***SOFTWARE REQUIREMENTS SPECIFICATION DOCUMENT***

**XEORX BOOKING APPLICATION**

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1.OBJECTIVE AND SCOPE :

The objective and scope of the Xerox booking application likely revolve around streamlining and optimizing the process of booking Xerox services or products. Here's a breakdown:

* The primary goal is to enhance the efficiency of booking Xerox services or products for both customers and the company.
* Improving the overall experience for customers by providing a user-friendly platform for booking Xerox-related services or products.
* Efficiently manage resources such as Xerox machines, technicians, and materials by optimizing the booking process.
* Facilitate easier booking to potentially increase sales and revenue for Xerox.

SCOPE**:**

* Develop an online platform accessible via web or mobile devices where customers can book Xerox services or products.
* Include various services such as maintenance, repairs, installations, and product purchases within the scope of the booking application.
* Implement user authentication and authorization mechanisms to ensure secure access to the booking system.
* Integrate a calendar system to allow customers to select convenient dates and times for their service appointments.
* Optionally, integrate payment gateways to facilitate online payments for services or products booked through the application.

2. PROJECT END USERS:

These are individuals or organizations seeking Xerox services or products.They use the booking application to schedule service appointments, request maintenance or repairs, or purchase Xerox products.Customers may include office managers, IT professionals, college students, small business owners, or individuals requiring printing solutions.

3.FEATURES:

3.1 LOGIN TO THE APP:

Each and every user can enter in to the application using the user name and the link with the password and so that we can monitor each and every account holder details.

User Name: In the user name only Alphabets, Numbers, Dot (.) symbol and underscore (\_) symbol.

Password : It can be anything of the user choice and minimum 8 characters used and the use of special characters.

3.2 USER AUTHENTICATION AND AUTHORIZATION :

* Users must be able to register, log in, and authenticate securely.
* Different user roles (customer, technician, administrator) with appropriate permissions.

3.3 BOOKING SERVICES :

* Customers can select service types (maintenance, repair, installation) and schedule appointments.
* Calendar integration for choosing dates and times.

3.4 PRODUCT PURCHASES :

* Customers can browse and purchase Xerox products through the application.
* Integration with a product catalog and shopping cart functionality.

3.5 TASK ASSIGNMENT:

* Coordinate overall project activities.Communicate with stakeholders and team members.Ensure project milestones are met.
* Develop server-side logic and APIs for the application.Implement database schema and data models.Integrate third-party services as needed (e.g., calendar, payment gateway).
* Design and develop the user interface of the application.Implement client-side functionality using HTML, CSS, and JavaScript.Ensure responsive design for desktop and mobile devices.
* Implement user authentication mechanisms (e.g., JWT, OAuth).Set up role-based access control for different user types (customer, technician, administrator).
* Create user manuals and documentation for the Xerox booking application.Develop training materials for end users and administrators.Document APIs and system architecture for future reference.

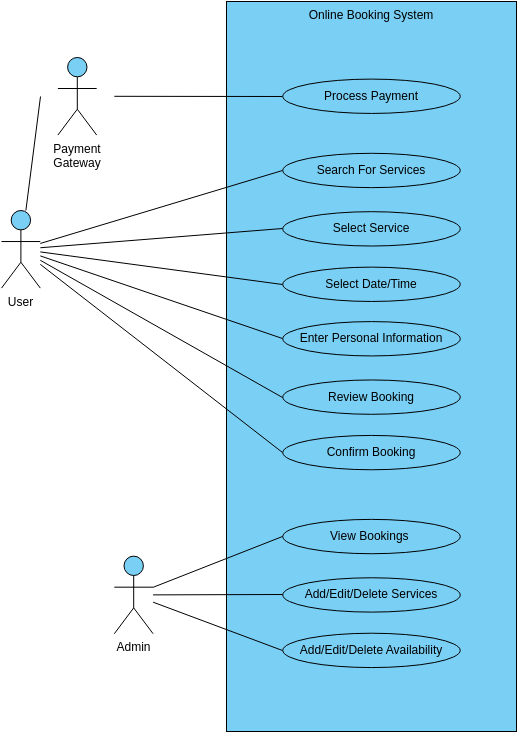
3.6 SERVICE UPDATES:

* Upon successful booking, customers receive a confirmation notification via email or SMS.The confirmation includes details such as the date, time, and type of service booked.
* Customers receive reminders leading up to their scheduled appointments to minimize no-shows.Reminders can be sent a day or a few hours before the appointment time.
* Once a technician is assigned to a service request, customers are notified of the assigned technician's name and contact information.This helps customers know who to expect and how to contact the technician if needed.
* Customers receive updates on the status of their service requests, indicating whether the request is pending, in progress, or completed.These updates can be sent periodically or whenever there is a significant change in status.

3.7 REPORTS:

* Overview of booking activity over a specified period, broken down by service type, location, and time.Key metrics include total bookings, bookings by service type, average response time, and booking trends over time.Helps identify peak booking periods, popular services, and areas requiring additional resources.
* Evaluation of technician performance based on various criteria such as response time, completion rate, customer satisfaction ratings, and average service duration.Helps identify top-performing technicians, areas for improvement, and training needs.

3.8 USE CASE DIAGRAM:



* 1. ER DIAGRAM:

