

Software Requirements Specification

for

**Online Service Marketplace Platform – Website and Mobile
Application Development**

Version 1.0 draft

Prepared by Microweb Global

Prepared for (Client Company Name)

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Revision History

Name	Date	Reason For Changes	Version

Software Requirements Specification (SRS)

Project: Online Service Marketplace Platform – Website and Mobile Application Development

Version: 1.0

Prepared by: Microweb Global (Pvt) Ltd

1. Introduction

1.1 Purpose

This SRS document defines all functional and non-functional requirements for developing an online service marketplace platform. The platform will facilitate connections between customers and service providers through a website and mobile applications (iOS and Android), replicating key features similar to platforms like Urban Company.

1.2 Product Scope

The platform will function as an intermediary between customers and independent contractors (service providers), offering features such as **account management**, **service browsing**, **booking**, **payment processing**, and **backend service allocation**. This document provides detailed requirements for development, integration, and deployment.

1.3 Definitions, Acronyms, and Abbreviations

- **OTP:** One-Time Password
- **API:** Application Programming Interface
- **EOD:** End of Day
- **MFA:** Multi-Factor Authentication

1.4 References

2. Overall Description

2.1 Product Perspective

The platform will provide a streamlined, intuitive experience for different user roles: **customers**, **service providers**, and **administrators**. It integrates with several external APIs, including **payment gateways**, **Google Maps** for address fetching, and notification services.

2.2 Product Functions

- **Customer Interface:** Allows users to create accounts, browse services, make bookings, handle payments, and rate services.
- **Service Provider Interface:** Allows providers to set up profiles, manage bookings, view earnings, and access customer feedback.
- **Admin Interface:** A comprehensive dashboard for managing users, services, financial transactions, and reporting.

2.3 User Characteristics

- **Customers:** Individuals seeking services across categories.
- **Service Providers:** Independent contractors offering services through the platform.
- **Admins:** Platform managers with access to user moderation, reporting, and service management functionalities.

2.4 Assumptions and Dependencies

- **Third-Party APIs:** Google Maps for address, payment gateways for transactions, and SMS/notification services are assumed available.
- **Hosting and Server:** Responsibility lies with the client to ensure uptime and scaling capabilities for high traffic.

3. Functional Requirements

Functional requirements that were required by the client for this product are mentioned below.

3.1 Customer Account Management

3.1.1 Description and Priority

This feature allows customers to register, and manage their profiles. It is a **high-priority** feature, as it forms the foundation for the platform's user engagement, enabling users to book services, provide ratings, and manage personal and payment information.

3.1.2 Stimulus/Response Sequences

- **Customer Registration:**
 - **Stimulus:** Customer submits a registration form by entering Name, mobile number. Number is validated, where only Indian Numbers can be entered.
 - **Response:** System verifies the mobile number via an OTP (One-Time Password) and creates a new customer account upon successful verification.
- **Profile Management:**
 - **Stimulus:** User logs and accesses the account settings
 - **Response:** System displays user's profile information and allows updates
- **User Authentication:**
 - **Stimulus:** User logs in using their mobile number with OTP
 - **Response:** System authenticates the user and grants access to functionalities based on their role (Customer, Provider, Admin).
- **Change Primary Number:**
 - **Stimulus:** User sends request to change the primary number
 - **Response:** System responds requiring the OTP to the registered number to change the primary number.
- **Change Secondary Number**
 - **Stimulus:** Customer chooses to add a secondary contact number.
 - **Response:** System requires the OTP that has been sent to the Primary number to save the new secondary number.
 - **Stimulus:** Customer changes the primary number
 - **Response:** System validates the number format and sends OTP to the new Primary number for verification.

3.1.3 Functional Requirements

- **REQ-1:** The system shall allow customer registration using a mobile number with OTP verification.
- **REQ-2:** The system shall provide secure login and profile management features for users.
- **REQ-3:** The system shall allow customers to remain logged in automatically by maintaining a session cookie, which remains active for two weeks
- **REQ-4:** The system shall ensure secure management of session cookies, automatically expiring them after two weeks or when the customer manually logs out.

- **REQ-5:** The system shall integrate Google Maps API to fetch and store addresses for customer accounts.
- **REQ-6:** The system shall allow customers to save multiple addresses and provide a nickname for them such as Home, Work, etc.
- **REQ-7:** The system shall notify users via SMS upon successful registration and profile updates.
- **REQ-8:** The system shall require OTP verification to change the primary contact number.
- **REQ-9:** The system shall send the OTP to new primary number to verify changes to the primary number.
- **REQ-10:** The system shall validate the format of the secondary contact number and allow the customer to add it.
- **REQ-11:** The system shall require OTP verification sent to the primary number to add a secondary contact number.
- **REQ-12:** The Primary number is a mandatory field and secondary number is optional field.

3.2 Address Management Using Google API

3.2.1 Description and Priority

This feature allows customers to configure and save various addresses using Google Maps API, such as Home and Work addresses. It is a **medium-priority** feature to enhance user convenience during service booking.

3.2.2 Stimulus/Response Sequences

- **Stimulus:** Customer enters an address when registration or booking.
- **Response:** The system fetches address suggestions using Google Maps API and saves the selected address.
- **Stimulus:** Customer saves an address with a label.
- **Response:** The system stores the address for future use.

3.2.3 Functional Requirements

- **REQ-1:** The system shall integrate with Google Maps API to fetch and save addresses.
- **REQ-2:** The system shall allow customers to configure multiple addresses (e.g., Home, Work).
- **REQ-3:** The system shall provide address suggestions based on user input.

