

User Manual

Online Service Provider

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1 Account Subsystem

1.1 A Customer Registering to Online Service Provider

A customer who has not registered will have to click on the "SIGN UP" link from the homepage, shown in the figure below:

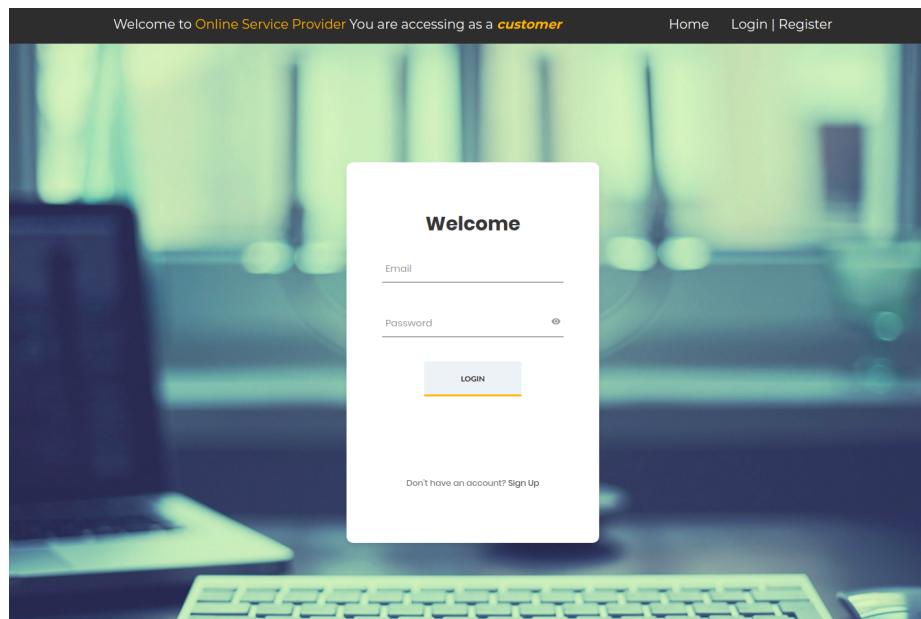


Figure 1: Home Page

This will take the customer to the register page, shown below:

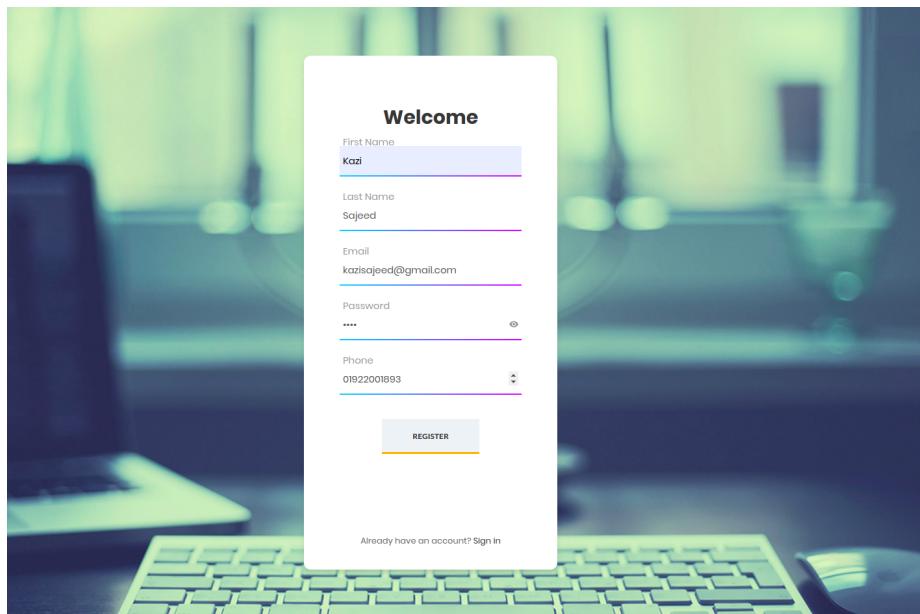


Figure 2: Customer Register Page

After filling out all necessary details, the user needs to click on register. Successful registration will take the user to his home page. The customer will see his name appear at the top of the page. This is shown in the snapshot below:

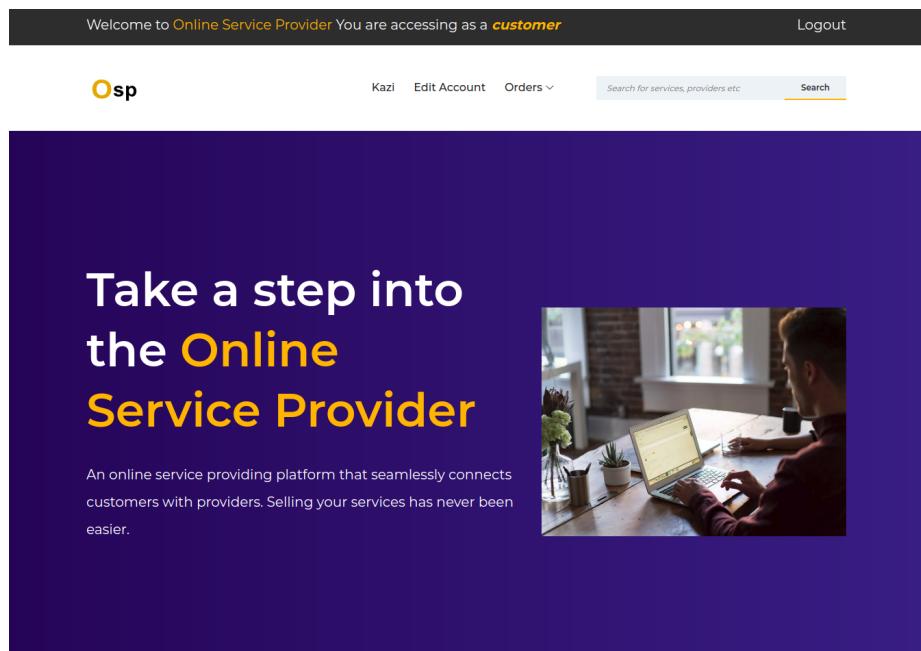


Figure 3: Customer Home Page

Clicking the "Edit Account" at the allows the customer to edit their details, and takes them to the following page:

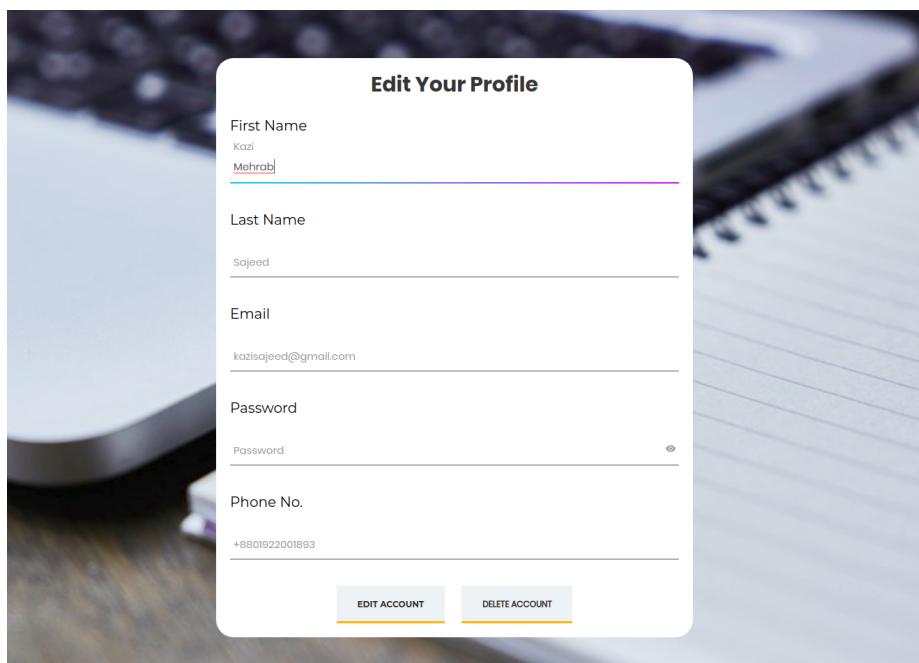


Figure 4: Customer Edit Info Page

This page also gives the customer an option of deleting their account.

