

Screen Sketches

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Actors

1 User (Viewers)

1.1 Description

The User, often referred to as "Viewers," represents individuals who use the mobile app to access and interact with blue-collar job services. They are primarily consumers of the app's services.

1.2 Functionalities

- Browse Services: Users can explore and search for various blue-collar job services available in their area.
- Save Favorites: Users have the ability to save their preferred service providers to a list for easy access.
- Request Services: Users can request specific blue-collar services, such as plumbing or electrical work.
- View Service Details: Users can access detailed information about each service, including pricing, availability, and reviews.

2 Service Providers (Providers)

2.1 Description

Service Providers are individuals or businesses offering blue-collar job services through the app.

2.2 Functionalities

- List Services: Service Providers can list the services they offer, along with descriptions and rates.
- Accept/Decline Requests: Providers can accept or decline service requests from users.
- Manage Availability: They have the ability to set their availability schedule for accepting service requests.
- Communicate with Users: Providers can communicate with users to discuss service details and arrangements.

3 Administrators

3.1 Description

Administrators have the highest level of control over the app and ensure its smooth operation.

3.2 Functionalities

- **User Management:** Administrators can manage user accounts, including suspending or banning accounts as needed.
- **Service Monitoring:** They oversee the services offered on the platform, ensuring they adhere to guidelines and standards. Adding / deleting / modifying services.
- **Issue Resolution:** Administrators handle disputes, conflicts, or issues that may arise between users and service providers.
- **App Maintenance:** They are responsible for app updates, bug fixes, and ensuring it functions correctly.

Non-Functional Requirements:

User Registration and Authentication

Users should be able to register and log in securely with their credentials, ensuring data privacy and security during authentication.

Service Listing and Search

- Service providers should be able to list their services with descriptions, prices, and availability.
- Users should have the ability to search for services based on location, type, and price range, with search results displayed promptly.
- Create search tags to associate with services and service providers.

Booking Services

- Users should be able to book services from service providers, specifying details like date, time, and location.
- Service providers should receive timely notifications of service requests.

Real-time Messaging

Implement real-time messaging between users and service providers, facilitating instant communication for service inquiries and discussions.

User Profiles

Users and service providers should have editable profiles where they can manage their information, including contact details, service listings, and profile pictures.

Service Reviews and Ratings

Allow users to leave reviews and ratings for service providers, promoting transparency and accountability in the platform.

Tables and Fields

4 User Table

- **User ID (Primary Key):** Unique identifier for each user.
- **User Name:** User's display name or username.
- **User Email:** User's email address for communication.
- **User Phone:** User mobile number. Unique for each account.
- **User Privacy Settings:** Settings for controlling the visibility of user information.
- **Hashed Password:** Securely hashed password for user authentication.
- **Active:** Used for soft deletion of user accounts.
- **Last Login Time:** Timestamp of the user's last login.

5 Service Provider Table

- **Provider ID (Primary Key):** Unique identifier for each service provider.
- **Provider Name:** Business or individual service provider's name.
- **Provider Email:** Email address of the service provider.
- **Provider Phone Number:** Contact number for the service provider.
- **Service Description:** Description of the services offered by the provider.
- **Service Pricing:** Pricing details for the services.
- **Location:** Location information, such as address or coordinates.
- **Availability Schedule:** Schedule indicating when the service provider is available.

6 Service Request Table

- **Request ID (Primary Key):** Unique identifier for each service request.
- **User ID (Foreign Key):** References the user making the service request.
- **Provider ID (Foreign Key):** References the service provider being requested.
- **Request Date:** Timestamp of when the service request was made.
- **Request Status:** Current status of the service request (e.g., pending, accepted, completed).
- **Request Description:** Details provided by the user when making the request.

7 Review and Rating Table

- **Review ID (Primary Key):** Unique identifier for each review.
- **User ID (Foreign Key):** References the user leaving the review.
- **Provider ID (Foreign Key):** References the service provider being reviewed.
- **Rating:** Numeric rating provided by the user (e.g., 1 to 5 stars).
- **Review Text:** Written feedback or comments from the user about the service.

