

# Lab 2: Weekly Assignment

## Group – 10

202412011	Bhavya Patel	202412076	Pratyush Jha
202412012	Jayesh Chauhan	202412084	Bhavika Patel
202412024	Hitiksha Jagani	202412103	Shashank Kumar
202412063	Anjali Patel	202412125	Akshay Kataria
202412075	Malhar Prajapati		

## **Part 1: Customer-Facing Application**

This section details the user flow for customers, from onboarding to booking and managing services.

### **Flow 1.1: Onboarding & Authentication**

This flow covers the initial user experience, from launching the app to creating an account.

#### **1.1.1 Splash Screen**

This is the first screen the user sees, displaying the brand logo and tagline while the application loads in the background.



**Servista**

Connecting you to the right service, right on time.

#### Welcome to Servista

This is where your onboarding or login screen would go

Get Started

Sign In

### 1.1.2 Onboarding Screen

A series of welcome screens that highlight the key features and benefits of the platform, such as booking trusted professionals and making secure payments.

Skip



Book Services Instantly

Find trusted professionals for any task, right at your fingertips.

•

Next

Skip



#### Safe & Secure Payments

Pay with confidence using our secure payment system with 24/7 support.

Get Started

### 1.1.3 Login/Sign-Up Page

The central point for user authentication. New users can sign up, and existing users can log in using Google or their phone number.

Welcome!

Choose your preferred sign-in method.

 Continue with Google

OR

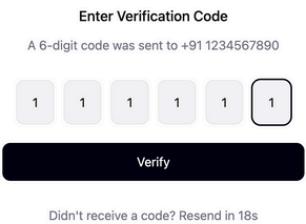
Phone Number

+91

By continuing, you agree to our [Terms of Service](#) and [Privacy Policy](#).

### 1.1.4 OTP Verification Screen

A security step where users who sign up with a phone number must enter a 6-digit code sent via SMS to verify their identity.



### 1.1.5 Profile Setup Screen

The final step in the registration process, where new users provide their full name, email address, and an optional profile photo to complete their profile.

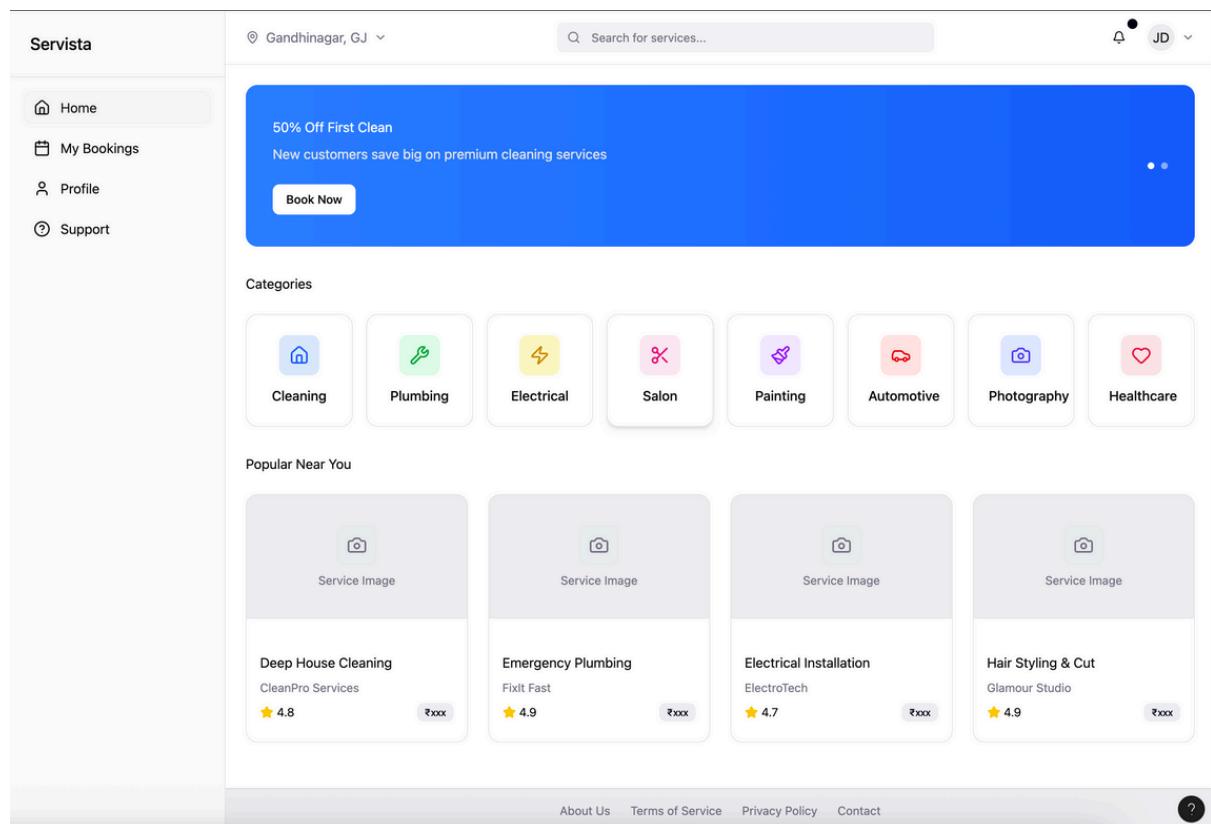
A screenshot of a profile setup form. At the top, it says "Just one last step" and "Let's get your profile ready.". Below this is a circular "Add Photo" button with a camera icon. The form contains three text input fields: "Full Name" (placeholder: "Enter your full name"), "Email Address" (placeholder: "Enter your email address"), and "Phone Number" (placeholder: "Enter your phone number"). At the bottom is a large grey button labeled "Complete Setup".

## Flow 1.2: Service Discovery

This flow details how users find, select, and book services.

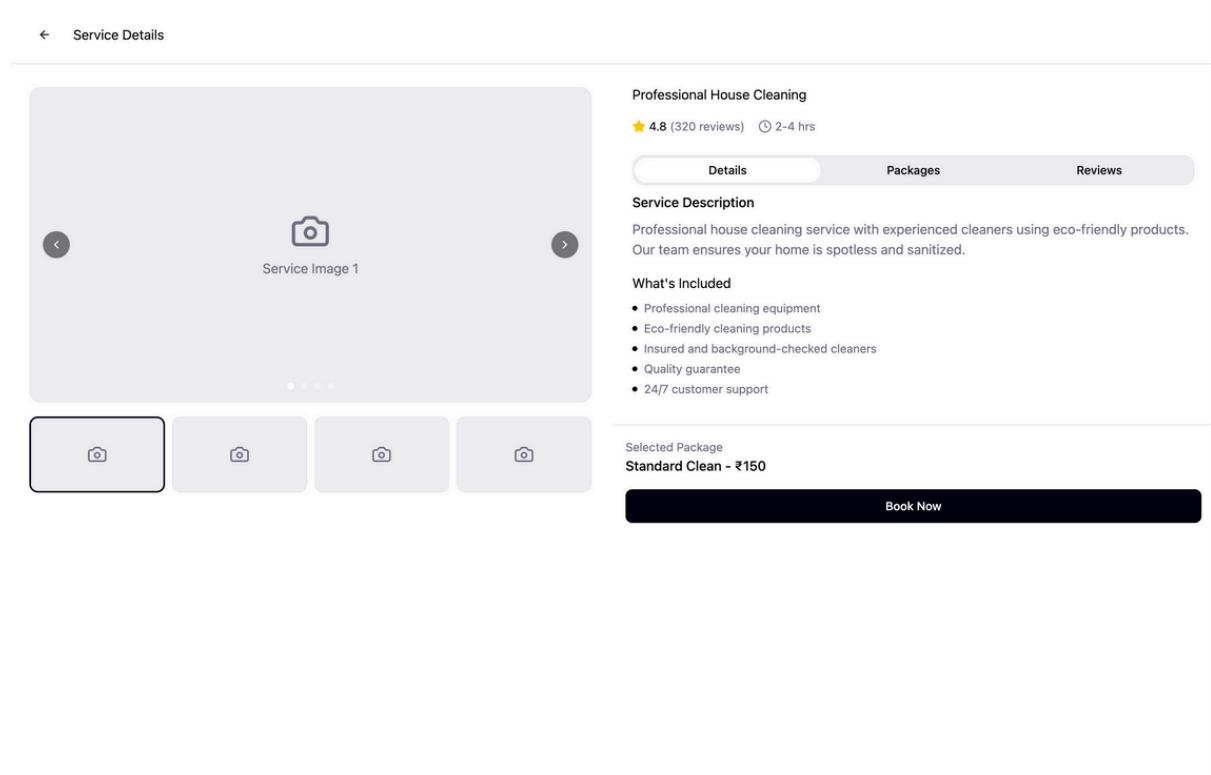
### 1.2.1 Homepage Screen

The main dashboard for the user after logging in. It features promotional banners, a search bar, a list of service categories, and a section for services popular in the user's area.



### 1.2.2 Service Detail Screen

This screen provides comprehensive information about a specific service. It includes a photo gallery, a detailed description, different service packages with pricing, and customer reviews.



← Service Details

Service Image 1

Professional House Cleaning

★ 4.8 (320 reviews) ⏱ 2-4 hrs

Details Packages Reviews

**Basic Clean** ₹120 ₹90

Essential cleaning service including dusting, vacuuming, and basic sanitization.

- Dusting all surfaces
- Basic sanitization

**Standard Clean Popular** ₹200 ₹150

Comprehensive cleaning with deep sanitization and organization.

- Everything in Basic
- Organization
- 3-hour service

**Premium Clean** ₹320 ₹250

Complete home transformation with eco-friendly products and detailed attention.

- Everything in Standard
- Appliance cleaning
- Post-service inspection
- Eco-friendly products
- Window cleaning
- 4-hour service

Selected Package  
Standard Clean - ₹150

Book Now

← Service Details

Service Image 1

Professional House Cleaning

★ 4.8 (320 reviews) ⏱ 2-4 hrs

Details Packages Reviews

**Sarah Johnson** 2 days ago

★★★★★  
Excellent service! The cleaners were punctual, professional, and did an amazing job. My house has never looked better.

**Mike Chen** 1 week ago

★★★★☆  
Very satisfied with the cleaning quality. Will definitely book again.

**Emily Davis** 2 weeks ago

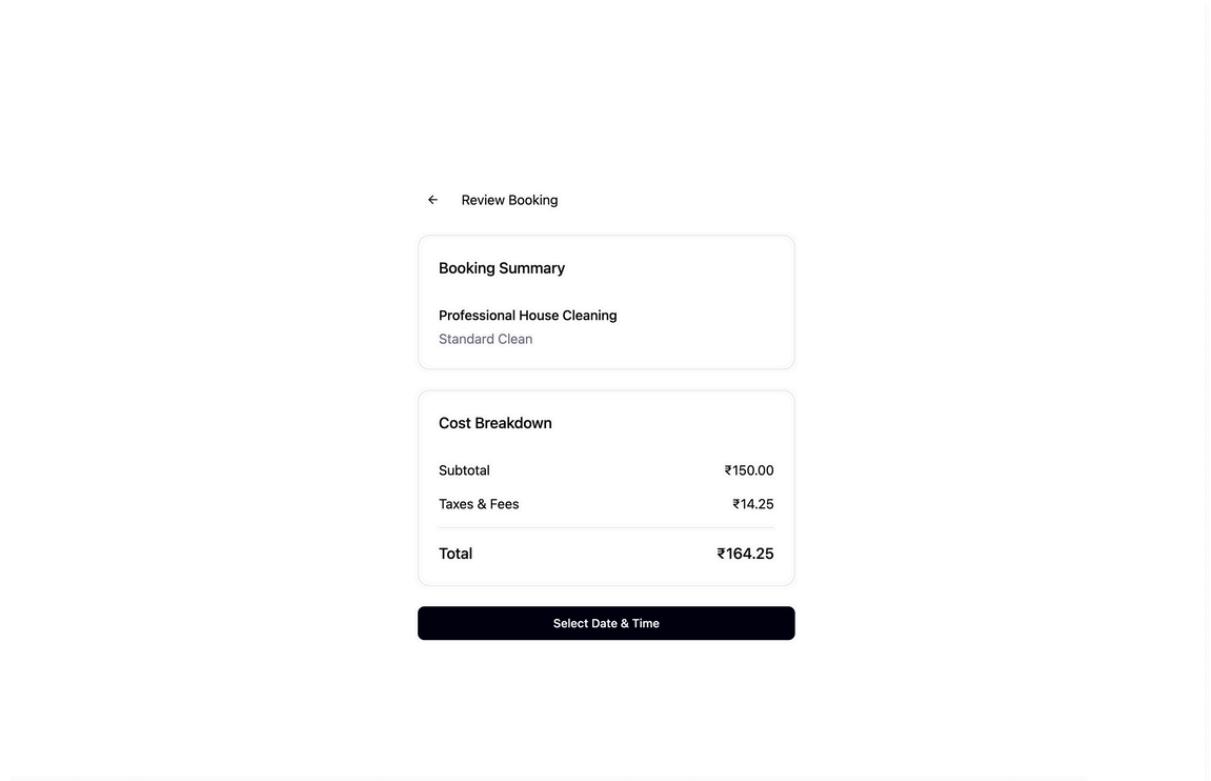
★★★★★  
Outstanding attention to detail. The team was friendly and respectful of our home.

