INPUT

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer** | **Service Provider** | **Administrator** | **System** |
| Customer registers one's credentials | Service Provider registers one's credentials | Admin registers one's credentials | - |
| Customer logs in | Service Provider logs in | Admin logs in | - |
| Customer logs out | Service Provider logs out | Admin logs out | - |
| Customer inputs service request details | Service Provider inputs service details | Admin views system usage statistics | - |
| Customer selects a service provider | Service Provider updates service availability | Admin handles customer and provider issues | - |
| Customer contacts the service provider | - | Admin updates system settings | - |
| Customer rates the service provider | - | - | - |
| Customer requests a service history report | - | - | - |

PROCESS

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer** | **Service Provider** | **Administrator** | **System** |
| - | - | - | Confirms credentials |
| - | - | - | Sends approval to access system |
| - | - | - | Sends error messages for wrong credentials |
| - | - | - | Generates service request reports |

OUTPUT

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer** | **Service Provider** | **Administrator** | **System** |
| Customer receives registration confirmation | Service Provider receives registration confirmation | Admin receives registration confirmation | Generates service request reports |
| Customer receives login confirmation | Service Provider receives login confirmation | Admin receives login confirmation | Generates service provider reports |
| Customer receives service provider contact details | Service Provider receives customer ratings | Admin generates system usage reports | - |
| Customer receives service history report | - | Admin views service provider ratings | - |
| - | - | Admin receives system updates notifications | - |

STORAGE

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer Data** | **Service Provider Data** | **Administrator Data** | **System Data** |
| Stores customer credentials | Stores service provider credentials | Stores admin credentials | Stores service provider ratings |
| Stores service history | Stores service details | Stores system usage statistics | Stores service history |
| - | Stores service provider ratings | Stores service and customer reports | - |
| - | - | Stores system settings updates | - |

REPORTING

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer** | **Service Provider** | **Administrator** | **System** |
| Customer receives service history report | - | Admin generates system usage reports | - |
| - | - | Admin views service provider ratings reports | - |
| - | - | - | - |