3.3 Customer Service Browsing

3.3.1 Description and Priority

This feature allows customers to browse various service types and filter them by service category, category type, or other relevant parameters. It is of **high priority** as it helps users easily explore and find services that align with their needs. Each service may also include sub-categories and optional add-ons for a more personalized experience. Customers can view details for each service, including available options such as duration and amount. For certain services, packages may also be available to offer bundled options, enhancing the overall offering.

3.3.2 Stimulus/Response Sequences

- **Stimulus:** Customer browses services by selecting a category or using filters.
Response: The system displays a list of services based on the selected category or filters

3.3.3 Functional Requirements

- **REQ-1:** The system shall allow customers to browse available services by category.
- **REQ-2:** The system shall support filtering services based on criteria such as price, ratings, and availability.
- **REQ-3:** The system shall display detailed descriptions, images, and ratings for each service.
- **REQ-4:** The system shall provide a search bar to quickly locate services by keywords.
- **REQ-5:** The system shall allow each service to have sub-services that customers can choose from.
- **REQ-6:** The system shall enable customers to select optional add-ons for services, which may include additional features or enhancements.
- **REQ-7:** The system shall display the pricing for sub-services and add-ons, updating the total cost dynamically based on selections.
- **REQ-8:** The system shall allow customers to view detailed information for sub-services and add-ons, including descriptions, images, and availability.
- **REQ-9:** The system shall enable users to browse services by selecting a **Master Category**, which will display associated **Service Types**, **Service Name**, **Service Category**, **Service Options**, and their **Packages/Item** (e.g., duration, amount).
- **REQ-10:** The system shall offer **Packages** with predefined options and pricing for specific services.
- **REQ-11:** The system shall ensure that selected sub-services and add-ons are included in the final booking summary before checkout.
- **REQ-12:** The System shall offer packages for selected services, where a group of related services or add ons can be selected together at a discounted rate.
- **REQ-13:** The system shall display the benefits and pricing of these packages clearly to ensure customers understand the value of choosing bundled services.

3.4 Customer Service Booking

3.4.1 Description and Priority

This feature enables customers to book services in real-time, select dates and times, choose addresses, and make payments. Additionally, customers can opt for subscription-based bookings on a **repetitive basis**, allowing them to access recurring services at discounted rates. It is a **high-priority** feature as it enhances customer loyalty and service provider engagement.

Bulk messages configuration

3.4.2 Stimulus/Response Sequences

- **Stimulus:** Customer selects a service and proceeds to booking.
- **Response:** The system confirms the booking, processes payment, and sends a confirmation notification.
- **Stimulus:** For the selected service, the default is a one-time booking and option is available to convert it for a **repetitive booking** before proceeding to **payment**.
- **Response:** The system confirms the booking or subscription booking, processes the payment, schedules the service (including recurring bookings for subscriptions), and sends a confirmation notification.

3.4.3 Functional Requirements

- **REQ-1:** The system shall enable users to book services by selecting available time slots.
- **REQ-2:** The system shall allow customers to mark their preferred date and time for the service.
- **REQ-3:** The system shall require customers to select an address for the service from their saved addresses or add a new one.
- **REQ-4:** The system shall validate user information, service availability, date, time, and address before confirming the booking.
- **REQ-5:** The system shall integrate with a payment gateway for processing payments securely.
- **REQ-6:** The system shall generate and send booking confirmation notifications via email or SMS.
- **REQ-7:** The system shall allow customers to modify or cancel bookings, including changing the date, time, or address, before a specified cutoff time.
- **REQ-8:** The system shall provide real-time availability updates based on selected dates, times, and service provider schedules.
- **REQ-9:** The system shall display a summary of the booking, including the selected date, time, address, service details, and total cost before confirming the booking.
- **REQ-10:** The system shall store the booking details in the customer's profile for future reference.
- **REQ-11:** The system shall allow customers to book services on a subscription basis, offering competitive rates for repetitive services.
- **REQ-12:** The system shall display available subscription plans for each service, including pricing and benefits.

- **REQ-13:** The system shall handle automatic scheduling of services based on the chosen subscription plan.
- **REQ-14:** The system shall enable customers to manage their subscriptions, including pausing or canceling them.
- **REQ-15:** The system shall send reminders to customers before their subscription renewals and upcoming booked services.
- **REQ-16:** The system shall allow customers to adjust time slots for specific dates within their recurring bookings, based on their availability.
- **REQ-17:** The system shall allow selective cancellations for specific instances of recurring bookings without affecting the entire series.
- **REQ-18:** The system shall allow customers to modify time slots on a per-day basis for bulk bookings before a specified deadline (e.g., 3 hours before the scheduled time).
- **REQ-19:** The system shall allow customers to specify and book the same service provider for certain services (Book Again), such as physiotherapy, to maintain consistency across sessions.
- **REQ-20:** The system shall provide a "Book Again" feature, enabling customers to rebook the same provider if they were satisfied with the previous session.
- **REQ-21:** The system shall require an advance payment for bulk or subscription-based bookings to confirm the slots.
- **REQ-22:** The system shall provide a calendar view for customers to book multiple dates for bulk bookings, allowing them to select the same time slot or adjust times individually for each day.
- **REQ-23:** The system shall provide a "**Book Again**" option for customers, available only for specific services, to promote business continuity for service providers.
- **REQ-24:** The system shall display the "**Book Again**" option next to completed bookings to allow customers to conveniently rebook the same service provider if they are available.
- **REQ-25:** The system shall implement a calendar interface that allows customers to select multiple dates and adjust time slots for each selected date as needed.
- **REQ-26:** The system shall enable customers to make non-refundable advance payments for bookings to confirm their slots.
- **REQ-27:** The system shall send notifications to customers when their accounts are flagged due to frequent cancellations, providing information on how to address the issue.
- **REQ-28:** The system shall require customers to make advance payments only after the assignment of a service provider, ensuring payment security and provider availability.
- **REQ-29:** The system shall ensure notifications about flagged accounts do not interfere with ongoing or future bookings, unless resolved by the customer or system administrator.

