Ovation WPS

Vantage

System Requirement Document

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1. INTRODUCTION

This project aims to build an integrated service management platform that streamlines operations for administrators, customers, and field technicians. With four specialized applications, it provides tailored tools for each group, enhancing efficiency and engagement. Administrators gain centralized control, customers experience seamless service access, and technicians receive optimized tools for job management, ensuring a cohesive and effective service ecosystem.

1.1 DOCUMENT PURPOSE

The purpose of this document is to present a detailed description of the proposed system. It will explain the scope and features of the system, what the system will do, and the constraints under which it must operate. Intended Audience and Reading Suggestions

1.2 INTENDED AUDIENCE AND READING SUGGESTIONS

The primary audience of this document is Ovation stakeholders, Vantage Development and Testing Team.

1.3 APPLICATION SCOPE

This project is dedicated to creating an all-encompassing service management platform with four integrated applications, each specialized to optimize and streamline the user experience and management processes. The platform will cater to administrators, customers, and field technicians, offering specific tools and features tailored to each group's requirements, ensuring seamless interactions and operational efficiency.

The applications included in this platform are as follows:

1.3.1 Administrator Web Application (Backend)

The Administrator Web Application serves as the central management hub for administrators and management teams, providing oversight and control over all operational processes. It enables effective organization of master data, service catalogues, and role-based access, ensuring secure and efficient workflows tailored to various administrative roles. The application also facilitates comprehensive customer and technician management, allowing for skill-based and geographic matching. Additionally, it streamlines e-commerce and order processing, job scheduling, and allocation, all while offering visual analytics and reporting for informed decision-making. Customizable notifications and communication templates ensure consistent interaction with customers and technicians, enhancing engagement and operational efficiency.

1.3.2 Customer Mobile/Web Application

The Customer Mobile Application is designed for user-friendly interaction, enabling customers to easily browse services, manage multiple addresses, and place orders. It offers a comprehensive service catalogue with detailed descriptions, ratings, and reviews, allowing for informed service selection. Integrated payment solutions and cart management streamline the purchasing process, feature like coupons for offers and discounts will help motivate customers to make purchases. while real-time notifications keep customers updated on order statuses. With features for easy registration and authentication, the application ensures a seamless on boarding experience, catering to customer needs across devices. Additionally, a support ticketing system along with photo & video sharing will be offered to enable customers to raise their queries, receive solutions to their doubts, and get assistance as needed.

1.3.3 Technician Mobile Application

The Technician Mobile Application provides a streamlined interface for technicians to manage job assignments and schedules effectively. Technicians can accept, access detailed job requirements, and utilize GPS navigation for optimal routing to job locations. The application also supports timesheet and work log management, allowing for accurate tracking of hours and job statuses. Integrated communication tools enable direct interaction with customers for clarifications and updates, enhancing service responsiveness. Real-time notifications keep technicians informed about new assignments and changes, while payment and invoice tracking features ensure transparency and accountability regarding earnings. This application empowers technicians to deliver high-quality service efficiently and effectively. The Technician Mobile App primarily caters to three types of technicians: in-house/on-payroll technicians, freelance technicians, and technicians managed by vendors. The main difference lies in the functionality for freelance technicians, who can view their earnings in the app immediately after completing a job. However, for this feature to work, the admin must set up a separate payment structure within the catalogue for each individual freelance technician.

1.4 REFERANCES

Document received from Amit Goyal on 19 July 2024.

2. OVERALL DESCRIPTION

2.1 APPLICATION PERSPECTIVE

Vantage portal is designed as a unified solution to streamline and enhance service delivery, bringing together group of interconnected applications tailored to administrators, customers, and field technicians. Each application plays a critical role in enabling smooth interactions and efficient management within the ecosystem.

2.2 ASSUMPTIONS

- Every user must have access to internet while using the portal. (Online mode only)
- The project scope, once finalized, will not undergo significant changes, and any additional requirements or scope modifications will result in timeline adjustments.
- The application should be compatible with the latest four versions of iOS and Android operating systems.

2.3 DEPENDENCIES

- The development timeline relies on timely feedback and approvals from the client during the design and development phases.
- The smooth operation of the application depends on the availability of cloud servers, GPS APIs, and Firebase for notification services.
- GPS services rely entirely on the third-party Google Maps API, which may encounter challenges in certain tier-3 cities and rural areas.
- The client will provide the necessary resources for testing and validation to ensure the application meets specified requirements and quality standards before final deployment.

3. SYSTEM FEATURES: SUPER ADMIN PANEL MODULE

3.1 MASTERS

3.1.1 Organization Details: Refer Point No. 3.1.1 from PockIT SRS

3.1.2 Branch Management: Refer Point No. 3.1.2 from PockIT SRS

3.1.3 Currency management: Refer Point No. 3.1.3 from PockIT SRS

3.1.4 Country Management: Refer Point No. 3.1.4 from PockIT SRS

3.1.5 State Management: Refer Point No. 3.1.5 from PockIT SRS

3.1.6 City Management: Refer Point No. 3.1.6 from PockIT SRS

3.1.7 Territory Management: Refer Point No. 3.1.7 from PockIT SRS

3.1.8 Postcode / Zip code Management: Refer Point No. 3.1.8 from PockIT SRS

3.1.8.1 ***Modify pin code to zip code :*** *Rename Pin code to Postcode/ Zip code.*

3.1.8.2 ***District dependency :*** *Remove dependency of district while adding Postcode/ Zip code.*

3.1.8.3 Set Time zone : *Add time zone to pin codes to work with multiple time zones*

3.1.9 Tax Management: Refer Point No. 3.1.9 from PockIT SRS

3.1.9.1 **Reusable Structure :** Modify tax master structure which is reusable for multiple countries.

