NearbyNexus

Topic : Requirement Analysis

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Requirement Analysis

1. Project Overview?

NearbyNexus is an application platform designed to connect users in a new town or city with various service providers based on their geographical location. The application caters to a wide range of services, from small-scale individual service providers to larger organizations. Its primary goal is to facilitate easy and convenient access to services without the need for users to have the contact information of the providers readily available. The users of the application need to be registered their account through a simple registration process which will grant the access to the application and its various functionalities. The service provider or vendors also have to register for an account and verify their truthfulness to start servicing through the application. The administrator of the application has access to the user details and manages and monitor the activities of the user. The admin will take necessary actions upon a user or vendor based on his/her activity and other user reports. When the user is successfully login to then the user is displayed with a wide number of services that are available on geographical location. Through this application the users and vendors can sign up the services and achieve the goals.

2. To what extend the system is proposed for?

The primary goal of the application is to provide users with easy access to a wide range of services in their local area. By utilizing the user's geographical location, the application connects them with nearby service providers, including individual service providers and organizations The application seeks to enhance convenience for users by eliminating the need for prior contact information of service providers. Users can browse through various services, view service details, and request services through the app, making it convenient to avail of services quickly. The system is proposed to cover a diverse set of service categories, ensuring that users can find and avail services ranging from transportation (taxi drivers) to professional services (lawyers), household services (plumbers, electricians), and personal services (beauticians, tailors).

3. Specify the Viewers/Public which is to be involved in System?

- General users(public)
- Service providers (plumbers, electricians, beauticians, tailors, etc.,)

4. **List the Modules included in your System?**

   User management, Vendor management, Service management, Payment integration, Location-based module, Communication module, Service broadcast module, Vendor availability calendar module, etc..

5. **Identify the users in your project?**

   Admin, General users (Public), Service providers.

6. **Who owns the system?**

   Administrator

7. **System is related to which firm/industry/organization?**

   IT – Industry, On-Demand Services Platforms like Uber, Ola

8. **Details of person that you have contacted for data collection?**
   Online resources
   Athul Vinayakumar - IT professional

9. **Questionnaire to collect details about the project? (min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)**

1. **How do you ensure the authenticity of vendors and users?**

   NearbyNexus encourages service providers to provide information about their licenses, certifications, and insurance. This information helps customers assess the legitimacy and professionalism of the service provider. And for users are verified by their login credentials.

2. **How does the user registration process work? What information do you collect from users during registration?**

   Initially the general users of the application are verified by technologies like OTP, SMS etc. this is done to ensure the authenticity of the user. The users are required to provide a good quality picture of them. During the registration process this application collects the necessary information's like phone number, Emal id, facial images etc. After successful registration the geographical location are accessed and stored based on users' permissions.

3. **Which payment gateway(s) are integrated into the application for online transactions?**
   We often use Braintree for integrating payments and transaction through out the application which enable secure and successful transactions.

4. How do users and vendors communicate within the application? Are there any additional features for user-vendor communication?

The users and the vendors of the application can communicate with each other seamlessly through the in- app messaging system. Which enable safe and secure communication medium.

5. How do you handle and display the reviews and ratings on the platform?

The reviews and rating on this platform are designed for both the general users and also for vendor's side. The users can rate the vendor based on his service. The rating is scaled in a scale of 10. Also enables the vendors to rate and provide feedbacks about the users to whom they provided a service. Which describes the attitude and payment responsibility of the user is reviewed.

6. **What tasks and responsibilities does the administrator have in managing the platform?**

The administrator or moderator of the application have full access control over the application. The admin can manage the users of the application, view and review the services that are created by the vendors.

7. How does the administrator handle user complaints, reports, and vendor verifications?

The administrator has the full access to the user ratings and the admin receives the complaints and reports that are submitted by the users of the application. Based on the report and the severity of the report application the admin reviews the report and take necessary actions

8. List the various service categories that the application covers. Are there any plans to expand the service categories in the future?

As mentioned earlier the services of the applications are mostly created by the service provider who register with the application. When a service provider add a new service into their catalogue the service is automatically sync with the databases of the application. The admin reviews the service and approve the services added by the new vendor. Next time another user register for a service then the service list contains the newly approved services.

9. Which geographical locations or regions does the application cover? Is it limited to specific cities or available nationwide/internationally?

Currently the application supports the location that are geographically near to the user which covers a specified radius from the user.

10. Does the application integrate with other external systems or APIs for additional functionalities (e.g., maps, third-party services)?

Yes, this application integrates other external systems and APIs for the smooth working and good user experience for the application and the user. Which may include maps, location services etc.