Selected Package  
Standard Clean - ₹150

Book Now

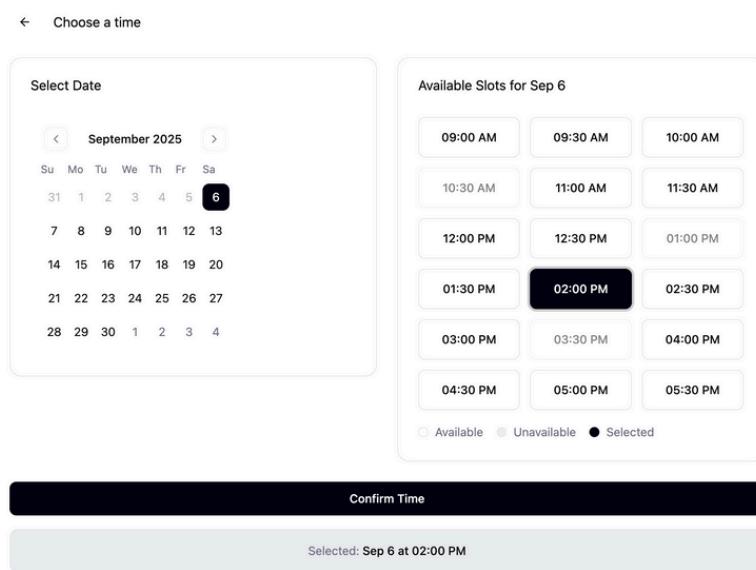
### 1.2.3 Booking Summary Screen

After selecting a service package, the user is presented with a booking summary that provides a clear cost breakdown, including the subtotal, taxes, and total amount.



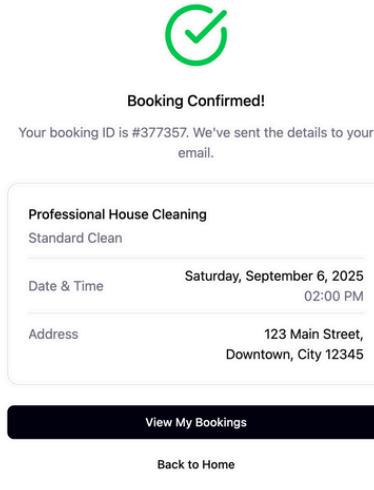
#### 1.2.4 Date & Time Slot Picker Screen

This interface allows the user to select a preferred date from a calendar and then choose from a list of available time slots for the service.



#### 1.2.5 Success Confirmation Screen

A confirmation screen that appears after a booking is successfully made. It displays the booking ID and a summary of the service details, and informs the user that a confirmation has been sent via email and SMS.



### Flow 1.3: Service Bookings Tab

This flow shows how users manage their past, present, and future bookings.

#### 1.3.1 My Bookings Screen (Upcoming)

This tab lists all confirmed, upcoming service appointments. Each entry shows the service type, date, time, and assigned professional.

Servista

Gandhinagar, GJ

Search for services...

JD

**My Bookings**

Manage your service bookings

Upcoming      Completed      Cancelled

**Professional House Cleaning**  
Standard Clean      Confirmed

- Booked    In Progress    Completed

Monday, September 15, 2025  
10:00 AM  
Sarah Johnson ★ 4.9  
123 Main Street, Downtown, City 12345

Booking #123456  
Total: ₹150      View Details

**Emergency Plumbing**  
Basic Repair      Confirmed

- Booked    In Progress    Completed

Saturday, September 20, 2025  
02:30 PM  
Mike Chen ★ 4.7  
456 Oak Avenue, Midtown, City 12345

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Servista

Gandhinagar, GJ

Search for services...

JD

**My Bookings**

Manage your service bookings

Upcoming      Completed      Cancelled

**AC Maintenance**  
Full Service      In Progress

- Booked    In Progress    Completed

Monday, September 8, 2025  
Started at 3:15 PM  
Robert Davis ★ 4.8  
789 Cool Street, Northside, City 12345

Booking #123462  
Total: ₹300      Track Service

**Hair Styling & Cut**  
Premium Package      Completed

- Booked    In Progress    Completed

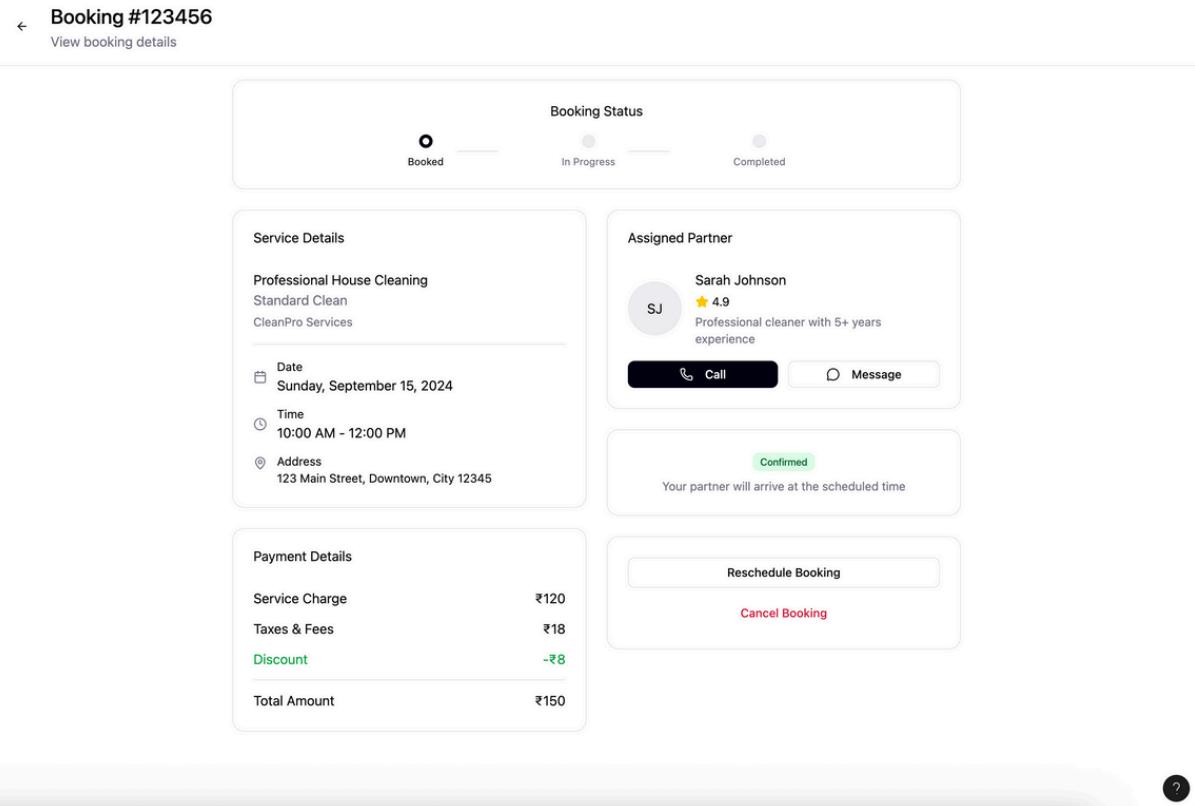
Thursday, August 28, 2025  
11:00 AM  
Lisa Martinez ★ 4.9  
★★★★ Your Review  
Final Cost: ₹250

View My Review    Book Again  
View Receipt    Get Help

About Us    Terms of Service    Privacy Policy    Contact

### 1.3.1.1 View Details Screen

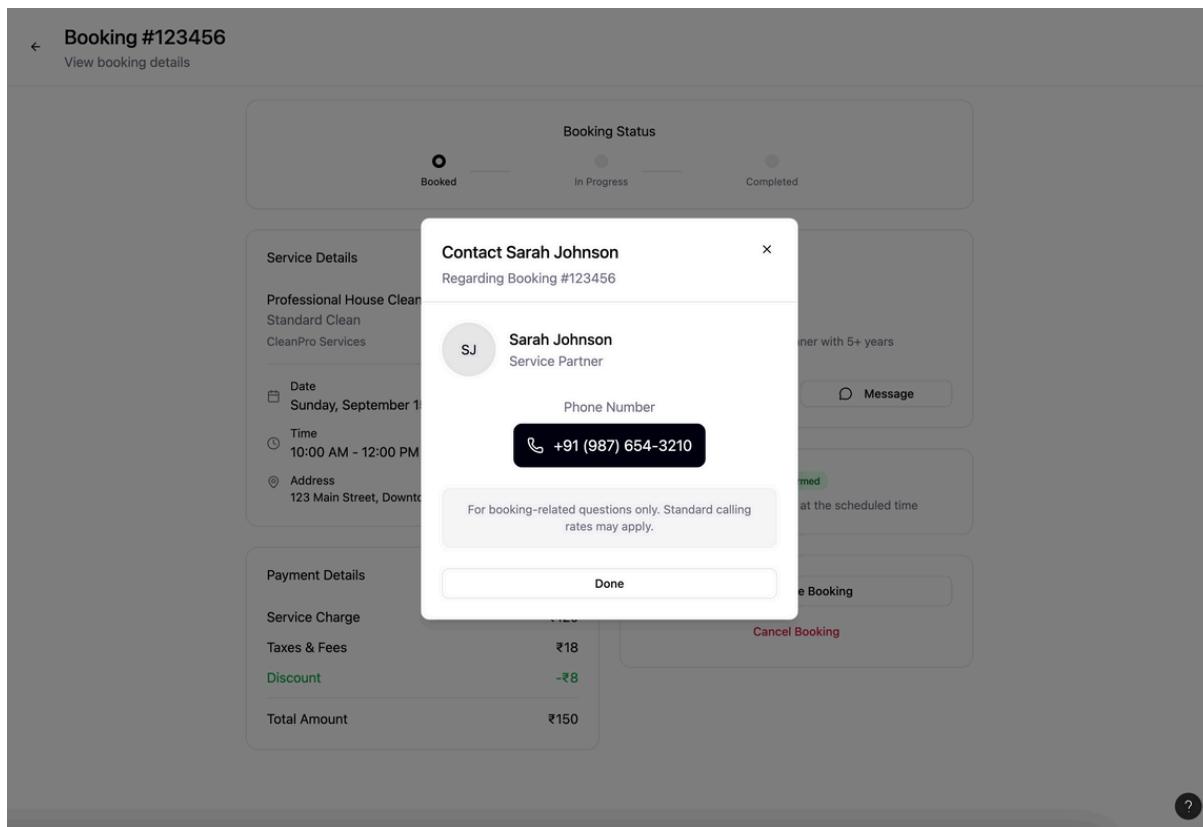
Provides a detailed overview of an upcoming booking, including booking status, service details, assigned partner information, payment summary, and options to reschedule or cancel.



The screenshot shows a booking overview page for a service named "Professional House Cleaning" under "Standard Clean" from "CleanPro Services". The booking is scheduled for Sunday, September 15, 2024, from 10:00 AM to 12:00 PM at address 123 Main Street, Downtown, City 12345. The assigned partner is Sarah Johnson, a professional cleaner with 5+ years experience, rated 4.9 stars. The total amount for the booking is ₹150, consisting of a service charge of ₹120, taxes & fees of ₹18, and a discount of -₹8. The booking status is "Booked". There are buttons for "Call" and "Message" the partner, and links for "Reschedule Booking" and "Cancel Booking". A "View booking details" link is also present.