3.1.10 Language Master: Refer Point No. 3.1.10 from PockIT SRS

3.1.11 Notification Templates Management

3.1.11.1 **Email templates:** *Refer Point No. 3.1.11.1 from PockIT SRS*

3.1.11.1.1 Dynamic subject line: Provision for dynamic subject line that can include variables such as ticket number, customer name, etc..

3.1.11.2 **WhatsApp templates:** *Refer Point No. 3.1.11.2 from PockIT SRS*

3.1.11.3 **SMS templates:** *Refer Point No. 3.1.11.3 from PockIT SRS*.

3.1.12 Notification Service Configuration: Refer Point No. 3.1.12 from PockIT SRS

3.1.13 Language Asset management: Refer Point No. 3.1.13 from PockIT SRS

3.1.14 Order Status Management: Refer Point No. 3.1.14 from PockIT SRS

3.1.15 Job Status Management: Refer Point No. 3.1.15 from PockIT SRS

3.1.16 Priorities Master: The Priorities Master feature allows administrators to manage the list of priorities that will be mapped to services.

3.1.17 Other: Excel download and upload for customers, users, service offering, spare parts, shop products, Technicians

3.2 ACCESS MANAGEMENT

3.2.1 Role Management: Refer Point No. 3.2.1 from PockIT SRS

3.2.2 Role Access Control Mapping: Refer Point No. 3.2.1 from PockIT SRS

3.2.3 User Management: Refer Point No. 3.2.1 from PockIT SRS

3.3 SERVICES MANAGEMENT

3.3.1 Service Category management: Refer Point No. 3.2.1 from PockIT SRS

3.3.2 Skills Management: Refer Point No. 3.2.1 from PockIT SRS

3.3.3 Service Catalogue Management: Refer Point No. 3.3.3 from PockIT SRS**.**

- Auto populate based on naming convention

3.3.4 Unit Management: Refer Point No. 3.3.4 from PockIT SRS

3.3.5 Price Matrix: Refer Point No. 3.3.5 from PockIT SRS

3.3.6 Rating & Reviews Management: Refer Point No. 3.3.6 from PockIT SRS.

3.4 INVENTORY MANAGEMENT

3.4.1 Warehouse Management : Refer Point No. 3.4.1 from PockIT SRS

3.4.2 Inventory Unit Management : Refer Point No. 3.4.2 from PockIT SRS

3.4.3 Inventory category management : Refer Point No. 3.4.3 from PockIT SRS.

3.4.4 Inventory Subcategory master : Refer Point No. 3.4.4 from PockIT SRS.

3.4.5 Inventory Item Management with unit management and serial number : Refer Point No. 3.4.5 from PockIT SRS.

3.4.6 Inventory Stock Management : Refer Point No. 3.4.6 from PockIT SRS.

3.4.7 Inventory Stock Movement/adjustment Management : Refer Point No. 3.4.7 from PockIT SRS.

3.5 PAYMENT GATEWAY CONFIGURATION

3.5.1 Payment Gateway Configuration: Refer Point No. 3.5.1 from PockIT SRS.

3.5.2 Coupon Management: Refer Point No. 3.5.2 from PockIT SRS.

3.5.3 Shipping Integrations: Refer Point No. 3.5.3 from PockIT SRS.

3.6 Notification: Refer Point No. 3.6 from PockIT SRS.

3.6.1 Customer Management: Refer Point No. 3.6.1 from PockIT SRS.

3.6.1.1 *Customer Details:*

- Provision to add details like VAT No., GST No, PAN No. maintained by the admin.
- Add a field for Base Currency to be used for orders associated with the customer. For both B2C and B2B customers, the default is $
- Option to upload documents such as Change Notes or Statements of Work (SOW)
- Auto populate based on naming convention (B2B)

- While onboarding the customer admin can configure the site visit report field and format

3.6.1.2 *Address Details:*

- Modify field labels to be globally applicable, such as renaming "Pincode" to "Postcode/Zip Code".
- Remove the restriction on the "District" field.
- Remove 6-digit pincode validation wherever it is applied.

3.6.1.3 ***User Management:*** *For B2B onboarded customers, Admin can have access to map multiple users (Backoffice team). So mapped users can see orders related to that mapped customer.*

3.6.1.4 *SLA Configurator :*

- Allows the admin to define customer-specific, service-wise SLAs including SLA name, duration, associated documents, effective dates, and status.
- SLA details also include priority name, short code, response time (reach time), resolution time, and status.
- Only the mapped priority list will be visible to the customer during order creation.
- Facility to add documents related to SLA

3.6.1.5 *Contact Management :*

- **Customer-level SPOC Management**: Allows the addition of system users (Backoffice) as general SPOCs for customers. Each SPOC entry includes Name, Email, and Status, etc.
- **Customer Address-level SPOC Management**: Enables mapping of SPOCs to specific customer addresses. These SPOCs serve as the point of contact for all order-related operations and receive order-specific emails. Each SPOC includes Name, Email, Mobile Number, and Status, etc.

