**Services Description:**

**Introduction:**

This Software Product will be developed as a monolithic application as a Web and Mobile based service to allow users to Search and hire suitable service providers which best match their needs. (For the purpose of this MVP, AI modules are not included but the App will be designed keeping in mind for future integration)

The Application will generate revenue by fees for ex: When a customer places an order of $100, they will be charged an extra amount for the fees (which is to be decided), Payment integration systems also charge a fee so it will have to be such that after deducting that, the platform still makes money.

**Main Features and App Flow Summary:**

**For User:**

* User can Sign up / Log in and browse a list of common issues they need help with
* User is able to type in the question in normal language and the system suggests the best match for the issue using tags and other factors below and display the list of suitable Service providers
* User is able to message a Service Provider and place an order
* For Placing an order, they will be redirected to a secure Payment Integration service (Stripe)
* Once an order is placed, User is able to communicate through zoom which will be integrated in the App
* User will also be able to give their system access through zoom to the Service provider
* User is able to search by the name of the Service Provider
* USER CAN RATE THEIR SERVICE PROVIDER (STAR SYSTEM) AND MAKE COMMENTS ABOUT THEIR SERVICVE PROVIDER
* SCHEDULING OF SESSION MUST BE DONE
* Other tabs

**Logging User Data**

Search done by users gets logged as well as profile associated with the search and geodata associated with the search.

This will facilitate 2 things:

1. Understanding what the universe of clients need help with (note, the service providers can see what is needed help with, and this will drive service providers to tag/update their competencies if their competency meets a market need (they may have competencies they did not even know were needed, which they did not tag or list). Also it means service providers can train themselves in required competencies.
2. We can understand what types of profiles and geographic locations, require what types of competencies.

**Post Order by User module:**

* Summary of problem and solution and next steps sent to email on a nice form.
* Specific and also general recommendations for the future may also be made in the summary (e.g., strongly consider buying a new hard drive; buy more memory for your computer; consider another product since the one you are using is too much trouble; here are some great videos that I have personally watched and recommend, that teach you more about popular features in Microsoft word). The recommendations need to be full, so it is like for a baby: for example, you need a bigger hard drive for the computer; I am sending you a link to amazon that can have a good hard drive for you at your door in 3 days). If you need help with amazon, I will walk you through it. (This will help us ultimately foster retail relationships and control new product purchases).
* Title of the problem is given, tags are added, the title of the problem, the tags for the problem, are searchable, such that other providers can refer to the documentation [like stack exchange].
* Robust tag system will need to be developed, for the name of the piece of technology, the platform of a piece of technology (e.g., its operating system), the company of the piece of technology, etc.
* Ability of the user to review the summary content and give comments and star ratings (this may will help optimize machine learning for optimal customer satisfaction).

**For Service Provider:**

* A Service provider is able to register by Signing Up / Applying
* Service provider’s information is then checked and their profile approved
* Once approved they will appear in User’s search results
* They are able to edit their profile for different skills, profile picture etc, but not the Name
* Service Provider is able to setup their banking information
* Their Password and Security
* Close account
* ABILITY TO TAP A BUTTON AND INDICATE THEY ARE AVAILABLE NOW
* ABILITY TO INDICATE ON SCHEDULE WHEN THEY ARE AVAILABLE (I BELIEVE THERE ARE SEVERAL POSSIBLE INTEGRATIONS FOR THIS)
* SERVICE PROVIDER CAN SEE “OUTSTANDING JOBS” THAT NEED TO BE FILLED
* Other tabs

**For the Match Return:**

· Pagination based results

· Top three matches to be displayed on Page 1

· Rest of the results to be displayed on the following pages

**Information about Matches (Service Providers):**

· Profile Image

· Name (Can be Full name or First name + Last name’s first Letter)

· Location (City, Country)

· Hourly rate

· Short Description provided by the service provider when they setup their profile and is editable

· Tags of their skills which have matched the users query

ABILITY TO LIST THEIR TAGS/SKILLS EVEN IF THEY DO NOT EXIST YET (E.G., WHAT IF YOU ARE SKILLED IN iPHOTO ON MAC); THEY NEED TO BE ABLE TO LIST (FOR CUSTOMER SEARCH PURPOSES), WHAT THEIR SKILLS ARE AND THEIR TAGS;

**Matches to be Ranked by the following factors:**

· Best Rated (Out of 5 stars)

· Number of Skills matched to user’s query

· A combination of the above two factors

AVAILABILITY NOW/LATER (SCHEDULING)

**Referral and Rewards:**

Each User and Service Provider will be assigned and given a Referral code which will be displayed on their Profile

Sample Flow:

If a User connects with a Match and the Match is unable to do the task they may refer a different Service Provider they think is more suitable, When the User connects to the other Service Provider they will need to put the Referral code which will record the referral and trigger the below benefits:

For example, for Users, 3 effective referrals in a month may get you your next consultation free. 6 may get you your next three consultations free. For Providers, 2 effective referrals may give you a bonus payment on your next 6 service provisions.

Referral codes added on different websites such as coupon websites to provide discount on first order

More features and details to be added when the App progresses

**Provider recruiter (not part of software)**

Will need to register as an Employment Platform, indeed for example automatically scrapes the data for jobs posted on company sites

**Design, Development, Testing and Deployment Breakdown:**

|  |
| --- |
| **Name** |
| User Management Section |
| Seller Profile Management, adding services & profile ranking |
| Order creation, order management module |
| In-app chatting system |
| Payment Management |
| QA & UAT |

**Requirement for Analytics**

Google analytics and other analytics will be incorporated in order to maximize information/data capture on customers/clients and service providers and their experiences with the platform, with an understanding that maximum information capture will be necessary for the optimization of machine learning algorithms for the purpose of optimizing customer/client and service provider experience, retention, marketing, and other business processes and goals.