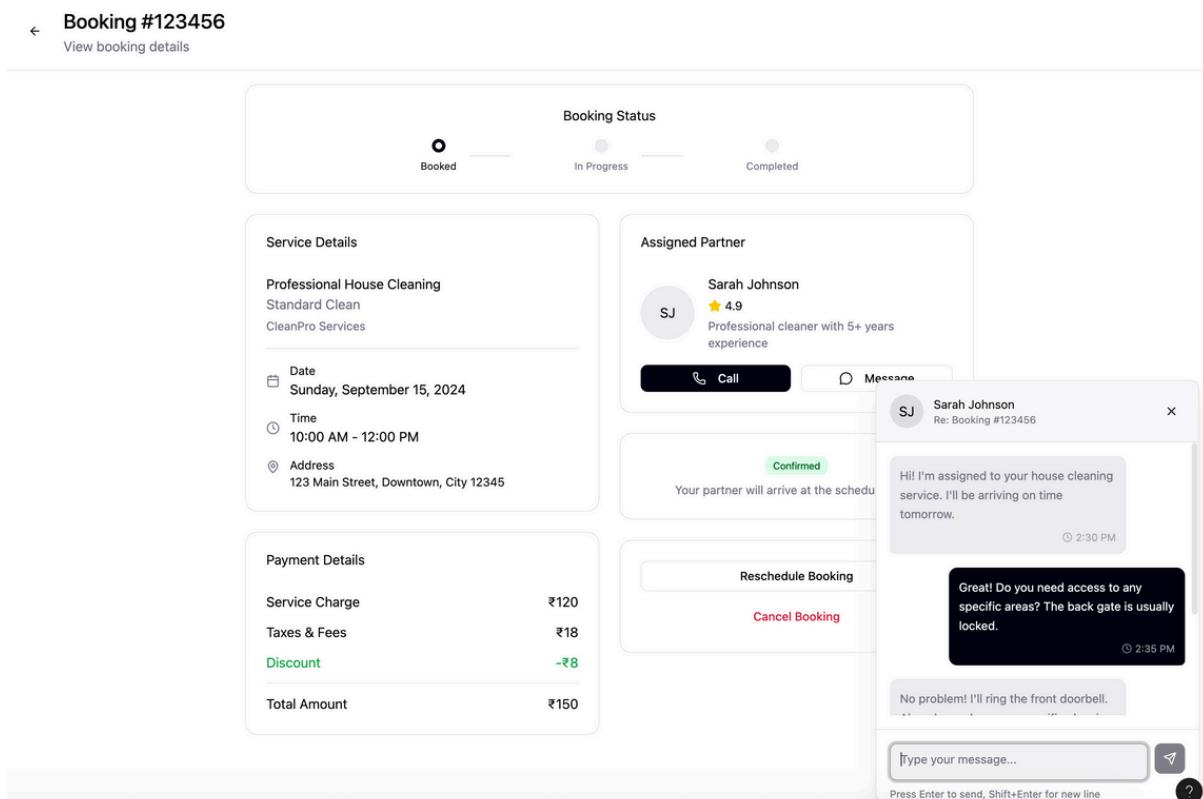
### 1.3.1.2 Page for "Call" Button

A pop-up modal that appears when the user clicks the "Call" button, displaying the service partner's phone number for direct communication.



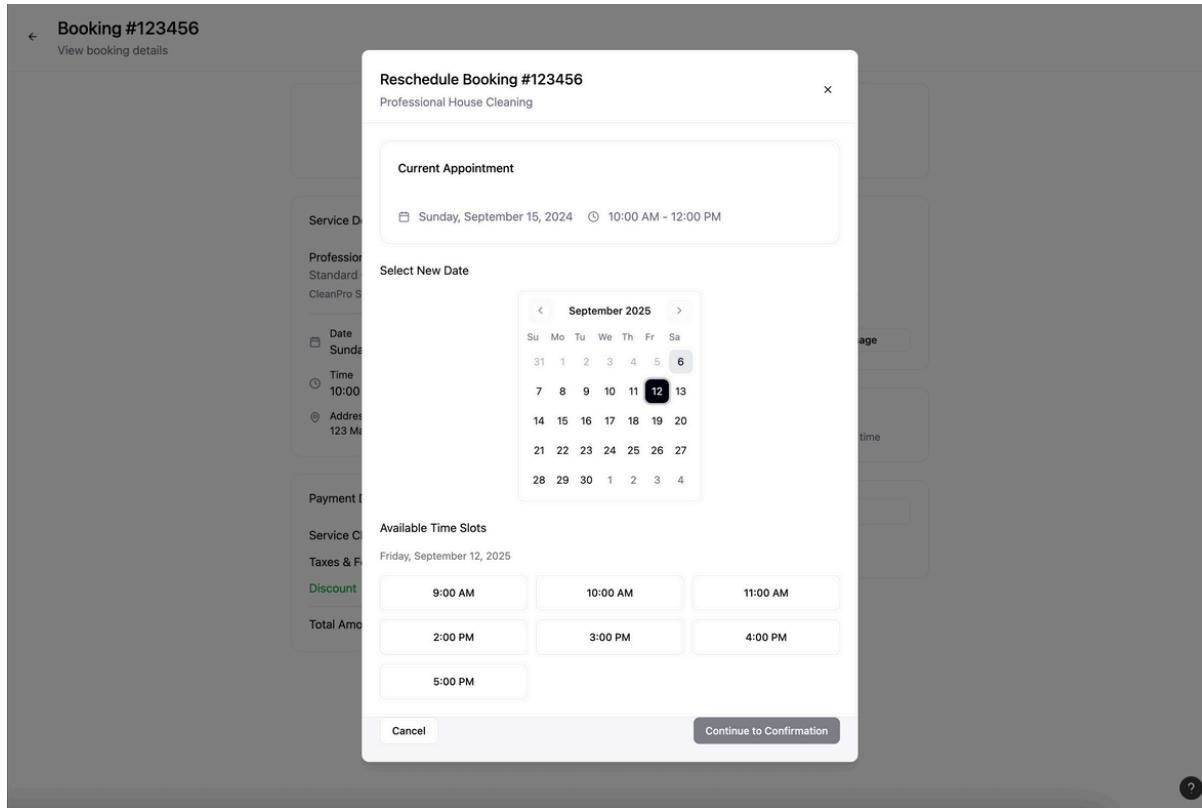
### 1.3.1.3 Page for "Message" Button

An in-app chat interface that allows the user to send and receive messages directly with the assigned service partner regarding the booking.



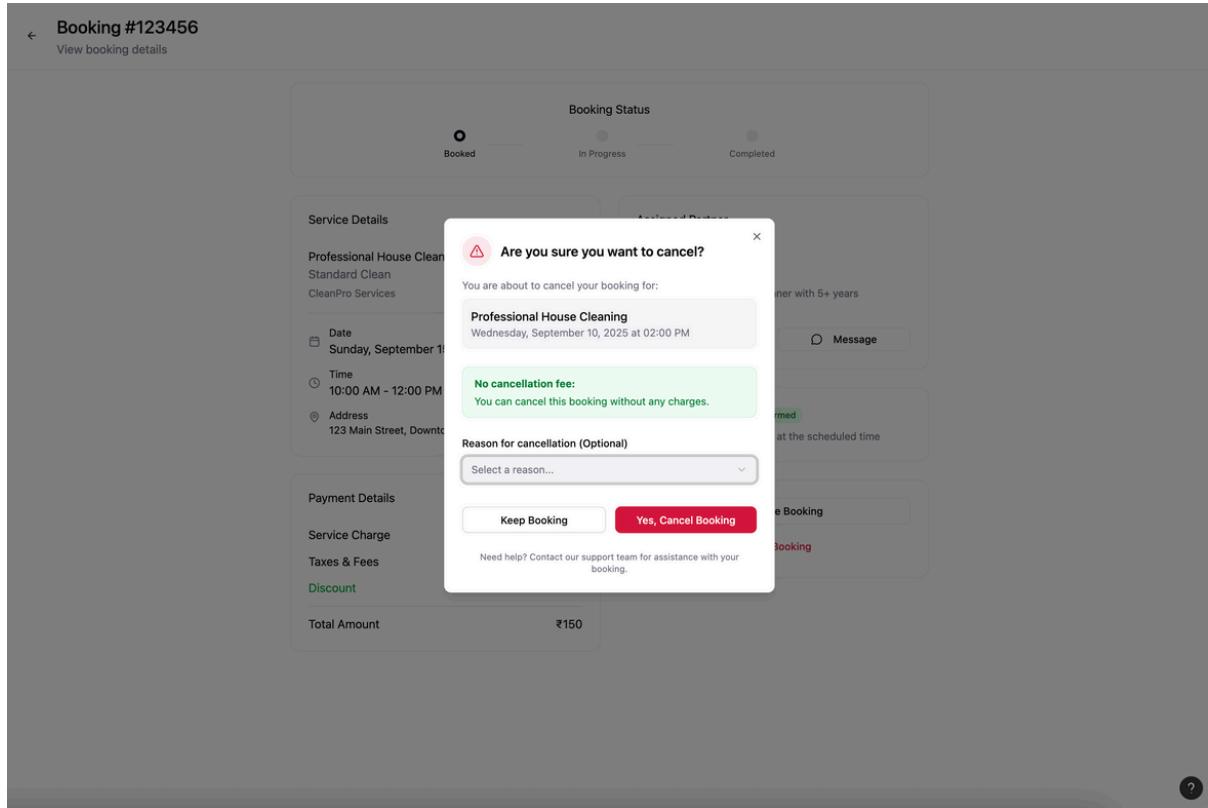
#### 1.3.1.4 Page for "Reschedule Booking" Button

A modal that allows the user to select a new date and time for their appointment from the available slots.



#### 1.3.1.5 Page for "Cancel Booking" Button

A confirmation modal that asks the user if they are sure they want to cancel the booking. It provides information on cancellation fees (if any) and requires a reason for cancellation.



### 1.3.2 My Bookings Screen (Completed & In Progress)

This tab displays bookings that are currently in progress or have been completed. Users can track ongoing services or review the details of past ones.

#### 1.3.2.1 Track Service (In Progress)

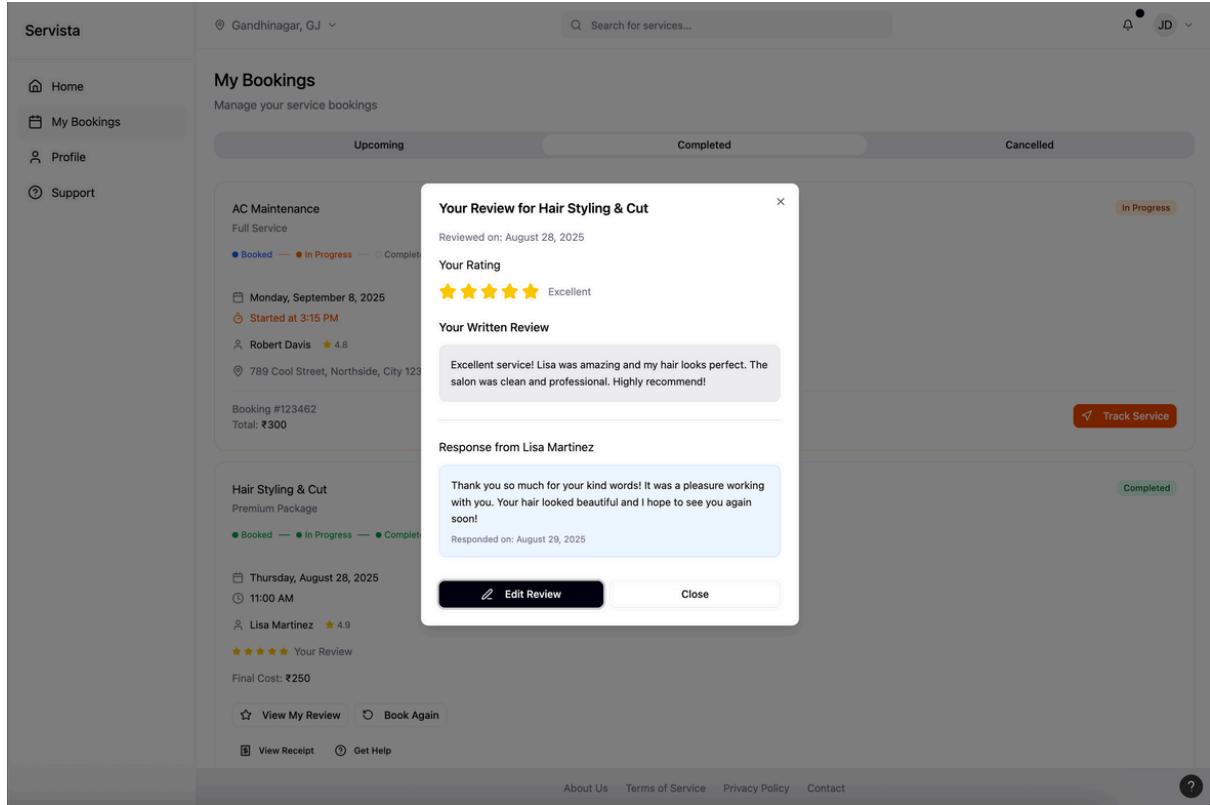
A real-time tracking screen for "In Progress" services, showing the partner's estimated arrival time on a map interface.

### 1.3.2.2 Leave a Review

After a service is completed, this modal allows the user to leave a star rating and write a review about their experience with the service provider.