3.6.1.6 ***Technician cost calculation :*** While mapping a technician to a customer, provide an option to add cost and revenue per month to help calculate the invoice amount

3.6.2 Vendor Management: Refer Point No. 3.6.2 from PockIT SRS

3.6.3 Backoffice Team Management: Refer Point No. 3.6.3 from PockIT SRS**.**

3.6.4 Technician Management: Refer Point No. 3.6.4 from PockIT SRS.

3.6.4.1 ***Technician Verification:*** This feature enables verification of onboarded technicians directly from the app. Admins can view the details submitted by technicians and take action to approve or reject the request. Based on the admin's action, the technician will receive an email notification.

4. SYSTEM FEATURES: VANTAGE PORTAL / CUSTOMER MOBILE APP

4.1 SIGNUP / SIGN IN

4.1.1 Registration email / Mobile Verification: Refer Point No. 4.1.1 From PockIT SRS.

4.1.1.1 *AD Authentication M365/Google WS :*

- Add login options: "Login with Microsoft" and "Login with Google" on the login screen.
- This functionality will enable users to authenticate using their corporate Microsoft 365 or Google Workspace accounts. It simplifies access, enhances security, and supports enterprise-level identity management, without affecting the existing OTP-based login method.
- OTP : Only on email, but we should also have anoption where customer might ask to bypass it **Need Clarification On This**

4.2 PROFILE MANAGEMENT

4.2.1 Profile Management with contacts: Refer Point No. 4.2.1 From PockIT SRS.

4.2.2 Address Management: Refer Point No. 4.2.2 From PockIT SRS

4.2.3 Settings/Configurations: Refer Point No. 4.2.3 From PockIT SRS.

4.3 VIEW SERVICES:

4.3.1 Service List Display: Refer Point No. 4.3.1 From PockIT SRS.

4.4 CART MANAGEMENT

4.4.1 Cart Management: Refer Point No. 4.4.1 From PockIT SRS.

4.5 CHECKOUT PROCESS

4.5.1 Selection of Address: Refer Point No. 4.5.1 From PockIT SRS.

4.5.2 Selecting the preferred service timings: Refer Point No. 4.5.2 From PockIT SRS.

- B2B customer can have access to select priority while placing an order.

4.5.3 Coupon application: Refer Point No. 4.5.3 From PockIT SRS.

4.5.4 Payment Processing: Refer Point No. 4.5.4 From PockIT SRS.

4.6 ORDER MANAGEMENT

4.6.1 Order Management: Refer Point No. 4.6.1 From PockIT SRS.

4.6.1.1 *Address Details:*

- Modify field labels to be globally applicable, such as renaming "Pincode" to "Postcode/Zip Code".
- Remove the restriction on the "District" field.
- Remove 6-digit pincode validation wherever it is applied.

4.6.1.2 *Order Attachment*

- Enable users to **upload PDF, DOC, or image files** while creating a order.
- Attachments stored in a secure folder with links in the order history.

4.6.1.3 *Add text editor for description :*

- Allow text editing for the Order Description field.
- If the customer updates the order description (before the order is completed), an email notification will **be sent to the backoffice team** regarding the updation.

4.6.1.4 *SPOC selection while order creation*

- During order creation, customers can select multiple SPOCs (customer-level or address-level).
- All selected SPOCs and the customer who created the order will receive email notifications throughout the order lifecycle.

4.6.1.5 ***Currency Display Update :*** Update the system to dynamically display currency symbols based on the currency mapped to each customer.

4.6.1.6 ***Global Tax Calculation Support :*** Revise the tax calculation logic to support multiple tax structures applicable across different countries.

