

# Introduction and Context

The aim of this project is to create a system where homeowners looking for help in yard work can connect with workers in their area. There are 3 types of users: workers, customers, and owners. There are typically many customers and workers and only one or few owners.

The worker can schedule the times when they are available for work, choose to accept jobs that are made available, and get paid for completing work. (Work is categorized as lawn mowing, snow shoveling, and leaf raking).

The customer can submit job requests, add money to an account for payment and provide feedback based on the quality of work done.

The owner receives 10% of all transactions, manages complaints and refunds to increase satisfaction for workers and customers, and keeps scam/low quality users out of the system.

## Users and their Goals

See docs/Use\_Case\_Diagrams.pdf

## Functional Requirements

- Needs to connect workers to customers
  - based on type of job and worker's preference
  - based on worker schedule
  - based on worker zipcode
  - based on worker feedback
- Needs to have different job types
  - Lawns
  - Shoveling snow
  - Raking leaves
- Feedback system
  - Thumbs up/thumbs down
    - Time
    - Thoroughness
    - Friendliness
- Workers need to be paid
  - Owner receives a cut
  - Customer can leave tips

- Workers need to be able to specify availability
- Customers can specify the length of the job and location
- Workers need to specify their location
- User Profile Features
  - System Should allow users to deposit/ withdraw money from their account.
  - System should allow authenticated users to change the username/ password of their account along with email.
  - Users can choose to be a worker or customer on account creation.
- Owner/ Supervisor Features
  - Users with Owner rights will have access to all user profiles.
  - Owners will have access to all customer requests.
  - Owners can see all online users.
  - Owners have rights to all completed requests.
  - Only supervisor users have the rights of changing/deleting other user profiles.
- Worker Features
  - Workers will have access to current customer request information.
  - Workers will have access to all current job requests.
  - Workers will have access to scheduling.
  - Workers will have access to all user profile features
- Customer Features
  - Customers will have access to all user profile features.
  - Customers have access to job request forms.

## Non Functional Requirements

- Needs to have a database
- Needs to have 3 types of users: workers, customers, and owner
- Needs to be compatible with the most popular browsers (chrome, firefox, edge, safari)
- Needs to be mobile friendly (responsive)

## Future Features

1. Implement a favorites system where customers can choose favorite workers and, if the workers approve, all job requests from that customer are sent to the favorite worker first, if that worker is available.
2. Integrate with Google Maps (or another mapping system) to get precise distances of workers from customers in order to establish more accurate connections.

# Glossary

*Customer:* a user who can submit job requests

*Worker:* a user who can accept job requests and enter schedules of when they are available

*Owner:* a user who oversees customers and workers and has administrator privileges