Software Requirements Specification

Version 1.0

I Want Service

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# Introduction

The introduction of the Software Requirements Specification (SRS) provides an overview of the entire SRS with purpose, scope and definitions. The aim of this document is to gather, analyze and give an in-depth insight of the complete **I Want Service App in Android and iOS**. Nevertheless, it also concentrates on the capabilities required by client and their needs while defining high-level product features. The detailed requirement of the I Want Service App Development process is provided in this document.

## 1.1. Purpose

The purpose of this SRS document is to provide a detailed overview of our app development process, its parameters and goals. This document describes the project's target audience and its user interface, hardware and software requirements. It defines how our client, team and audience see the product and its functionality.

# Functional requirements and specifications

This section contains the features of the I Want Service App. It also defines the number of user roles and their individual functionality in the I Want Service App. There are two user roles mentioned below:

1. Customers
2. Service Provider

The **Customers** will hire the Service Providers for their Event Catering & Venue System. The **Service Providers** will register via App, subscribe to membership, submit bids, perform the services and are paid.  This App helps both the Customers and Service Providers, For Customers it is easy to search the Service Providers in their nearby location and hire them by looking at their profiles.

## 2.1 Service Provider

#### 2.1.1 Splash Screen

* The Splash Screen of the App includes the logo and the background image. When Service Provider opens the App, the splash screen will be displayed for few seconds and then, it redirects to the Login/Registration screen.

#### 2.1.2 Login/ Registration

* After the splash screen, Login/registration screen will allow Service Providers to either login or register over the app. It will also provide an option to login via their Facebook or Google Account.
* Service provider can user the app is the Guest user. As a guest user service provider can view the list of the events those are near to his location, but he is not able to bid on the events.
* To get login into the existing account user need to fill the following options:
  1. Email\*
  2. Password\*

**Click Login Button** to view Home Screen.

**Note: The fields with \* are the mandatory fields.**

* If the Service Provider has not registered in the App then, the Service Provider needs to register first.
* For the registration Service Provider need to fill the following fields:
  1. User Name\*
  2. Title (Mr, Mrs, Ms, Miss, Dr)
  3. First Name\*
  4. Last Name\*
  5. Business Name\*
  6. ABN
  7. Unit or Apartment Number
  8. Street Address\*
  9. Suburb\*
  10. State\*
  11. Post Code\*
  12. Profile Image
  13. Email\*
  14. Phone Number\* **Note: will say provide area code if landline.**
  15. Password/Confirm Password\*
  16. Register Button

**Note: The fields with \* are the mandatory fields.**

* After registration, Service Provider needs to complete his profile by filling the below mentioned details:
  1. Service Provided (Catering only, Venue only and Venue and Catering)\*
  2. Catering Capacity\*
  3. Venue Capacity\*
  4. Venue Description\*
  5. Accessibility Features od Venue\*
  6. Business Description/About Me\*
  7. Cuisine types provided (Mandatory Picklist with multiple values selection)\*
  8. Cuisine Type Other (Text Entry optional for not specified Cuisine Types) \*
  9. Popular Dishes (optional Text Entry) \*

**Note: The fields with \* are the mandatory fields.**

* Once the profile details are completed, admin will be notified through the notification. Admin will have an option to reject or accept the Service Provider profile.
  1. If admin **accepts** the profile, then the notification and the welcome email will be sent to the Service Provider.
  2. Incase admin **rejects** the profile, then the Service Provider will receive the reject notification and he can check the rejection message from admin if mentioned.

**Note: Without approval of the Service Provider profile, he is not able to use the app.**

#### 2.1.3 Forgot Password

* In case Service Provider forgets their login password, then the same can be recovered from the forget password screen. This screen has the following options:
  + Email (Where user will fill the registered email)
  + Recover Button
* Service Provider needs to enter their email address and password reset option sent to the email.