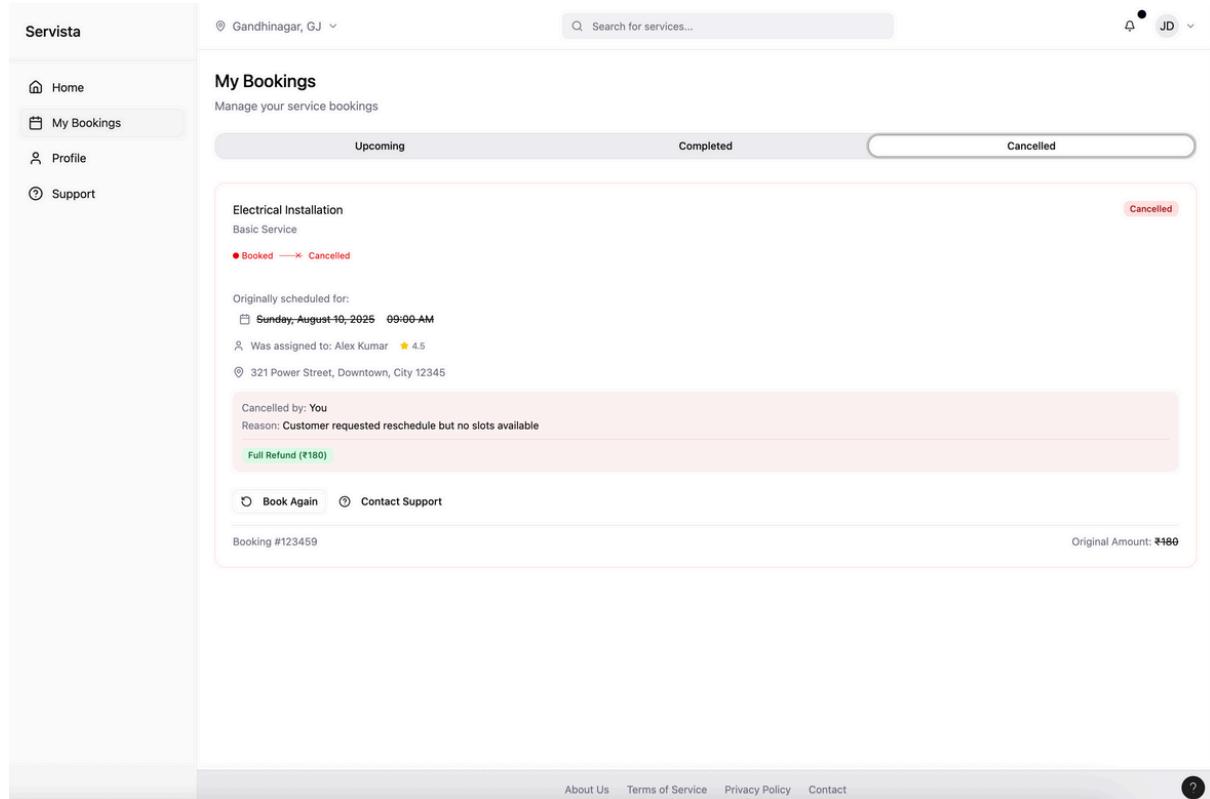
### 1.3.2.3 View My Review

This modal displays the review a user has already submitted for a completed service, along with any response from the service partner.



### 1.3.3 My Bookings Screen (Cancelled)

This tab lists all bookings that have been cancelled by either the user or the service provider, showing the reason for cancellation and refund status.

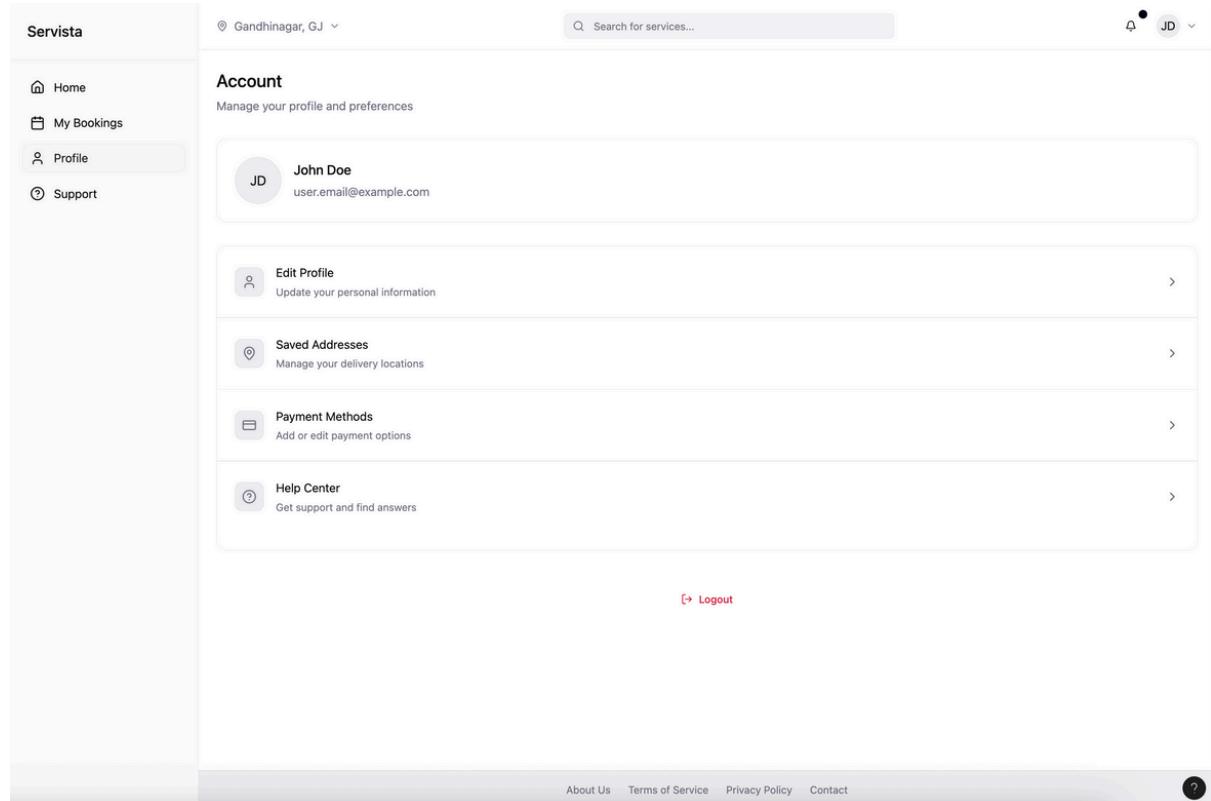


## Flow 1.4: My Profile Tab

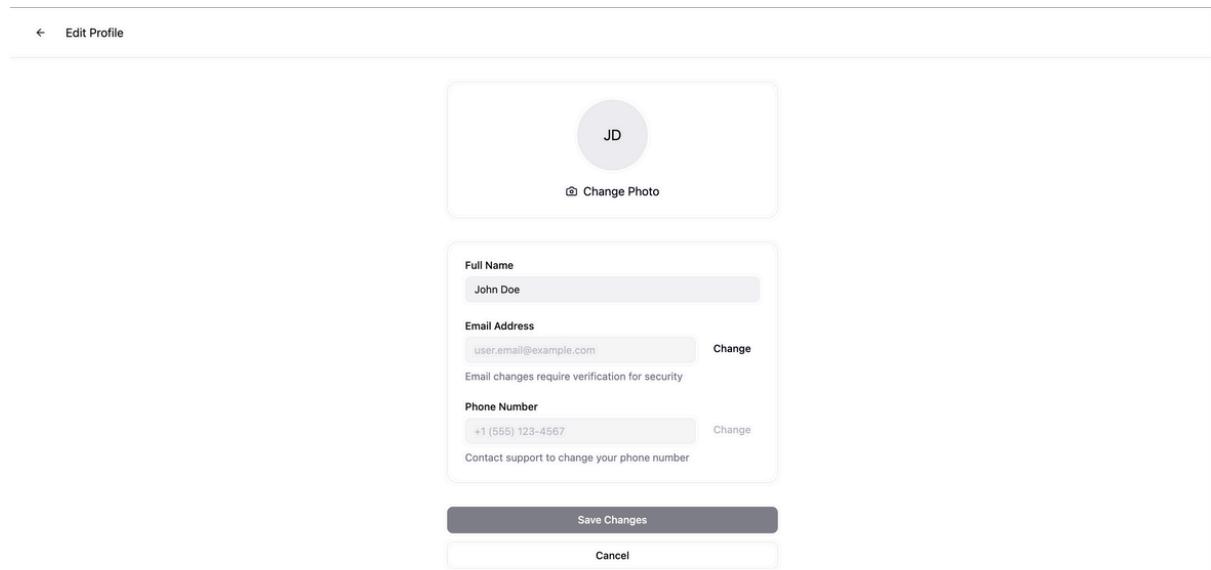
This flow allows users to manage their personal information and settings.

### 1.4.1 Profile Settings

The main account management screen. From here, users can navigate to edit their profile, saved addresses, payment methods, and access the help center.



**1.4.2 Edit Profile Screen** This screen allows the user to update their full name, change their profile photo, and view their email address and phone number.



**1.4.3 Saved Addresses Screen** Users can add, view, edit, and remove multiple addresses (e.g., Home, Work). They can also set a default address for faster bookings.

[←](#) Saved Addresses

+ Add a New Address		
<a href="#">Home</a>	<a href="#">Default</a>	<a href="#">Edit</a> <a href="#">Remove</a>
123 Main Street, Apt 4B, Gandhinagar, Gujarat, 382010		
<b>Work</b>		<a href="#">Edit</a> <a href="#">Remove</a>
456 Business Avenue, Ahmedabad, Gujarat, 380015		
<b>Mom's House</b>		<a href="#">Edit</a> <a href="#">Remove</a>
789 Family Lane, Surat, Gujarat, 395007		

[←](#) Saved Addresses

+ Add a New Address

<a href="#">Home</a>	<a href="#">Default</a>	<a href="#">Edit</a> <a href="#">Remove</a>
123 Main Street, Apt 4B, Gandhinagar, Gujarat, 382010		
<b>Work</b>		<a href="#">Edit</a> <a href="#">Remove</a>
456 Business Avenue, Ahmedabad, Gujarat, 380015		
<b>Mom's House</b>		<a href="#">Edit</a> <a href="#">Remove</a>
789 Family Lane, Surat, Gujarat, 395007		

