

# 1. Requirements Specification Document (BRD)

This document outlines the business requirements for the Service-Booking-System.

## 1.1 Functional Requirements

- **User Management:**
  - Three user roles: Customer, Service Provider, and Admin.
  - User registration and login for all roles.
  - Role-based access control to the system's features.
  - Admin can view and manage all users.
- **Service Catalog:**
  - Admin can create, update, and delete services and sub-services.
  - Customers can browse and search for available services.
- **Booking & Scheduling:**
  - Customers can book services for a preferred date and time.
  - Service providers can view their bookings and manage their availability.
  - Service providers can accept or reject new booking requests.
- **Payment & Billing:**
  - Secure online payment integration with Razorpay.
  - Customers can pay for services through the platform.
  - The system generates invoices for each completed service.
- **Ratings & Feedback:**
  - Customers can rate and review service providers after a service is completed.
  - Service providers can view their feedback history.
- **Admin Dashboard:**
  - Admins have a dashboard to monitor bookings, payments, and providers.
  - The dashboard includes analytics on revenue and user activity.

## 1.2 Non-Functional Requirements

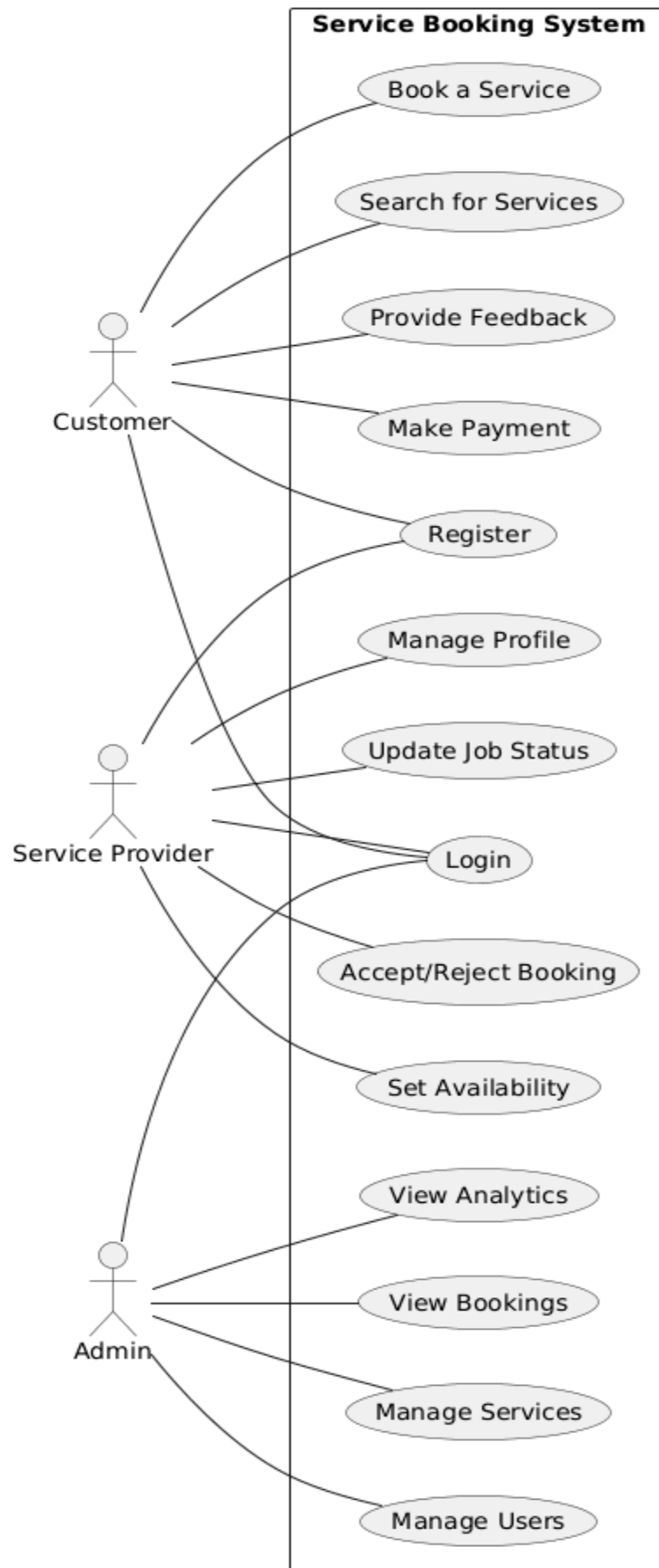
- **Performance:** The web application will have a fast response time, with pages loading in under 3 seconds.
- **Security:** All user data, including passwords and payment information, will be securely stored and transmitted. The system will use JWT for authentication and bcrypt for password hashing.
- **Scalability:** The application architecture will be designed to handle a growing number of users and transactions without performance degradation.
- **Availability:** The system is expected to be available 99.9% of the time.
- **Usability:** The user interface will be intuitive and easy to navigate for all user roles. The application will have a responsive web design to work on various devices.

