**Web Queries 10 05 2015**

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Queries:-

1. What kind of details enter in the data base for the employee?
2. What do you mean?

If you mean the following:

* + (Admin Employees who will monitor the app and web activities and extract financial report, payments and other reports, activate and monitor service providers accesses and activities and updates, marketing team to activate any marketing on the website and app and other tasks.)
    - Admin employees will be provided with a username and password where the authority of making such access is with the **main admin only.**
  + (Services Providers Access for their office Employees monitoring the jobs and assigning the tasks)
    - Each Service Provide will have one main Access where email verification has to be completed before the access is fully functional.
      1. The owner of the main access can activate other accesses under the same service provider name only where they can assign multiple accesses to multiple employees in case if they are working more than one shift a day. So one guy will have access to work in the morning where his name will be logged in all activities he do in the morning and one guys will work at night where his name will be logged in all activities he do at night.

1. How service provider get request from client via email or phone number?
   * If requests is from the application or the website they will get it directly one the client press confirm booking the app and web base work follow will direct the appointment to the main screen of the service provider in their web base where they will be using to monitor jobs and assign jobs. There must be an entire work flow and integration as agreed earlier.
   * App Clients will not be able to make appointments by email or phone
   * If the service providers have other appointment that they have out of the app platform, direct clients, their users can input that appointment into the appointment schedule that is on the web base so the app will have an accurate availability scheduling.
2. How service provider send request to the employee because the details for the employee is not clearly defined? If Service provider will message to client within 3 hours then we will need to create messaging system which was not mentioned in the specifications.
   * One a service provider have presubscribed with URFX, they are requested to give the following information to URFX to input it ito the system and that will be shown to the service providers:
     + Number of teams
     + Each team leader name ( Plumper or electrician name)
     + Type of Car
     + Car license plate number
     + Cell number of the team leader.

After that we will give them an **active**d username and password for each team to activate on each team mobile devise thru the team application, where the team will receive the job and close it and be shown the client location from that smart phone they are using. Each username file will have the information of the team above. (like Uber when you request a car you will be shown as the client the picture of the driver their contact information, their license plate and that location)

* + Once a booking is received from the client side based on the shown availability of the service provider, the service provider access will have the ability to assign the job to one of their teams that have been registered with the URFX admin during Presubscription stage. Also if they want to increase the number of teams that will be done manually from the admin of URFX based on a written request from the service provider side.

1. What method is used for the payment gateway?
   * Tokenization.

8. can we use the registration form for register the admin which we used in client registration or we create it separate for both? How many different registration forms will be developed - Client, Admin, Service Provider and Employee?

* + I believe it is better to have separate registration forms since we have different users and different access to information for each user.
  + You need registration forms for the following:
    - URFX users (For app and web)
    - Clients forms(For app and web)
    - Service providers Admin user only, once his access is activated he can activate other users and we will approve the activation from our back office as URFX admin.

9. Can multiple services assigned to the single employee?

* + Yes because when the service provider assigns their jobs it will show in their scheduling which team is available on that date and time. Because if no one is available then the system should not show the client the availability.
  + For example team one have a job at 9 AM. If there is an appointment at 11 they can take it because each appointment books 2 hours from each team schedule.
  + Based on our study in an 8 hours work a day each team can make up to 5 appointments a day.

10. if client has only three fields while register in the app Email,password,Contact Number then in case of refund how we can know about the banking information of clients for refund.

* + All payment are done from a payment gate way, if the client have requested the service as a guest and is now on the stage to pay he will enter his Credit/Debit Card information which contains his name as well. That card will be refunded no cash refund.
  + However if the client is willing to requested him information he can to go his file and update his payment method and save him credit card information by that he will need to verify his card only once.

12. Logic flow of request for service by client? We are talking about PHASE 1 Only which is scheduled maintenance)

1. The client first registers him/herself on the application.
2. The client can log in as a Guest using Facebook Sign In option. He will be asked to ( Log in or register or check out as a guest after he finish selecting the services and is in the process of confirming the booking)
3. The client when clicks on Register, has to enter the following details:

* Email and password
* Contact number:
* He will be asked for the first time to verify by email where he will be send a random code or SMS code so he can complete his user activation.

1. The GPS will automatically fetch the client location and ask him if they want to save the location and name the location. The client can save up to 5 locations each location uder different name, as these location will also be shown once he book a service on which location you want your service to be done.
2. The client can sort the service providers based upon the following filters:

* Location
* Cost
* Rating and feedback
* Service

1. If the client clicks on Request A Service, then a list of services is displayed. For example: Plumbing Tab, Electrical Tab, AC's Tab, Pool Tab etc
2. When the client selects a service tab, the further sub-listing is shown. For example: if the user selected Plumbing Tab in the last listing, he will have to choose from the given items. Let us say he chooses Fix Shower and Change Lamps. He will then click on proceed. Now, the client has to enter details of the selected items. The details are:

* Quantity ( Mandatory)
* Pictures ( Optional)
* Comments( optional)

Then click on proceed

* then The client can then see a list of providers with the availability date and time, rating, response time, cost and the logo where he can click on the company logo to ready their company profile which contain the following:
  + Company Name:
  + Year of Inception
  + Approximate number of employees
  + Government classification if applicable
  + Services provides by the company.
  + A brief description of the company note more than 500 words
* When the client selects a certain provider, he will be taken tt he confirmation page where he can confirm the booking or change the date and time based on the company availability to a later date or time.
* Then the client can confirm the booking if he is signed in, if not hewill be asked to sign in or check our as a guest.
* If he is signed in he will enter his credit/debit card information and process the payment or he can use the stored credit/ debit card information.
* If he chooses to proceed as a guest he will be asked to fill the payment information by entering his credit/debit card information and process the payment. Once payment is completed he ill be send an email of the transaction along with the booking confirmation.

Once done booking is processed to the provider

* After that process is completed the booking will automatic thru the work flow will go to the service provider new jobs sheet on their web base.
* The Service provide has to assign the job to a team in 3 hours once he do so two things will happen:
  + Team will have a new job in their job schedule with the details of the job.
  + The Client will be sent with a random completion code from the ap that he has to give to the team when they finish the job.
* ( Completion code is filled by the Team on their current code when they click on comleted, client only give the code to the service provider)

1. The client has to fill the completion code requested by the service provider, only then the job will be closed successfully. If the client has to register a complaint he/she should do it within three days after the job is done or else the payment that have been made from the client during confirm booking will be transferred to the service provider considering it to be a successful job. The completion code is submitted to the admin and the service provider.

After filling the completion code

After the team click on job completed or after 3 hours whichever comes first, The client is automatically redirected to the feedback form where he/she has to rate from 1 to 5 depending upon the following parameters:

* On time (15%)
* Quality (50%)
* Understanding of the service required (15%)
* Cleanliness (10%)
* Communication (5%)
* Conduct (5%)

1. The client can view the ratings and comments of the service providers given by other clients too.
2. If the client does not give the feedback at that moment, he/she will be redirected to the feedback page of the previous job when making a new booking.
3. Push Notifications are sent to the client reminding him/her to rate the previous job.
4. Working of application calendar with examples. I have requirements with me and reference will make more sense.
5. What do yo mean? I don’t understand it does not seem like a question☺
6. Can we change Logo or Logo colors?

We have given your our logo use that colors, if you feel you have better options of logos and colors send it to us and we will advise you on that.