**Add New Address**

Label \*  
e.g., Home, Work, Mom's House

Street Address \*  
123 Main Street

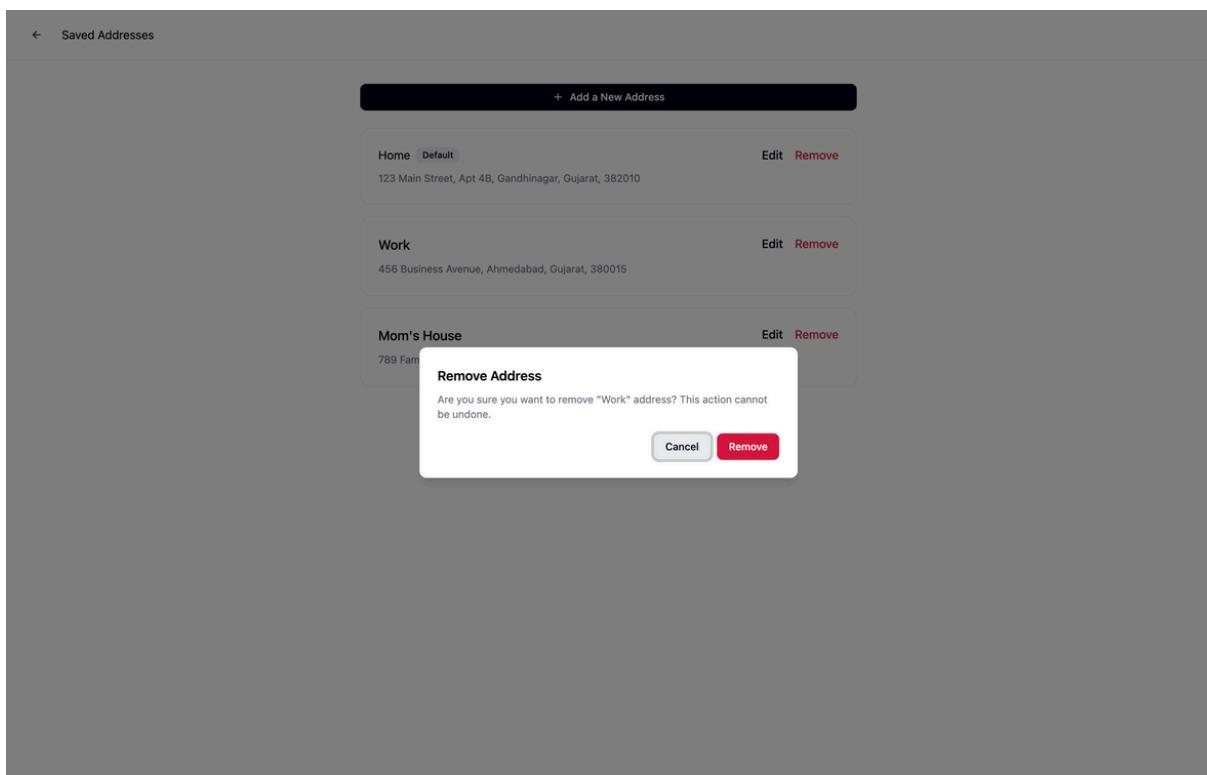
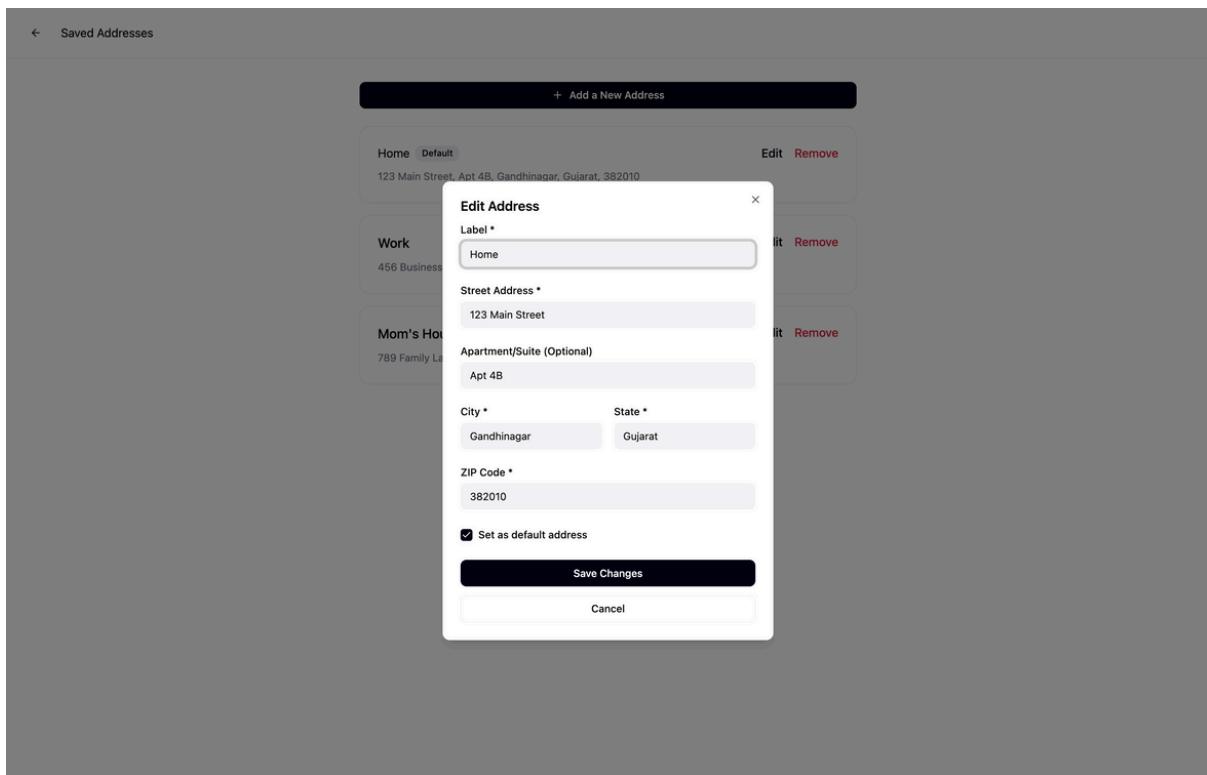
Apartment/Suite (Optional)  
Apt 4B, Suite 100, etc.

City \*  State \*  
Gandhinagar Gujarat

ZIP Code \*  
382010

Set as default address

[Add Address](#) [Cancel](#)



**1.4.4 Payment Methods Screen** This screen allows users to add, view, and remove their saved payment methods, such as credit or debit cards. They can also set a default payment method.

[←](#) Payment Methods

+ Add a New Payment Method

..... .... 4242 Default

Expires 12/28  
John Doe

Edit Remove

..... .... 8888

Expires 08/27  
John Doe

Set as Default Edit Remove

[←](#) Payment Methods

+ Add a New Payment Method

..... .... 4242 Default

Expires 12/28  
John Doe

Edit Remove

..... .... 8888

Expires 08/27  
John Doe

Set as Default Edit Remove

..... .... 2222

Expires 02/26  
Abcd

Set as Default Edit Remove

Add Payment Method

Card Number

Expiry Date CVC

Name on Card

Your payment information is encrypted and secure. We never store your full card details.

[Cancel](#) [Add Payment Method](#)

← Payment Methods

+ Add a New Payment Method

VISA ..... 4242 Default

Expires 12/28  
John Doe

Edit Remove

MasterCard ..... 8888

Expires 08/27  
John Doe

Set as Default Edit Remove

MasterCard ..... 2222

Expires 02/26  
Abcd

Set as Default Edit Remove

Edit Payment Method

Card Number  
..... 2222

Expiry Date CVC  
02/26 ...

Name on Card  
Abcd

Cancel Update

← Payment Methods

+ Add a New Payment Method

VISA ..... 4242 Default

Expires 12/28  
John Doe

Edit Remove

MasterCard ..... 8888

Expires 08/27  
John Doe

Set as Default Edit Remove

MasterCard ..... 2222

Expires 02/26  
Efg

Set as Default Edit Remove

Remove Payment Method

Are you sure you want to remove this payment method? This action cannot be undone.

Cancel Remove

## 1.4.5 Help Center Screen

A centralized hub for browsing topics, FAQs, and contacting support.

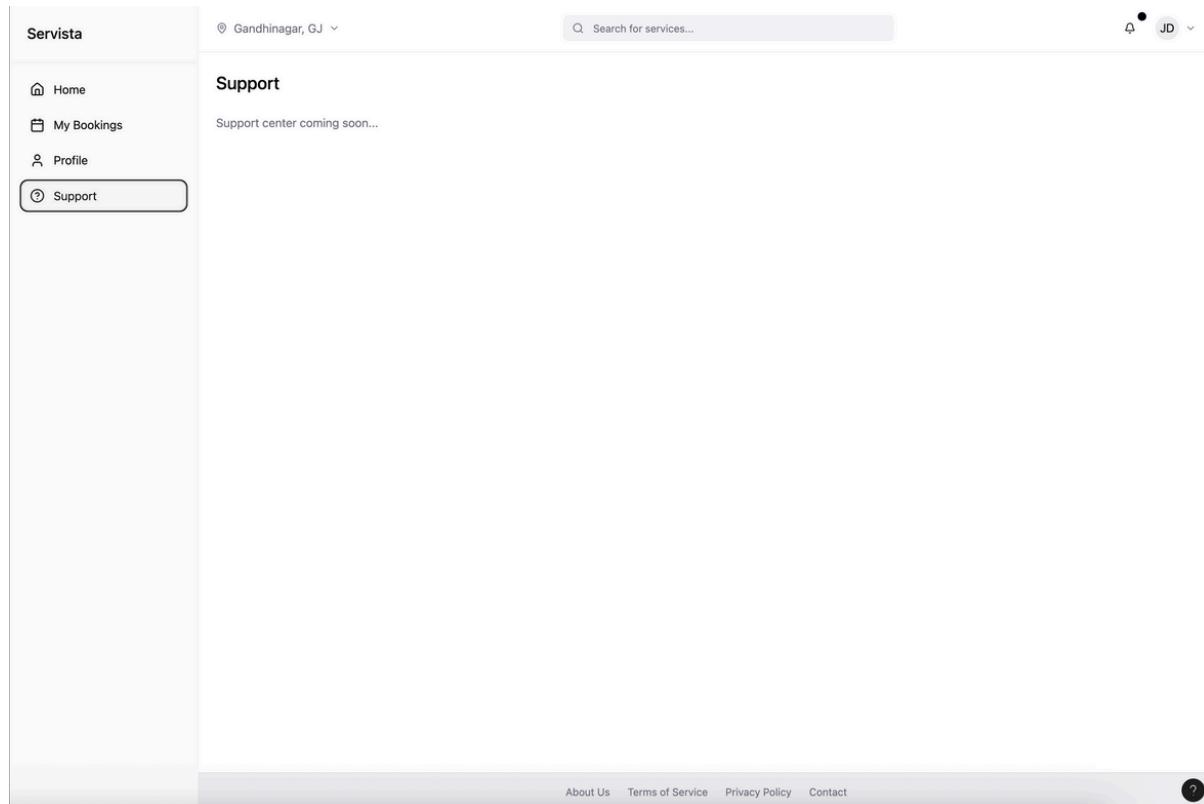
The screenshot displays the 'Help Center' interface. At the top left is a back arrow and the text 'Help Center'. A search bar contains the placeholder 'How can we help?'. Below the search bar is a section titled 'Browse Topics' with four categories: 'Booking & Scheduling' (blue icon), 'Payments & Billing' (green icon), 'Account & Profile' (purple icon), and 'Troubleshooting' (orange icon). Each category has a brief description. Below this is a section titled 'Frequently Asked Questions' containing ten expandable questions with icons: 'How do I book a service?', 'Can I cancel or reschedule my booking?', 'What payment methods do you accept?', 'What if I'm not satisfied with the service?', 'How do I know about the service professional?', 'Are there any hidden charges?', 'Do you provide services in my area?', and 'What safety measures do you follow?'. At the bottom is a section titled 'Still need help?' featuring an envelope icon, the text 'Get in touch with our support team', and a note 'Can't find what you're looking for? Our support team is here to help you.' A 'Email Support' button is located at the bottom right of this section.

## Flow 1.5: Support Centre

This flow is for users seeking help or information.

### 1.5.1 Support Center

A comprehensive help center featuring browseable topics, a list of frequently asked questions (FAQs), and an option to email the support team for further assistance.



## Part 2: Partner Portal

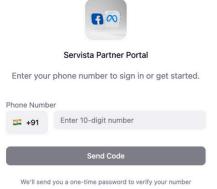
This section details the UI/UX for service providers (partners) to manage their services, bookings, and earnings.

### 2.1 Registration and Verification

This flow covers how a new service provider joins the platform.

#### 2.1.1 Registration Page

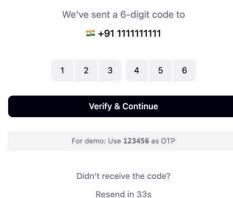
A simple portal for partners to begin the sign-up process by entering their phone number.



#### 2.1.2 OTP Verification

Partners verify their phone number by entering a 6-digit code sent via SMS.

← Verify Phone Number



### 2.1.3 Profile Verification Steps

A multi-step process where partners submit their personal information, upload identity and professional certification documents, and provide payout bank details for verification.

← Profile Verification

Step 1 of 4: Profile

Tell us about yourself  
This information will be visible to customers

Full Name \*  
Enter your full name

Service Address \*  
Street, City, ZIP Code

About Me / My Business  
Tell customers a little about your experience and services.  
0/300 characters

Next: Document Verification

← Profile Verification

Step 2 of 4: Identity

Upload Your Documents  
Please provide clear, unedited images. All information will be kept secure.

Government-Issued ID

Front Side \*  
Clear photo of the front

Tap to upload

Back Side \*  
Clear photo of the back

Tap to upload

Professional Certification (Optional)

Certificate or License  
If applicable to your services

Tap to upload

Document Requirements:  
• Documents must be clearly visible and unedited  
• Accepted formats: JPG, PNG, PDF  
• File size should be under 10MB  
• All text should be legible

Next: Payout Details  
Please upload both sides of your government ID to continue

← Profile Verification

Step 3 of 4: Payouts

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How would you like to get paid?

Your earnings will be deposited here. This information is encrypted and secure.

Bank Name \*

Select your bank

Account Holder Name \*

As per bank records

Account Type \*

Select account type

Account Number \*

Enter account number

IFSC Code \*

e.g., SBIN0001234

Bank Information Security  
Your bank details are encrypted with bank-level security. We never store sensitive information in plain text.

Submit for Verification ?

Profile Verification

Step 4 of 4: Review

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Verification in Progress

Your profile has been submitted for review. We will notify you once the process is complete (usually within 24-48 hours).

**While You Wait**

[Explore the Help Center](#) →

[Review your public profile](#) →

**What happens next?**

● **Documents Review**  
Our team verifies your identity and credentials

**Bank Verification**  
We confirm your payout details

**Account Activation**  
Full access to all partner features

Go to Dashboard (Limited Access) ?

You can access basic features while verification is in progress

## 2.2 Service Provider Dashboard

The main hub for partners after logging in. It provides an at-a-glance view of their next appointment, pending job requests, today's schedule, and key performance metrics like daily earnings and overall rating.