After the customer edits his details, and clicks on "Edit Account", the changed information gets saved. In the snapshot above, the customer has changed his first name to Mehrab. The change can be seen from the home-page, as shown in the snapshot below:

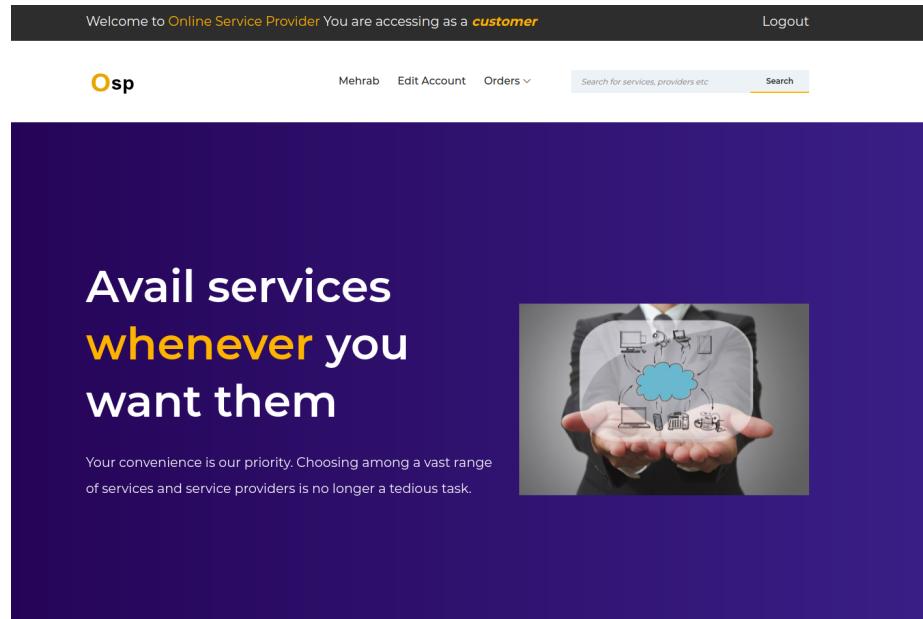


Figure 5: Customer Home Page with the First Name changed

2 Order Subsystem

2.1 Filtered Search

A customer can search by typing keywords in the search panel at the top right of the UI.

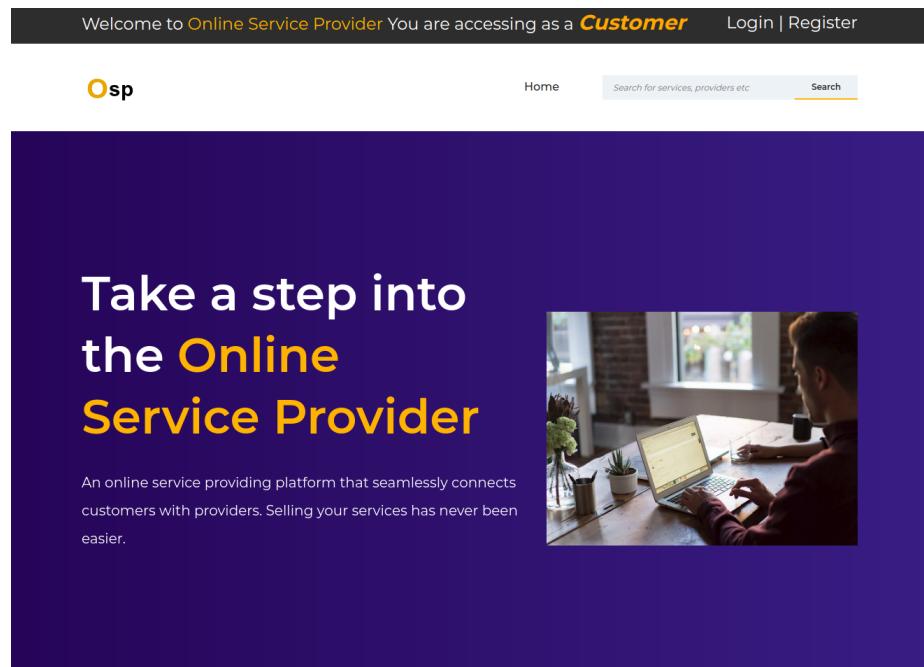


Figure 6: Customer Home Page

Customers can also perform filtered searches, by scrolling to the bottom of his homepage, and clicking the "Search" button, shown in the screenshot below:

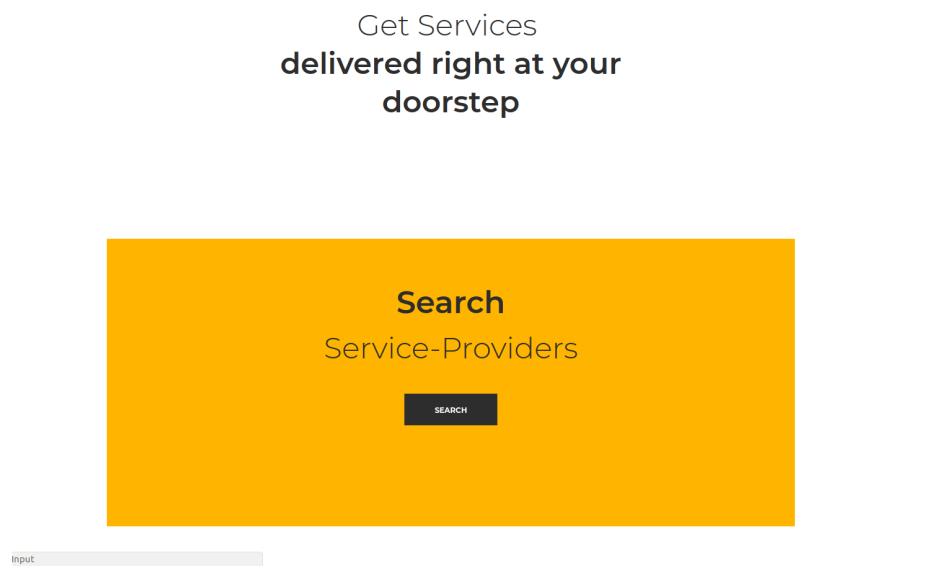


Figure 7: Filtered Search Option at the bottom of the customer Home Page

This will take them to the filtered search input page. Users can select one or more of these options to filter search results.

Provider field Allows customers to search for a particular service provider, using all or part of the name of the provider

Area of Interest Allows customers to select the area in which they want the service to be delivered.

Show no Rating When this field is checked, service providers who have not been rated yet will also be displayed in the search results.

Rating Above This slider selects the minimum rating of the service providers to be shown in the search results.

Rating Below This slider selects the maximum rating of the service providers to be shown in the search results.

Service This checklist shows all categories of services available in the system right now. Customers can select one or more categories of service to be shown in the search result.

Cost Above This slider selects the minimum cost of services to be shown in the search result.

Cost Below This slider selects the maximum cost of services to be shown in the search result.

The photo below shows the filtered search input page, with various options selected. The customer needs to click on "Apply Filter" to see the filtered search results.

The screenshot displays a 'Filter' interface with the following components:

- Provider:** A text input field containing the placeholder 'Provider'.
- Area of Interest:** A dropdown menu set to 'Dhaka'.
- Show No Rating:** A checkbox that is checked.
- Rating Above:** A slider set to 2, indicated by a green tick mark.
- Rating Below:** A slider set to 5, indicated by a green tick mark.
- Service:** A list of service categories:
 - Book Borrowing
 - Interior Design
 - Cleaning
 - Dance Choreography
 - Plumbing
 - Food Delivery
 - Cooking
- Cost Above:** A slider set to 85 BDT, indicated by a green tick mark.
- Cost Below:** A slider set to 15469 BDT, indicated by a green tick mark.
- SEARCH:** A button at the bottom left labeled 'SEARCH'.

Figure 8: Filtered Search Page

The search results after applying the filter appears at the bottom of the same page. This allows users to change and re-apply filters.

The snapshot of the results for the filtered search done earlier is shown below:

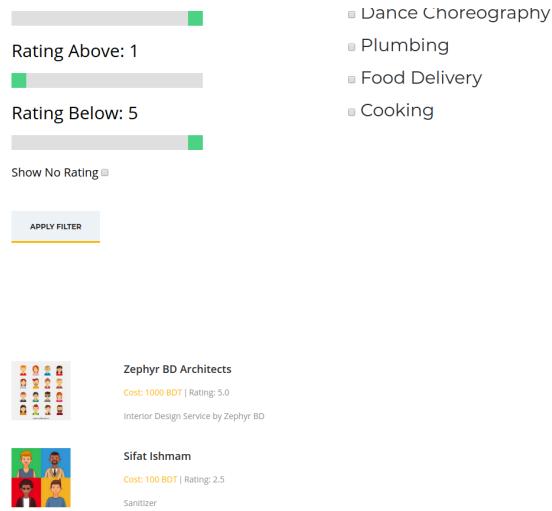


Figure 9: Filtered Search Result

The user can then select on any of the service providers, to see the provider and service details.