4.7 NOTIFICATIONS

4.7.1 NOTIFICATIONS: Refer Point No. 4.7.1 From PockIT SRS.

4.8 INTERNAL CHAT AGAINST ORDER

4.8.1 Customer Chat Screen: Refer Point No. 4.8.1 From PockIT SRS.

4.9 PAYMENT TRANSACTIONS

4.9.1 Payment Transactions: Refer Point No. 4.9.1 From PockIT SRS.

4.10 ORDER CANCELLATION & REFUND

4.10.1 Order Cancellation & Refund: Refer Point No. 4.10.1 From PockIT SRS.

4.11 REVIEW & RATING

4.11.1 Service Review: Refer Point No. 4.11.1 From PockIT SRS.

4.11.2 Technician Review: Refer Point No. 4.11.2 From PockIT SRS.

5. SYSTEM FEATURES: BACKEND ADMINISTRATOR

5.1 SUPPORT MANAGEMENT

5.1.1 Support Category management: Refer Point No. 5.1.1 From PockIT SRS.

5.1.2 Support Subcategory management: Refer Point No. 5.1.2 From PockIT SRS

5.1.3 Ticket Management: Refer Point No. 5.1.3 From PockIT SRS

5.1.4 Knowledge Base Category Management: Refer Point No. 5.1.4 From PockIT SRS.

5.1.5 Knowledge Base Subcategory management: Refer Point No. 5.1.5 From PockIT SRS.

5.1.6 Knowledgebase management: Refer Point No. 5.1.6 From PockIT SRS.

5.1.7 FAQ Management: Refer Point No. 5.1.7 From PockIT SRS.

5.2 TECHNICIAN DATABASE MANAGEMENT

5.2.1 Technician Management: Refer Point No. 5.2.1 From PockIT SRS

5.2.2 Technician Skills Mapping: Refer Point No. 5.2.2 From PockIT SRS**.**

5.2.3 Technician Calendar: Refer Point No. 5.2.3 From PockIT SRS.

5.2.4 Technician Schedule and Availability Management: Refer Point No. 5.2.4 From PockIT SRS

5.2.5 Technician Device Mapping: Refer Point No. 5.2.5 From PockIT SRS

5.2.6 Technician Territory Mapping: Refer Point No. 5.2.6 From PockIT SRS**.**

5.2.7 ID Card for Technician : Need Clarification On this

5.2.8 Monthly Invoice : Need Clarification On This

- Segregation of orders which are per unit cost based and taken care by Freelances for a customer
- Any permanent technician on Payroll, we should be able to calculate revenue and cost based on number of tech and their rate card

5.3 TECHNICIAN TRACKING

5.3.1 Technician Tracking Map View: Refer Point No. 5.3.1 From PockIT SRS.

5.3.2 Individual Technician Tracking Log: Refer Point No. 5.3.2 From PockIT SRS.

5.3.3 Time Tracking Status Management: Refer Point No. 5.3.3 From PockIT SRS.

5.3.4 Time Tracking: Refer Point No. 5.3.4 From PockIT SRS.

5.4 ORDER MANAGEMENT

5.4.1 Order Management: Refer Point No. 5.4.1 From PockIT SRS.

- All datetime specially in reports and order details will be displayed according to the relevant time zone
- Add filter of company name

5.4.1.1 *Address Details:*

- Modify field labels to be globally applicable, such as renaming "Pincode" to "Postcode/Zip Code".
- Remove the restriction on the "District" field.
- Remove 6-digit pincode validation wherever it is applied.

5.4.1.2 *Order Attachment*

- Enable users to **upload PDF, DOC, or image files** while creating a order.
- Attachments stored in a secure folder with links in the order history.

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- Allow text editing for the Order Description field.
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5.4.1.4 *SPOC selection while order creation*

- During order creation, customers can select multiple SPOCs (customer-level or address-level).
- All selected SPOCs and the customer who created the order will receive email notifications throughout the order lifecycle.

5.4.1.5 ***Currency Display Update :*** Update the system to dynamically display currency symbols based on the currency mapped to each customer.

5.4.1.6 ***Global Tax Calculation Support :*** Revise the tax calculation logic to support multiple tax structures applicable across different countries.

5.4.1.7 ***Scheduled Dispatch (Recurring Orders)***

- Add toggle in service master for recurring service. If yes then add recurring timestamp, expiry, etc.
- After 1st order created and assigned it to technician, all further schedules as per recurring timestamp are scheduled for that technician automatically.
- Technician will receive email notification about it.

5.4.1.7 Close Ticket : If Job not closed by technician for X (need to fix number of days for it) number of days then provide access to admin to close it from Admin Panel.

5.4.2 Job Management: Refer Point No. 5.4.2 From PockIT SRS.

- Admin should have the ability to **reschedule** or **reassign a technician** even after the technician has accepted the job. This ensures continuity in service in cases where the technician becomes **unavailable.**

5.4.3 Scheduling: Refer Point No. 5.4.3 From PockIT SRS.

5.4.4 Work Logs: Refer Point No. 5.4.4 From PockIT SRS.

5.4.5 Remarks & Photos: Refer Point No. 5.4.5 From PockIT SRS

5.4.6 Order Status Management: Refer Point No. 5.4.6 From PockIT SRS.

5.4.7 Job Card Status: Refer Point No. 5.4.7 From PockIT SRS

5.4.8 Order Inventory mapping: Refer Point No. 5.4.8 From PockIT SRS.

5.4.9 Order Invoicing: Refer Point No. 5.4.9 From PockIT SRS.

5.4.10 Payment Collection Management: Refer Point No. 5.4.10 From PockIT SRS.

5.4.11 Cancel Order Management: Refer Point No. 5.4.10 From PockIT SRS

5.4.11.1 ***Order Cancellation By Admin :*** The system allows the Admin to cancel customer orders in case of last-minute cancellations. This feature ensures operational control and enables proper tracking of cancellation reasons.

5.4.12 ServiceNow Integration : Need to discuss this.

5.5 JOB MANAGEMENT

5.5.1 **Job Management with custom fields:** Refer Point No. 5.5.1 From PockIT SRS.

5.5.2 **Job Pool Management:** Refer Point No. 5.5.2 From PockIT SRS.

5.5.3 **Job Allocation/Scheduling - Manual:** Refer Point No. 5.5.3 From PockIT SRS.

5.5.4 **Job Service Coverage:** Refer Point No. 5.5.4 From PockIT SRS

5.5.5 **Job Work logs & Remarks:** Refer Point No. 5.5.5 From PockIT SRS.