8 Notification Table

- **Notification ID (Primary Key):** Unique identifier for each notification.
- **User ID (Foreign Key):** References the user receiving the notification.
- **Notification Type:** Type of notification (e.g., message, appointment reminder).
- **Notification Content:** Content of the notification message.
- **Timestamp:** Timestamp when the notification was sent.

9 Booking and Appointment Table

- **Appointment ID (Primary Key):** Unique identifier for each appointment.
- **User ID (Foreign Key):** References the user who booked the service.
- **Provider ID (Foreign Key):** References the service provider for the appointment.
- **Appointment Date and Time:** Scheduled date and time for the service.
- **Appointment Status:** Current status of the appointment (e.g., upcoming, completed).
- **Payment Amount:** Amount paid for the service.

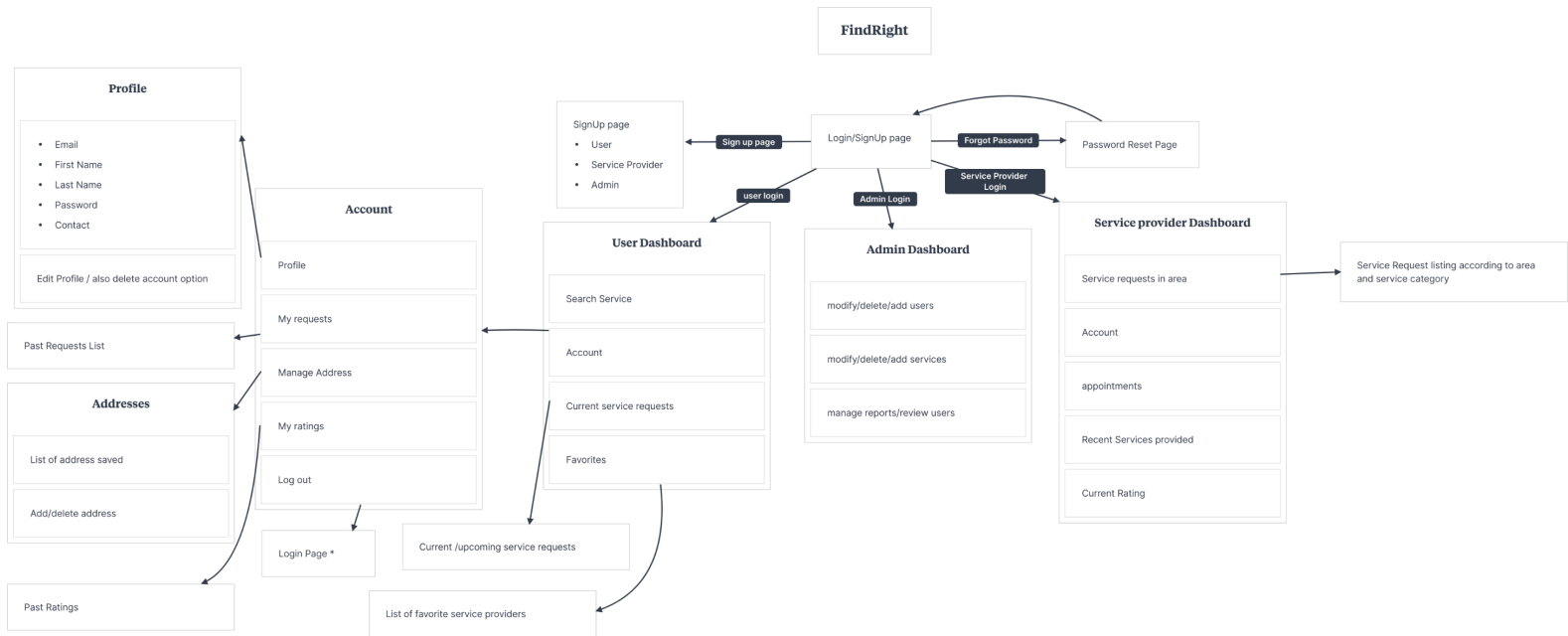
10 Permission Table

- **Permission ID (Primary Key):** Unique identifier for each permission.
- **User ID (Foreign Key):** References the user granted permission.
- **File ID (Foreign Key):** References the file for which permission is granted.
- **Date Granted:** Timestamp of when the permission was granted.
- **Date Revoked:** Timestamp for soft deletion of permissions.