Clicking on Zephyr BD Architects from the search done earlier takes the user to the following page:

Welcome to Online Service Provider You are accessing as a *Customer*

Home Login | Register

Interior Design



Zephyr BD Architects



Interior Design Service by Zephyr BD

Basic Cost | 1000 BDT

Area: Dhaka

Number of ratings: 1

★★★★★

Figure 10: Filtered Search Result

The user can go back to the filtered page, and change his search options. The maximum price has now been set to 500, keeping everything else the same:

Filter

Area of Interest
None

Cost Above: 1

Cost Below: 586

Rating Above: 1

Rating Below: 5

Show No Rating

Service

- * Book Borrowing
- * Interior Design
- * Cleaning
- * Dance Choreography
- * Plumbing
- * Food Delivery
- * Cooking

APPLY FILTER

Zephyr BD Architects
Cost: 1000 BDT | Rating: 5.0
Interior Design Service by Zephyr BD

Sifat Ishmam
Cost: 100 BDT | Rating: 2.5
Sanitizer

Figure 11: Filtered Search, with changed parameters

Applying the filter gives the following result. Only one of the two original results appear now:

Cost Above: 1

Cost Below: 50000

Rating Above: 1

Rating Below: 5

Show No Rating

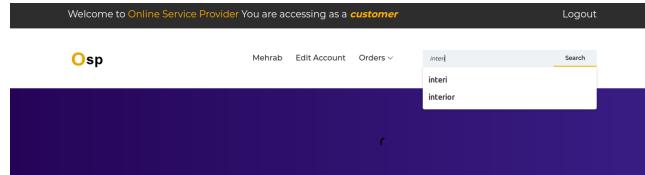
APPLY FILTER

Sifat Ishmam
Cost: 100 BDT | Rating: 2.5
Sanitizer

Figure 12: New Filtered Search result

2.2 Add and Finish Cart

To order a service, a user needs to add a service to cart at first. The user needs to search for a service provider at first. This can be done using the filtered search option, discussed in the previous section. The user can also use the search field at the top right corner of the homepage, as shown in the snapshot below:



The search results are shown at the bottom of the page that the user is redirected to. The top of the page consists of filters which can be applied for pruning the search results. The result is shown in the snapshot below:

A screenshot of a search results page. At the top, there is a 'FILTER' button with an orange underline. Below it, there is a section titled 'Area of Interest' with four sliders: 'Cost Above: 1', 'Cost Below: 10000', 'Rating Above: 1', and 'Rating Below: 5'. Each slider has a green tick mark on the right side. Below these sliders is a link 'Show No Rating'. To the right of the filters, there is a 'Service' section with a list of service types: Book Borrowing, Interior Design, Cleaning, Dance Choreography, Plumbing, Food Delivery, and Cooking. Each service type is preceded by a small square icon. At the bottom of the page, there is a card for a service provider named 'Zephyr BD Architects'. The card features a small thumbnail image of various icons, the provider's name, 'Cost: 1000 BDT | Rating: 5.0', and the text 'Interior Design Service by Zephyr BD'.

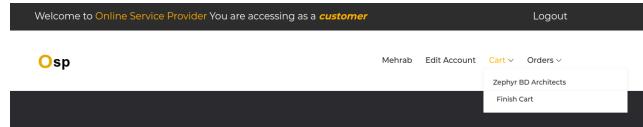
Clicking on the search result - Zephyr BD architects - takes the user to the provider's page.

The screenshot shows a service provider profile for "Interior Design". At the top, there is a dark blue header with the text "Interior Design". To the right of the header is a small thumbnail image of a modern living room interior. Below the header, there is a grid of small profile pictures of people. Next to the grid, the text "Zephyr BD Architects" is displayed. Underneath that, it says "Interior Design Service by Zephyr BD". Below this, there is a link "Basic Cost | 1000 BDT". Further down, it says "Area: Dhaka". It also indicates "Number of ratings: 1" and shows a rating of "★★★★★". At the bottom, there is a button labeled "ADD TO CART" and a progress bar labeled "ddtocart".

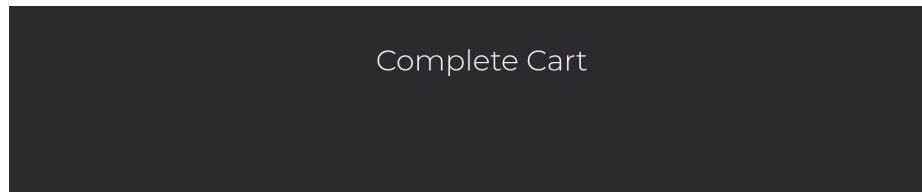
The Basic Cost is the provider's asking price for his service. The Area shows the area in which the provider operates. The number of ratings is 1, meaning that only one customer has rated this provider so far. The five stars indicate that the provider's average rating is five, on a scale of five.

Clicking on the "Add to Cart" will add this provider's service to the user's cart.

The "Add to Cart" button redirects the user to his homepage, from where he can repeat the process again and add other services to cart as well. When they are done, clicking on the "Cart" option at the top of the page will list all services that they have added in their cart.



Clicking on the Finish Cart option takes the user to the following page, which prompts the user to complete the cart:



Zephyr BD Architects

Cost: 1000 BDT.

Service: Interior Design

Interior Design Service by Zephyr BD

Comments: quickly

Expected Date of Delivery: 09/18/2019

Expected Time of Delivery: September 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Road 12/A, House - 2

Drag the marker to change location.

The first field is for the customer to demand a lower/different price than the base price set up by the service provider. This allows negotiation between the provider and the customer.

The customer needs to set his desired delivery date and time, in the next two fields.

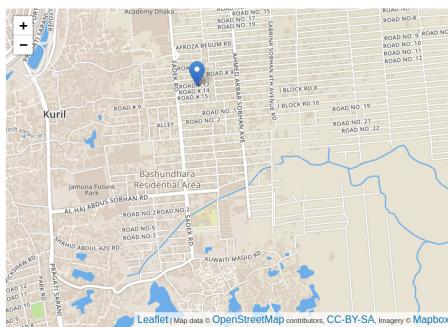
He can also add addition instructions for the provider in the "Comments" field

The snapshot shows the details that the customer has filled out in this page. It should be noted that the customer is requesting a reduced price of 900 from the provider.

The address where the customer wants the service to be delivered can be set on the map, by dragging the location icon to the desired destination. Further details about the address can be given in the text field above the map.

Road 12/A, House - 2

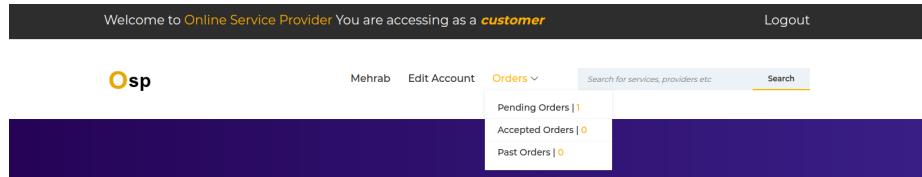
Drag the marker to change location.



CHECKOUT

All the fields in the Complete Cart page are required fields. Clicking on "Checkout" completes the cart, and sends the order request to the service provider.

After checking out, the order will be pending, and will remain such, until the provider responds back. The customer can view his pending orders as below:

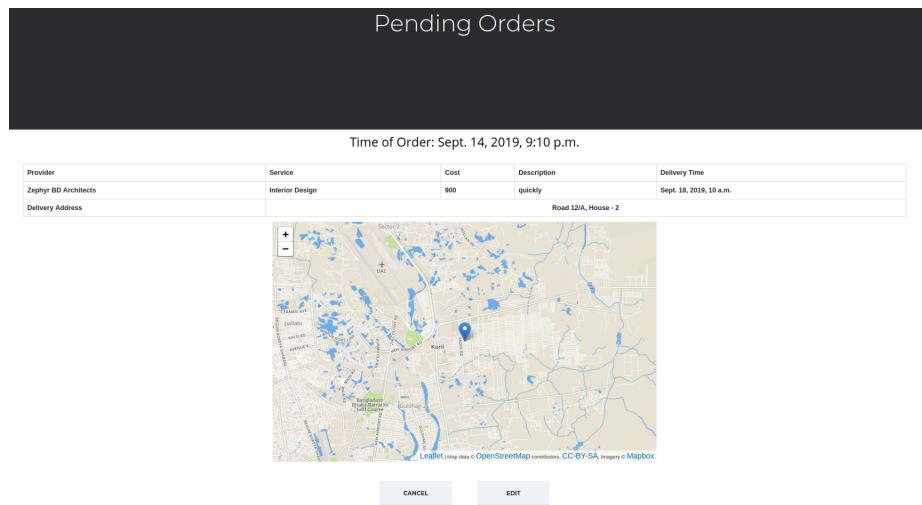


Welcome to **Online Service Provider** You are accessing as a **customer** [Logout](#)

Osp Mehrab [Edit Account](#) **Orders** [Search for services, providers etc](#) [Search](#)

Pending Orders | 1
Accepted Orders | 0
Past Orders | 0

Clicking on "Pending Orders" will show him his pending order details. The cost displayed right now will be the cost requested by the customer.