3.5 Customer Order Tracking

3.5.1 Description and Priority

This feature allows customers to track the status of their bookings, view upcoming appointments, and monitor completed or canceled services. It is of high priority to ensure transparency and improve customer satisfaction.

3.5.2 Stimulus/Response Sequences

- **Stimulus:** Customer checks the status of an existing booking.
- **Response:** The system displays the current status (e.g., upcoming, completed, or canceled).

3.5.3 Functional Requirements

- **REQ-1:** The system shall display the current status of a booking (upcoming, in-progress, completed, or canceled).
- **REQ-2:** The system shall notify customers of status changes (e.g., service completed, service canceled).
- **REQ-3:** The system shall provide a detailed view of booking history, including past orders and service details.
- **REQ-4:** The system shall allow customers to provide ratings and reviews for completed services.

3.6 Customer My Bookings View & Management

3.6.1 Description and Priority

This feature allows customers to manage their bookings by viewing upcoming, completed, and canceled appointments. It is a **high-priority** feature as it ensures customers can effectively keep track of their service engagements and manage their schedules.

3.6.2 Stimulus/Response Sequences

- **Stimulus:** Customer navigates to the booking management section.
- **Response:** The system displays all bookings categorized into eight statuses such as pending, Accepted, in-progress, hold, rejected, failed, canceled, completed

3.6.3 Functional Requirements

- **REQ-1:** The system shall allow customers to view all bookings categorized by status (pending, accepted, in-progress, on hold, rejected, failed, canceled, and completed).

- **REQ-2:** The system shall display upcoming bookings with details such as date, time, service, and service provider.
- **REQ-3:** The system shall allow customers to view completed bookings and provide ratings or reviews.
- **REQ-4:** The system shall show canceled bookings along with the reason for cancellation provided by the customer or service provider.
- **REQ-5:** The system shall send notifications for upcoming bookings as reminders (e.g., 24 hours and 1 hour before the scheduled time).
- **REQ-6:** The system shall enable customers to filter bookings by status (e.g., upcoming, completed, canceled).
- **REQ-7:** The system shall allow customers to cancel bookings that are in the "pending" or "accepted" status, with an option to provide a reason for cancellation.
- **REQ-8:** The system shall update the booking status in real-time based on actions taken by the customer (e.g., moving from "in-progress" to "completed").
- **REQ-9:** The system shall display failed bookings with an explanation (e.g., payment failure or technical issues) and provide options to retry or contact support.
- **REQ-10:** The system shall send notifications to customers for any status changes (e.g., booking accepted, in-progress, on hold, or completed).
- **REQ-11:** The system shall provide a detailed view of each booking, including service details, provider information, and booking history.

3.7 Call Masking Service

3.7.1 Description and Priority

The system utilizes a third-party call masking service to protect the privacy of both customers and service providers by masking their contact numbers. This is a **high-priority** feature for ensuring user privacy.

3.7.2 Stimulus/Response Sequences

- **Stimulus:** Customer contacts service provider via the **Web & Mobile App**.
- **Response:** The system initiates a masked call using a third-party service.

3.7.3 Functional Requirements

- **REQ-1:** The system shall integrate with a third-party call masking API.
- **REQ-2:** The system shall ensure that customer and provider contact numbers are not revealed during calls.
- **REQ-3:** The system shall log masked call activity for security and audit purposes.

3.8 Payment Integration and Auto Payout

3.8.1 Description and Priority

This feature integrates with payment gateways such as PhonePe which supports auto payout fulfillment for service providers at the end of the day (EOD) after a 24-hour validation period for completed jobs. This is a **high-priority** feature to ensure smooth financial transactions.

3.8.2 Stimulus/Response Sequences

- **Stimulus:** Customer makes a payment through PhonePe for a booked service.
- **Response:** The system processes the payment, confirms booking, and schedules payout for the provider.

3.8.3 Functional Requirements

- **REQ-1:** The system shall integrate with third-party payment gateways, including PhonePe, to process payments securely.
- **REQ-2:** The system shall support auto payouts to service providers using PhonePe at the end of the day (EOD).
- **REQ-3:** The system shall include a 24-hour validation period to verify completed bookings before processing EOD payouts.
- **REQ-4:** The system shall only include completed bookings past the 24-hour window in the EOD payout batch to ensure accuracy.
- **REQ-5:** The system shall confirm successful payments to customers via notifications (SMS) upon using PhonePe.
- **REQ-6:** The system shall provide real-time updates on payment status (e.g., success, pending, failed) to customers and service providers.
- **REQ-7:** The system shall store transaction details for all payments processed via PhonePe for auditing and reconciliation.
- **REQ-8:** The system shall handle payment failures gracefully, allowing customers to retry the payment or choose an alternative method.
- **REQ-9:** The system shall generate invoices for completed payments and send them to customers' registered email addresses.
- **REQ-10:** The system shall support refunds through PhonePe if a booking is canceled within the allowed cancellation window.