11 Privileges Table

- **Permission Record ID (Primary Key):** Unique identifier for each privilege record.
- **User ID (Foreign Key):** References the user with specific privileges.
- **Privilege:** Type of privilege or access level granted to the user.
- **Date Granted:** Timestamp of when the privilege was granted.
- **Date Revoked:** Timestamp for soft deletion of privileges.

12 Screen Flow Diagram



Find a Service Provider
Search for service providers near you

Sign Up

Email (1)

Password (2)

Name (3)

Full Name (4)

Email Address (5)

Create Account (6)

Figure 1: Sign Up Page

The sign-up page is structured as such:

1. This will be the email address used during login.
2. The password that will be securely hashed, and be used during login.
3. The name that they'd like to be displayed (such as username).
4. Their actual full name; this will be how a user's profile is displayed to them.
5. Email address they'd like to receive notification on.
6. The button takes the information, stores the data in the database, and logs in the user for that session.

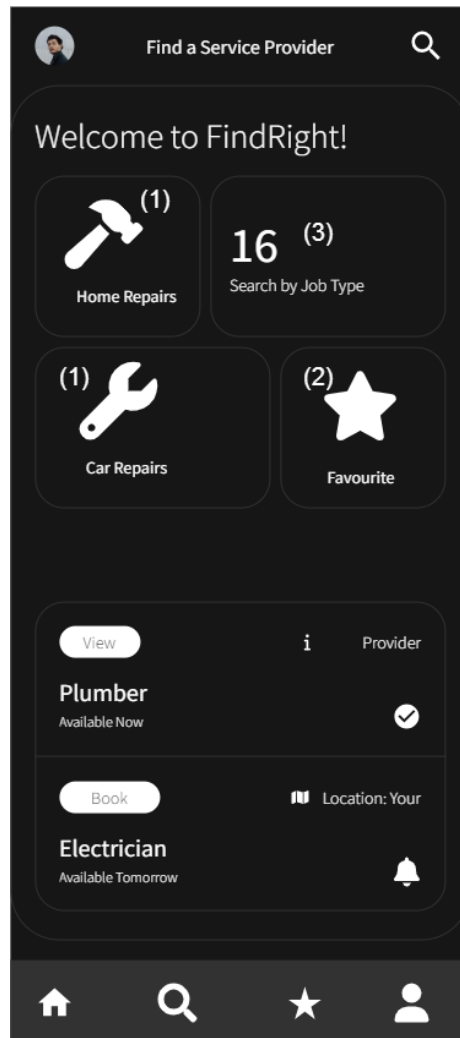


Figure 2: Home Screen of user

This is the main home page of the app for a customer.

1. It has a few job types commonly searched for, such as home and car repairs.
2. A favorite section for jobs you have favorited to revisit them.
3. Also, there is a section to search by a specific job type that is not automatically listed.