Pending Orders

Time of Order: Sept. 14, 2019, 9:10 p.m.

Provider	Service	Cost	Description	Delivery Time
Zephyr BD Architects	Interior Design	900	quickly	Sept. 16, 2019, 10 a.m.
Delivery Address				Road 12/A, House - 2

Leaflet | Map data © OpenStreetMap contributors, CC-BY-SA, imagery © Mapbox

[CANCEL](#) [EDIT](#)

Clicking on "Edit Info" will allow the customer to change any of the parameters that he had set earlier.

The two snapshots below shows the customer editing the time of delivery, and how the information in the pending order page changes accordingly

Osp Mehrab Edit Account Orders ▾

Edit Order Info

Expected Date of Delivery mm/dd/yyyy

Expected Time of Delivery 11:30 AM

Address

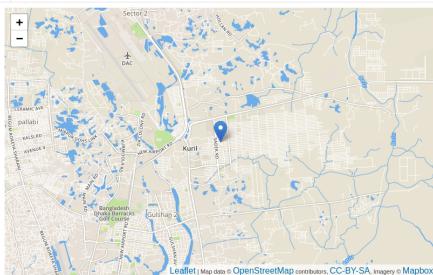
SUBMIT

No New messages

Time of Order: Sept. 14, 2019, 9:10 p.m.

Provider	Service	Cost	Description	Delivery Time
Zephyr BD Architects	Interior Design	900	quickly	Sept. 18, 2019, 11:30 a.m.

Delivery Address: Road 12/A, House - 2



Leefit! Map data © OpenStreetMap contributors, CC-BY-SA, Imagery © Mapbox

CANCEL **EDIT**

2.3 Negotiation of Provider with Customer and Accepting or Rejecting an order

To show how the negotiation and confirmation of order requests take place from the Provider side of the system, we now log into a provider account.

For the purpose of our demonstration, we log into "Zephyr BD architects", from where the customer had placed an order previously.

The provider can see order requests from the "Inbox" option at the top panel of his UI.

The screenshot shows the provider's dashboard. At the top, a dark header bar displays "Welcome to Online Service Provider. You are accessing as a **Provider**" on the left and "Logout" on the right. Below the header is a navigation menu with links: Home, Edit Profile, Edit Service Details, Inbox, Accepted Orders, Past Orders, and Edit Display Picture. The main content area is divided into two sections: "Order Requests" and "Trending Services".

Order Requests: This section lists two order requests. The first request was ordered at "Sept. 8, 2019, 1:23 p.m." by "Farhanaz Farheen". A "Details" button is provided for this item. The second request was ordered at "Sept. 14, 2019, 9:10 p.m." by "Mehrab Sajeed". Another "Details" button is provided for this item.

Trending Services: This section is titled "Service Providers with High Rating". It lists two providers: "Zephyr BD Architects" (Interior Design) and "Sifat Ishmam" (Cleaning). Each provider has a small profile picture and a link to their service details.

Clicking on "Mehrab Sajeed", the customer who had placed an order previously, will display the customer's order details.

Service Requests

Customer : Mehrab Sajeed

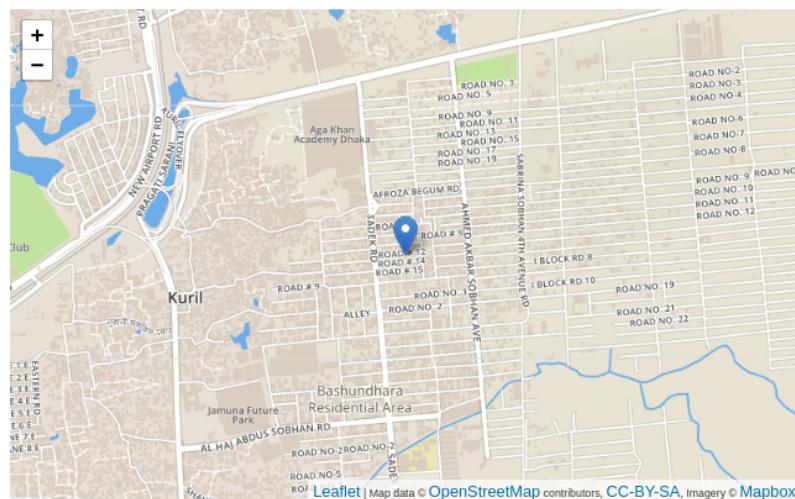
Service Requested : Interior Design

Time of Order : Sept. 14, 2019, 9:10 p.m.

Delivery Address : Road 12/A, House - 2

Cost Requested : 900

Customer Rating :



ACCEPT

REJECT

SEND MESSAGE

The provider then negotiates with the customer, asking for a price of 950. He also sends a message to the customer, as shown in the two snapshots below:

Welcome to Online Service Provider. You are accessing as a **Provider**

Logout

Home Edit Profile Edit Service Details Inbox Accepted Orders Past Orders Edit Display Picture

Negotiate with Customer

Cost

Message

Cannot do it below this price

SEND

Welcome to Online Service Provider. You are accessing as a **Provider**

Logout

Home Edit Profile Edit Service Details Inbox Accepted Orders Past Orders Edit Display Picture

Negotiate with Customer

Cost

Message

SEND

Me: Cannot do it below this price

Sept. 14, 2019, 9:15 p.m.

If we go back to the customer account, and click on pending orders, we will see that the order details has now changed to show a price of 950

Welcome to Online Service Provider You are accessing as a **customer**

Logout

Osp

Mehrab Edit Account Orders ▾

Pending Orders

Time of Order: Sept. 14, 2019, 9:10 p.m.

Provider	Service	Cost	Description	Delivery Time
Zephyr BD Architects	Interior Design	950	quickly	Sept. 18, 2019, 11:30 a.m.
Delivery Address	Road 12/A, House - 2			

The message sent by the provider is shown to the customer:

Expected Date of Delivery mm/dd/yyyy

Expected Time of Delivery : : ..

Address

SUBMIT

Provider: Cannot do it below this price

Sept. 14, 2019, 9:15 p.m.

Message

This is fine by me

SEND

The customer can now choose to agree with the price asked by the provider, by sending him a message:

The screenshot shows a user interface for placing an order. At the top, there is a large black redaction box. Below it, there are three input fields: 'Expected Date of Delivery' (mm/dd/yyyy), 'Expected Time of Delivery' (hh:mm), and 'Address'. A 'SUBMIT' button is positioned below these fields. In the middle section, a message from the provider is displayed: 'Provider: Cannot do it below this price' followed by the timestamp 'Sept. 14, 2019, 9:15 p.m.'. To the right, a message from the customer is shown: 'Me: This is fine by me' followed by the same timestamp. At the bottom, there is a text input field labeled 'Message' with a placeholder 'Type your message here...', a 'SEND' button, and a small red 'X' icon.

Provider: Cannot do it below this price

Sept. 14, 2019, 9:15 p.m.

Me: This is fine by me

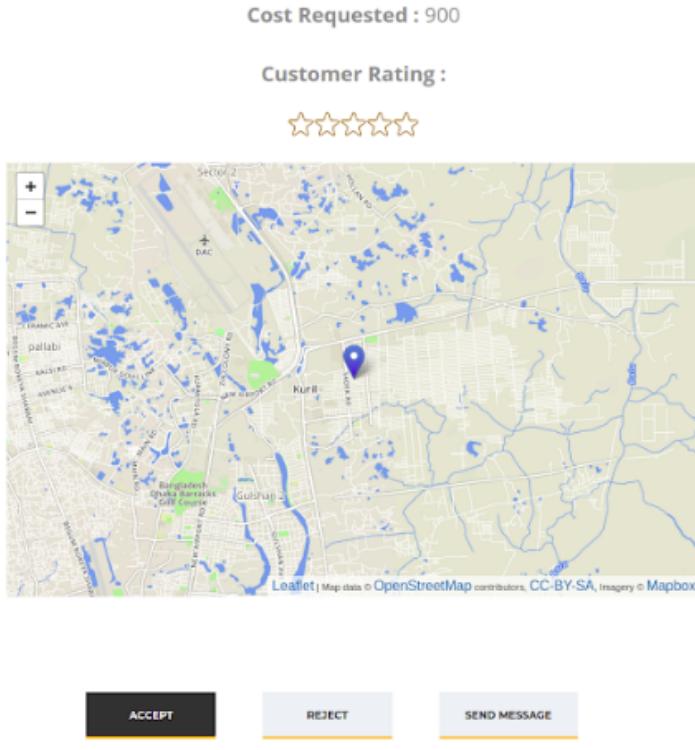
Sept. 14, 2019, 9:15 p.m.