#### 2.1.4 Profile

The Profile screen includes the following options:

* User Name
* First Name
* Last Name
* Profile Image
* Email
* Phone Number
* About
* Cuisine Types Provided
* Popular Dishes
* Catering Capacity
* Size of Venue
* Venue Description
* Accessibility of Venue
* At the top of the profile screen, there is an update button. Service Provider can update all the fields if required, **except email id.**

#### Subscription Plan

* Service provider can choose 1 of 2 payment plans to use this service. Those are mentioned below:
  + **Monthly Subscription:** The Service Provider pays a monthly access charge for membership. They can bid and provide services with no further charges.
  + **Pay as you go:** The Service Provider is charged a percentage of their successful bid price but no monthly fee.
* PayPal payment gateway is used for the payments. (Credit/Debit Card)

#### Home Screen

* On the home screen, Service Provider is able to view the list of the entire event those are posted near their location.
* Profile
* Notification Bell
* Open any of the event and able to view the event details, for more details please refer point no. **2.1.7** (Event Requests)

#### Event Requests

* List of all the events those are posted by the user and match the service provider profile requirements (Requirements are added in the profile).
* Service Provider can search the customers according to location and distance. Only the logged in service providers have the option to search the customers.
* Click on particular event and able to view the details
* Service Provider has the option to bid on that particular event. The bid should include the price, date, time, number of guest provided for, Additional information and have the option to add the attachments (i.e a menu).
* Service Provider can also ask questions and send conditions in the bid.
* Service Provider has the option to update the bid, once the customer addresses the questions.
* Service Provider can highlight the Bid changes.
  + Once the bid is, done customer receives the notification and has the option to view the bid price and other details.
  + If Service Provider has sent any questions, then the customer has the option to reply on those questions.
  + Customer can view the attached documents, if service provider attached any.
  + The bid is valid only for 5days.
  + Customer has the option to **accept** and **reject** the Bid.
    - If the customer **accepts** the bid then all other bids on the same event will be rejected automatically.
    - Once a bid is accepted, a contract is established and the customer and service provider is bound to the contract.
    - If the customer **rejects** the bid then the notification is send to the service provider and after rejection, service provider is not able to contact to the customer.
* Service Providers can also receive the events directly from the customer. In this case at the time of creating the event customer has the option to send the event to the selected number of service providers.
* Service Providers are not able to see the phone number and email of the customers unless they will not perform any acknowledgement activity.

#### Events

* Under this screen, service provider can view two tabs **Running Events and Bid Events.**
* **Confirmed Events** Service provider can view the list of all the events those are accepted by the customers.
* **Bid Events** Service provider can view the list of all the events on which service provider has made the bids.

#### Communication

* Service provider can communicate with customers only after the customer responds on the bid or customer send the first message to the service provider.
* Ability to attach photos with the communication
* Ability to use emoji icons within the communication
* The System records and displays all communication include who communicated and a timestamp the communication was sent

#### Ads

* Ads will be displayed in the app those are added by the admin from the backend.

#### Payment History

* Service provider is able to view the history of the subscription plans payments.

#### Notifications

* Following are the notifications list those received in an Email and in App (Push Notification)
  + Verify Account Notification
  + New Job notification
  + Job Confirmation Notification
  + Payment received Notification
  + Accept Event Notification
  + Reject Event Notification

#### 

#### Account Settings

* Push Notification ON/OFF option
* Change Password
  + Old Password
  + New Password
  + Confirm New Password
* About App
* Privacy Policy

## 2.2 Customers

#### 2.2.1 Splash

* The Splash Screen of the App includes the logo and the background image. When a Customer opens the App, the splash screen will be displayed first and it remains for few seconds and then it redirect to the Login/Registration screen.

#### 2.2.2 Login/Register

* Customers are able to use the app without login there is a skip button on the login screen and skip button redirect the Customer to the home screen and on the home screen, Customers are able to view the list of all Service Providers. To hire the Service Provider, Customer need to login in the app.
* To get login into the existing account user need to fill the following options:
  1. Email\*
  2. Password\*

**Click Login Button** to view Home Screen.

**Note: The fields with \* are the mandatory fields.**

* **Customers** are also able to login in the app through Facebook and Google account.
* If the Customer is not registered in the app before, then they have to create the account first.
* To create the account Customer need to complete the registration form and the registration screen is having the following options:

1. Username\*
2. Password/Confirm Password\*
3. Title (Mr, Mrs, Ms, Miss, Dr)\*
4. First Name\*
5. Last Name\*
6. Email Address\*
7. Unit or Apartment Number
8. Street address\*
9. Suburb\*
10. State\*
11. Post Code\*
12. Customer’s phone number\* **Note: will say provide area code if landline**
13. Register Button

**Note: The fields with \* are the mandatory fields.**

#### Forget Password

* In case Customer forgets their login password, then they can recover the password from the forget password screen. This screen has the following options:
  + Email
  + Recover Button
* They need to enter their email address and password reset option sent to the email.
* If the email is registered in the app, then only this functionality will work otherwise the system will display the error to the Customer.

