Online Home Service

Group Number: 5

Group Members:

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Functional Requirements

System:

- The system should allow users to register and create an account.
- The system can store user information and their password.
- The system should send verification mail if a user requests a password reset.
- The system should notify users about their login
- The system should accept payment through PayPal, visa, and mobile banking services.
- The system will allow users to browse and search for available home services based on their location, service type, and availability.
- The system should allow users to book home services by selecting the service, service provider, date, and time.
- The system should allow service providers to register and create an account.
- The system should allow service providers to manage their services, availability, pricing, and reviews.
- The system should allow users and service providers to communicate through messaging and notifications.
- The system should allow users to cancel or reschedule their booked services.
- The system should allow service providers to accept, reject or reschedule service requests.
- The system should allow users to provide ratings and reviews for the services they have received.
- The system should allow users to compare and select service providers based on their ratings, reviews, and pricing.
- The system can provide a customer support feature to assist users with their queries, complaints, and feedback.
- The system can allow service providers to offer discounts, promotions, and loyalty programs to attract and retain customers.

Admin Panel:

- Admin can monitor the performance and availability of the system.

- Admin should be able to manage payment transactions, including payment processing, refunds, and chargebacks.
- Admin should be able to see all the registered users.
- Admin should be able to manage service categories and subcategories.
- Admin should be able to manage users and service providers accounts
- Admin can notify all the users about any event or change through the app or through their mail.
- Admin should be able manage the system's social media presence and marketing campaigns.
- Admin should be able to see ratings and reviews.
- Admin can ban a user or a service provider.
- The admin can monitor and enforce compliance with the system's terms and conditions and privacy policies.

User Account:
- Users should be allowed to update their profile information, payment details, and service preferences.
- Users can see their booking history, payment history.
- Users can see service provider's ratings & reviews.
- Users should be able to select their preferred payment method.
- Users can save their favorite service providers for future bookings.
- Users will be able to cancel or reschedule their service requests, subject to the system's cancellation policy.
- Users' accounts should provide a loyalty program to incentivize repeat bookings and referrals.
- Users should be able to use a chat feature to enable users to communicate with service providers and resolve any queries or issues.
- Users will get suggestions based on their area.
- Users can use a search feature to help them find service providers based on location, category, and keywords.

Non Functional Requirements

Operational:

- The system should be able to run on any device, including desktop computers, laptop computers, mobile devices, and tablets.
- The system should be compatible with any operating system, including Android, iOS, iPad, macOS, and Windows.
- The system must enable simple access to items, as well as efficient and dependable customer care and service.
- The system should work with any web browser, including Chrome, Safari, Firefox, Edge, and others.
- The system should be available 24/7.
- When executing any activity, the system should utilize as little data as possible when in data saving mode.
- The system should be able to handle multiple service requests and bookings simultaneously.
- The system should be able to handle different time zones and language preferences.

Performance:

- At any given time, the system should be able to sustain 50,000 individuals including customers and service providers.
- The system should be as quick as feasible, and the loading time should be as short as possible.
- The system must have smooth scrolling in order to appear fluid.
- For optimal performance, the system must include clickable buttons that open and close quickly and smoothly when clicked.
- The system should be able to handle peak traffic and ensure smooth performance.
- As time passes, the system should be able to adapt to growing usage or manage additional data.
- The system should be optimized for mobile devices, with responsive design and fast loading times on different screen sizes and resolutions.

Security:

- Users' login information should be encrypted. That means users' information would be unhackable.
- The system should enforce a strong password requirement while signing up.
- Users should be informed of unwanted login.
- The system would create a question panel if anyone wants to log in from any kind of suspicious device or location.
- The system should lock the account after a certain number of failed login attempts.
- The system should have a reliable backup and disaster recovery mechanism, ensuring that users' data and transactions are protected against system failures and data loss.

Usability:

- The system should have a user-friendly interface and navigation.
- The system should provide clear and concise instructions and feedback to users.
- The system should be accessible on different devices and platforms.
- The font sizes should be changeable to make the system more accessible to a wider range of clients.
- The system should preserve the user interface, for example, pressing buttons and moving to different sites from a mobile phone should be as apparent and simple to use as it is with computer devices.
- The system should be responsive to the user Input or to any external interrupt which is of the highest priority.
- The system should support multiple languages.