**1. Introduction**

1.1. Purpose

1.2. Scope

1.3. Definitions, acronyms and abbreviation

1.4. References

1.5. Overview

**Introduction**

Home Service software is the new trend in the market of on-demand applications. With proper market research, inclusion of vital features, followed by appropriate marketing can make the web based application successful. The demand for Home Service software will be on a rise as we imagine we all want all facilities in our lives. The age-old canters are not going to cause you any worries anymore. The trusted home services software with professional and qualified personnel can repair and fix everything around your home in an efficient manner. Problems get accentuated with rapid urbanization, rising incomes and abundance of low-cost workers. People are constantly in a hurry and are willing to pay more to ensure a certain level of service. The only other option available when scouting for these handymen is to avail the services of inept search directories and run the risk of being bombarded by incessant calls. Moreover, with smart phone being the preferred gateway to these services for most people and with monumental growth in its penetration across the country.

The purpose is to develop a software for online service provider.

**1.1 Purpose :**

1. The purpose of this document is to unambiguously specify the software requirement for a web based application system .Software requirement specification (SRS) is documented to clearly identify the functional, non-functional and interface needs of the system. It also enlists the probable constraints and assumptions made in the functioning of online home service software. It gives an overview of the service to be provided and its interactions with customer and service provider.
2. Home service system providing the required service of the customer at their doorstep and help service prover by opening a new way of earning. The proposed system is a modern home service system where there are no agents, and customer can directly hire their required service provider. This application is for making easier to manage service provider details, customer details, order details, tender details , service details and payment details. In this system customer will get the service from different provider of this service under a roof. The customer don’t have to have to worry about searching different websites of different company for beneficial home service. Customer can select a price range suitable for his/her home service. Customer can easily access the system by purchasing appropriate service. Customer and service provider can deal with any problem with the help of support team easily.
3. Intended audience for SRS involve stakeholders from customer or user side, system requirement developers, software project engineers who are developing and maintaining the system.

The achievable goal of this document are:

* + - 1. To detail the As IS and TO BE process.
      2. Develop the document that becomes the input for the design document .
      3. Develop the reference document for designer/s, developer/s and tester on
         * Marketing infrastructure of home service
         * Detail analysis of different types of service of different providers
  1. **Scope:**

The main intention behind the project is to provide a web based application for quick booking service when they face necessity situations in their daily life. The proposed system consists of actors like admin, service provider and customer. The admin has initial rights to access and modify the website, where it needs to login to do so. Then the admin comes to the customer who wants to take advantage of these services, it has to be before the registration and login process. A customer can upload a file describing the services if necessary. The software product will allow customers to enter the name of their desired service. If the service is available, software generates list of service providers serve the service for the customer to choose from, otherwise it suggests names of services with similar service type. The software will not allow customers to choose service providers before entering service name to maintain authenticity. The software will allow registered service providers to participate . Once a request is made, it can forward it to the payment process and rate the service once the service is over. And in the worst case if customers are not satisfied with the service they can proceed with the return policy process. Finally a service provider that provides a service where they should also go through the registration and login process and proceed with the uploaded files and inform them to provide the service once the service is confirmed. The goal of this software is to give a platform to the customer to directly choose the services without facing the problems of any middle man. The system place a mediator between user(customer and service provider) and system when user request any kind of support/help.

1.The software products required for developing the software are:-

a. Report Generator b. Database

2. The software will have wide application in areas where authentic service provider are not available in close vicinity, or do not host a wide stock of services. The relevant benefits along with goals and objectives are as below:

a. Speedy provide of services in remote areas.

b. Delivering better services with guaranty.

c. Address the queries and grievances of end users via the helpline handled by helpdesk executive to provide useful service.

3. The software maintains consistency between higher and lower level specifications, eg: System Requirements Specifications.

**1.3 Definitions, acronyms and abbreviation:**

This document uses the following conventions

|  |  |
| --- | --- |
| Term | Definition |
| Customer and Service provider | Any end user who has a valid id and password |
| Admin | Who has special privileges for managing the entire system |
| Helpdesk | A group of user who helps the customer to solve any issue |
| Web portal | A web based platform which host the entire Home Service System. It is managed by the admin/s. |
| UI | User Interface |
| DB | Database |
| ER Model | Entity-Relationship Model |
| DBMS | Database Management System |
| DFD | Data Flow diagram. |

**1.4 References:**

* Software Requirement Specification published in 7 September 2018 by Wikipedia (https://en.wikipe dia.org/wiki/Soft ware\_requireme nts\_specification)
* [www.urbanclap.in](http://www.urbanclap.in)
* [www.helper.in](http://www.helper.in)
  1. **Overview:**
* The rest of the SRS document consists of the description of the software, the actual purposes of the software, the constraints, interfaces, the system functionalities, and the demographic of the user base.
* The SRS is organized maintaining the standard SRS outline used in prototypes.