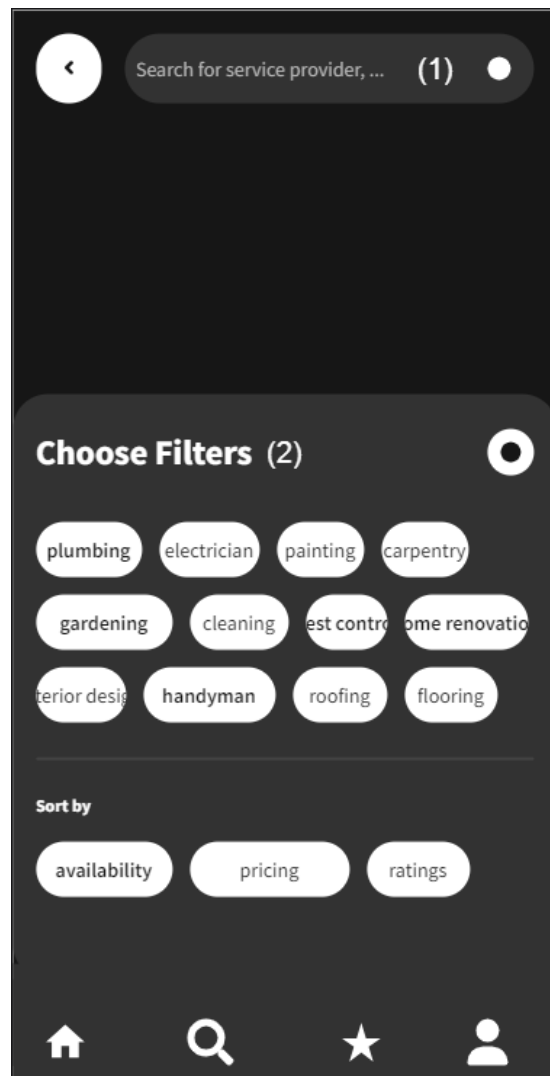


Figure 3: Search screen to search for service providers

This is the search screen where you are searching for a job.

1. This is the search field where you can use keywords/descriptions to search for jobs.
2. These are some common search keywords for some basic household chores and services.

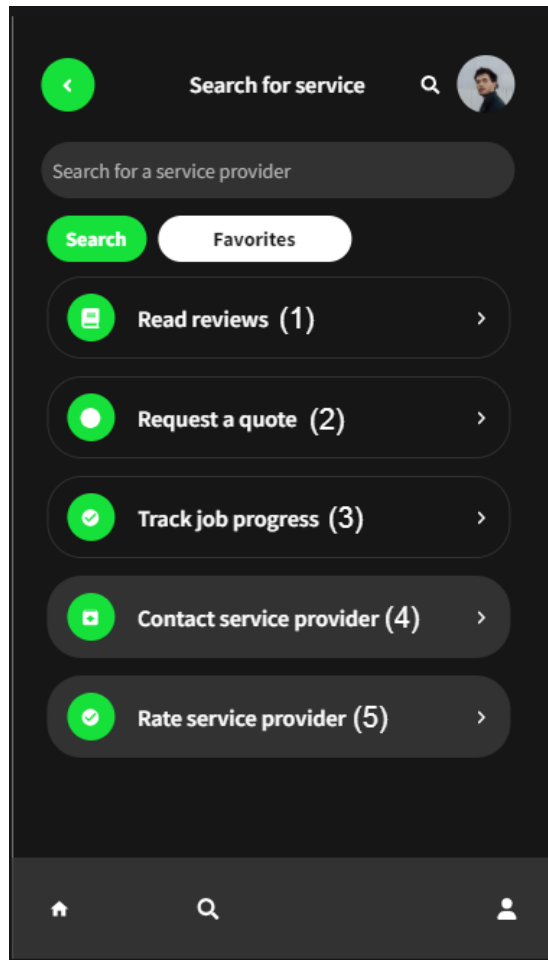


Figure 4: Search Result page

Within this screen, as a user, you can look deeper into a specific provider. This is the search screen where you are searching for a job.

1. This is to read reviews that people have written about this provide, it may help you gain a better understanding through other people's experiences.
2. To request pricing for the service by the specific provider.
3. Track job progress essentially tracks how far the provider is in providing the service.
4. Contact will list various ways the customer can contact the service provider.
5. Rate the provider allows you to evaluate the quality of their work on a scale.