3.9 Cancellation and Penalty Management

3.9.1 Description and Priority

This feature allows customers to cancel bookings within a specified grace period. If the cancellation occurs beyond the grace period, a penalty is applied. It is a **medium-priority** feature focused on encouraging commitment and minimizing last-minute cancellations

3.9.2 Stimulus/Response Sequences

- **Stimulus:** Customer cancels a booking.
- **Response:** The system checks the grace period and applies a penalty if the cancellation is beyond the allowed window.

3.9.3 Functional Requirements

- **REQ-1:** The system shall allow customers to cancel bookings without penalty within the grace period.
- **REQ-2:** The system shall calculate the grace period based on booking and service start times.
- **REQ-3:** The system shall apply a penalty on the next booking if cancellation occurs beyond the grace period.
- **REQ-4:** The system shall display the cancellation policy during the booking process.

3.10 Pricing, Taxes, and Tips

3.10.1 Description and Priority

The system handles rate cards, taxes, booking charges, and tips during the payment process. It ensures transparency in pricing and allows customers to reward service providers. This is a **high-priority** feature for smooth transactions.

3.10.2 Stimulus/Response Sequences

- **Stimulus:** Customer reviews the payment details before checkout.
- **Response:** The system displays applicable taxes, rate cards, and booking charges.

3.10.3 Functional Requirements

- **REQ-1:** The system shall display rate cards, taxes, and booking charges during the payment step.
- **REQ-2:** The system shall allow customers to pay tips in cash or online, with online tips processed in the EOD payout batch.
- **REQ-3:** The system shall adjust booking charges based on taxes and other applicable fees.

3.11 Subscription Plans, Coupons, and Loyalty Rewards

3.11.1 Description and Priority

This feature enables customers to access subscription plans for discounts, apply coupons, and earn loyalty credits for completed services. It is a **medium-priority** feature focused on enhancing customer engagement.

3.11.2 Stimulus/Response Sequences

- **Stimulus:** Customer subscribes to a plan or applies a coupon during checkout.
- **Response:** The system applies the discount and adjusts the final amount.

3.11.3 Functional Requirements

- **REQ-1:** The system shall provide customers with subscription plans that offer exclusive discounts.
- **REQ-2:** The system shall allow customers to enter promo codes or vouchers during the payment process.
- **REQ-3:** The system shall credit loyalty points to customers after completed bookings, which can be redeemed for future services.]
- **REQ-4:** The system shall allow customers to gain Percentage discount on selected services for Subscription plans.

3.12 User Types and Chart Feature

3.12.1 Description and Priority

The system differentiates between basic and premium customers, with a chart feature available for viewing booking statuses. It also includes dedicated customer care support and ticket management. This is a **high-priority** feature for providing a personalized customer experience.

3.12.2 Stimulus/Response Sequences

- **Stimulus:** Customer checks their booking history or contacts customer support.
- **Response:** The system displays the booking chart or generates a support ticket.

3.12.3 Functional Requirements

- **REQ-1:** The system shall categorize customers into basic and premium users based on their booking history.
- **REQ-2:** The system shall upgrade users to premium status once they reach a certain booking threshold.

- **REQ-3:** The system shall display a chart feature for customers to view their booking status.
- **REQ-4:** The system shall provide a dedicated customer support contact.
- **REQ-5:** The system shall generate and manage support tickets.
- **REQ-6:** The system shall notify customers of updates to their support tickets.

(END OF CUSTOMER FEATURES)

3.13 Account Registration and verification (Service Provider)

3.13.1 Description and Priority

Service providers must be able to register via the mobile application and submit necessary details, including address, skills, and documents. OTP verification will be used to authenticate phone numbers. This feature is essential to ensure that service providers can properly register and verify their accounts. It is a **high-priority** feature for securing the platform.

3.13.2 Stimulus/Response Sequences:

Stimulus: Service provider registers using the mobile application.

Response: The system requests necessary information such as address, skills, documents, and phone number.

Stimulus: Service provider submits phone number for OTP verification.

Response: The system sends an OTP to verify the phone number.

3.13.3 Functional Requirements

REQ-1: The system shall allow service providers to register using a mobile application.

REQ-2: The system shall allow service providers to enter specific fields.

REQ-3: The system must capture the business type (Individual/Business) during registration.

REQ-4: The system shall collect required data such as address, skills, and documents.

REQ-5: The system shall send an OTP to verify the service provider's phone number.

REQ-6: The system shall store the registration information and send it for admin approval.

REQ-7: The system must collect GST/HST documentation and additional details for business service providers.

Service Provider Registration Fields

1. Personal Information

- **Full Name** (First, Last, Middle Name)
- **Profile Picture** (Optional, for identification)
- **Email Address**
- **Phone Number** (Primary and secondary, if applicable)
- **Date of Birth**
- **Gender**
- **National Identity Number** (Eg: Aadhaar Card No)

2. Business Information

- **Business Name** (if applicable)
- **Business Type** (e.g., Individual, Company, Agency)
- **Business Registration Number** (for **companies/agencies**)
- **Service Type(s) Offered** (Dropdown or multiple checkboxes to select services provided)
- **Business Address** (Including street, city, zip code, state/province, and country)
- **Service Area** (Regions or cities where the provider operates)
- **License Number** (if required for the service type)

3. Account Information

- **Username** (Unique identifier for login)
- **Password** (Secure password field with minimum requirements)
- **Confirm Password**
- **Preferred Language** (Dropdown for language selection)
- **Time Zone** (Service provider's operating time zone)

4. Payment Information

- **Bank Name** (for payout purposes)
- **Bank Account Number**
- **Account Holder Name**
- **IBAN/SWIFT Code** (if applicable for international payments)
- **Payment Method** (PhonePe, etc.)

