

Coding Academy by Orange



MASTERPIECE PROJECT

Title: SitWize

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Cohort Four 2024

1. Overview

This document outlines the structure, features, and functionality of **Sitwize**, a babysitter and nanny booking platform. The website is designed to allow users to easily find and book babysitters and nannies based on their needs. It also offers an admin panel for managing the service providers, bookings, and other website-related content.

2. User Journey

The platform offers an easy and intuitive process for users to book a babysitter or nanny based on their requirements. The user journey is outlined as follows:

2.1 User Services

The platform offers five main services:

- **One-Time Sitter:** For occasional single-session babysitting.
- **Occasional Sitter:** For users who need a sitter intermittently.
- **Nanny:** For long-term, dedicated care of children.
- **Special Needs Sitter:** For parents of children with special requirements.
- **Regular Sitter:** For consistent, recurring babysitting services.

2.2 Booking Process

1. **Select Service:** The user selects the type of service they need from the list of available options.
2. **Set Schedule:** The user specifies the start date, start time, and end time for the babysitting or nanny service.
3. **Provide Additional Details:** Depending on the selected service, the user may be asked for more information, such as the number of children, special requirements, etc.
4. **Choose Sitter:** Users are presented with a list of available sitters/nannies that match their criteria. They can filter the options based on:
 - **Experience**
 - **Hourly Rate**
 - **Description of skills and qualifications**
5. **Review and Payment:** Once a sitter is selected, the user proceeds to the payment page. The platform charges a service fee of 0.25 from the hourly rate of the sitter.
6. **Review & Testimonials:** After the service is completed, users are encouraged to leave a testimonial or review of their experience with both the sitter and the platform.
7. **Contact Us:** Users can also reach out to the website admin through a "Contact Us" form for any issues or inquiries.

3. Admin Panel Functionality

The admin panel allows full management of the platform's content, users, sitters, and services. The features available for the admin are outlined below:

3.1 Admin Dashboard

- **Overview** of the number of sitters, users, and bookings.
- **Revenue summary** and breakdown from sitter hourly rates.

3.2 Manage Services

- **View All Services:** See a full list of all services being offered.

3.3 Manage Users

- **View Users:** Admin can view all registered users and their booking history.

3.4 Manage Sitters

- **View Sitters:** A list of all sitters/nannies available on the platform.
- **Add/Edit/Delete Sitters:** Admin can add new sitters, edit their profiles, or remove them from the platform.
- **Sitter Join Requests:** Sitters can apply to join the platform by filling out a "Join Us" form. Admins can review applications and accept/reject them.
 - **Sitter Onboarding:** Once approved, the sitter receives their login credentials via email to access the platform and manage their profile.

3.5 Manage Bookings

- **View All Bookings:** Admin can see details of all current and past bookings, including user and sitter details, service type, and payment status.
- **Edit/Delete Bookings:** Ability to make changes to existing bookings or remove them if necessary.

3.6 Manage Payments

- **View Payment History:** Admin can see a list of all payments made, including fees collected from each sitter's hourly rate.
- **Manage Payment Disputes:** In case of any payment issues, the admin can intervene and resolve disputes.

3.7 Manage Testimonials

- **View Testimonials:** All user reviews and feedback are displayed for admin review.
- **Approve/Reject Testimonials:** Admin has control over which testimonials are displayed on the website's homepage .

3.8 Manage Contact Us Inquiries

- **View Inquiries:** Admin can see all user inquiries and contact forms submitted.
 - **Reply to Users:** Admin can reply to the inquiries directly through the platform.
-

4. Sitter Onboarding Process

4.1 Sitter Registration

Potential sitters can apply by filling out the "Join Us" form on the website. The form includes fields for:

- **Name**
- **Experience**
- **Hourly Rate**
- **Availability**
- **References** (if applicable)
- **Description of Skills** (such as first aid, special needs experience, etc.)

4.2 Approval Process

After the admin reviews and approves a sitter's application, the sitter receives login credentials via email. Sitters can then log in to the platform, set up their profiles.

4.3 Profile Management

Sitters can manage their own profiles ,and provide additional details as necessary to attract users.

5. Payment System

5.1 Fee Structure

Sitters set their own hourly rate for services. The platform deducts a service fee of 0.25 per hour from the sitter's rate as revenue.

5.2 Payment Gateway

The payment process is handled via an integrated payment gateway, ensuring secure transactions between users and sitters.

5.3 Refunds and Disputes

Users can contact the admin through the contact form for any refund requests or disputes. Admin will review and decide the outcome.

6. Testimonials and User Feedback

6.1 User Reviews

Users can leave reviews for both the sitters and the platform after the completion of their booking. Testimonials can include ratings for service quality, punctuality, and overall satisfaction.

