose the specific file to translate from a dropdown menu. Translation keys and values are displayed file-wise, allowing the Admin to make changes directly as needed. Please note that this language setting applies only to admin panel text changes. If you wish to configure language changes for the app, you will need to do so manually by following the instructions in this documentation:
https://apps.iqonic.design/documentation/handyman-service-doc/build/docs/user-guide/how-to-add-new-language

11. System Settings And Customization
* General Settings
- Admin: The admin can manage general settings through the admin panel, including app-related details, site information, favicon and site icons, business address, and more. These details can be added or updated as needed.

* Theme Setup
- Admin: Admin can set the Logo, Footer Logo, Favicon, Loader, and Color Settings for the admin panel from the Theme Setup section. Admins can modify primary color settings in the panel using RGB, HEX, or HSL codes, enabling accurate customization to match specific preferences.

* Site Setup
- Admin: Admins can configure Date Format, Time Format, Latitude, Longitude, Distance Type,

Timezone, Radius, Default Language, Decimal Precision, Default Currency, Copyright Text, Currency Position, Google Map Key, and app links for both Android and iOS in the Site Setup section.

* Service Configuration
- Admin: Admins can configure Advanced Payment for Services, Slot Services, Digital Services, Service Packages, Service Add-ons, Post Services, Default Advance Payment, and Cancellation Charges, enabling or disabling them and setting required data in the Service Configuration section.

* App Configuration
- Admin: Admin can manage App Configuration settings, including enabling/disabling Social Login (Google, Apple, OTP), Online Payment, Blogs, ChatGPT, Maintenance Mode, User Wallet, Force Updates (User, Provider, Admin Apps), In-App Purchases (Entitlement Identifier, API Keys), Firebase Notifications (Project ID, Service JSON), Auto Assign for Providers, WhatsApp Notifications (SID, Auth Token, Whatsapp Number), SMS Notifications (SID, Auth Token, Phone Number), and Default Dashboard for the Customer App, along with setting all required details.

* Dynamic Dashboard Management for Customer App
- Admin/ User: This feature allows admins to customize and assign a dynamic dashboard for users within the customer app. Admins can set a default dashboard based on their preferences from the admin panel, ensuring that users experience a tailored layout designed to fit the admin's selection. This provides flexibility in how the app interface is displayed to users.

* Notification Configuration
- Admin: The Admin can configure notification settings by using tick buttons to select the desired notification template types, such as Mail, Mobile, Whatsapp, SMS.

* Social Media
- Admin: Admin can configure Facebook, Instagram, Twitter, YouTube, and LinkedIn URLs for their products.

* Cookie Setup
- Admin: Admin can set the Title and Description from the admin panel. The configured content is displayed at the bottom of the website when opened.

* Role & Permission Setup
- Admin: Admin can define roles for the product, such as user, provider, or handyman. They can enable/disable roles, delete them, or add new roles as needed.

* Language Text Settings
- Admin: The Admin can select a language from the language options in the admin panel and choose the specific file to translate from a dropdown menu. Translation keys and values are displayed file-wise, allowing the Admin to make changes directly as needed.Please note that this language setting applies only to admin panel text changes. If you wish to configure language changes for the app, you will need to do so manually.

* Payment Configuration

- Admin: The admin can enable and configure payment methods using the 'Payment Configuration' option in the settings tab of the admin panel. By adding the required keys for each method, users can seamlessly make payments through the supported options.

* Mail Setting
- Admin: The admin can configure SMTP settings in the admin panel by adding mailer, host, port, encryption type (SSL/TLS), username, password, and from address, enabling email communication on the platform.

* Earning Setting
- Admin: The admin can select the earning type from the 'Select Earning Type For Provider' field in the admin panel, choosing either 'Subscription' or 'Commission' and applying the setting accordingly.

** Note for Earning Setting:
* Commission: If you choose "Commission," the system will charge providers a percentage or a flat fee on each booking or transaction.
 -> Logic: This means that every time a customer books a service, the platform takes a cut (based on the chosen commission percentage or flat fee). For example, if the commission is set at 20%, and a handyman completes a job for $100, the platform will take $20, and the provider will receive $80.

* Subscription: If you choose "Subscription," providers will pay a fixed fee periodically (e.g., monthly or yearly) to use the platform's services.
 -> Logic: This model allows service providers to pay a fixed amount every month or year to stay active on the platform. For example, if a provider pays $50 per month as a subscription, regardless of how many jobs they complete, they will continue to have access to the platform.

* This setting determines the earning model for service providers on the platform. Choose the option that aligns with your business model.
 -> Logic: The admin can choose the model that works best for the platform's goals. For businesses that prefer steady income, subscription might be the best choice. For businesses that want to charge per transaction, commission is a good option.

* Auto-Slider Toggle in Settings
- User: Users can enable or disable the auto-slider feature directly from the settings in the user app.

* Theme Mode: Dark, Light, or System Default
- Admin: The admin can switch between only dark and light mode within the admin panel, allowing for a customizable user interface based on their preference.
- Customer: Choose between dark, light, or system default mode to personalize your app experience for comfort and style. Switch between themes seamlessly for improved readability and a customized look while managing services.