# **Service Provider Management System**

# **Description:**

The aim of this project is to make a web application of Professional Services Management System which will offer people to hire an electrician, plumber, beautician and many other services by sitting at home.

# **Functional requirements:**

#### • User authentication:

As a client I can register on the web before taking any services

## • Service Provider Registration:

As a service provider I can register my information including contact information and services offered

#### • Services Provider Profiles Maintenance:

As a service provider I can maintain my profile and showcase my skills, qualification and work history

## • Services Provider Matching:

As a client I can select the services that are needed

## Billing and payments:

As a client I can check out my total bill and generate invoice.

## • Time scheduling:

As a client I can select the schedule the time for the service provider

#### • Feedback and Rating:

As a client I can rate the service and give my detailed feedback

## • Communication:

As a client I can communicate with the service provider

## • Category wise searching:

As a client I can search for the services according to the category that what services are provided

#### Advance searching:

As a client I can search further after selecting a category which services is required to me

#### Previous history:

As a client I can view the previous services that I have availed.

#### Reward system:

As a client I can get rewards points that will benefit me later. With those points I can even get a discount or free services

#### • Password Privacy:

As a user I can change my password by first verifying the current password and then set the new password

#### • Recommendations:

As a client I will be able to see all the service providers who have highest rating and are recommended on that basis.

#### Sorting:

As a I client I can sort the services provider on the basis of the rating and prices

### • Reports generation:

As a service provider I can generate my overall performance report with various details

#### • Delete account:

As a user I will be able to request for account deletion and before the deletion of my account, the system should prompt me to acknowledge that my data will be permanently deleted

## Notifying:

The user will receive an email about the confirmation of their order.

## • Integrating maps and navigation:

As a client I will be able to keep the track of the service provider's location

# Non functional requirements:

#### Performance:

- The system needs to be able to handle a number of users at the time.
- It is important that response times remain within limits when there is high demand.

#### Scalability:

 The application needs to be capable of managing an increasing number of users, service providers and data without experiencing a decrease, in performance.

#### Security:

User information, such as personal data, must be safely stored.

## Usability:

The interface should be easy to understand and user friendly

#### • Error Handling:

• The system should be able to handle all the possible error that can occurs.