



CSE471: System Analysis and Design
Assignment on Functional Requirements
Proposed Project Title: Local issues Service provider

Group No: 3, CSE471 Lab Section: 4, Fall 2025	
ID	Name
23241047	Md Readus Shalehin
21201658	Mohammad Ahnaf Hasan
21201081	Md Akib
22101588	Aninda Sarkar Arka

Submission Date: 09-11-2025

Tech Stack:

- Language: Python
- Framework: Flask (micro Web Framework)
- Styling: CSS, HTML, Javascript, Bootstrap
- Database: MySQL
- ORM: SQLAlchemy
- Deployment: Vercel

Functional requirements:

Module 1

1. **[Member 1] User Registration and Login** – Allow users and service providers to sign up using email, phone, or social media, and log in securely.
2. **[Member 2] Profile Management with Service Listing & Categorization** – Both users and service providers can update their profile details, including location, skills, service area, and profile photo. Besides, Service providers can list their services (barber, plumber, electrician, AC repair, etc.) under predefined categories.
3. **[Member 4] Location-based Search** – Users can find nearby service providers based on their current location or the entered area.

4. **[Member 3] Booking System** – Users can request an appointment or instant booking for a selected service provider.
5. **[Member 1] Admin Dashboard** – Admin can manage users, providers, payments, categories, and disputes through a central dashboard.

Module 2

1. **[Member 4] In-App Chat or Messaging** – Users and service providers can communicate within the system regarding service details, timing, and cost.
2. **[Member 3] Review & Rating System** – Users can rate and review the service providers after completion of the service.
3. **[Member 1] Payment Gateway Integration** – Provide secure payment options (e.g., bKash, Nagad, Card) for both normal and premium users.
4. **[Member 1] Order History** – Users and providers can view a history of past bookings, completed jobs, and payments.
5. **[Member 2] Notification System** – Real-time notifications for booking confirmation, cancellation, or offers via email/SMS/web notifications.

Module 3

1. **[Member 2] Premium Membership** – Offer premium plans for users (priority booking, discounts) and service providers (top listing, ad-free visibility).
2. **[Member 4] Verified Badge for Service Providers** – Allow verified professionals (through NID or business license) to get a special badge for trustworthiness.
3. **[Member 4] Subscription Management** – Handle monthly or yearly premium subscriptions with auto-renewal or manual renewal options.
4. **[Member 3] Promotion and Advertising** – Allow premium service providers to promote their services (featured listings or banner ads).
5. **[Member 2] Complaint & Dispute Handling System** – Users can raise issues about poor service or fraud, handled by admin review.
6. **[Member 3] Data Analytics & Reports** – The admin panel shows analytics like most-booked services, top-rated providers, and revenue trends.