5. Availability & Scheduling

- **Service Provider Availability** (Dropdown or time slot selection for hours of operation)
- **Default Time Slot Length** (E.g., 30 minutes, 1 hour, etc.)
- **Days of the Week Available** (Checkboxes to select working days)
- **Time Gap Between Services** (Configurable gap between bookings to manage transitions)
- **Preferred Scheduling Restrictions** (Custom rules for availability, such as blackout dates or specific working hours)

6. Pricing and Rates

- **Hourly Rate or Fixed Price** (Set rates for services)
- **Additional Costs** (E.g., travel fees, cancellation fees, etc.)
- **Rate Type** (Hourly, Fixed Service Fee, Package Pricing)

7. Compliance & Legal Information

- **Terms and Conditions Agreement** (Checkbox to confirm acceptance of terms and conditions)
- **Privacy Policy Agreement** (Checkbox to confirm acceptance of privacy policy)
- **Service Provider License Verification** (Upload documents for service provider licensing, insurance, or certifications, if applicable)
- 8. **Qualifications and Certifications**
 - **Certifications** (Upload field for relevant certifications or licenses)
 - **Experience Level** (Dropdown for years of experience or competency level)
 - **Portfolio/Work Samples** (Upload option or links to portfolio or previous work)
- 9. **Social Media/Online Presence**
 - **Website URL** (If applicable)
 - **LinkedIn Profile** (Optional)
 - **Other Social Media Profiles** (Instagram, Facebook, etc., optional)
- 10. **Communication Preferences**
 - **Preferred Communication Method** (Email, SMS, Phone, etc.)
 - **Notifications Preferences** (How the provider would like to receive booking notifications)
 - **Promotional Communication Preferences** (Opt-in/Opt-out for marketing/promotions)
- 11. **Additional Notes**
 - **About Me/Business Description** (Free-text field for providing more details about the service provider or business)
 - **Special Instructions** (Optional field for additional preferences, such as particular service protocols or requests)
- 12. **Review and Confirmation**
 - **Preview Section** (Review entered information)
 - **Submit Registration Button** (Final button to complete the registration process)

3.14 Service Provider Account Status Management

3.14.1 Description and Priority

Service providers will be able to view their account status (pending, verified, rejected, active, inactive, suspended, etc.). Admin approval is required for account verification, after which the provider will enter bank details and finalize account setup. This is a **High Priority** feature as it ensures transparency and enables Service Providers to complete the necessary steps to activate their accounts.

3.14.2 Stimulus/Response Sequences

- **Stimulus:** Service Provider logs in to check their account status.
- **Response:** The system displays the current status of their account.

3.1.3 Functional Requirements

- **REQ-1:** The system shall display the status of the Service Provider's account.
- **REQ-2:** The system shall update the status based on admin approvals and other conditions.
- **REQ-3:** The system shall prompt the service provider to enter their bank details and complete their account once approved by the admin.
- **REQ-4:** The system shall display the default or configured simultaneous booking limits based on the service provider category.

3.15 Profile Customization and Availability Management

3.15.1 Description and Priority

Service providers should be able to customize their profiles and set their availability. This is a **high-priority** feature to ensure providers can manage their schedules and work preferences.

3.15.2 Stimulus/ Response Sequences

- **Stimulus:** The Service Provider updates their profile or toggles availability.
- **Response:** The system saves the updates and reflects the changes in real-time.

3.15.3 Functional Requirements

- **REQ-1:** The system must support profile customization, including pictures, descriptions, and skills.
- **REQ-2:** Availability toggles for specific timeframes must be provided.
- **REQ-3:** A calendar view must enable managing and viewing upcoming and completed bookings.
- **REQ-4:** The system must allow business service providers to update employee count and sub-contact information in their profiles.

3.16 Service Request and Booking Management

3.16.1 Description and Priority

Service Providers can manage service requests by accepting, rejecting, or letting them time out. The system ensures requests are automatically redirected if no response is provided within a set timeframe. This is a **High Priority** feature as it directly impacts the workflow and ensures efficient task allocation to minimize delays in service delivery.

3.16.2 Stimulus and Response

- **Stimulus:** The Service Provider receives a new request notification.
- **Response:** The Service Provider accepts, rejects, or lets the request time out. The system then updates the status and redirects the request if necessary.

3.16.3 Functional Requirements

- **REQ-1:** The system must notify Service Providers of incoming requests.
- **REQ-2:** Requests must have a defined response time, after which they are auto-rejected.
- **REQ-3:** The system must automatically redirect rejected or timed-out requests to the next Service Provider.
- **REQ-4:** The system must enforce simultaneous booking limits for service providers during request allocation.
- **REQ-6:** The system must calculate and prompt the customer to pay the advance for single and multiple booking based on the configured percentage for each service.
- **REQ-7:** The system must allow configuring the maximum number of days a service can be booked, with a recommended maximum of 30 days. After this period, customers must rebook the service.
- **REQ-8:** The system should automatically enforce the booking rules and prevent bookings beyond the configured limit.
- **REQ-9:** The system must notify the customer if the service is approaching the maximum allowable booking period, prompting them to book again.