Message

SEND

2.4 Completing an Order followed by Rating

The following screenshot shows how the provider can accept a particular order from a customer



Next the provider can go the Accepted orders section and check that the order has gone there

Welcome to Online Service Provider. You are accessing as a **Provider** Logout

Home Edit Profile Edit Service Details Inbox Accepted Orders Pest Orders Edit Display Picture

Accepted Orders - Processing

Ordered at Sept. 14, 2019, 9:10 p.m. by Mehrab Sajeed

Details

Trending Services

Service Providers with High Rating

	Zephyr BD Architects Interior Design
	Sifat Ishmam Cleaning

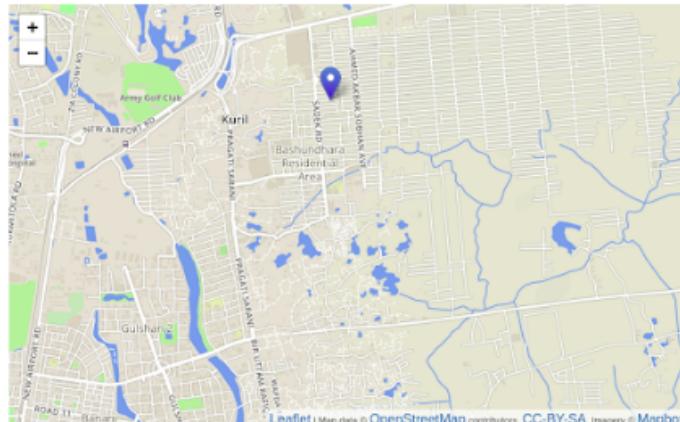
Even after the order has been accepted, the provider can send messages to the customer for convenience by pressing on the send message button. This is shown in the following following screenshot.

Time of Order : Sept. 14, 2019, 9:10 p.m.

Delivery Address : Road 12/A, House - 2

Cost Requested : 950

Customer Rating :



COMPLETED

CANCEL

SEND MESSAGE

The next screenshot shows the messages that are being sent again between the provider and the customer in different colors.

Welcome to **Online Service Provider**. You are accessing as a **Provider** [Logout](#)

[Home](#) [Edit Profile](#) [Edit Service Details](#) [Inbox](#) [Accepted Orders](#) [Past Orders](#) [Edit Display Picture](#)

Negotiate with Customer

Message

SEND

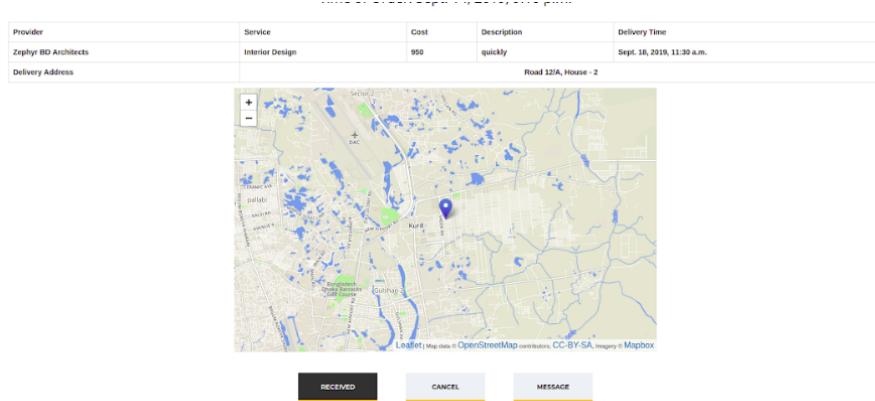
Me: Cannot do it below this price
Sept. 14, 2019, 9:15 p.m.

Customer: This is fine by me
Sept. 14, 2019, 9:15 p.m.

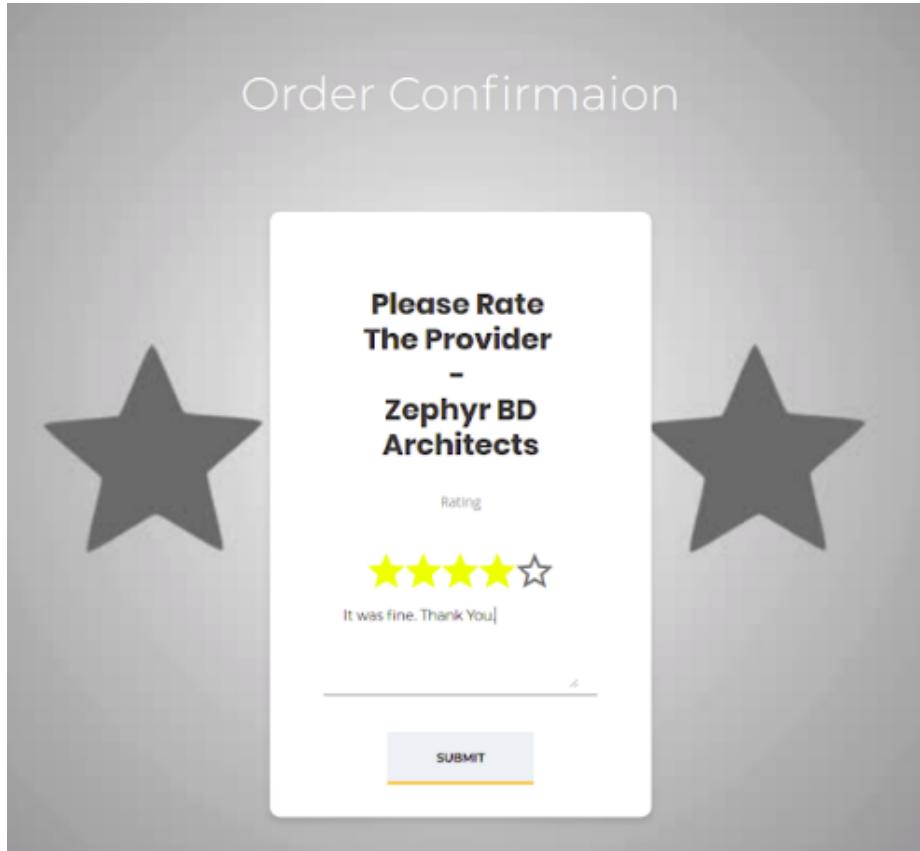
Me: Your order has been accepted and is being processed currently.
Sept. 14, 2019, 9:16 p.m.

Me: Your order is coming
Sept. 14, 2019, 9:16 p.m.

Finally, once the order has been delivered, the customer gets to notify that the order has been received (shown in the following screenshot)



Once the order has been received, and after the previous command, the customer can now rate the provider out of 5 and give feedback as well.



As a result, the order now goes to the past orders section of the customer.



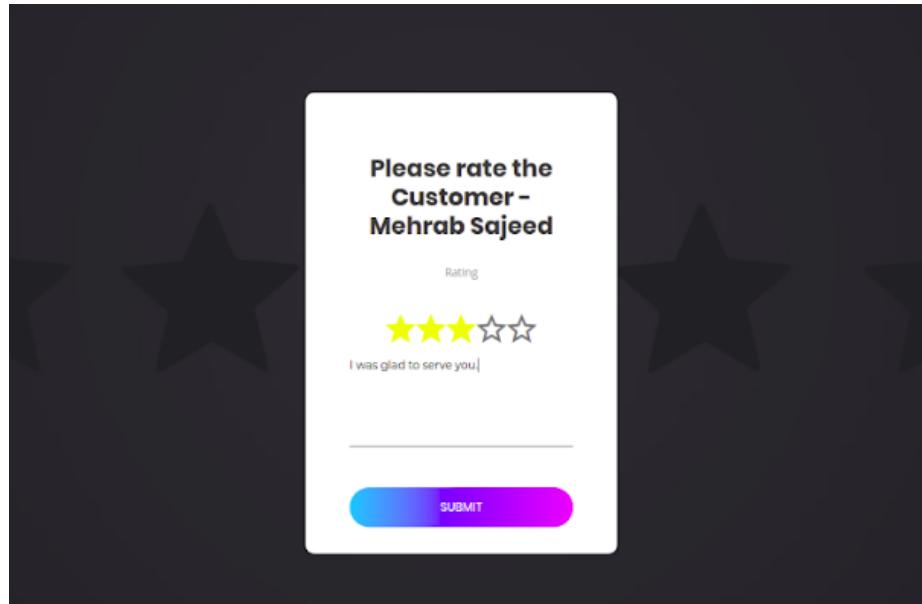
Time of Order	Sept. 14, 2019, 9:10 p.m.
Provider	Zephyr BD Architects
Service	Interior Design
Cost	950
You rated	4
Feedback from you	It was fine. Thank You.

