

# REQUIREMENT GATHERING

## 1. Project Overview:

- **Objective:** To connect users with skilled professionals for household services through an intuitive web platform.
- **Problem Addressed:** Difficulty in finding reliable household service providers.
- **Main Features:** Booking and managing services like cleaning, plumbing, gardening, and more.

## 2. System Scope:

- **Scope:** Full-scale implementation with a focus on providing a seamless user experience for household services.

## 3. Target Audience:

- **Users:** Individuals seeking household services.
- **Service Providers:** Professionals offering services.
- **Admin:** Responsible for managing the platform and ensuring quality.

## 4. Modules:

### 1. Admin Module:

- Manage service providers and users.
- Oversee services, monitor feedback, and ensure quality.

### 2. Service Provider Module:

- Registration and profile management.
- Manage services, bookings, and respond to feedback.

### 3. User Module:

- Search and book services.
- View provider profiles, make payments, and provide reviews.

## 5. User Roles:

- **Admin:** Full control over system management.
- **Service Providers:** Limited access to manage profiles and bookings.
- **Users:** Access to search, book, and review services.

## 6. System Ownership:

- Owned by an academic institution or organization (based on the mini-project context).

## 7. Industry/Domain:

- **Domain:** Household Services.

## 8. Data Collection Contacts:

- Name: Biju NP
- Contact Information: 9207367819

## 9. Questionnaire for Data Collection:

### 1. What household services do you frequently require?

- Cleaning (weekly or bi-weekly).
- Plumbing for small repairs.
- Electrical repairs and maintenance.
- Carpenters for maintenance related to doors and windows
- Appliance repairs.

### 2. What challenges do you face when finding service providers?

- Difficulty in finding reliable and professional providers.
- Long response times or unavailability.
- Lack of trust due to insufficient reviews.
- Hidden costs or unclear pricing.

### 3. How important are reviews and ratings in your decision-making?

- Very important. I rely on reviews and ratings to determine quality and reliability before booking.

**4. Would you prefer location-based service searches?**

- Yes, I would prefer location-based searches to ensure providers are nearby and can respond quickly.

**5. What payment options do you commonly use?**

- Credit/debit cards.
- Mobile payment apps (e.g., Google Pay, PayPal).
- Cash (occasionally).

**6. How often do you require recurring services (e.g., weekly cleaning)?**

- I usually require cleaning services weekly or bi-weekly. Other services are typically as needed.

**7. Do you need real-time availability for service providers?**

- Yes, real-time availability is very important for scheduling and confirming bookings instantly.

**8. How important is the ability to reschedule or prioritize bookings?**

- Extremely important. Life is unpredictable, and flexibility with bookings would enhance my experience.

**9. What additional features would enhance your experience?**

- Real-time chat with service providers.
- Clear pricing and upfront quotes.
- Notifications or reminders for upcoming bookings.
- Loyalty discounts for repeat users.

**10. Are you comfortable sharing personal details for booking purposes?**

- Yes, I am comfortable sharing basic details like name, address, and contact information, but I prefer secure handling of sensitive data.