3.17 Revision Management and Job Completion

3.17.1 Description and Priority

The Service Provider can review a job and submit revisions if required. Once approved by the customer, a unique session number validates the revisions and finalizes the job. This is a **medium-priority** feature for maintaining service quality.

3.17.2 Stimulus and Response

- **Stimulus:** The Service Provider submits revisions for approval after reviewing the job.
- **Response:** The customer approves the revisions, and a session number is generated for validation.

Requirements

- **REQ-1:** Service Providers must be able to submit revisions after job completion.
- **REQ-2:** A session number must be generated upon customer approval.
- **REQ-3:** The session number must be validated by the Service Provider to finalize the job.

3.18 Financial Management

3.18.1 Description and Priority

The Service Provider must manage financial interactions, including paying commissions for cash payments, penalty management, and updating bank details. This is a **high-priority** feature for ensuring financial accountability.

Breakdown into 3 features?

3.18.2 Stimulus and Response

- **Stimulus 1:** The Service Provider completes a cash-based task.
- **Response 1:** The system requires commission payment before marking the task as complete.
- **Stimulus 2:** The Service Provider cancels a task.
- **Response 2:** The system calculates and applies a penalty to the next task.

3.18.3 Requirements

- **REQ-1:** The system must enforce commission payment for cash tasks before progressing.
- **REQ-2:** Penalty calculations for cancellations must be automated and transparent.
- **REQ-3:** Bank detail changes must be reflected immediately upon submission.
- **REQ-4:** The system must maintain financial accountability for businesses, including support for tracking employees and sub-contacts for audit purposes.

3.19 Dispute Resolution and Feedback Management

3.19.1 Description and Priority

The Service Provider can raise disputes and view feedback from customers. This is a **medium-priority** feature for resolving issues and improving service quality.

3.19.2 Stimulus and Response

- **Stimulus:** The Service Provider raises a dispute or checks customer feedback.
- **Response:** The system logs the dispute as a ticket and displays feedback in the account dashboard.

3.19.3 Functional Requirements

- **REQ-1:** A dispute-raising feature must allow Service Providers to log issues.
- **REQ-2:** Disputes must be logged as tickets and tracked in the system.
- **REQ-3:** Feedback must be presented in a clear and actionable format.

3.20 Simultaneous Bookings for Service Providers

3.20.1 Description and Priority

This feature allows service providers to manage their simultaneous booking limits based on their category. Individual providers are restricted to one concurrent booking, while businesses can have configurable limits managed by the admin via the backend. This is a high-priority feature as it ensures efficient utilization of service provider capacity and supports scalability for businesses.

3.20.2 Stimulus/Response Sequences

- **Stimulus:** The service provider registers as a business and submits GST/HST and additional documentation.
- **Response:** The system records the information and enables the admin to configure simultaneous booking limits.
- **Stimulus:** The admin updates the maximum concurrent booking limit for a business.
- **Response:** The system reflects the changes and enforces the updated booking limit during booking requests.
- **Stimulus:** A customer attempts to book a service provider who has reached their simultaneous booking limit.
- **Response:** The system prevents the booking and notifies the customer of the provider's unavailability.

3.20.3 Functional Requirements

- **REQ-1:** The system must limit individual service providers to one booking at a time by default.
- **REQ-2:** The system must allow admins to configure simultaneous booking limits for business service providers via the backend.
- **REQ-3:** The system must require GST/HST and additional business documents during business registration.
- **REQ-4:** A field must be provided to capture the number of employees and sub-contact details for business service providers.
- **REQ-5:** The system must enforce the configured booking limits during service allocation.

(END OF SERVICE PROVIDER FEATURES)

3.20 Overview and Monitoring of User Activities

3.20.1 Description and Priority

Admins will have a complete overview of all user activities, service categories, and transactions to monitor, analyze, and maintain the platform's operational performance. This is a **High Priority** feature to ensure effective management and system reliability.

3.20.2 Stimulus and Response

- **Stimulus:** Admin accesses the dashboard to review user activities or transactions.
- **Response:** The system displays a comprehensive summary, including detailed reports and analytics for activities, service categories, and financial transactions.

3.20.3 Functional Requirements

- **REQ-1:** The system must provide a real-time overview of all user activities, categorized by customers and service providers.
- **REQ-2:** The system must allow filtering of reports based on activity type, service category, or time period.
- **REQ-3:** Transaction details must be accessible with options for exporting data in various formats (e.g., CSV, Excel)
- **REQ-4:** The system must log and track service provider responses (Accept/Reject/No response) for each booking.
- **REQ-5:** Admins should be able to view detailed logs of service allocation attempts, including proximity-based prioritization and escalation records.

3.21 User Account Management

3.21.1 Description and Priority

Admin can manage users, including both customers and service providers, update account statuses, and impose penalties as necessary. This is a High Priority feature for maintaining platform order and compliance.

3.21.2 Stimulus and Response

- **Stimulus:** Admin updates a user's account status or imposes a penalty.
- **Response:** The system processes the changes, updates the account records, and notifies the user.

3.21.3 Functional Requirements

- **REQ-1:** Admin must be able to search for and manage customer and service provider accounts using filters (e.g., name, ID, status).
- **REQ-2:** The system must provide options to update account statuses (e.g., active, inactive, suspended).
- **REQ-3:** The system must allow Admins to impose penalties on service providers, specifying the penalty amount and reason.
- **REQ-4:** Notifications must be sent to users for account status changes or penalties imposed.