6. SYSTEM FEATURES: TECHNICIAN MOBILE APP

6.1 LOGIN AND AUTHENTICATION: Refer Point No. 6.1.1 From PockIT SRS

6.1.1 Self-Onboarding : This feature provides a secure registration process that verifies technician accounts via email or mobile number, ensuring only valid technicians can access the platform. Store email and mobile numbers securely, ensuring compliance with data protection.

- After the details are verified by the admin, the technician will be granted access to the app. Until then, they will see a "Verification in Progress" screen

6.2 PROFILE: Refer Point No. 6.2.1 & 6.2.2 From PockIT SRS.

6.3 TECHNICIAN AVAILABILITY:

6.3.1 Start Availability: Refer Point No. 6.3.1 From PockIT SRS.

6.3.2 Break Status: Refer Point No. 6.3.2 From PockIT SRS.

6.3.3 Busy Status: Refer Point No. 6.3.3 From PockIT SRS.

6.3.4 Offline Status: Refer Point No. 6.3.4 From PockIT SRS.

6.4 TECHNICIAN WORKING CALENDAR

6.4.1 View Schedule: Refer Point No. 6.4.1 From PockIT SRS.

6.4.2 Task Management and Priority: Refer Point No. 6.4.2 From PockIT SRS.

6.4.3 Marking an Absent Day: Refer Point No. 6.4.3 From PockIT SRS.

6.5 Manage Pincode: Refer Point No. 6.5 From PockIT SRS.

6.6 Orders/Jobs: Refer Point No. 6.6 From PockIT SRS.

6.7 Earnings: Refer Point No. 6.7 From PockIT SRS.

6.8 Chat With Customer: Refer Point No. 6.8 From PockIT SRS.

6.9 Ratings To The Cusrtomer: Refer Point No. 6.9 From PockIT SRS.

7. REPORTING

7.1 Sla Bridge Analysis Report

- Generate reports showing whether SLA was met or breached.
- For breached SLAs, the system will capture **reason (technician-side or customer-side)**.
- Display actual vs. expected SLA timing.
- Exportable reports with filters for:
    - Customer
    - Technician
    - Reason of SLA breach
    - Date Range

7.2 Site Visit Report

- While onboarding the customer admin can configure the site visit report field and format
- On basic of it technician can fill the site visit report specially designed for that customer.

7.3 Dashboard : Recreate dashboard for customer-specific metrics like order progress, technician performance, etc.

8. USE CASES – ADMIN PANEL

8.1 MASTERS MANAGEMENT

8.1.1 MASTERS MANAGEMENT

UC001	Admins can manage the primary details of the organization, including name, contact details, and logo, which are updated across the platform.
UC002	Branch management allows admins to add, edit, or deactivate branches, with data linked to order fulfilment.
UC003	Currency management enables admins to set default currencies and adjust exchange rates.
UC004	Also manage countries, states, territories, and pin codes, ensuring proper geographic and service control for shipping, taxes, and delivery. Tax and order status management let admins set tax rules and customize order progress stages for accurate tracking and calculations.

8.2 TECNICIAN REGISTRATION

8.2.1 TECNICIAN REGISTRATION

UC005	Admin can create a new technician profile by entering essential information.
UC006	Technician can register himself by entering required details. After registration profile go for verification. After approval by admin technician can access the App
UC007	Upon registration, a welcome email or SMS is sent to the technician with login credentials.
UC008	The system logs technician registration for auditing purposes.

8.2.2 TECNICIAN LOGIN MANAGEMENT

UC009	Technician can use registered email / mobile number to login. He will receive OTP on entered details.
UC010	Admin can activate or deactivate a technician's login account (e.g., for inactive or terminated technicians).
UC011	Admin can monitor technician login activity, such as the last login date and login failures, for security purposes

8.2.3 TECNICIAN PROFILE MANAGEMENT

UC012	Admin can edit technician details such as contact information, assigned branch, or skill set.
UC013	Admin can upload or update technician-related documents (e.g., certifications).

UC014	Changes made by the admin are reflected in the technician's profile and relevant system areas (e.g., skill matching for job assignments).

8.3 ORDER MANAGEMENT

8.3.1 OFFLINE ORDER REQUEST MANAGEMENT

UC015	Offline Order Request: - The admin can manually enter details of the offline request into the system during or after the phone call.
UC016	Assign Tasks: -After recording the request, the admin assigns it to the appropriate support technician. -The system sends a notification to the assigned personnel regarding the new task.
UC017	Track and Manage Requests: -The admin can view and filter all offline requests, including those received via phone, by status and urgency. -They can update the status and add notes as needed during the resolution process.
UC018	Communication Log: -All communication related to the offline request is logged in the system for future reference. -The admin can document any follow-up calls or messages regarding the request.
UC019	Close Requests: -Once the offline request is resolved, the admin can mark it as closed in the system. -A confirmation notification is sent to the technician who made the request.
UC020	Reporting

8.3.2 ONLINE ORDER REQUEST MANAGEMENT

UC021	The system automatically sends a notification to the admin about the new order request arrival.
UC022	Reviewing the Request: -The admin accesses the requests dashboard to view all pending online requests. -They click on the new request to review the details, including customer information.
UC023	Assessing Urgency: -The admin evaluates the urgency and complexity of the request based on provided information. -They may add notes or categorise the request based on priority.
UC024	Assigning the Request: -The admin assigns the request to an appropriate technician.