6.2 Admin Approval

Admin can view all testimonials and decide which ones are published on the homepage or service pages.

7. Contact Us and Support

7.1 User Inquiries

Users can submit inquiries via the "Contact Us" form, which are then sent to the admin for review.

7.2 Admin Response

Admin has the ability to respond to inquiries directly through the platform.

8. Revenue Model

8.1 Service Fee

The website generates revenue by taking a 0.25 fee from the hourly rate set by sitters. This fee is deducted during the payment process.

9. Technology Stack

Sitwize is built using the following technologies:

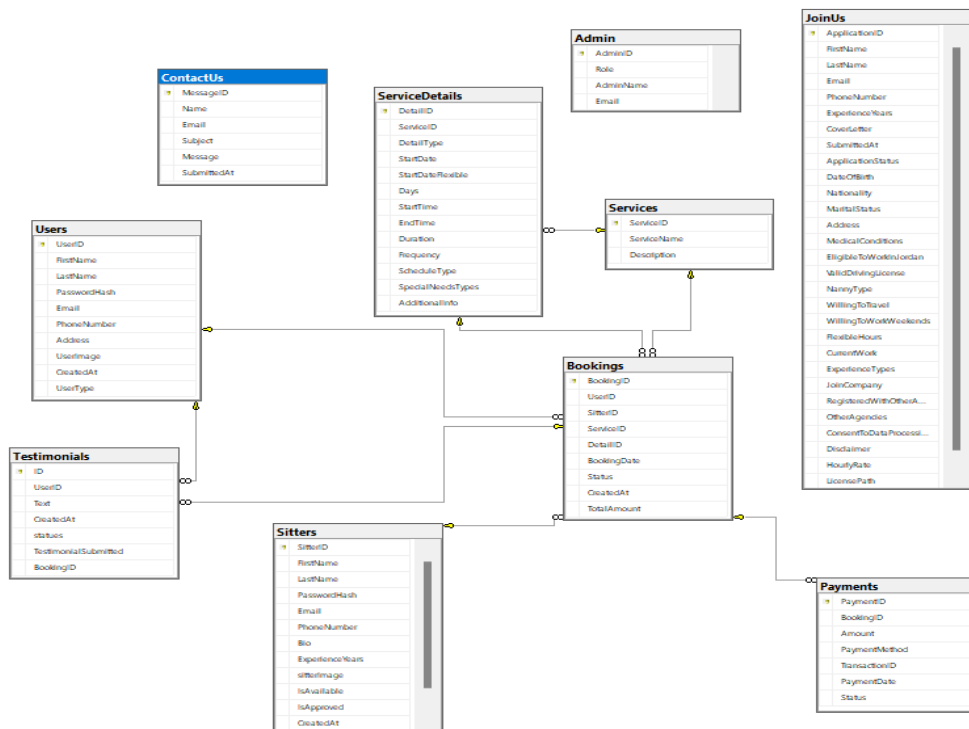
- **Backend:** ASP.NET MVC 5 (Model-View-Controller architecture)
- **Frontend:** CSHTML (combination of C# and HTML) and JavaScript
- **Database:** SQL Server is used to store user, sitter, and booking data.
- **Development Tools:** Visual Studio and GitHub are used for development and version control.
- **Design & Mockups:** Figma was used for creating mockups and wireframes.

10. Database Schema

1. The **Sitwize** platform relies on a structured SQL Server database to manage users, sitters, services, bookings, payments, and testimonials.

Database Schema Diagram

2.



3. This section will display the relational diagram for the platform's database, which includes tables such as:

- Users
- Sitters
- Services
- Service Details
- Bookings
- Payments
- Testimonials
- Contact
- Admin
- Join us

