## **Booking & E-commerce Application Workflow**

### **User Roles**

* **Customers**
* **Service Providers**
* **Shop Owners**
* **Admin**

### **Customer Workflow:**

#### **1. Registration & Profile**

* Registration/Login (email, phone, social auth)
* Profile Management (address, payment methods, profile picture)

#### **2. Service Booking:**

* Browse Service Providers (categories, ratings, location)
* View Provider Profiles (services, rates, availability)
* Book Services:
  + Select date/time based on provider availability
  + Real-time availability check
  + Buffer time handling
  + **Recurring Bookings**: Allow customers to set regular, recurring appointments.
  + **Waitlists**: Automatic notifications if a preferred time becomes available.
* Booking Confirmation (notifications via email/SMS)
* Payment Integration (Razorpay gateway)
* Booking Management (view, reschedule, cancel bookings with cancellation policies)

#### **3. Service Review & Rating**

* Submit reviews and ratings post-service completion
* View average ratings and reviews

#### **4. Notifications**

* Booking confirmations, reminders, cancellations
* Promotional notifications

#### **5. Product Ordering:**

* Browse products listed by shops (categories, search)
* Product detail view (images, descriptions, pricing, stock availability)
* Add to Cart, Wishlist management
* Checkout and Payment (Razorpay gateway)
* Track order status (Pending, Accepted, Rejected, Delivered)
* **Order Returns and Refunds**: Clear policy and workflow for returns/refunds.
* Notifications (Order status updates)

### **Service Provider Workflow:**

#### **1. Registration & Profile**

* Registration/Login
* Profile Management (services offered, pricing, availability calendar, breaks, buffer times, images)

#### **2. Booking Management**

* Dashboard to view bookings (filter by status/date)
* Accept/Reject Bookings with mandatory comments
* Automatic notifications to customers (acceptance, rejection)
* View customer profiles and service history

#### **3. Service Completion & Rating**

* Mark services as completed
* View customer reviews and reply to feedback

#### **4. Notifications**

* Alerts on new bookings, cancellations, reminders
* Customer queries and feedback

### **Shop Owner Workflow:**

#### **1. Registration & Profile**

* Registration/Login
* Profile Management (shop details, location, products)

#### **2. Product Management**

* Add, edit, delete products
* Inventory management with real-time stock tracking
* Set pricing, discounts, images
* **Promotions & Discounts**: Offer coupon codes, seasonal promotions, or loyalty points.

#### **3. Order Management**

* Dashboard to view orders (filter by date, status)
* Accept/Reject orders (with comments)
* Update order status (packed, dispatched, delivered)
* Handle returns and refunds (clearly defined policy and workflow)
* Notifications sent to customers upon status change

#### **4. Product Reviews & Ratings**

* View and reply to customer reviews
* Monitor overall product performance

### **Admin Workflow:**

#### **1. User Management**

* Manage customers, service providers, and shop owners
* Moderation of profiles and reviews

#### **2. Booking & Order Oversight**

* View detailed reports on bookings and product orders
* Handle disputes, refunds, cancellations

#### **3. Content Management**

* Manage service and product categories
* Promotional and marketing campaigns

#### **4. Analytics & Reporting**

* Booking analytics, revenue tracking
* Product sales analysis, inventory alerts

### **Additional Business Logic:**

* **Availability & Scheduling:**
  + Detailed scheduling (breaks, holidays, exceptions)
  + Handling buffer times to prevent overlap
* **Payment Gateway:**
  + Integration with Razorpay for both services and products
  + Secure payment handling and refunds
* **Real-Time Notifications:**
  + Email, SMS, Push Notifications for critical updates
* **Security:**
  + Secure user authentication
  + Role-based access control
  + Data encryption and privacy compliance
* **Error Handling:**
  + Clear validation and error messages
  + Graceful handling of payment errors and booking conflicts
* **Customer Support:**
  + Integrated support chat/ticketing system for issue resolution
* **Multi-language Support:**
  + English, Tamil, and Hindi language support for inclusive user experience.