- **REQ-5:** Admins should have access to response logs showing service provider performance (e.g., response rates, accept/reject patterns).
- **REQ-6:** Admins must be able to flag customers with frequent cancellations and enforce the advance payment policy for future bookings.
- **REQ-7:** Admins can view customer payment histories, including records of advance payments and refund issues.

3.22 Service and Rate Management

3.22.1 Description and Priority

Admins can configure service categories, listing orders and service rate based on city-specific requirements. This is a **Medium Priority** feature for optimizing regional service delivery.

3.22.2 Stimulus/Response

Stimulus: Admin updates service configurations, listing orders, or rates for a city.

Response: The system saves the changes and updates the corresponding service listings on the platform.

3.22.3 Functional Requirements

- **REQ-1:** The system must allow city-specific configuration of services, listing orders, and rates.
- **REQ-2:** Changes made by Admins must reflect immediately in the service provider and customer interfaces.
- **REQ-3:** Admins must have access to a preview option to verify updates before publishing.
- **REQ-4:** Admins must be able to configure services that require advance payments and set the specific conditions under which these payments are mandatory.

3.23 Payout Management

3.23.1 Description and Priority

Admins manage payouts for service providers, including initiating EOD payouts after a 24-hour validation period and holding pending payouts when necessary. This is a **High Priority** feature for financial operations.

3.23.2 Stimulus and Response

- **Stimulus:** Admin initiates EOD payouts or holds a pending payout.
- **Response:** The system processes payouts based on completed bookings or updates the payout status to “On Hold.”

3.23.3 Functional Requirements

- **REQ-1:** The system must process EOD payouts only for completed bookings that passed the 24-hour validation period.
- **REQ-2:** Admins must be able to hold any pending payout with reasons logged in the system.
- **REQ-3:** Notifications must be sent to service providers for payout statuses (e.g., processed, on hold).
- **REQ-4:** Admins must be able to manually review flagged bookings and either release the payout or permanently hold/cancel it based on the findings.
- **REQ-5:** The system must trigger automatic payouts for flagged bookings if no action is taken by the admin within 24 hours of the report being raised.
- **REQ-6:** Notifications must inform service providers and customers about payout statuses (e.g., processed, on hold, canceled).
- **REQ-7:** For payouts related to flagged bookings, the system must log the following details:
 - Reason for the flag or hold.
 - Actions taken by the admin (e.g., release, hold, cancel).
 - Communication sent to the customer and service provider.
- **REQ-8:** The system must provide a summary of flagged bookings with their status (e.g., under review, resolved) within the payout dashboard for admins.
- **REQ-8:** Admins can trigger refunds in cases where the service provider fails to attend a booking, based on the refund policy defined for specific services.
- **REQ-9:** Admins can manage and configure rules around non-refundable payments and ensure that these are enforced when applicable.

3.24 Service Allocation and Override

3.24.1 Description and Priority

The backend service allocation algorithm assigns bookings to service providers. However, if no service provider is available within the stipulated time period, the system will automatically search for alternative providers by adjusting the time slot and notify the admin for manual intervention. This is a **High Priority** feature for maintaining flexibility and efficiency in service provider allocation.

3.24.2 Stimulus and Response

- **Stimulus:** The algorithm fails to allocate a service provider within the stipulated time period.
- **Response:** The system automatically adjusts the time slot by ± 30 minutes and notifies the admin to manually intervene and select an alternative provider or time.

3.24.3 Functional Requirements

- **REQ-1:** The system must automatically allocate bookings to service providers using an allocation algorithm.
- **REQ-2:** If the system cannot allocate a service provider within the expected time frame, it must search for available providers within a ± 30 -minute window of the requested time.
- **REQ-3:** The system must allow escalation by:
 - Expanding the search radius (Default: 1km; Expanded: 5km).
 - Suggesting time adjustments and notifying the admin for manual intervention.
- **REQ-4:** Admins must be able to manually select an available provider or time slot from the suggestions provided by the system.
- **REQ-5:** For escalated bookings, the system must record admin actions (e.g., manual assignment, rescheduling) and notify all relevant parties.
- **REQ-6:** Service providers locked for time adjustments during escalations should only be released after a response from the customer (Accept/Reject/No response within a stipulated time).
- **REQ-7:** Admins can configure system behavior to trigger advance payment requests post-service provider assignment for services that require it.

3.25 Ticket Management

3.25.1 Description and Priority

Admins can manage customer and provider disputes using a ticket management module. This is a **Medium Priority** feature for addressing and resolving issues efficiently.

3.25.2 Stimulus and Response

- **Stimulus:** Admin reviews and updates a ticket raised by a user.
- **Response:** The system logs the updates and notifies the user of the resolution status.

3.25.3 Functional Requirements

- **REQ-1:** The system must provide an interface for Admins to view, update, and resolve tickets.
- **REQ-2:** Tickets must be categorized based on type (e.g., dispute, complaint).
- **REQ-3:** Notifications must inform users of ticket updates or resolutions.
- **REQ-4:** Admins should handle disputes and complaints that arise from non-refundable payment policies or instances where customers request a refund after service provider no-shows.

3.26 Notifications and Promotions Management

3.26.1 Description and Priority

Admins can send bulk SMS and push notifications to all or selected user groups, targeting specific customers for deals and promotions. This is a **Medium Priority** feature for marketing and communication.

3.26.2 Stimulus and Response

- **Stimulus:** Admin composes and sends a notification.
- **Response:** The system delivers notifications to the targeted audience.