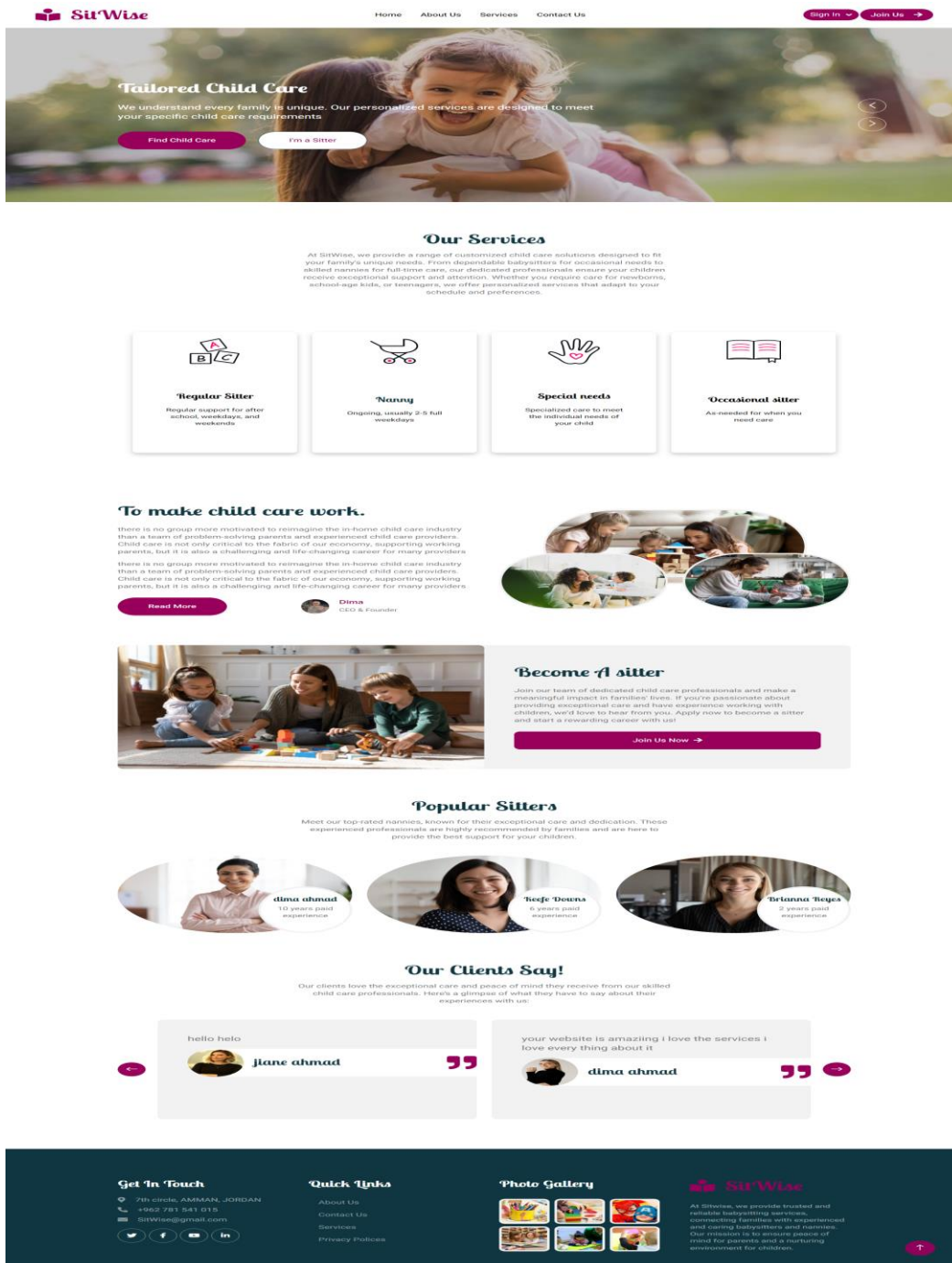
2. The diagram outlines the relationships between these entities, including foreign key connections.

11. Screenshots from Our Website

- Below are screenshots from the **Sitwize** platform, illustrating various features and user interfaces.

11.1 Home Page

- Description: This screenshot shows the homepage where users can quickly navigate to different sitter services.



11.2 Service Selection

- Description: Here, the user selects the type of babysitting or nanny service they need.

Services

[Home](#) / [Pages](#) / [Services](#)

What type of care are you looking for?

Skip the scrolling and searching. You've got a specific need—create your job to attract matching sitters.



Regular sitter

Weekly, before/after school, driving



Occasional sitter

As-needed for when you need care



One-time sitter

Date night, upcoming event, backup



Nanny sitter

Ongoing, usually 2-5 full weekdays



Special Needs sitter

Specialized care to meet your needs

Get In Touch

7th circle, AMMAN, JORDAN

+962 781 541 015

SitWise@gmail.com



Quick Links

[About Us](#)

[Contact Us](#)

[Services](#)

[Privacy Policies](#)

Photo Gallery



At Sitwise, we provide trusted and reliable babysitting services, connecting families with experienced and caring babysitters and nannies. Our mission is to ensure peace of mind for parents and a nurturing environment for children.



11.3 Sitter Selection

- Description: This page displays the list of available sitters, allowing users to filter by experience and hourly rate.