The dashboard is organized into several sections:

- Top Bar:** Shows "Partner Portal", "Online" status, and a notification badge with "3".
- Your Next Appointment:** Displays a Deep Clean job for Sarah Johnson at 123 Oak Street, Downtown, scheduled for 2:30 PM, 2 hours away, with a rating of 4.8. Buttons for "View Details" and "Get Directions" are available.
- Pending Job Requests:** Lists three pending requests:
  - Mike Chen (high priority, 4.9 rating) for a Regular Clean at 2:30 PM, 0.8 km away. Buttons: Decline (x), Accept (checkmark).
  - Emma Davis (medium priority, 4.7 rating) for a Deep Clean at 3:00 PM, 2.1 km away. Buttons: Decline (x), Accept (checkmark).
  - James Wilson (low priority, 4.6 rating) for a Move-out Clean at 4:00 PM, 3.5 km away. Buttons: Decline (x), Accept (checkmark).A "Simulate New Request" button is also present.
- Earnings Today:** Shows ₹245 in earnings.
- Jobs Completed Today:** Shows 2 completed jobs.
- Overall Rating:** Shows a 4.9 rating.
- Today's Schedule:** Lists confirmed appointments:
  - Sarah Johnson: Deep Clean at 2:30 PM, 123 Oak Street.
  - Robert Taylor: Regular Clean at 4:00 PM, 456 Pine Avenue.
  - Lisa Brown: Deep Clean at 6:30 PM, 789 Maple Drive.Each entry includes a "confirmed" status and a refresh icon.

## 2.3 Jobs Tab

This section allows partners to view and manage their assigned jobs.

- **Upcoming Jobs:** Lists all accepted jobs scheduled for the future.

The screenshot shows the 'My Jobs' section of the Partner Portal. At the top, there are three tabs: 'Upcoming (3)', 'In Progress (1)', and 'Completed (3)'. The 'Upcoming (3)' tab is selected. Below the tabs is a table with columns: Job ID, Customer Name, Service, Date & Time, Payout, Status, and Actions. There are three rows of data:

Job ID	Customer Name	Service	Date & Time	Payout	Status	Actions
JOB123	Sarah Johnson ★ 4.8	Deep Clean	Today, 2:30 PM	₹42.50	upcoming	
JOB124	Robert Taylor ★ 4.6	Regular Clean	Today, 4:00 PM	₹28.00	upcoming	
JOB125	Lisa Brown ★ 4.9	Deep Clean	Tomorrow, 10:00 AM	₹55.00	upcoming	

- **In-Progress Jobs:** Shows the job that the partner is currently working on.

The screenshot shows the 'My Jobs' section of the Partner Portal. The 'In Progress (1)' tab is selected. Below the tab is a table with columns: Job ID, Customer Name, Service, Date & Time, Payout, Status, and Actions. There is one row of data:

Job ID	Customer Name	Service	Date & Time	Payout	Status	Actions
JOB122	Mike Chen ★ 4.7	Move-out Clean	Today, 12:00 PM	₹85.00	in progress	

- **Completed Jobs:** A history of all successfully completed jobs.

The screenshot shows the 'Partner Portal' interface. On the left, there's a sidebar with links: 'Dashboard', 'Jobs' (which is selected), 'Earnings', 'Ratings', and 'Profile'. At the top right, there are status indicators ('Online') and a notification badge with '3'.

The main area is titled 'My Jobs' and contains a table with three rows of completed tasks. The columns are: Job ID, Customer Name, Service, Date & Time, Payout, Status, and Actions.

Job ID	Customer Name	Service	Date & Time	Payout	Status	Actions
JOB121	Emma Davis ★ 4.8	Regular Clean	Today, 9:00 AM	₹32.00	completed	
JOB120	David Wilson ★ 4.9	Deep Clean	Yesterday, 3:00 PM	₹48.00	completed	
JOB119	Jennifer Lee ★ 4.6	Regular Clean	Yesterday, 11:00 AM	₹35.00	completed	

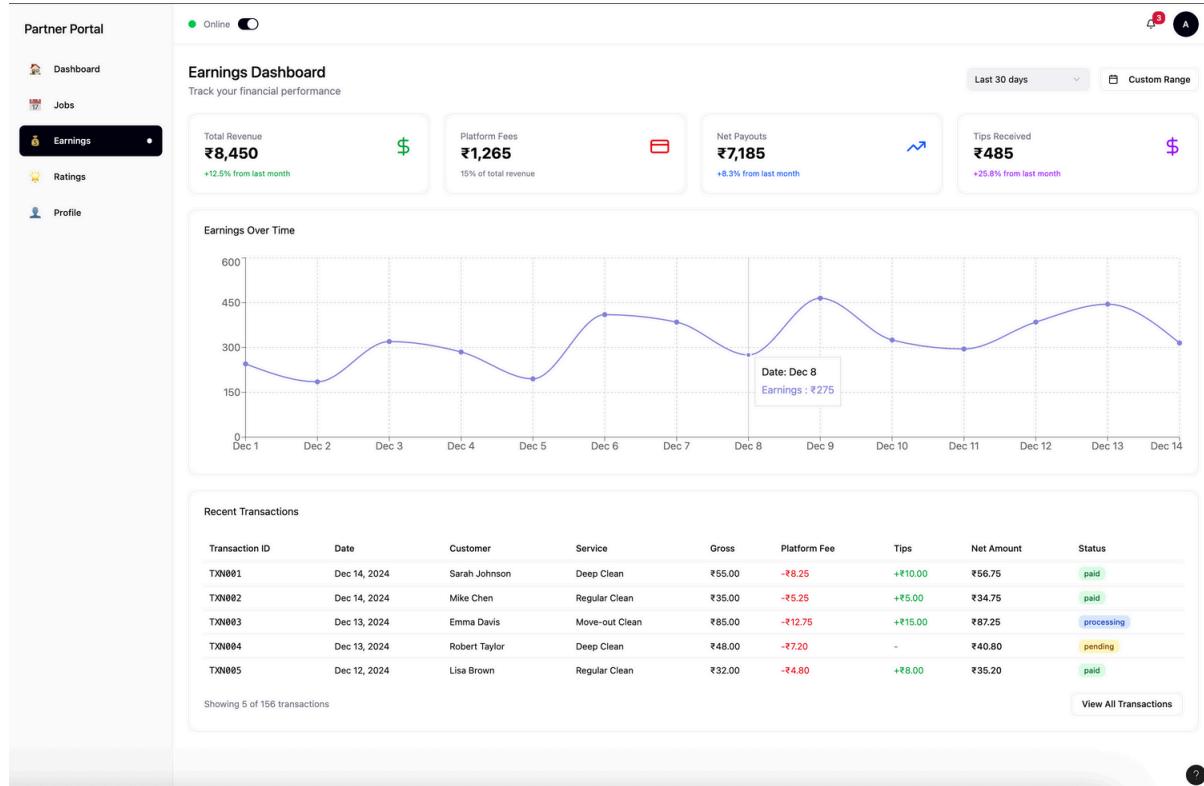
### 2.3.1 Job Details Page

This screen provides all necessary details for an assigned job, including customer location, service details, payout information, and customer notes. Partners can start the job, get directions, or contact the customer from this page.

The screenshot shows the 'Job Details' page within the 'Partner Portal'. The top navigation bar includes 'Online' status and a notification badge with '3' and 'A'. The left sidebar has links for 'Dashboard', 'Jobs' (which is selected), 'Earnings', 'Ratings', and 'Profile'. The main content area is titled 'Job Details' (Job ID: JOB123) and includes a 'Customer Location' section with a map pin icon and the address '123 Oak Street, Downtown'. A 'Service Details' section lists: Service (Deep Clean), Package (2-Bedroom Apartment), Estimated Duration (2 hours), Scheduled Time (2:30 PM), and Estimated Payout (\$42.50). Below this is a 'Customer Details' section showing 'Customer' (Sarah Johnson, 4.8 rating), 'Address' (123 Oak Street, Downtown), and 'Phone' (+91 9876543210). A 'Customer Notes' field contains the message: "Please use the side entrance." At the bottom are 'Message' and 'Call' buttons. To the right, there's a 'Job Progress' section with a 'Start Job' button, a 'Quick Actions' section with 'Get Directions', 'Send Update to Customer', and 'Call Customer' options, and a help icon (?).

## 2.4 Partner's Earning Dashboard

This dashboard provides a detailed breakdown of the partner's financial performance. It shows total revenue, platform fees, net payouts, and tips received. It also includes an earnings graph over time and a list of recent transactions.



## 2.5 Partner's Ratings Page

Here, partners can view their overall rating, see a breakdown of ratings, and read individual reviews left by customers. This page helps them track their performance and customer feedback.

The screenshot shows the 'My Ratings & Reviews' section of the Partner Portal. At the top, it displays an overall rating of **4.9** based on 127 reviews. Below this is a bar chart showing the distribution of ratings from 1 to 5 stars. A green callout box highlights a 'Performance Insight' stating: 'Your rating is 0.3 points higher than the platform average! Keep up the excellent work.' On the right, there is a list of customer reviews with details like name, rating, service type, date, and a brief summary. Each review has a 'Reply' button below it. A 'Load More Reviews' button is located at the bottom right of the review list.

Rating	Count
5 stars	98
4 stars	23
3 stars	4
2 stars	2
1 star	0

**Customer Reviews**

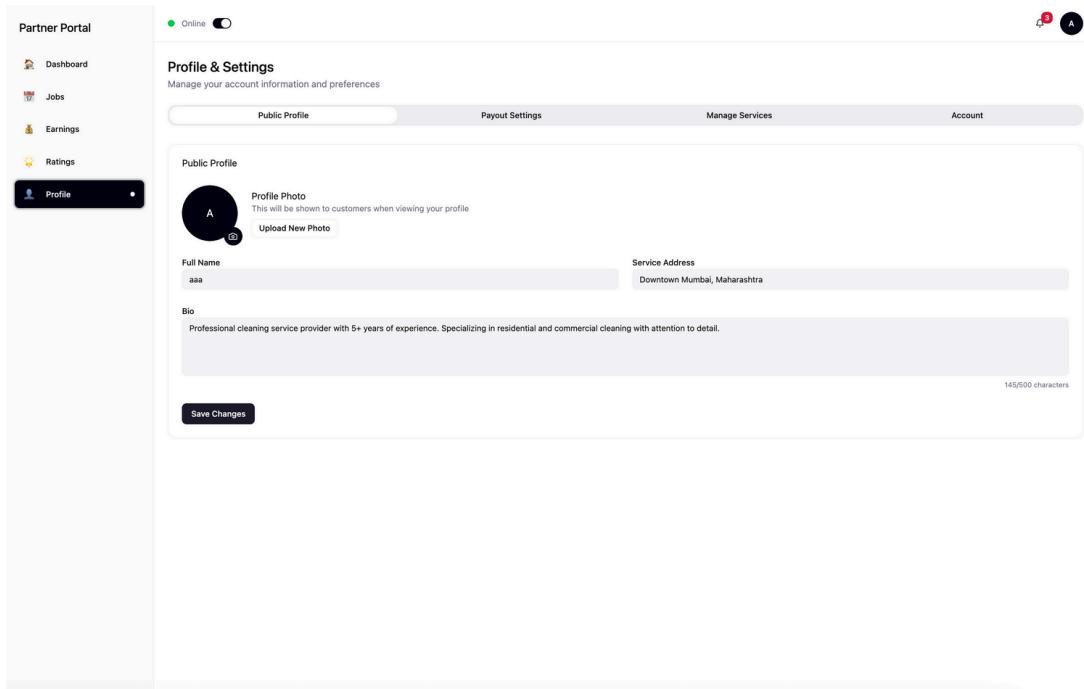
- SJ** Sarah Johnson ★★★★☆ Deep Clean Dec 14, 2024  
Absolutely fantastic service! The cleaning was thorough and professional. Every corner of my apartment was spotless. Will definitely book again!  
↳ Your reply  
Thank you so much for the wonderful review, Sarah! It was a pleasure working with you.
- MC** Mike Chen ★★★★☆ Regular Clean Dec 13, 2024  
Punctual, professional, and did an amazing job. The house looks brand new! Highly recommend.  
↳ Reply
- ED** Emma Davis ★★★★☆ Move-out Clean Dec 12, 2024  
Great service overall. Very thorough cleaning. Only minor issue was arriving 15 minutes late, but the quality of work made up for it.  
↳ Your reply  
Thank you for the feedback, Emma! I apologize for the delay and appreciate your understanding. I'll ensure to be more punctual in the future.
- RT** Robert Taylor ★★★★☆ Deep Clean Dec 11, 2024  
Exceptional attention to detail. Left my home sparkling clean. Professional and friendly service.  
↳ Reply
- LB** Lisa Brown ★★★★☆ Regular Clean Dec 10, 2024  
Outstanding work! Very impressed with the quality and efficiency. Will be a regular customer for sure.  
↳ Your reply  
Thank you Lisa! Looking forward to working with you again soon.

