Introduction and Context

The aim of this project is to create a system where homeowners looking for help in yard work can connect with workers in their area. There are 3 types of users: workers, customers, and owners. There are typically many customers and workers and only one or few owners.

The worker can schedule the times when they are available for work, choose to accept jobs that are made available, and get paid for completing work. (Work is categorized as lawn mowing, snow shoveling, and leaf raking).

The customer can submit job requests, add money to an account for payment and provide feedback based on the quality of work done.

The owner receives 10% of all transactions, manages complaints and refunds to increase satisfaction for workers and customers, and keeps scam/low quality users out of the system.

Users and their Goals

See docs/Use_Case_Diagrams.pdf

Functional Requirements

- Needs to connect workers to customers
    - based on type of job and worker's preference
    - based on worker schedule
    - based on worker and customer zip code
- Needs to have different job types
    - Lawns
    - Shoveling snow
    - Raking leaves
- Feedback system
    - Thumbs up/thumbs down
    - Add a text comment
    - Option for refunds for unsatisfactory work
- Workers need to be paid
    - Owner receives a cut
- Customers can specify timeframe and location
- Workers need to specify their location
- User Profile Features

- System Should allow users to deposit/ withdraw money from their account.
        - System should allow authenticated users to change the username/ password of their account along with email.
        - Users can choose to be a worker or customer on account creation.
    - Owner Features
        - Users with Owner rights will have access to see all user profiles.
        - Owners will have access to see all requests.
        - Owners can handle refund requests
    - Worker Features
        - Workers will have access to current customer request information.
        - Workers will have access to all available job requests.
        - Workers will have access to all user profile features.
        - Workers will have access to change their availability.
        - Workers will be able to see customer feedback on their completed jobs.
        - Workers will be able to specify which job types they are available to do.
    - Customer Features
        - Customers will have access to all user profile features.
        - Customers can create new job requests.
        - Customers will be able to see their current and past requests.
        - Customers will be able to give feedback on their current and past requests.

Non-Functional Requirements

- Needs to have a database
- Needs to have 3 types of users: workers, customers, and owner
- Needs to be compatible with the most popular browsers (chrome, firefox, edge, safari)
- Needs to be mobile friendly (responsive)

Future Features

1. Implement a favorites system where customers can choose favorite workers and, if the workers approve, all job requests from that customer are sent to the favorite worker first, if that worker is available.
2. Integrate with Google Maps (or another mapping system) to get precise distances of workers from customers in order to establish more accurate connections.
3. Add tip system for customers to reward high-quality work.
4. Forgot password feature.
5. Owner users have the rights of changing/deleting other user profiles.

Glossary

Customer: a user who can submit job requests

Worker: a user who can accept job requests and enter schedules of when they are available

Owner: a user who oversees customers and workers and has administrator privileges