	-The system sends an automatic notification to the assigned personnel about their new task.
UC025	Tracking Progress: -The admin can monitor the status of the online request in real-time (e.g., "In Progress," "Resolved," "Pending"). -They can update the status and add comments as needed throughout the resolution process.
UC026	Communication with Technician: -The admin can communicate with the technician directly through the system, providing updates or requesting additional information. -All communication is logged for future reference.
UC027	Resolving the Request: -Once the assigned technician resolves the issue, they update the request status in the system. -The admin reviews the resolution details and ensures everything is documented properly.
UC028	Closing the Request: -After verification, the admin marks the request as closed. -A confirmation notification is sent to the technician who submitted the request.

8.3.3 ORDER STATUS MANAGEMENT

UC029	View Order History: - Users can access their past and current orders from their account dashboard.
UC030	Order Status Visibility: - Each order displays its status (e.g., Pending, Shipped, Delivered).
UC031	Detailed Order Information: - View details for each order, including items, order date, and total cost.

8.3.4 PAYMENT COLLECTION MANAGEMENT

UC032	View All Payment Histories: -Admin can access a complete history of all payments.
UC033	Filter and Sort Payments: -Admin can filter payments by date, status, amount, and customer.
UC034	Payment Status Visibility: -Each payment displays its status, amount, date received, and related invoices.

8.3.5 REFUND MANAGEMENT

UC035	View All Refund Requests: - Admin can access a complete list of all customers' refund requests.
UC036	Filter and Sort Requests: - Admin can filter by status (e.g., Pending, Approved, Rejected) and sort by date or amount.
UC037	Review Refund Details: - Admin can view details for each request, including user info and reason for refund.
UC038	Approve or Reject Requests: - Admin can approve or reject requests and add comments for explanations.
UC039	Track Refund Status: - Admin can update and monitor the status of refund requests.

9. USE CASES – TECHNICIAN MOBILE APP

9.1 LOGIN

9.1.1 LOGIN

UC040	The technician can log in using their unique Login ID.

9.2 PROFILE MANAGEMENT

9.2.1 PROFILE MANAGEMENT WITH PROFILES

UC041	The technician can view their current profile details, including name, contact information, and email.
UC042	They can update their profile information and save changes.

9.2.2 SKILL MANAGEMENT / CERTIFICATION

UC043	The technician can add new skills and certifications to their profile.
UC044	They can update or remove existing skills and certifications.
UC045	A list of all skills and certifications is displayed for easy management.

9.2.3 SETTINGS AND CONFIGURATIONS

UC046	The technician can customise their account settings, including selecting a preferred language.
UC047	They can reset or change their password through a secure process.

9.3 ORDER MANAGEMENT

9.3.1 ORDER MANAGEMENT

UC048	The technician can view a list of raised tickets and assigned work orders by admin and customer in real-time.
UC049	Technicians can accept or reject raised tickets and work orders.
UC050	Location Tracking: - The technician’s location tracked after every 15 minutes. The system allows the technician to see the customer's address and navigate to it easily.
UC051	Time Tracking: - The technician can start and stop a timer to log the time spent on each service ticket.

	- A summary of time spent on each work order, ticket is recorded and can be accessed later.

9.3.2 PAYMENT MANAGEMENT

UC052	The technician can provide the customer with an invoice for payment collection and order completion.

9.3.3 SERVICE CONFIRMATION

UC053	Upon completing the service, the technician can mark the ticket as resolved.
UC054	Customers receive a notification confirming the completion of service.
UC055	Feedback Collection: - The technician can prompt the customer to provide feedback after service completion. - Feedback is recorded for quality assurance and improvement.

10. USE CASES – CUSTOMER WEBSITE / MOBILE APP

10.1 USER REGISTRATION

10.1.1 USER REGISTRATION

UC056	A new user can register on the website by providing necessary personal details. Upon successful registration, the user can create an account and start buying services

10.2 USER LOGIN

10.2.1 USER LOGIN

UC057	A registered user can log in by providing their email address or mobile number and password to access their account.

10.3 FORGOT PASSWORD

10.3.1 FORGOT PASSWORD

UC058	In case user forgets password, he can send reset password request by clicking 'Forgot Password' link. User needs to submit his email address used to sign-in to our system. After this system will send OTP to registered email address of the user. Upon validation of OTP user will be redirected to set new password screen. User will be redirected to sign-in screen after successfully setting new password.

10.4 ADD TO CART PROCESS IF USER NOT LOGIN

10.4.1 WEBSITE BROWSING

UC059	The customer can visit the website and navigate easily to the "Services" section.
UC060	The services are listed with clear descriptions, prices, and images.

10.4.2 VIEW SERVICES

UC061	The customer can click on any service to view detailed information about the service.
UC062	The service details page includes the option to add the service to the cart.

10.4.3 ADD TO CART

UC063	The customer can add one or more services to their cart.
UC064	The cart displays all selected services, including the total price and any applicable taxes or discounts.
UC065	The customer can edit the cart (e.g., remove or update quantity of services).

10.4.4 PLACE ORDER

UC066	The customer can proceed to place an order by clicking "Checkout" in the cart.
UC067	If the customer is not logged in, they are prompted to log in or register before proceeding.