Load More Reviews

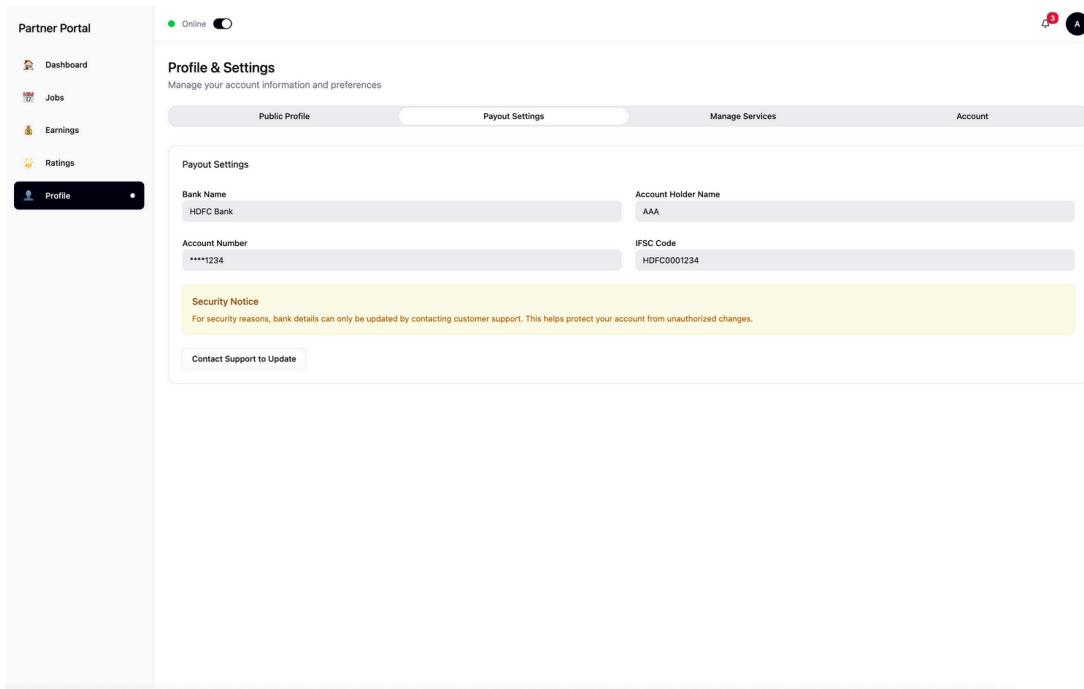
## 2.6 Partner's Profile & Settings

This section allows partners to manage their public profile and account settings.

- **Public Profile Settings:** Partners can update their profile photo, name, bio, and service address that are visible to customers.



- **Payout Settings:** Partners can view their configured bank account details for receiving payouts.



- **Manage Services Settings:** An interface for partners to manage the services they offer, set base prices, and toggle their availability.

**Profile & Settings**  
Manage your account information and preferences

**Manage Services**

**Regular Clean** Active  
Standard cleaning service for homes and apartments  
Base Price: ₹25

**Deep Clean** Active  
Comprehensive deep cleaning including hard-to-reach areas  
Base Price: ₹45

**Move-out Clean** Active  
Complete cleaning for moving out or end of tenancy  
Base Price: ₹75

**Office Clean** Inactive  
Commercial office cleaning services  
Base Price: ₹35

+ Add Service

- **Account Settings:** Allows partners to change their password, manage notification preferences, and request account deletion.

**Profile & Settings**  
Manage your account information and preferences

**Change Password**

**Current Password**  
Enter current password

**New Password**  
Enter new password

**Confirm New Password**  
Confirm new password

**Update Password**

**Notification Settings**

**New Job Requests**  
Get notified when new job requests are available

**Job Reminders**  
Receive reminders about upcoming appointments

**Payment Updates**  
Updates about payments and payouts

**Customer Messages**  
New messages from customers

**Marketing Emails**  
Promotional emails and platform updates

**Delete Account**

**Warning: This action cannot be undone**  
Deleting your account will permanently remove all your data, including:  

- Profile information and photos
- Job history and ratings
- Payment information
- Service preferences

**Delete My Account**

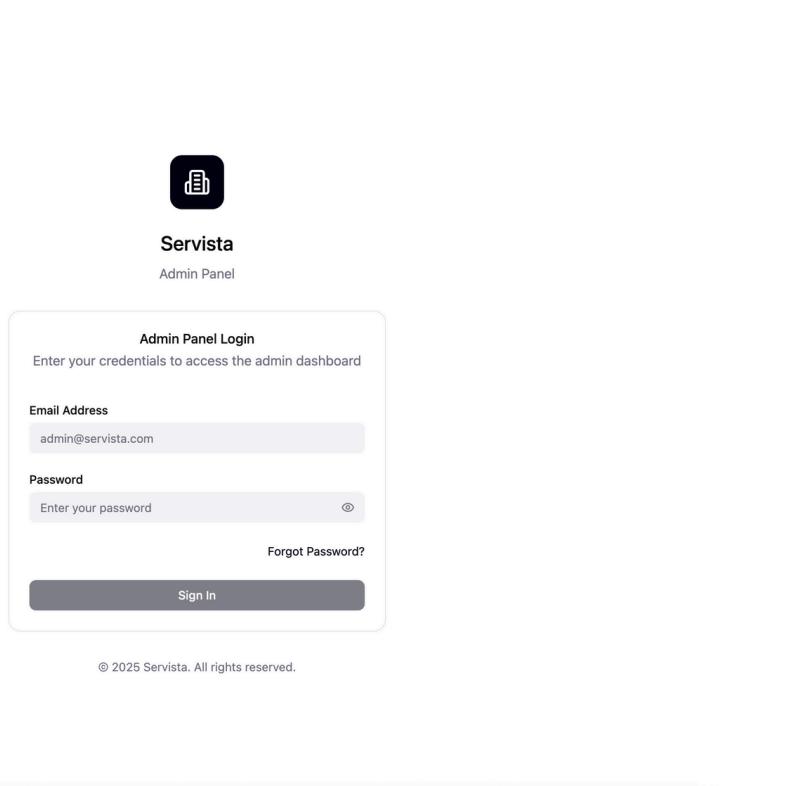
Need help? [Contact our support team](#) instead of deleting your account.

## Part 3: Admin Panel

This section outlines the design for the platform's administrators to manage and oversee all operations.

### 3.1 Admin Panel Login Page

A secure login screen for authorized administrators to access the Servista back-end dashboard.



The screenshot shows the 'Admin Panel Login' page for Servista. At the top, there is a dark header with the Servista logo (a stylized 'S' icon) and the text 'Servista Admin Panel'. Below the header is a light-colored login form. The form has a title 'Admin Panel Login' and a subtitle 'Enter your credentials to access the admin dashboard'. It contains two input fields: 'Email Address' with the value 'admin@servista.com' and 'Password' with the placeholder 'Enter your password'. To the right of the password field is a眼睛 (eye) icon for password visibility. Below the inputs are links for 'Forgot Password?' and a large 'Sign In' button. At the bottom of the form, a small copyright notice reads '© 2025 Servista. All rights reserved.'

#### 3.1.1 Admin Panel Dashboard Page

The central dashboard provides a high-level overview of the platform's health, featuring key metrics like total bookings, revenue, active partners, and acceptance rate. It also includes charts for booking trends and revenue by city.

**Servista** Admin Panel

Search bookings, users, partners...

John Smith JS  
Super Admin

## Dashboard

Welcome back, here's an overview of your Servista platform

**Total Bookings**  
**2847**  
▲ 12.5% vs last month  
DB: COUNT(\*) FROM bookings WHERE status != "cancelled"

**Revenue** \$  
**\$124,580**  
▲ 8.2% vs last month  
DB: SUM(payments.amount) FROM payments WHERE status="completed"

**Active Partners**  
**89**  
▼ 2.1% vs last week  
DB: COUNT(\*) FROM partners WHERE status="verified" AND active=true

**Acceptance Rate**  
**94.2%**  
▲ 1.8% vs last month  
DB: Calculated from bookings: accepted/total requests ratio

### Bookings Trend

DB: bookings grouped by created\_date with COUNT(\*), secondary: completed bookings

### Revenue by City

City	Revenue (\$)
New York	\$45K
Los Angeles	\$35K
Chicago	\$25K
Houston	\$20K
Phoenix	\$15K

DB: bookings.location grouped by city + SUM(payments.amount)

Transaction Log

Search transactions...

All Types All Statuses Apply Filters

Transaction ID	Type	Description	Amount	Platform Fee	Date	Status
TXN-12847	Booking Payment	Home Cleaning Service - Sarah Johnson	\$125.00	\$18.75	Sep 06, 2024	completed
TXN-12846	Booking Payment	Emergency Plumbing Repair - Mike Chen	\$280.00	\$42.00	Sep 06, 2024	completed
TXN-12845	Partner Payout	Weekly Payout - Green Thumb Co	-\$1,240.00	\$0.00	Sep 05, 2024	processed
TXN-12844	Refund	Service Cancellation Refund - Electrical Work	-\$450.00	-\$67.50	Sep 05, 2024	completed
TXN-12843	Booking Payment	Garden Maintenance - Lisa Smith	\$95.00	\$14.25	Sep 04, 2024	completed
TXN-12842	Partner Payout	Weekly Payout - CleanPro Services	-\$2,180.00	\$0.00	Sep 02, 2024	processed
TXN-12841	Booking Payment	HVAC System Maintenance - Robert Davis	\$160.00	\$24.00	Sep 02, 2024	completed
TXN-12840	Chargeback	Disputed Payment - Window Cleaning	-\$75.00	-\$11.25	Sep 01, 2024	disputed

Showing 1 to 8 of 8 transactions

Previous 1 Next

### Service Distribution

Service Category	Percentage
Home Cleaning	35%
Repairs & Maintenance	28%
Installation Services	22%
Garden & Landscaping	15%

DB: services.category with COUNT(bookings) grouped by service type

### Partner Performance Trend

Week	Cancellations	Completions
Week 1	~15	~160
Week 2	~10	~175
Week 3	~5	~210
Week 4	~10	~180

DB: bookings grouped by week, partner completion vs cancellation rates

The screenshot shows two main sections: 'Recent Bookings' and 'Recent Activity Stream'.  
**Recent Bookings:** A list of four bookings with details like ID, customer name, service, amount, status, and time ago.  
**Recent Activity Stream:** A list of six activity items with details like type, description, and timestamp.

Booking Details	Status	Time Ago
#BK-12847 - Sarah Johnson Home Cleaning by CleanPro Services	completed	2 hours ago
#BK-12846 - Mike Chen Plumbing Repair by Fixit Fast	in progress	4 hours ago
#BK-12845 - Lisa Smith Garden Maintenance by Green Thumb Co	scheduled	6 hours ago
#BK-12844 - David Wilson Electrical Work by Spark Solutions	cancelled	1 day ago

Activity Type	Description	Timestamp
New booking created	Booking #BK-12349 - Home Cleaning in Brooklyn	2 minutes ago
Payment processed	\$156.00 payment successful for Booking #BK-12347	5 minutes ago
Partner verified	SparkleClean LLC completed verification process	12 minutes ago
Service completed	Booking #BK-12345 marked as completed by customer	18 minutes ago
Partner assigned	Booking #BK-12348 assigned to QuickFix Pro	25 minutes ago

### 3.1.2 Bookings Page

A comprehensive table view of all bookings on the platform. Admins can filter bookings and perform actions such as viewing details, assigning a partner, or cancelling a booking.

The screenshot shows the 'Bookings' page with a search bar and a sidebar menu.  
**Search Bar:** Search bookings, users, partners...  
**Sidebar:** Servista Admin Panel with links to Dashboard, Bookings (selected), Customers, Partners, Services, Financials, Payouts, and Settings.  
**Bookings Section:**  

- Filter Bookings:** Includes a search bar, dropdown for All Statuses, date range picker, apply filters button, and export CSV button.
- Table:** Shows 8 bookings with columns: Booking ID, Customer, Partner, Service, Date, Amount, Status, and Actions (View Details, Assign Partner, Cancel Booking).
- Table Data:**

Booking ID	Customer	Partner	Service	Date	Amount	Status	Actions
BK-12847	Sarah Johnson sarah.j@email.com	CleanPro Services +1 (555) 0123	Home Cleaning	Sep 06, 2024 10:00 AM	\$125.00	completed	<a href="#">View Details</a> <a href="#">Assign Partner</a> <a href="#">Cancel Booking</a>
BK-12846	Mike Chen m.chen@email.com	Fixit Fast +1 (555) 0124	Plumbing Repair	Sep 06, 2024 2:00 PM	\$280.00	in progress	<a href="#">View Details</a> <a href="#">Assign Partner</a> <a href="#">Cancel Booking</a>
BK-12845	Lisa Smith lisa.smith@email.com	Green Thumb Co +1 (555) 0125	Garden Maintenance	Sep 07, 2024 9:00 AM	\$95.00	confirmed	<a href="#">View Details</a> <a href="#">Assign Partner</a> <a href="#">Cancel Booking</a>
BK-12844	David Wilson d.wilson@email.com	Spark Solutions +1 (555) 0126	Electrical Work	Sep 05, 2024 11:00 AM	\$450.00	cancelled	<a href="#">View Details</a> <a href="#">Assign Partner</a> <a href="#">Cancel Booking</a>
BK-12843	Emily Davis emily.d@email.com	Cool Air Pro +1 (555) 0127	HVAC Maintenance	Sep 08, 2024 1:00 PM	\$320.00	confirmed	<a href="#">View Details</a> <a href="#">Assign Partner</a> <a href="#">Cancel Booking</a>
BK-12842	James Rodriguez j.rodriguez@email.com	Crystal Clear Windows +1 (555) 0128	Window Cleaning	Sep 09, 2024 3:00 PM	\$85.00	pending	<a href="#">View Details</a> <a href="#">Assign Partner</a> <a href="#">Cancel Booking</a>
BK-12841	Anna Thompson anna.t@email.com	Fresh Carpet Co +1 (555) 0129	Carpet Cleaning	Sep 10, 2024 11:30 AM	\$180.00	confirmed	<a href="#">View Details</a> <a href="#">Assign Partner</a> <a href="#">Cancel Booking</a>
BK-12840	Robert Kim r.kim@email.com	QuickFix Appliances +1 (555) 0130	Appliance Repair	Sep 04, 2024 4:00 PM	\$220.00	completed	<a href="#">View Details</a> <a href="#">Assign Partner</a> <a href="#">Cancel Booking</a>
- Pagination:** Showing 1 to 8 of 8 bookings.