Trending Services

Service Providers with High Rating

	Zephyr BD Architects
	Sifat Ishmam
	Cleaning

Similarly, the provider can rate the customer out of 5 as well, and give feedback too. This is shown below:



Now the order appears in the past order details of the provider as well.

3 Provider Registration and Setup

3.1 Provider Registration

For a provider to register, they need to visit the provider registration page of the website.

A new provider has filled up the form as below:

Provider Registration

First Name
Nadira's

Last Name
Dance Choreography

Email
nadira.aurthi@gmail.com

Password

Phone
01836331499

Choose Category

Description
I can choreograph dance routines for various events

Identification
Please upload scanned Image of (National Id/Passport/Birth Certificate)

download (3).jpeg

Trending Services

Service Providers with High Rating



Zephyr BD Architects

Interior Design



Sifat Ishmam

Cleaning

Clicking on register will take them to a page that prompts them to enter the services that they want to provide, and upload verification documents for their services. Each service should have a verification document.

Welcome to **Online Service Provider**. You are accessing as a **Provider**

[Home](#) [Login](#) [Signup](#)

Services you want to offer

Please select service and required verification image file

Service:

download (2).jpeg

Trending Services

Service Providers with High Rating



Zephyr BD Architects

Interior Design



Sifat Ishmam

Cleaning

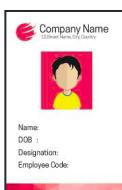
Clicking on "Done" takes the user to the summary page, that summarized all details that he has inputted.

Registration Summary

First Name: Nadira's
Last Name: Dance Choreography
Email: nadira.aurthi@gmail.com
Phone: +8801836331499

Description: I can choreograph dance routines for various events

Identification:



Name:
DOB:
Designation:
Employee Code:

Services

Dance Choreography



DELETE

Dance Choreography



DELETE

The user can delete any of the services that they had entered earlier from this page, by clicking on the "Delete" button of this page.

The snapshot below shows the result of doing a delete:

Welcome to Online Service Provider. You are accessing as a **Provider**

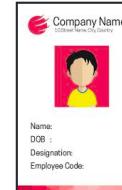
Home Login Signup

Registration Summary

First Name: Nadira's
Last Name: Dance Choreography
Email: nadira.aurthi@gmail.com
Phone: +8801836331499

Description: I can choreograph dance routines for various events

Identification:



Name:
DOB:
Designation:
Employee Code:

Services

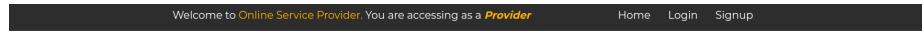
Dance Choreography



DELETE

DONE

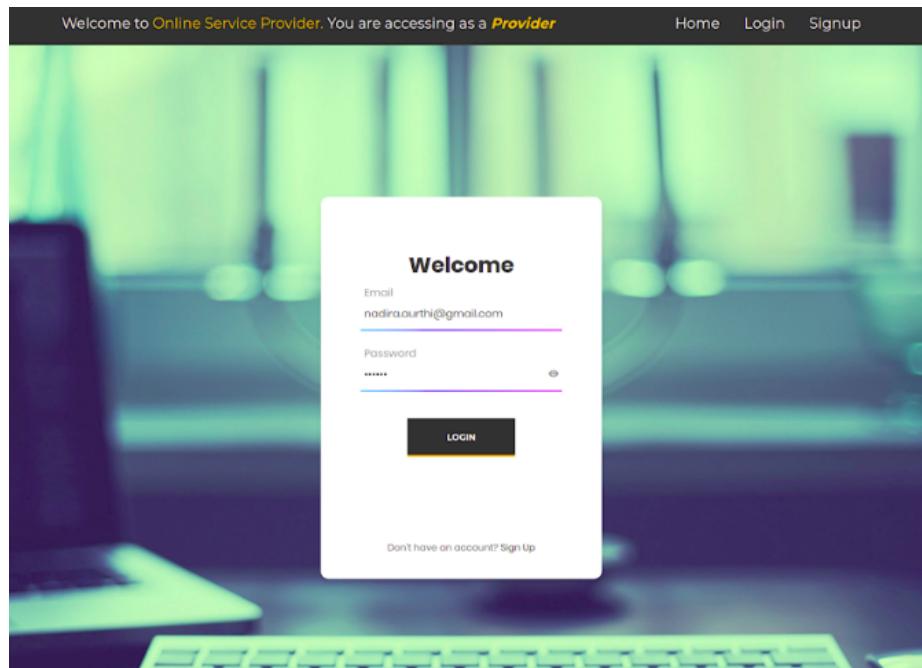
Clicking on "Done" sends all of these information to admins of the system, and asks the provider to wait for an email:



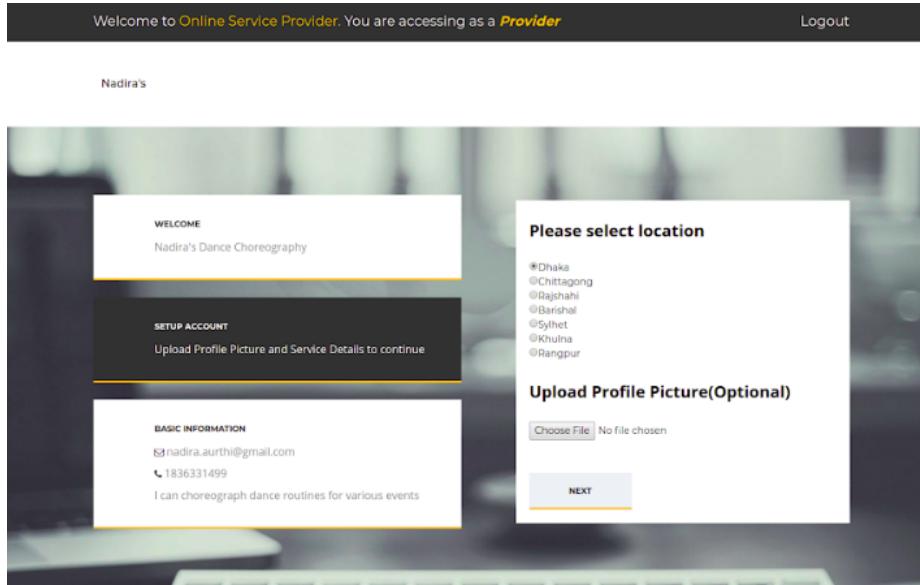
Your registration has been recorded. You will receive an email.

3.2 Provider Setup

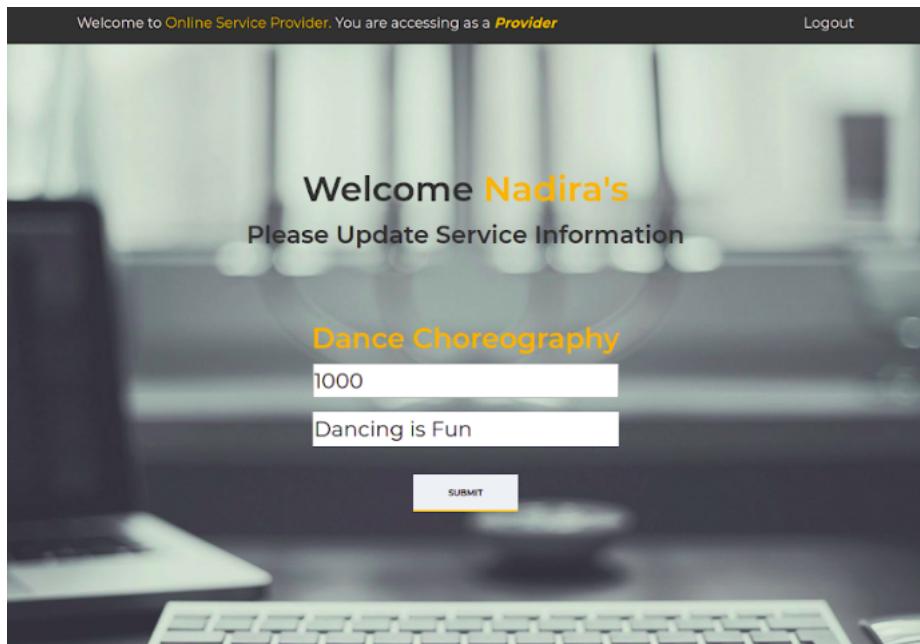
Once a new provider has joined the system, i.e. has been approved by an admin, next they can login with the following page. Let us see what happens after then.



After logging in however, the provider won't be able to provide services immediately. The provider needs to setup the account with necessary information first. In the following photo it can be seen that the provider needs to input the location where they are providing the services and can add an optional profile picture as well.