3.26.3 Functional Requirements

- **REQ-1:** The system must allow targeting notifications to specific groups (e.g., all users, premium users, regional users).
- **REQ-2:** Bulk notifications must support customization with user names and dynamic content.
- **REQ-3:** Delivery success rates must be logged for Admin review.

3.27 Global Settings and Configuration Management

3.27.1 Description and Priority

Admins must have the ability to configure global settings that apply across the platform, including time gaps between services and other system-wide settings. This is a High Priority feature to ensure efficient service management and smooth operations.

3.27.2 Stimulus and Response

- **Stimulus:** Admin accesses the global settings for configuring time gaps between services.
- **Response:** The system presents the configurable options and saves the admin's settings.

3.27.3 Functional Requirements

- **REQ-1:** The system must allow admins to configure a default global time gap between services for all service providers.
- **REQ-2:** Admins must be able to override the global time gap for individual service providers as required.
- **REQ-3:** The time gap configuration must be flexible and set in minutes or hours, depending on the service provider's preferences.

- **REQ-4:** The system must ensure that the configured time gap is respected when assigning new bookings to service providers. Service providers should only be allocated bookings if the time gap is met between consecutive services.
- **REQ-5:** The system must notify service providers of new bookings based on their availability after the configured time gap. If the start time of a new booking is within the time gap, the provider should not be considered for that booking.
- **REQ-6:** If no provider is available due to time gaps, the system should escalate the booking for admin intervention with suggestions for time adjustments.
- **REQ-7:** Admins must have the option to configure and enforce non-refundable advance payment policies for services globally or based on specific service categories.
- **REQ-8:** Admins can configure the system to handle advance payments for services post-provider assignment, and enable system-wide enforcement of these settings.

3.28 Service Complaint and Report Flagging

3.28.1 Description and Priority

This feature enables admins to address customer complaints or reports related to service quality by flagging bookings for investigation. It also allows admins to decide whether to hold payouts to service providers until the issue is resolved. This is a High Priority feature for ensuring service accountability and customer trust.

3.28.2 Stimulus and Response

- **Stimulus:** A customer raises a service complaint or report flag through the platform.
- **Response:** The system holds the payout for the booking and notifies the admin for review. Upon investigation, the admin decides whether to release or permanently hold the payout based on the findings.

3.28.3 Functional Requirements

- **REQ-1:** The system must provide customers with a report/complaint button accessible within their booking details.
- **REQ-2:** When a report is filed, the system must flag the booking and notify the admin for investigation.
- **REQ-3:** Admins must be able to review flagged reports and determine whether the payout to the service provider should be held.
- **REQ-4:** The payout must be held for a maximum of 24 hours after the report is flagged. If the admin does not resolve the issue within this period, the system automatically triggers the payout.
- **REQ-5:** If the admin determines the issue is the service provider's fault, they can extend the payout hold or cancel it entirely, logging the action with reasons.

- **REQ-6:** Notifications must be sent to both the customer and service provider, updating them on the status of the investigation and payout decision.
- **REQ-7:** Admins must be able to review and flag services that fail to meet the customer's expectations, and trigger a hold on payouts as per non-refundable policies if necessary.

(END OF ADMIN FEATURES)

4. Other Nonfunctional Requirements

4.1 Performance Requirements

<If there are performance requirements for the product under various circumstances, state them here and explain their rationale, to help the developers understand the intent and make suitable design choices. Specify the timing relationships for real time systems. Make such requirements as specific as possible. You may need to state performance requirements for individual functional requirements or features.>

4.2 Safety Requirements

<Specify those requirements that are concerned with possible loss, damage, or harm that could result from the use of the product. Define any safeguards or actions that must be taken, as well as actions that must be prevented. Refer to any external policies or regulations that state safety issues that affect the product's design or use. Define any safety certifications that must be satisfied.>

4.3 Security Requirements

<Specify any requirements regarding security or privacy issues surrounding use of the product or protection of the data used or created by the product. Define any user identity authentication requirements. Refer to any external policies or regulations containing security issues that affect the product. Define any security or privacy certifications that must be satisfied.>

4.4 Software Quality Attributes

<Specify any additional quality characteristics for the product that will be important to either the customers or the developers. Some to consider are: adaptability, availability, correctness, flexibility,

interoperability, maintainability, portability, reliability, reusability, robustness, testability, and usability. Write these to be specific, quantitative, and verifiable when possible. At the least, clarify the relative preferences for various attributes, such as ease of use over ease of learning.>

4.5 Business Rules

<List any operating principles about the product, such as which individuals or roles can perform which functions under specific circumstances. These are not functional requirements in themselves, but they may imply certain functional requirements to enforce the rules.>

5. Other Requirements

<Define any other requirements not covered elsewhere in the SRS. This might include database requirements, internationalization requirements, legal requirements, reuse objectives for the project, and so on. Add any new sections that are pertinent to the project.>

Appendix A: Glossary

<Define all the terms necessary to properly interpret the SRS, including acronyms and abbreviations. You may wish to build a separate glossary that spans multiple projects or the entire organization, and just include terms specific to a single project in each SRS.>

Appendix B: Analysis Models

<Optionally, include any pertinent analysis models, such as data flow diagrams, class diagrams, state-transition diagrams, or entity-relationship diagrams.>

Appendix C: To Be Determined List

<Collect a numbered list of the TBD (to be determined) references that remain in the SRS so they can be tracked to closure.>