### 3.1.3 Customers Page

Allows admins to view and manage all customer accounts. They can see customer details, total spending, and have the ability to suspend or reactivate accounts.

**Customers**  
View and manage all customer accounts

**Filter Customers**

Search by Name/Email/Phone Date Joined Apply Filters Export CSV

**Customers (10)**

User ID	Name	Email	Phone	Join Date	Total Bookings	Total Spend	Actions
CU-001	SJ Sarah Johnson	sarah.johnson@email.com	+1 (555) 123-4567	Jan 15, 2024	12	\$1,450.00	<a href="#">View Profile</a> <a href="#">Suspend Account</a>
CU-002	MC Mike Chen	mike.chen@email.com	+1 (555) 234-5678	Feb 20, 2024	8	\$920.00	<a href="#">View Profile</a> <a href="#">Suspend Account</a>
CU-003	LS Lisa Smith	lisa.smith@email.com	+1 (555) 345-6789	Mar 10, 2024	15	\$2,180.00	<a href="#">View Profile</a> <a href="#">Suspend Account</a>
CU-004	DW David Wilson	david.wilson@email.com	+1 (555) 456-7890	Jan 28, 2024	3	\$380.00	<a href="#">View Profile</a> <a href="#">Suspend Account</a>
CU-005	ED Emily Davis	emily.davis@email.com	+1 (555) 567-8901	Apr 05, 2024	6	\$745.00	<a href="#">View Profile</a> <a href="#">Suspend Account</a>
CU-006	JR James Rodriguez	j.rodriguez@email.com	+1 (555) 678-9012	May 12, 2024	9	\$1,125.00	<a href="#">View Profile</a> <a href="#">Suspend Account</a>
CU-007	AT Anna Thompson <span style="background-color: red; border-radius: 50%; padding: 2px 5px;">Suspended</span>	anna.t@email.com	+1 (555) 789-0123	Jun 18, 2024	4	\$520.00	<a href="#">View Profile</a> <a href="#">Reactivate</a>
CU-008	RK Robert Kim	r.kim@email.com	+1 (555) 890-1234	Jul 22, 2024	7	\$890.00	<a href="#">View Profile</a> <a href="#">Suspend Account</a>
CU-009	MG Maria Garcia	maria.garcia@email.com	+1 (555) 901-2345	Aug 01, 2024	2	\$240.00	<a href="#">View Profile</a> <a href="#">Suspend Account</a>
CU-010	JW John Williams	john.w@email.com	+1 (555) 012-3456	Dec 10, 2023	18	\$2,750.00	<a href="#">View Profile</a> <a href="#">Suspend Account</a>

Showing 1 to 10 of 10 customers

Previous 1 Next

### 3.1.4 Partners Page

Admins can manage the entire lifecycle of service partners, from application to active status. This includes viewing partner profiles, ratings, and verification status, with options to approve, reject, or suspend partners.

**Partners**  
Manage the entire lifecycle of service partners, from application to active status

+ Add New Partner

Filter Partners

Search by Name/ID All Statuses All Locations Apply Filters Export CSV

Partners (10)

Partner ID	Name	Join Date	Overall Rating	Total Jobs	Verification Status	Actions
PT-001	CS CleanPro Services @ Downtown	Dec 01, 2023	★ 4.8 (145 reviews)	145 Cleaning	approved	<a href="#">View Profile</a> <a href="#">Suspend</a>
PT-002	FF FixIt Fast @ North Side	Jan 15, 2024	★ 4.6 (98 reviews)	98 Plumbing	approved	<a href="#">View Profile</a> <a href="#">Suspend</a>
PT-003	GT Green Thumb Co @ Suburbs	Feb 20, 2024	★ 4.9 (76 reviews)	76 Gardening	approved	<a href="#">View Profile</a> <a href="#">Suspend</a>
PT-004	SS Spark Solutions @ East Side	Mar 10, 2024	★ 4.5 (34 reviews)	34 Electrical	pending	<a href="#">View Profile</a> <a href="#">Approve</a> <a href="#">Reject</a>
PT-005	CA Cool Air Pro @ West Side	Jan 28, 2024	★ 4.7 (62 reviews)	62 HVAC	approved	<a href="#">View Profile</a> <a href="#">Suspend</a>
PT-006	QA QuickFix Appliances @ Downtown	Apr 15, 2024	★ 4.3 (52 reviews)	52 Appliance Repair	rejected	<a href="#">View Profile</a>
PT-007	CC Crystal Clear Windows @ North Side	May 20, 2024	★ 4.4 (89 reviews)	89 Window Cleaning	approved	<a href="#">View Profile</a> <a href="#">Suspend</a>
PT-008	FC Fresh Carpet Co @ Suburbs	Jun 10, 2024	★ 4.6 (43 reviews)	43 Carpet Cleaning	pending	<a href="#">View Profile</a> <a href="#">Approve</a> <a href="#">Reject</a>
PT-009	ES Elite Security Systems @ East Side	Jul 05, 2024	★ 4.8 (27 reviews)	27 Security	approved	<a href="#">View Profile</a> <a href="#">Reactivate</a>
PT-010	HH Home Helpers LLC @ West Side	Aug 12, 2024	★ 4.2 (15 reviews)	15 General Services	pending	<a href="#">View Profile</a> <a href="#">Approve</a> <a href="#">Reject</a>

Showing 1 to 10 of 10 partners

Previous 1 Next 2

### 3.1.5 Services Page

This interface allows admins to create, organize, and manage the catalog of services offered on the platform. They can add new categories and services, set pricing, and enable or disable specific offerings.

**Services**

Create, organize, and manage the catalog of services offered on the platform

+ Add New Category

**Cleaning**

**Standard Clean**  
Basic cleaning service for homes and offices  
⌚ 2-3 hours \$ \$125.00 ⚡ 12 partners

**Deep Clean**  
Comprehensive deep cleaning service  
⌚ 4-6 hours \$ \$225.00 ⚡ 8 partners

**Post-Construction Cleanup** Disabled  
Specialized cleaning after construction work  
⌚ 6-8 hours \$ \$350.00 ⚡ 4 partners

+ Add Service to Category

**Plumbing**

**Electrical**

**Gardening**

### 3.1.6 Financial Oversight Page

A dedicated financial dashboard for tracking revenue, platform fees, and payouts over time. It provides tools for financial reporting and analysis.

**Financials**

Tools for financial oversight, revenue tracking, and reporting

Date Range Export

Category	Value	Change from last month
Gross Revenue	\$127,845.00	+18.2%
Platform Fees Collected	\$19,177.00	+22.1%
Net Revenue	\$108,668.00	+16.8%
Pending Payouts	\$7,760.00	-5.3%

**Revenue vs. Payouts Over Time**

Revenue (Orange Line) and Payouts (Teal Line) from Jan to Sep

### 3.1.7 Payouts Page

This page is used to manage and process payments to service partners. Admins can view pending, processed, and failed payouts and manage the payout schedule.

The screenshot shows the Servista Admin Panel interface. On the left is a sidebar with navigation links: Dashboard, Bookings, Customers, Partners, Services, Financials, Payouts (which is selected), and Settings. At the top right is a user profile for John Smith (Super Admin) with a JS icon. A search bar at the top center contains the placeholder "Search bookings, users, partners...". The main content area is titled "Partner Payouts" with the subtitle "Manage and process payments to service partners". It includes a "Filters" section with a search input, dropdowns for "All Statuses" and "All Time", and a "Apply Filters" button. Below this is a table titled "Payouts (8)" with columns: Payout ID, Partner, Period, Amount, Status, and Actions. The table lists eight entries, each with a unique ID, partner name, period (e.g., Sep 01 - Sep 07, 2024), amount (e.g., \$2,450.00), status (e.g., pending, processed, scheduled, failed), and an "Actions" column with three dots. The data from the table is as follows:

Payout ID	Partner	Period	Amount	Status	Actions
PO-2024-001	CleanPro Services billing@cleanpro.com	Sep 01 - Sep 07, 2024 18 transactions	\$2,450.00 Due: Sep 09, 2024	pending	...
PO-2024-002	FixIt Fast payments@fixitfast.com	Sep 01 - Sep 07, 2024 22 transactions	\$3,240.00 Due: Sep 09, 2024	pending	...
PO-2024-003	Green Thumb Co finance@greenthumb.com	Aug 26 - Sep 01, 2024 12 transactions	\$890.00 Due: Sep 02, 2024	processed	...
PO-2024-004	Spark Solutions accounting@sparkssolutions.com	Sep 01 - Sep 07, 2024 15 transactions	\$1,450.00 Due: Sep 09, 2024	scheduled	...
PO-2024-005	Cool Air Pro billing@coolair.com	Aug 26 - Sep 01, 2024 19 transactions	\$1,680.00 Due: Sep 02, 2024	processed	...
PO-2024-006	Elite Handyman payroll@elitehandyman.com	Sep 01 - Sep 07, 2024 8 transactions	\$980.00 Due: Sep 09, 2024	failed	...
PO-2024-007	Perfect Painters finance@perfectpainters.com	Aug 19 - Aug 25, 2024 25 transactions	\$2,180.00 Due: Aug 26, 2024	processed	...
PO-2024-008	Quick Plumbers admin@quickplumbers.com	Sep 01 - Sep 07, 2024 14 transactions	\$1,790.00 Due: Sep 09, 2024	pending	...

### 3.1.8 Settings Page

A section for configuring global platform settings.

- General Tab:** Configure general platform settings like platform name, support contact, and features like auto-assign partners and real-time tracking.

- **User Roles Tab:** Manage administrative users and their access permissions.

Name	Email	Role	Last Login	Status	Actions
John Smith	john.smith@servista.com	Super Admin	Sep 06, 2024 14:30	active	...
Sarah Johnson	sarah.johnson@servista.com	Operations Manager	Sep 06, 2024 09:15	active	...
Mike Chen	mike.chen@servista.com	Financial Manager	Sep 05, 2024 16:45	active	...
Lisa Rodriguez	lisa.rodriguez@servista.com	Customer Support	Sep 04, 2024 11:20	inactive	...

- **Payment Gateway Tab:** Configure and manage payment gateway integrations and set platform fee percentages.

The screenshot shows the Servista Admin Panel with the 'Payment Gateway' tab selected. On the left, a sidebar lists navigation options: Dashboard, Bookings, Customers, Partners, Services, Financials, Payouts, and Settings. The 'Settings' option is currently active. The main content area has a search bar at the top. Below it, the 'Settings' section is titled 'Configure global platform settings and manage administrative users'. It includes tabs for General, User Roles, Payment Gateway (selected), and Notifications. Under 'Payment Gateway', there's a sub-section for 'Payment Gateway Configuration' which manages 'Active Payment Gateways'. It lists 'Stripe' (Primary payment processor, Active, Configure) and 'PayPal' (Alternative payment method, Inactive, Configure). Below this, 'Payment Settings' include a 'Platform Fee (%)' set to 15 and a 'Payout Schedule' set to Weekly. There are also sections for 'Auto-refund Failed Payments' (Automatically refund payments that fail processing, toggle off) and 'Hold Payments for Review' (Hold large payments for manual review, toggle off). A 'Save Payment Settings' button is at the bottom.

- **Notifications Tab:** Configure email and push notification preferences for various platform events like new bookings and payment updates.

The screenshot shows the Servista Admin Panel with the 'Notifications' tab selected. The sidebar and search bar are identical to the previous screenshot. The main content area has a search bar at the top. Below it, the 'Settings' section is titled 'Configure global platform settings and manage administrative users'. It includes tabs for General, User Roles, Payment Gateway (disabled), and Notifications (selected). Under 'Notifications', there's a sub-section for 'Notification Preferences' which manages how and when notifications are received. It includes sections for 'Email Notifications' (New Bookings, Payment Updates, Partner Applications, all toggled on), 'Push Notifications' (Critical Alerts, Daily Summary, both toggled on), and 'Critical Alerts' (Urgent notifications that require immediate attention, toggle off). A 'Save Preferences' button is at the bottom.