Bookings

[Home](#) / [Pages](#) / [Booking Sitter](#)

Filter by

Years of Experience

[Any](#)

Hourly Rate

[Any](#)

Special Needs License

[Any](#)



Keefe Downs

Experience Years: 9 years paid experience

Price per Hour: \$10.00

Bio: Et facere id cumque

[Book](#)



Noel Holmes

Experience Years: 12 years paid experience

Price per Hour: \$15.00

Bio: Cupiditate autem odi

[Book](#)



Gary Bauer

Experience Years: 7 years paid experience

Price per Hour: \$10.00

Bio: Culpa quibusdam et

[Book](#)



Beverly Pope

Experience Years: 2 years paid experience

Price per Hour: \$5.00

Bio: Et ipsam voluptate v

[Book](#)



Peter Heath

Experience Years: 10 years paid experience

Price per Hour: \$10.00

Bio: Vel provident ex ip

[Book](#)



Theodore Puckett

Experience Years: 9 years paid experience

Price per Hour: \$13.00

Bio: Aut sint id qui quia

[Book](#)



dima ahmad

Experience Years: 5 years paid experience

Price per Hour: \$8.00

Bio: tbtbdkbkkk

[Book](#)



Randall Bonner

Experience Years: 2 years paid experience

Price per Hour: \$5.00

Bio: Suscipit reprehender

[Book](#)



Logan Medina

Experience Years: 10 years paid experience


Price per Hour: \$10.00

Bio: Dolore ut sequi lore

[Book](#)


11.4 Booking Details

- Description: The booking form where users specify the time, date, and other details for their service.

Home About Us Services Contact Us Sign In Join Us

Services

Home/ Pages/ Special Needs Service



Special Needs Sitter

Specialized care for children with special needs

Type of special needs(select all that apply)

<input type="checkbox"/> Autism Spectrum Disorder	<input type="checkbox"/> ADHD
<input type="checkbox"/> Down Syndrome	<input type="checkbox"/> Cerebral Palsy
<input type="checkbox"/> Hearing Impairment	<input type="checkbox"/> Visual Impairment
<input type="checkbox"/> Speech/ Language Disorders	<input type="checkbox"/> Other

How often do you need care ?

Regular(weekly)

Start date

mm/ dd/ yyyy

Start time

--:--

End time

Duration :

Additional information or requirements





Next

Get In Touch

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At Sitwise, we provide trusted and reliable babysitting services , connecting families with experienced and caring babysitters and nannies . Our mission is to ensure peace of mind for parents and a nurturing environment for children .

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11.5 Payment Page

Description: The payment page where users review their booking and proceed with the payment.



[Home](#) [About Us](#) [Services](#) [Contact Us](#)

deema ▾

[Join Us](#) →

Confirm Your Booking and Payment

Booking Details

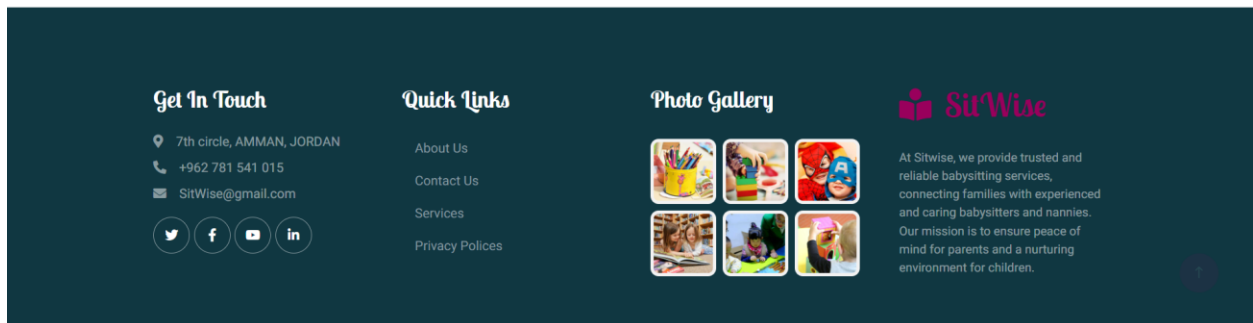
User Name	Service Name	Service Start Date
<input type="text" value="deema ahmad"/>	<input type="text" value="Occasional sitter"/>	<input type="text" value="06/28/2009"/>
Duration	Booking Date	Total Amount (USD)
<input type="text" value="3 hour(s) 56 minute(s)"/>	<input type="text" value="10/18/2024 23:39"/>	<input type="text" value="45.00"/>

Select Payment Method

PayPal

☐ Debit or Credit Card

Powered by



12. Future Enhancements

Some potential future improvements to consider:

- **Mobile App Integration:** A mobile app could make booking sitters even more convenient for users.
- **Real-Time Notifications:** Adding push notifications to alert users about sitter availability, booking reminders, etc.
- **In-App Messaging:** Allow users and sitters to communicate directly within the platform.

13. Conclusion

This document outlines the core functionality and features of the **Sitwize** Babysitter and Nanny booking platform. It provides a clear and simple interface for users to find sitters while offering comprehensive management tools for the admin to oversee the platform.