10.4.5 REGISTRATION

UC068	New customers are directed to a registration form to create an account with basic details
UC069	Upon successful registration, the customer is redirected to the checkout page.

10.4.6 BUY

UC070	The customer reviews their order summary on the checkout page.

10.4.7 PAYMENT

UC071	The customer selects a preferred payment method.
UC072	The customer completes the payment by entering their payment details and confirming the transaction.
UC073	A confirmation page is displayed after successful payment, showing the order number and transaction details.

10.4.8 EMAIL CONFIRMATION

UC074	The customer receives an email with their order summary and payment confirmation.

10.5 ADD TO CART PROCESS IF USER ALREADY LOGIN

10.5.1 WEBSITE BROWSING

UC075	The customer can visit the website and navigate easily to the "Services" section.
UC076	The services are listed with clear descriptions, prices, and images.

10.5.2 VIEW SERVICES

UC077	The customer can click on any service to view detailed information about the service.
UC078	The service details page includes the option to add the service to the cart.

10.5.3 ADD TO CART

UC079	The customer can add one or more services to their cart.
UC080	The cart displays all selected services, including the total price and any applicable taxes or discounts.
UC081	The customer can edit the cart (e.g., remove or update quantity of services).

10.5.4 PLACE ORDER

UC082	The customer can proceed to place an order by clicking "Checkout" in the cart.
UC083	If the customer is not logged in, they are prompted to log in or register before proceeding.

10.5.5 BUY

UC084	The customer reviews their order summary on the checkout page.

10.5.6 PAYMENT

UC085	The customer selects a preferred payment method.
UC086	The customer completes the payment by entering their payment details and confirming the transaction.
UC087	A confirmation page is displayed after successful payment, showing the order number and transaction details.

10.5.7 EMAIL CONFIRMATION

UC088	The customer receives an email with their order summary and payment confirmation.

10.6 BUY PROCESS IF USER NOT LOGIN

10.6.1 WEBSITE BROWSING

UC089	The customer can visit the website and navigate easily to the "Services" section.
UC090	The services are listed with clear descriptions, prices, and images.

10.6.2 VIEW SERVICES

UC091	The customer can click on any service to view detailed information about the service.
UC092	The service details page includes the option to add the service to the cart.

10.6.3 BUY

UC093	The user clicks on "Buy Now" to initiate the purchase process.
UC094	The service is added to a temporary order (or cart), allowing the user to continue to the checkout process.

10.6.4 REGISTRATION

UC095	The guest user is prompted to register before completing the purchase.
UC096	If the user chooses to register, they are directed to a registration form where they input their basic details.
UC097	Upon successful registration, the user is logged in and redirected to the order summary.

10.6.5 ORDER SUMMARY

UC098	The user is presented with a summary of their order, including the service they selected, the total price, taxes, and any applicable discounts.
UC099	The user has the option to review or edit their order before proceeding to payment.

10.6.6 PAYMENT

UC100	The user selects their preferred payment method (e.g., credit/debit card, online wallet).
UC101	The user completes the payment by entering their payment details and confirming the transaction.
UC102	After successful payment, a confirmation page is displayed with the order number and transaction details.

10.6.7 EMAIL CONFRMATION

UC103	The user receives an email confirming their registration, order summary, and payment details.

10.7 BUY PROCESS IF USER ALREADY LOGIN

10.7.1 WEBSITE BROWSING

UC104	The customer can visit the website and navigate easily to the "Services" section.
UC105	The services are listed with clear descriptions, prices, and images.

10.7.2 VIEW SERVICES

UC106	The customer can click on any service to view detailed information about the service.
UC107	The service details page includes the option to add the service to the cart.

10.7.3 BUY

UC108	The user clicks on "Buy Now" to initiate the purchase process.
UC109	The service is added to a temporary order (or cart), allowing the user to continue to the checkout process.

10.7.4 ORDER SUMMARY

UC110	The user is presented with a summary of their order, including the service they selected, the total price, taxes, and any applicable discounts.
UC111	The user has the option to review or edit their order before proceeding to payment.

10.7.5 PAYMENT

UC112	The user selects their preferred payment method (e.g., credit/debit card, online wallet).
UC113	The user completes the payment by entering their payment details and confirming the transaction.
UC114	After successful payment, a confirmation page is displayed with the order number and transaction details.

10.7.6 EMAIL CONFRMATION

UC115	The user receives an email confirming their registration, order summary, and payment details.

10.8 ADD TO CART

10.8.1 ADD TO CART

UC116	The user can click "Add to Cart" on any service to add it to their cart...
UC117	A confirmation message appears, indicating the service has been added to the cart.
UC118	The cart icon updates to show the number of services in the cart.
UC119	The user can view, edit, or remove services from the cart at any time.
UC120	The total price is updated dynamically based on the selected services.

10.9 CANCEL ORDER PROCESS

10.9.1 VIEW ORDERS

UC121	The user can navigate to the "My Orders" section after logging in to view their placed orders.

10.9.2 SELECT ORDER TO CANCEL

UC122	The user can select the specific order they wish to cancel from their order history.
UC123	Only orders that are still in the processing stage (not yet delivered) can be cancelled.

