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 l 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.