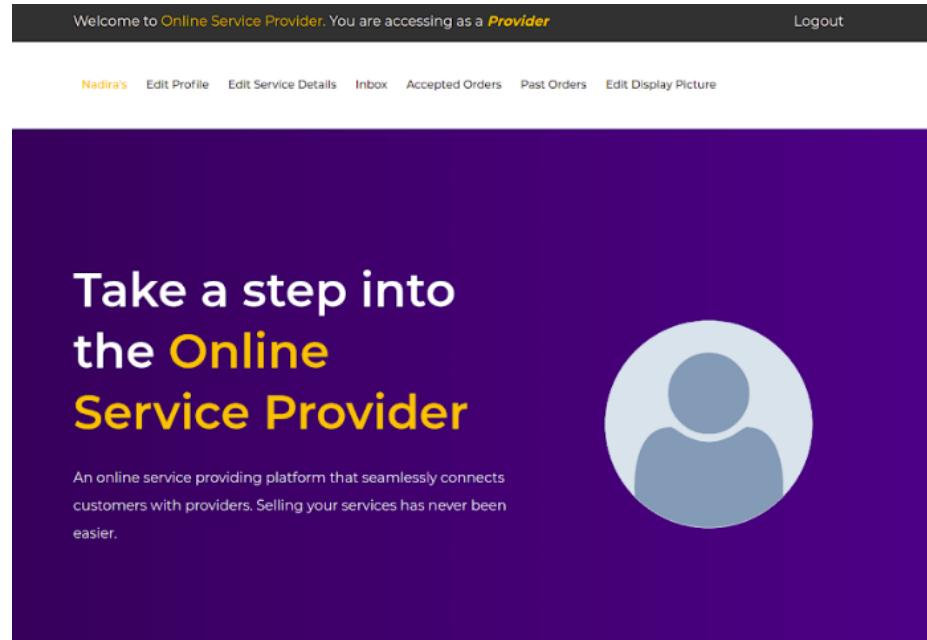


In the next stage of setup, the provider needs to input the base cost at which they want to provider the service to the customers as well as the description of the service.



Now it can be seen that the new provider can access the system as a registered

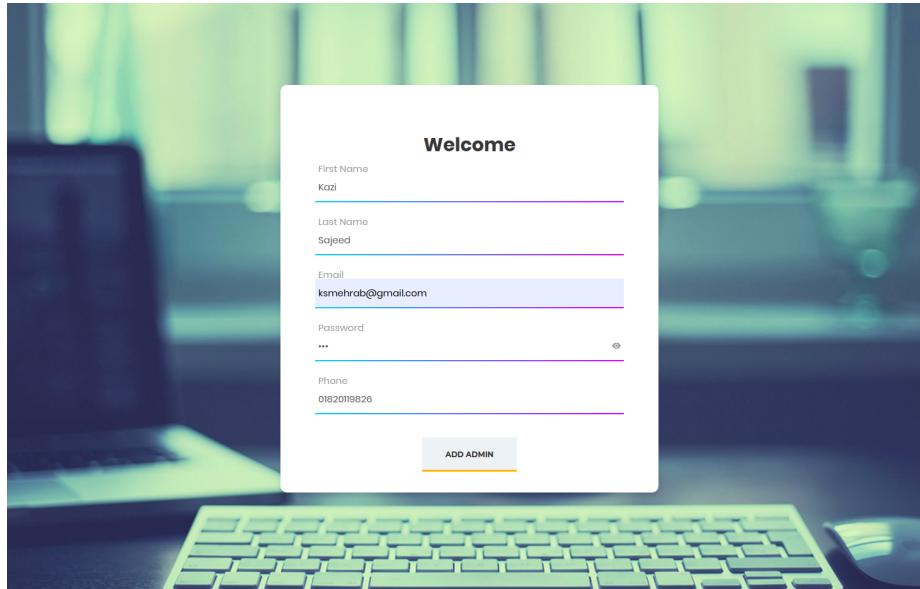
provider, and the provider's name appears on top of the page.



4 Admin Functionalities

4.1 Admin Registration

A new admin can be added to the system from the admin register page:



The registered admin will have the option of adding new services and service categories into then system, as shown in the snapshots below:

The screenshot shows two windows side-by-side:

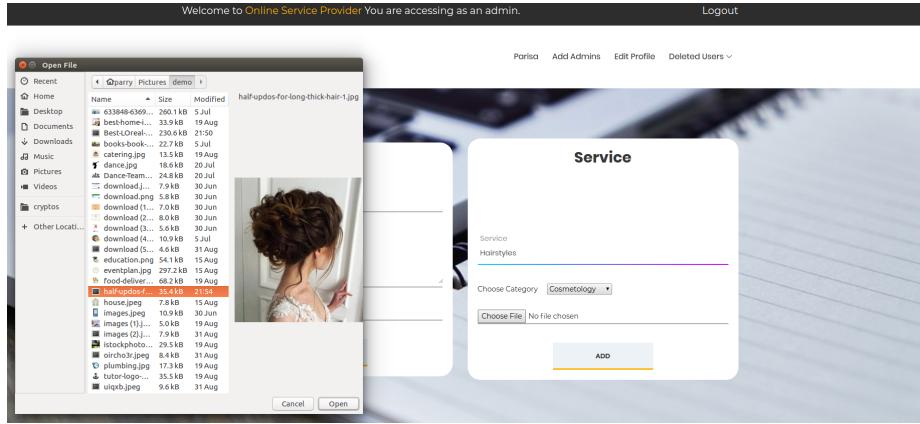
Category Dialog:

- Category: Cosmetology
- Description: Hairstyle, makeup, manicure, pedicure, skincare etc.
- File Input: Choose File | No file chosen
- Button: ADD

File Upload Dialog:

An 'Open File' dialog is open, showing a list of files in a folder named 'Pictures demo'. One file, 'BestLOréal-Makeup-Products.jpg', is highlighted. The dialog includes a preview image of makeup products.

Name	Size	Modified
633948-6369...	260.1 kB	5 Jul
best-home1...	33.9 kB	19 Aug
BestLOréal-M...	230.6 kB	29 Jul
catering...	13.5 kB	19 Aug
dance.jpg	18.6 kB	20 Jul
DanceTeam...	24.8 kB	20 Jul
download...	7.9 kB	30 Jun
download (1...	5.6 kB	30 Jun
download (2...	8.0 kB	30 Jun
download (3...	4.6 kB	31 Aug
education.png	54.1 kB	15 Aug
eventplan.jpg	297.2 kB	15 Aug
Food-and-B...	68.2 kB	19 Aug
house.jpg	10.9 kB	30 Jun
Images.jpg	5.0 kB	19 Aug
Images (1).j...	7.9 kB	31 Aug
Images (2).j...	7.9 kB	31 Aug
laptop.jpg	8.4 kB	31 Aug
lunchbox.jpg	17.3 kB	19 Aug
tutor-logo-...	35.5 kB	19 Aug
ultraX.jpg	3.6 kB	31 Aug
utility.jpg	12.2 kB	19 Aug

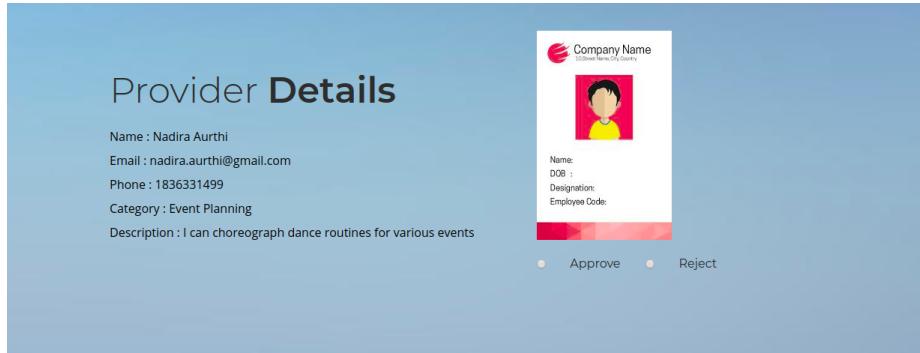


4.2 Admin accepts a provider

When a provider registers for the system, admin can view the requests in his/her profile:

The screenshot shows a dashboard with two main sections. On the left, there is a form for adding a new service request with fields for 'Category', 'Description', and a file input 'Choose File' with 'No file chosen'. Below this is a blue 'ADD' button. On the right, there is another form for adding a service with similar fields and a blue 'ADD' button. Below these forms, the text 'Provider Requests [1]' is displayed. Underneath this text is a table with one row showing provider details: Name (Nadira Aurti), Email (nadira.aurti@gmail.com), Phone (+8801836331499), and Category (Event Planning). At the bottom of this table is a blue 'DETAILS' button.