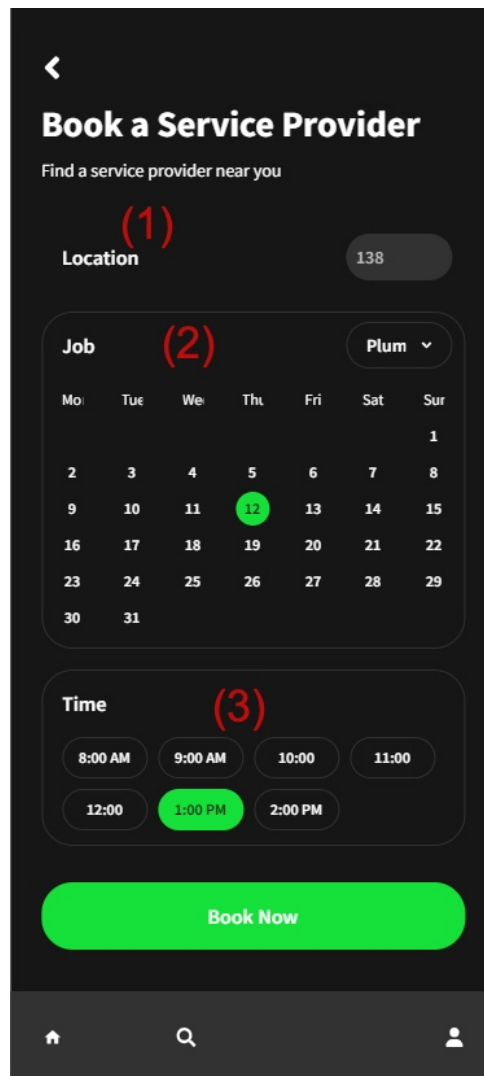


Figure 5: Booking Details

This is the reservation page for the chosen service provider:

1. There the user can enter their location for the service provider.
2. A calendar is provided for users to pick the date they want the service.
3. Users can also select a suitable time from the options provided by the service provider.

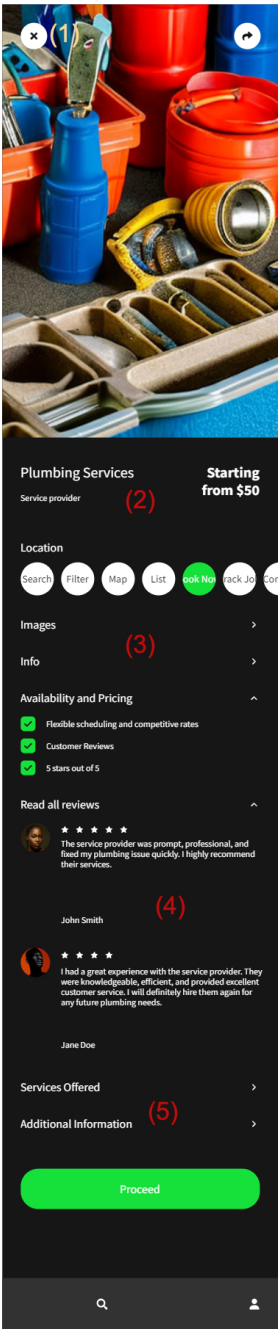


Figure 6: Service Provider Details

Once a user has chosen a specific service provider, they will be directed to the provider's profile screen, which includes various details about the provider as well as an option to make a booking.

1. To navigate, users can utilize the "X" button to exit the provider's profile, while the arrow button allows them to save the provider for future reference.
2. The screen displays the name of the provider or company, along with their pricing information.
3. Users can access additional information and apply filters related to the provider, such as images, availability, and offered services.
4. Reviews from other users regarding the provider's services are also available for reference.
5. Detailed information about the services offered by the provider, along with the option to proceed with the booking, is presented on this screen.

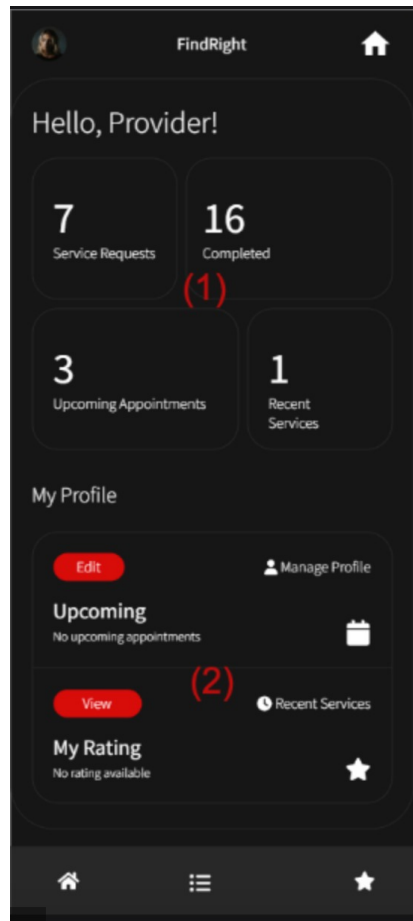


Figure 7: Service Provider Home Page

This serves as the main dashboard for service providers, the initial screen displayed upon logging in.