#### 2.2.4 Home Screen

* List of nearby Service Providers, to the current location of Customer. Customer can change location and according to that list of Service Providers is updated.
* Search Service Provider
* Profile
* Booked Shoots
* Shoot Link
* Notification Bell

#### Profile

1. Username
2. Title (Mr, Mrs, Ms, Miss, Dr)
3. First Name
4. Last Name
5. Email Address
6. Unit or Apartment Number
7. Street address
8. Suburb
9. State
10. Post Code
11. Customer’s phone number
12. User is able to update all the fields, but he is **not able to update the email.**

#### 2.2.6 Create Event

* To create the event customer need to fill the following fields:

1. Service Type – Venue and Catering, Venue Only, Catering Only\*
2. Date of Event \*
3. Time\*
4. Venue Location (Enter Post code or Suburb)\*\*
5. Proximity to Location (in kms)\*
6. Catering Location (Enter Post code or Suburb)\*
7. Event Type: (Options – i.e. Work Function, Birthday)
8. Number of People Attending\*
9. Catering Requirements\*
10. Venue Requirements\*
11. Allergies (Text Box) \*
12. Other Requirements
13. Bidding end date\*
14. Open to other bidders: Y/N (Default No)
15. (Other bidders - outside of your location range or with less capacity than state (screen tip))

* Once the event is created the successful event, creation email is sent to the customer with all the field details.
* After the event creation, service provider will also receive the notification according to the customer specification, if the customer mentions 50 Km range then the notification is sent to only those service providers, which exist, is this area.
* Customers have the option to edit the event, after the creation of the event. Also, the service providers will receive the notifications for the event update.
* Customers have the option to withdraw the event request, if the event is withdrawn then the event has been removed from the service provider screens.
* Under this screen, user is also able to view the list of all the created events.

#### Events

Under this screen, customer can view two tabs **Running Events and completed Events.**

* **Completed Events** customer can view the list of all the completed events.
* **Running Events** customer can view the list of all the events (Service provider is hired for these events)

#### Hire Service Provider

* Open the event, under this screen customer is able to view the list of all the service providers those have made the bids.
* Customer can open any of the Service provider profile view the bid price, if any questions asked, conditions posted and any documents posted by the service provider.
* Customer can reply to the questions through chat messaging option available under every user profile.
* Customer has the option to **accept** and **reject** the Bid.
  + If the customer **accepts** the bid then all other bids on the same event will be rejected automatically.
  + Once a bid is accepted, a contract is established and the customer and service provider is bound to the contract.
  + If the customer **rejects** the bid then the notification is send to the service provider and after rejection, service provider is not able to contact to the customer.
* Customer has the ability to generate an official contract document to both the service provider and customer upon bid acceptance. This contract will be legally binding.
* Customer will make the payment manually to the Service provide.

#### Communication

* Customers can view the list of all service providers (with customer initiated the chat ever).
* Customers can communicate with service providers through chat messaging.
* Ability to attach photos with the communication
* Ability to use emoji icons within the communication
* The System records and displays all communication include who communicated and a timestamp the communication was sent

#### 2.2.9 Write a Feedback

* Once the job is complete, Customer is able to give the rating and reviews to the Service Provider and it will be published at the Service Providers’ profile.
* Ability for service providers to report if feedback was unfair and admin look into this if the rating are not genuine then admin has the option to delete the feedback from the service provider profile.

#### 2.2.10 Notifications

* Notifications received in the Email and in the App (Push Notification)
  + Event Rejected notification
  + Event Confirmation Notification
  + Payment Successful Notification
  + Chat Notification

#### 2.2.11 Account Settings

* Push Notification ON/OFF option
* Change Password
  + Old Password
  + New Password
  + Confirm New Password
* About App
* Privacy Policy
* Logout

# 3.0 Technology Used and Compatibility

* The both Android and iOS Apps are compatible with the latest versions those are available in the market at the time of development.

# 4.0 Testing

Once the development is complete, Team makes sure that the Apps does not contain any bugs and errors.

* Both Android and iOS Apps are tested in all the latest devices

Once all the functionality has been checked, we will transfer both the Apps to the App store and Play Store.

# 5.0 Final Delivery

After the completion of the Apps, developers will upload the Apps on the App Store (iOS) and on the Play store (Android). To upload the apps, client need to provide the developer accounts for both the stores.