## 1.3 User Stories & Use Case Diagram

## User Stories

- **Customer:**
  - As a customer, I want to create an account and log in, so I can access the platform's services.
  - As a customer, I want to search for services based on category and location, so I can find the right provider for my needs.
  - As a customer, I want to view a service provider's profile, including their ratings and reviews, so I can make an informed decision.
  - As a customer, I want to book a service for a specific date and time, so I can schedule it at my convenience.
  - As a customer, I want to pay for the service securely online, so I don't have to worry about cash transactions.
  - As a customer, I want to provide feedback and a rating for the service I received, so I can share my experience with others.
- **Service Provider:**
  - As a service provider, I want to create a profile with my business details and the services I offer, so I can attract customers.
  - As a service provider, I want to set my availability, so I only get booking requests for times I'm working.
  - As a service provider, I want to receive notifications for new booking requests, so I can respond to them promptly.
  - As a service provider, I want to accept or reject booking requests, so I can manage my workload.
  - As a service provider, I want to update the status of a job (e.g., "In Progress," "Completed"), so the customer is kept informed.
  - As a service provider, I want to view my earnings and payment history, so I can track my income.
- **Admin:**
  - As an admin, I want to manage the list of services and sub-services offered on the platform, so I can keep the catalog up-to-date.
  - As an admin, I want to view and manage all users (customers and service providers), so I can maintain a healthy and safe community.
  - As an admin, I want to monitor all bookings and their statuses, so I can have an overview of the platform's activity.
  - As an admin, I want to view financial reports, including revenue and service provider payouts, so I can track the platform's financial performance.

## Use Case Diagram



## 1.4 Interface Requirements

The user interface of the Service-Booking-System will be a responsive web application. The design will be based on the UI/UX mockups provided in the [PDF Group\\_10\\_UiUx\\_Designs.pdf](#) document. The application will be compatible with the latest versions of major web browsers, including Google Chrome, Mozilla Firefox, and Microsoft Edge.

## 1.5 Wireframes or UI/UX mockups (Initial Draft)

The initial wireframes and UI/UX mockups are available in the [PDF Group\\_10\\_UiUx\\_Designs.pdf](#) file. These designs provide a visual guide for the application's layout and user flow.

## 1.6 Acceptance Criteria

- **User Registration:**
  - A new user can register by providing a unique email and a password.
  - The password must be securely hashed and stored.
  - Upon successful registration, the user is logged into the system.
- **Service Booking:**
  - A customer can select a service, a date, and a time to book.
  - The system checks the provider's availability before confirming the booking.
  - A booking confirmation is sent to both the customer and the service provider.
- **Payment:**
  - The payment process is handled by Razorpay.
  - A successful payment updates the order status to "Paid."
  - The system generates an invoice upon successful payment.