1. Service providers will find various widgets and information displayed upon logging in, including the number of current service requests, the total number of completed service requests, upcoming appointments, and recent services, which pertain to services completed within the last 24 hours.
2. The profile section allows service providers to manage their requests, cancel appointments if necessary, and view their ratings and reviews from customers.

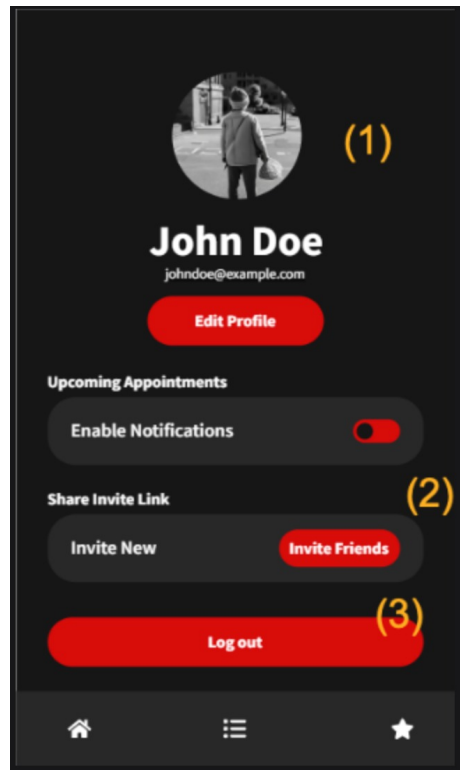


Figure 8: Service Provider Profile page

This is the service provider profile screen, where service providers can access their personal details and customize their settings.

1. The service provider's image or company logo, along with their name and contact information.
2. Settings options, including the ability to enable notifications or invite friends.
3. A logout button for those who wish to sign in with a different account.

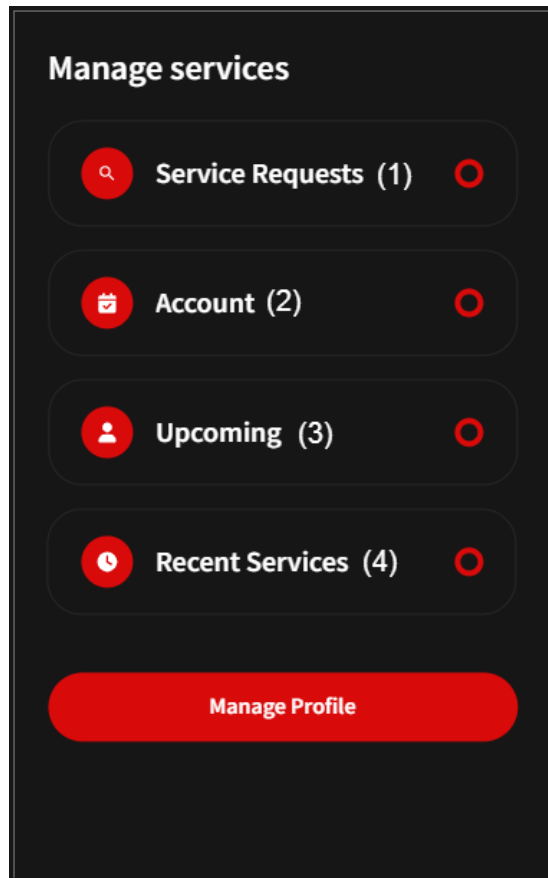


Figure 9: Service Provider Management Page

This is the main page for management for providers.

1. Firstly, we have service requests where a provider can see all the services that have been requested from them.
2. Secondly, this is account management
3. Third, we have upcoming service appointments. And lastly,
4. refers to their recent service completion. We also have a manage profile button that will allow providers to manage their profiles beyond the information filled in during the sign-up.