

Fusion 5 Technologies – TOW Project

Quick Commerce Vehicle Repair Web Application – Feature Documentation

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1. Project Overview

TOW is a web-based quick commerce platform developed by Fusion 5 Technologies to provide instant vehicle repair and towing services. The application caters to multiple user roles including Customers (Users), Delivery Personnel (Technicians), Hub Managers, and Admins. Each role has access to a dedicated web portal with a role-specific dashboard and functionality.

2. Module-Wise Feature Documentation

2.1 User Web Portal

Purpose: Allows customers to book on-demand vehicle repair and towing services.

- Key Features:
- User registration and authentication (Email, Phone OTP, Social login)
- Vehicle profile creation and management
- Service booking interface: Selection of service category (e.g., Flat Tire, Battery Issue, Towing), Real-time location selection using maps, Estimated time of arrival and price display
- Live tracking of assigned technician
- In-app communication with assigned technician
- Booking history with detailed receipts
- Payment gateway integration (UPI, Cards, Wallets)
- Saved addresses for quick booking
- Notifications (Email, SMS, Web Push)
- Ratings and reviews for completed services
- 24/7 support contact access

2.2 Delivery Technician Web Portal

Purpose: Enables technicians to manage service jobs assigned to them in real-time.

- Key Features:
- Secure login with identity verification

- Live feed of incoming job requests with accept/reject functionality
- Service status management: Accept, Start Journey, Arrived, Job In Progress, Completed
- Real-time location sharing with users and hub
- Daily/weekly job history
- Earnings dashboard
- Technician performance tracking
- Rating feedback visibility
- Availability toggle (Online/Offline)
- Support contact and ticket submission

2.3 Hub Manager Portal

Purpose: Centralized management of service requests and technician dispatch within specific regions.

- Key Features:
- Secure hub manager login
- Live view of bookings in assigned geographical area
- Manual and automated assignment of service jobs
- GPS tracking of all technicians under the hub
- Inventory monitoring (spare parts, tow vans)
- Technician schedule management
- Performance metrics for each technician
- Communication tools to coordinate with delivery agents and admin
- Escalation management and re-dispatch options

2.4 Admin Panel

Purpose: Centralized administration of the platform including operational, financial, and user management.

- Key Features:
- Role-based login and access controls
- User management: Customer records, Technician onboarding, Hub manager accounts
- Service configuration: Dynamic pricing rules, Service categories and custom issues, Geographical service zones
- Booking monitoring in real-time with map integration
- Manual dispatch and booking override tools
- Financial management: Transaction history, Commission and payout calculations, Technician payment management
- Reports and analytics: Service demand trends, Area-wise performance, Rating and complaint statistics, Revenue reports
- Notification manager for platform-wide announcements and promotions
- CMS management: Website content, Terms and conditions, FAQs
- Issue tracking and resolution dashboard

- System audit logs and admin actions history

3. Common Dashboard Functionalities

Feature	User Portal	Technician Portal	Hub Portal	Admin Panel
Real-Time Maps	Yes	Yes	Yes	Yes
Booking/Job History	Yes	Yes	Yes	Yes
Service Status Management	Yes	Yes	Yes	Yes
Notification System	Yes	Yes	Yes	Yes
Communication Interface	Yes	Yes	Yes	Yes

4. Technical & Security Specifications

- Token-based secure authentication (JWT)
- SSL/HTTPS encryption for all data transmission
- Role-Based Access Control (RBAC)
- Geofencing for hub-level dispatching
- Auto logout for inactive sessions
- Audit logging for all administrative actions
- Daily data backups and disaster recovery protocols

5. Responsiveness & Compatibility

Fully responsive web interfaces for desktop, tablet, and mobile views. Optimized for Chrome, Firefox, Edge, and Safari browsers.

6. Future Scope (Optional Enhancements)

- Native mobile apps (Android & iOS)
- AI-based technician assignment
- Subscription plans for corporate fleets
- Integration with insurance providers
- Voice booking via IVR