10.9.3 CANCEL ORDER

UC124	The user can click the "Cancel Order" button for the selected order.
UC125	A confirmation prompt appears, asking the user to confirm the cancellation.

10.9.4 CANCELLATION CONFIRMATION

UC126	Once confirmed, the order is marked as cancelled, and a notification is sent to the user.
UC127	The user receives a cancellation email with order details and refund information, if applicable.

10.10 TRACK ORDER

10.10.1 VIEW ORDERS

UC128	The user can navigate to the "My Orders" section after logging in to view their placed orders

10.10.2 SELECT ORDER TO TRACK

UC129	The user can select the specific order they want to track from the order history.
UC130	The selected order shows key details like order number, date, and total amount.

10.10.3 ORDER TRACKING INFORMATION

UC131	The order tracking page displays the current status of the order.

UC132	It shows a timeline or progress bar indicating the current step and next steps.

11. ROLES

Various user roles and their permissions are as below.

Role / *Permission*	Administrator	Initiator	Qualifier	Dispatcher	Territory Manager	Technician	Customer
Manage masters Data	√	-	-	-	-	-	-
User access management & mapping	√	-	-	-	-	-	-
Manage Customers Details	√	-	-	-	-	-	-
Manage Technicians Details	√	-	-	-	-	-	-
Service catalogue management	√	-	-	-	-	-	-
Skill management with skill mapping	√	-	-	-	√	-	-
Payment gateway configuration	√	-	-	-	-	-	-
Order Overview	√	√	√	-	-	-	-
Create Order	-	√	-	-	-	-	√
Assigning orders to technicians	-	-	-	√	√	-	-
Accept / reject orders	-	-	-	-	-	√	-
View work order progress of technicians	-	-	-	-	√	-	-
Add work logs	-	-	-	-	-	√	-

View order status	-	-	-	-	√	-	√
Request for order cancellation	-	-	-	-	-	-	√
Manage cancellation request	√	-	-	-	-	-	-
Refund for approved cancellation request	√	-	-	-	-	-	-
Cart Management	√	-	-	-	-	-	√
Invoicing							

12. NOTIFICATIONS

Registration and login	Email Alert
Customer account activation	Welcome message
Place Order	Email
Order status changes	Notification, Email
Order cancellation	Email
Order cancellation approve / Reject action	Email
Work Order assignment to technician	Notification
Order completion	Email

13. TECHNOLOGIES

The system will be designed and developed using the following technologies,

API	Node.js An asynchronous event-driven JavaScript runtime designed to build scalable network applications.
Database	MySQL 5.x (Open Source) World's most popular database helps organizations to deliver high performance, scalable database applications.
Web Application	Angular 14 (Open Source) Angular is a powerful framework for building scalable and maintainable web applications, featuring a component-based architecture, two-way data binding, and robust routing.
Mobile Application	React Native (Open Source) React Native is a popular framework for building mobile applications allows creating cross-platform apps with a native look and feel by using a single codebase for both iOS and Android

14. SYSTEM REQUIREMENTS

14.1 HARDWARE

Disk size and server capacity are based on current estimated usage, It may require an upgrade if usage of the application crossed estimated usage.

Server	Quad Core, 8/16 GB RAM, 1 TB HDD/SSD, Ubuntu 16.x/ Windows Server 2012
Backup Hardware	1. Backup Server Any machine with a 2 TB hard disk quota inside the same network. 2. External Disk Drive Disk size up to 2 TB, always connected to the server. 3. Cloud Server Server overcloud with continuous connectivity having a storage capacity of at least 2 TB.
Power	The server requires a continuous, uninterrupted power supply. Power failures may lead to data loss and any other major issues.
Network connectivity	Consistent internet connection.
Desktop	Windows 10, i3/i5 machine containing 2 GB to 4 GB RAM with at least 128 GB hard disk quota. (Client Machine for Desktop Application)

14.2 SOFTWARE

Cloud Server	Quad Core, 8/16 GB RAM, 1 TB HDD/SSD, Ubuntu 16.x/ Windows Server 2012
Database Server	MySQL 5.x (Open Source)
Node Server	Version 14.16.1 LTS.
Application Server	Apache Version 2.4.x or IIS 7+
Web Browser on every client's machine	Google Chrome Any latest stable version
Push Notifications	Firebase

15. NON-FUNCTIONAL REQUIREMENTS

15.1 PERFORMANCE REQUIREMENTS

1. Server processing speed: Low server performance may lead to slow down performance.

2. Server network connectivity: Unstable, weak or interrupted network connectivity may result in poor performance and applications may fail to serve users.

3. Overload with more users than forecasted: As per the estimated load hardware, network and software are configured to cater to 10 requests per second simultaneously; more requests than estimated lead to slow down the performance.

15.2 OTHER REQUIREMENTS

1. Compatibility: The application should be compatible with the latest four versions of iOS and Android operating systems.
2. UI/UX: The User Interface should be Simple, User-friendly & professional.

3. Scalability: The application should be designed to easily scale horizontally to accommodate increased user load and data growth.

4. Security: All sensitive data (e.g., user information, location data) must be encrypted both in transit and at rest.

5. Availability: The application should be available 99.9% of the time, excluding scheduled maintenance.

6. Localization: The application will support only English for localization.