When admin clicks details button on the table the admins/serviceReq url shows the following:



Services

Dance Choreography



Approve Reject

SUBMIT

In this screenshot admin approves the provider. Then the provider gets the following email:

onlineserviceprovider131625@gmail.com

To: Nadira Mehnaz

[Details](#)



Response to Provider's Request

Today 9:46 PM

To whom it may concern, Thank you for choosing to join Online Service Provider. On the basis of those, we have come to the following conclusions: We have accepted the requests for the following services:

Dance Choreography

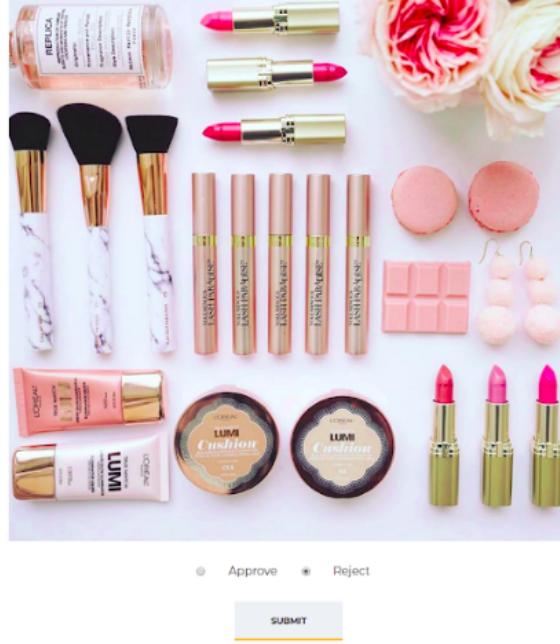
4.3 Admin rejects a provider

In the following screenshots we have shown that an admin can reject a provider's request to join the system. Although, the admin approves the first stage, the second stage is where the provider is rejected.

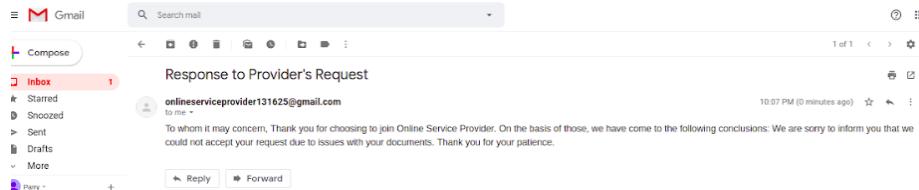
The screenshot shows a provider details page. At the top, there is a navigation bar with links: Parisa, Add Admins, Edit Profile, and Deleted Users. Below the navigation bar, the page title is "Provider Details". To the right of the title is a logo for "EVENTS A la Carte" featuring a green wreath and a crown. On the left side of the page, there is a "Provider Details" section containing the following information:
Name : Arni's Makeup
Email : parryallen162299@gmail.com
Phone : 1730429137
Category : Cosmetology
Description : Makeup by Arni

At the bottom of the page, there are two buttons: "Approve" and "Reject".

In the following photo, the admin is seen to reject the next document.

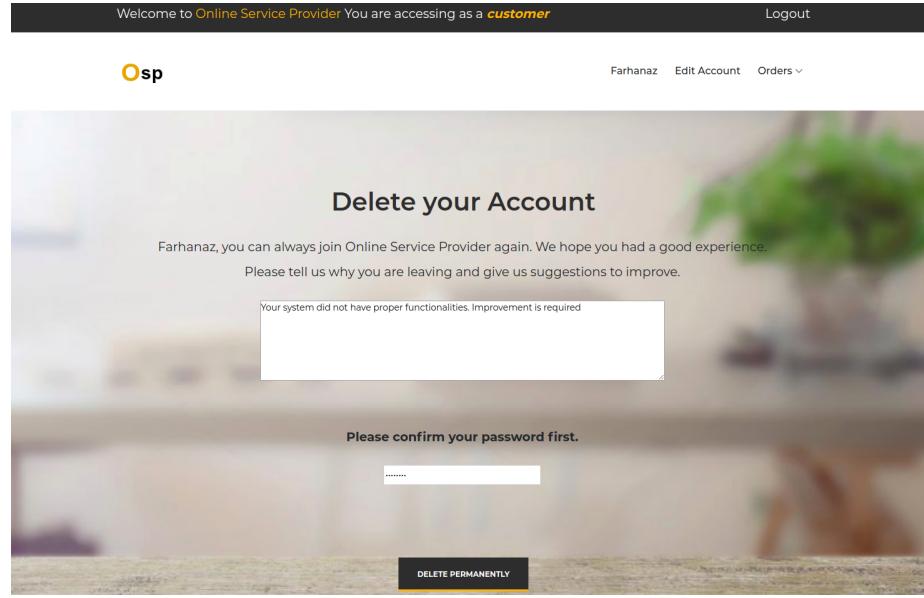


And finally, the provider receives a rejection email from the system saying that the request could not be approved.



5 Deleting Accounts

A customer can go to edit profile and press delete account. Then the following page appears



The customer gives input for review and password and deletes the account. The admins can see the customers and providers who deleted their account. For the above example where customer Farhanaz deletes her account, there is a table in the url ‘admins/delCust’:

Deleted Customers	
Name	Sifat Ishmam
Email	sifatishmam1629@gmail.com
Phone	+8801730498126
Review	I don't need the account right Now.
Name	Farhanaz Farheen
Email	farhanaz.farheen1812@gmail.com
Phone	+8801822334499
Review	Your system did not have proper functionalities. Improvement is required

6 Survey Summary

We conducted three surveys in total, two in the early stages, and one finally during the testing stage. We tried to incorporate and reflect what the user wanted in our system.

Some of these survey reports are given below:

From the customers:

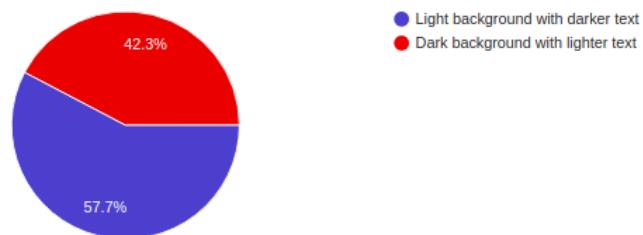
Please state your email address.

24 responses

shafinaz.arch@gmail.com
sabiha.nizam@gmail.com
luminion11@gmail.com
mabedin30@gmail.com
snm051110@gmail.com
nourinsiddiqueananna@gmail.com
mr.manager009@gmail.com
sadiya.p19@gmail.com
mayeeshamahboob@gmail.com
nadira.aurthi@gmail.com
tasnim.mahjabin49@gmail.com
mbsraisa1@gmail.com

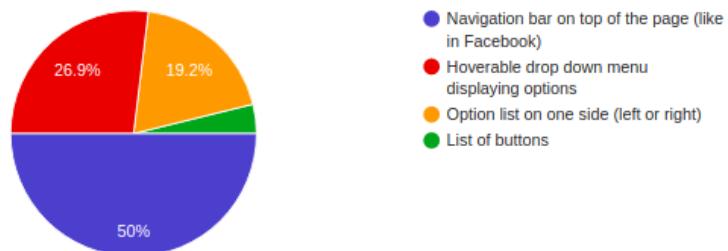
What kind of contrast do you prefer in the user interface of the websites you use?

26 responses



What sort of a layout do you prefer to access the options in your profile?

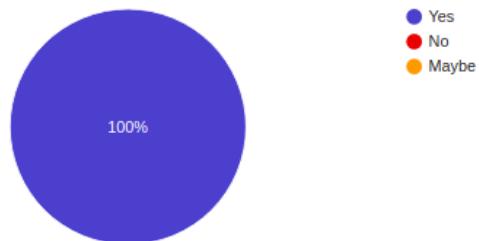
26 responses



From the providers:

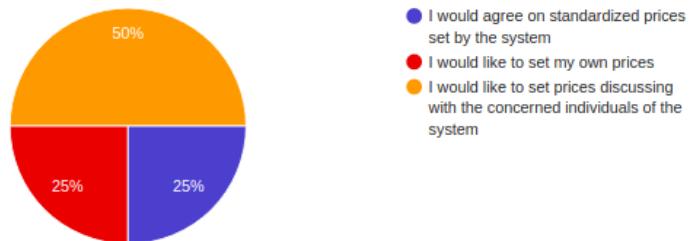
Would you like to use this system?

4 responses



Would you agree on setting up a standardized price for your services (the standard being set by us) or would you rather prefer to set your own prices

4 responses



Also, we took suggestions from prospective customers and providers regarding our system's functionalities.

Suggest any changes that you would like to see in the provider side of the system.

10 responses

No change

Change and add profile picture of the provider functionality should be added

change profile picture option

it was ok

Providers don't have any display pictures, which i think they should.

No change

It's fine

Suggest any changes that you would like to see in the customer side of the system.

10 responses

Add cart feature should be improved.

No change

Add to cart option should be present in all navigation bars

it's fine

the negotiation page had small text area

Seems alright to me.