Software Requirement Specification Report

Document : Software Requirement Specification Document

Title : System Requirement Specification document for Online Maid Booking Portal

Objective (Purpose) :

The Online Maid Booking System for maids Web Application is intended to provide complete solution for users and maids through a *single Gateway* using internet.

- It will enable users to find maids on single web platform and book maids online without visiting their homes or searching physically or asking to friends or requesting to Maid.
- It will enable maids to get the work instantly as per their skills ,avalibility without doing any physical search.

Above all,we hope to provide a comfortable user experience along with the best service provide.

Scope :

This System allows Maids to maintain their profile for adding or removing details based on their availability,skills etc;

User will be able to review maids profile(his/her information,on recent feedbacks) and may be able to add/change/cancel bookings.

Admin will be able to add or remove maids as per their performance & review/feedback taken from customers.

Summary:

The BookMyMaid Portal will provide a connection mechanism to all the maids in the area and will also provide standardization and regularity in the salaries paid to them.

The online venture may also serve as an easy means to find and book maid/helpers online through the website depending on the need of the user.

Definitions and acronym:

OBS: Online Booking System

Portal:Personalized Online Web Application(BookMyMaid)

Dashboard: Personalized information presented using grid, score cards, graph, key performance indicators

Annonymous User: unauthenticated User, Public user, visitor to portal

SMS : Short Message Service

Requirements:

Functional Requirements:

<mark>Maids</mark>===>

- Registered maids will be able represent themselves by adding their details in profile list which is maintained by system.
- Maid will be able to request to add details/skills/availability to product list maintained by system.
- Maid will be able to update profile details which have been already added to profile List.
- Maid will be able accept or reject the booking order as per his availability.
- Maid gets her recent booking histories.
- Maid gets her monthly salary options on basis of their recent work

<mark>User</mark>s===>

- User will be able view all maids from Profile List.
- only Registered user will be able to place an booking with the help of Profile List maintained by OBS.
- User will be able to book/select maid based on categories(as per his need).
- User will be able initiate booking after getting their maid as per their search.
- User will be able to add or remove maids from their booking zone.
- User will be to cancel his placed order within specific time.
- User will be able to track book order status.
- User will be able to update his/ her personal information.
- User will be to manage his profile maintained by system.
- Registered user get his booking history.
- User will to get complete information about his booking, likes, comments through a dashboard.
- User will able to submit feedback/complaint/star ratings about service they received from maid.

<mark>Admin Team</mark>===>

- Admin Team will be able to approve or reject request raised by maid for adding or removing details from profile List.
- Admin will be able to add or remove maids from the platform if any stolen happen and negative reviews (BlockList)
- Admin will be to track and maintain maids available for work and assign them in emergency situation
- Admin team will be have full control over maid and user account
- Admin team will be able to cancel , reject or approve orders been placed by user if problem occurs also able to reschedule them.
- Admin Team will be able to get details about orders been placed, been rejected from OBS.
- Admin Team will get overall data for analysis and evaluation
- Admin will be able to changes/update for profile Options from profile list

- Profile list will be provided based their skills, area, likes,language,salary, recommendations.(filter/sort)
- Platform will be informing user about availability of maids as per their search(filter/sort) as per their need .
- Any annonymous User will be able to view different maid profiles(Contact details hide till it register) available for work.
- Maid will be able to get Address details of user so that he/she can work at user end.(by notification/message)
- User will be notified about booking status through SMS, Email communication.
- User will able to get overall details about Maid when book orders placed successfully.
- OBS will maintain booking history for each user to maintain list of maids selected by him/her.
- Profile list will present maid's overall details(age,language,skills,salary,verification...etc;). for registered user

Payment==>

- User will be provided options for payment mode such as through internet banking or UPI or Online payment option or Cash on Service.
- User will be able to choose his payment related information.
- User will be asked to submit their payment related information.User will be redirected to payment gateway for secure payment transaction.
- On successful payment processing using payment gateway system will notify User about transaction and booking order placement status.

Interface===>

System will present dashboard for User ,maid ,admin .

Dashboard will provide information using graph, score cards, key performance indicators as well Grid data prestation.

- Admin team will be able to monitor daily online Booking business activities using their personalized dashboard.
- user will be able to get their booking related information using user Dashboard.
- maid will be able to track their booking history being done through online shopping portal.

Non-Functional Requirements:

Availability==>

available for 24 * 7 when traffic is there or not.

Accessibility==>

- Only registered user will be able to place an order after authentication. (authenticated user)
- Admin team can reject or approve orders, maids requests.
- Admin team will be able to view daily, weekly, monthly, annual business data .

Durability==>

- System will retain user Booking cart for 15 minutes even though user loose internet connection and join again.
- System will maintain wishlist for customer. Customer will be able to add products from wishlist and add to shopping cart whenever needed.

Scalability==>

System will be able to provide consistent user experience irrespective of load.

Efficiency==>

- on Festival season, maximum number of users will be able to place bookings, view profile list with same response time.
- System will be able to manage all bookings .

Security==>

- Registered Customer will allowed to place an order.
- OBS will be accessible using different roles assigned to users (Authorization)
- Authentication users will be able to interact with OBS (Controlled Access)
- OBS will automatically log of all users, maids after some time due to inactiveness.
- OBS will block operations for inactive users, maids and would redirect for authentication
- Sensitive data will be always encrypted across communication.

Reliability==>

- During peak hours system will maintain same user experience by managing load balancing .
- Continuous updates are maintained , continuous Administration is done to keep system operational.
- The system will backup business data on regular basis and recover in short time duration to keep system operational

Maintainability==>

- Easy to change code and it should be not affected main feature.

Portability==>

- OBS will provide portable user Interface using (HTML, CSS, JS). Users will be able to access online Booking portal using any browser, from any device, using any Operating System.
- OBS can be deployed to single server, multi server, to any OS, Cloud(AWS)

Safety==>

- OBS functionalities are protected from outside with proper firewall configuration.
- BookMyBai portal will be always kept updated with latest antivirus software.
- Business data will be backed up periodically to ensure safety of data using incremental back up strategy.
- OBS will be secure from malicious attack, fishing.