

Snay3ie Functions

This document is for a simple explanation of the functions on the site as well as the data required from the **Customer** and the **Technical**.

Sign-up/Log-in

Sign-up

The required data Form the **User**:

- Full Name (First, Last).
- Gender (Male, Female).
- Email
- Address (Country, City, State, Phone Number)
- Password
- Photo (Optional)
- Accept all Terms, Privacy Policy, and Cookies Policy.

Select if you are a customer or Technical:

The required data Form the **Technical**:

- Occupation (From Category)
- Previous Work (Description, photo, Date)

**** The email must be verified. (Users cannot sign up without email verification).**

Log-in

**** The website has two login screens: one for customers and another for Technical User.**

Both require email and password.

User Forget Password

The 'Forgotten password**' option allows users to reset their password by requesting a code, which is sent to their registered email address.

Ordering Services as a Customer

Request Service by Customer has **two main functions**: -

Function 1: Request Service (Posting)

The user provides a description of the required service, selects a category, and uploads any relevant pictures. The technician then submits an offer, which the customer reviews and approves.

Steps: -

- Customer provides service description.
- Customer selects category.
- Customer uploads pictures (optional)
- Technician submits offer.
- Customer approves offer.

Required data for requesting a service (Customer)

1. Detailed service description.
2. Maximum price.
3. Category selection.

Required data for submitting an offer (Technician):

- 1- Detailed service description.
- 2- Maximum price.

Function 2: Find a technician through the platform.

To request a technician, you can use any of the following methods: **search, view their profile, or browse posts for technicians**. Once you find a technician, you can request their services and communicate with them through the platforms by phone number or chat."

Data required to request a service:

- 1- Detailed service description.
- Maximum price.

Rating

Once the work is completed on the agreed-upon date, both parties will be prompted to leave a review in the form of star ratings.

** A rating **cannot be approved** unless it is submitted by both parties (customer, technicians)

Search

The search box is always available at the top of the page and also has filters for city, service category, and rating.

The results are displayed as follows:

- 1- The best technician profiles with the same name or service category (up to 5 results, with an option to show more).
- 2- the best shared posts for technicians

Service offer

The technician shows the work he has accomplished or the service he wants to provide, and the customer can interact with a 'like.

When making a service offer, the technician should include the following data Description.

- 1- Photos (1 to 3) (optional)
- 2- Date of Work (optional)
- 3- Price (optional)

Follow

Customers can follow technicians to receive their latest posts.

Chat

It will be written later.