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**Functional requirements**

* **Customer/ End user**

1.The system shall validate the customers through login/signup. For first time users, the system asks for his/her city and personal information like name, contact number/email, password, address and profile will be created with the input informations.

2. Customer can view all offers for his/her and can order a sevice.

3. The system asks the customer to enter the name of the service(domain) along with the service type. While the user is typing service name in the search pane, the system shall show suggestions for services.

4. If the system cannot find the user-input service type, it asks the customer to choose from a list of similar services.

5. The system shall allow the user to choose his/her desired service provider, which is basically a list of authorised service providers within 10kms from the locality of the customer.

6. After customer selects service provider, the system ask customer to select available date and time duration of that service provider in which customer want desired service .

7. Customer can call a tender and system ask customer to type service details briefly and to select last bid date and completion of service date.

8. After completion of bidding customer can choose one for his/her tender.

7.Then system will ask customer to select payment type (like: Credit card, Debit Card, UPI etc).

8. After successful payment ,customer will get auto generated invoice.

9. Customer can view all past orders.

10. Customer can cancel the order before one day of serving.

11. Customer can update his/her profile.

12. The system allows user to contact with helpdesk for query resolution and/or grievance redress.

13. Customer can rate the service provider.

14. Customer can log out from the system.

* **Service Provider**

1. The system shall validate the service provider through login/signup. For first time users, the system asks for his/her city and personal information like name, contact number/email, password, address and profile will be created with the input informations.

2. The system shall ask the service provider to enter/update the details(qualification, experience, services that he/she can provide, bank account details) of the currently available services decided by system.

3. After approved by admin he/she can provide sevice at customer’s doorstep.

4. Service provider can cheak his/her schedule of next one week .

5. Service provider can cancel any order request .

6. He/she can update their profile.

7. Service provider can bid for a tender and then system will ask to give information about duration of doing the task and expected payment for these tender.

8. Service provider can check bidded tender status.

9. The system shall send a daily report to the service provider containing up to-date details of his providing service (name of service, quantity, payment details). Also system will payment each service provider in daily basic.

10. The system allows service provider to contact helpdesk for query resolution and/or grievance redress.

11. Service provider can log out from the system.

* **Admin**

1. The system shall ask for authentication of the admin panel.

2. The system shall allow the admin to generate a daily report on the order details . 3.Admin will pay the service provider in daily basic and refund money to customer for cancelling the order in 3 between 3 working days.

4. Admin can update service list.

5. Admin allocates the user as service provider.

6. Admin will produce total report about the system.

* **Helpdesk**

1.The system shall allow him access to the query section.

2.The system shall allow him to address the queries and redress grievances of the customers and service providers.

3.The system shall allow him to contact the required service provider for rendering solution to customer issues, i.e, he/she will have access to user database containing customer contact information as well as service provider database.