

Admin Dashboard:

- Admin needs to have a control to manage the price for the categories and subcategories. Based on the price listed by the admin, customer will choose the service and book a service request.
- The client has a set of databases comprising the categories, sub-categories, pictures and price for each category has to be bulk uploaded to the database by the development team during development. Admin can edit the data uploaded from the backend admin panel.
- Admin will add the list of providers and create the login for each provider.
- Login ID- phone number will be shared - login details will be shared offline to the listed providers. The mobile number is the login id and OTP based login process as seen in the default Truelysell flow
- Subscription flow for Provider needs to be kept hidden and as of now, Client will not be using the same. In future, we can use this code when required by client.
- Admin will receive the customer service request details with the customer's name, phone number, email id, time slot requested, service requested, paid details.
- Admin will then assign the provider to the requested services by the customer based on the location.
- Admin will then update the appropriate status of the assigned job as New, Pending etc.. (Provider still not identified by Admin), Assigned (once the Provider is selected and job is assigned) statuses to the customer.
- ☐ The website and the mobile app color code needs to be updated based on the color of the Logo. No Design / template changes are agreed.

Admin Dashboard add-on flow request:

- Admin needs to have an option in the dashboard, to book the service on behalf of the customer
- Admin will collect the customer details (name, phone number, and main service, sub-service, location, address) offline and get the Information about the services to book it. And deal with the billing out of the system. Admin will manage the booking slots for booking the services for the selected categories.
- If any customer book the service on the website and mobile application and paid for it, later if the customer needs to add any service to add-on on the same JOB ID admin need to have an edit option to edit the service list booked by the customer. The services and the sub-services are maintained in such a way as a cart system where the admin or the customer can choose any main category and add the sub-services falling under the main category. All the sub-services needs to be listed with a separate price with the number of service quantity to add and delete(with + or - symbol to add the number of quantity of service)
- I say any customer contacted the admin to delete any sub-service then the admin can edit the booking request of the customer to

delete it- this will reduce the actual cost of the customer paid value the reduced cost should be added to the customer wallet automatically.

- If the customer requested to add any add-on sub-service in the same JOBID then the admin will add the sub-service, which is fallen under the main category, and the additional bill request will be notified to the customer dashboard and the customer will pay from the wallet confirming the requested amount. (example of main service and sub-service are here - Main service - Electrical Appliances, Sub- services are- AC, Fridge, washing machine, TV, Fan, etc..), Under one main service, customers can choose a number of sub-service with different costs and pay for them online and the request will be created as a single job with JOB ID.
- This type of booking category request should be reflected in the home page of the website and mobile application where customers choose any main- category and book many sub-services.
- The customer can book many sub-services falling under one main category that is taken as one JOB service request, if the sub-service is from a different main category it should be considered as a new JOB request
- In the admin dashboard and customer dashboard wherever the filter applies to need to the country, city-based filter to filter out the providers, in admin dashboard - booking list need city-based filter search, in the payment section, wallet, revenue, user setting, services
- Managing the categories and subcategories with the description/ notes section to elaborate the service they do and don't do
- User and provider chat directly to the admin if in case of any query or help
- Admin - the website is serving the services in various cities that service cities need to pop out when anyone visit the website on the home page (say like if the website is serving in Chennai, Bangalore and Hyderabad it should display we are serving in these cities).
- If any customer logged in from Bangalore to book any service the website and app should display only the service categories which is currently serving in Bangalore location and the provider who are all under Bangalore region needs to get assigned by the admin similar for other regions
- Language Tamil needs to add
- Reference flow is attached below the same has to be managed by the customer while booking and once the booking is done and payment is completed this has to be managed by the admin to add on/delete the service based on that payment will be maintained.
- After the selection of the services and it should move to the booking page to select a date and time and to the payment page there is no change in that it is as per or default truly sell flow.
- Once the admin received the booking request from the customer admin can able to assign the provider based on the requested

location , if in case if there is no provider available or any reason cannot able to assign the provider admin can able to cancel the request with the short note to the customer. If needed admin can able to reschedule the slot confirming the timing with the customer off the system and book the rescheduled slot with the short note the changes taken in the admin section needs to be updated to the customer along with the short note(free text box to enter reason) for both cancel and rescheduling the JOB request.

- If the JOB request cancelled the amount paid to needs to be restored in the customer wallet for booking
- Coupon code section to the categories and sub -categories admin can add any discounts to the service categories and release it any user can utilize it.
- Coupon code section must be both category and sub category selection, Discount Coupon Title, validity date, active status, can block or disable anytime, Discounted coupon price or percentage both anyone admin can use this should be calculated and deducted from the actual value.
- Once discounts coupon code activated user/customer can able to use it with the code and utilize it while boking the service and pay for it.
- Location based category (main service and sub –services) and price-setting admin needs to manage the location of each and every categories, and the price setting. Based on this if any customer searching on location search it should display the service which is fallen under that location and the price list of the services need to get displayed.

Provider Dashboard:

- The provider will log in with the phone number and OTP access to log in to the system
- It only lists the assigned job - each service request by the customer will be assigned by the admin, admin will select the provider listed out from each category and assign the job to the Provider
- All the job requests, multiple job requests need to be displayed in the provider dashboard.
- The provider can view ALL the jobs assigned to him weekly, daily, monthly wise
- The provider will also have the ability to update the start, completion, status of the work and this will be updated in the admin end and in the customer dashboard as well.

Customer Dashboard:

- Customers will check the service category, price, time slot in the dashboard, submit the request to the admin, and pay for it online (Razor pay payment gateway) or COD. Admin will manage COD and status will be marked as Paid byadmin.
- Once the service is assigned by the admin, the customer will be notified with the information of provider assigned status
- The customer will get the updates of job assigned status if the provider is assigned and started the work, the provider will update the status as started, progress, pending, completed all such status will be updated in customer dashboard also.
- Customer can able to cancel the Job request if no action done for his request if in case the status is in progress he cannot able to

cancel the Job request , While cancelling the JOB request customer should get a free text box to fill the reason that reason should be saved in the admin panel.

- Cancelled amount needs to be re stored in wallet for any booking any time customer can cancel there is no restriction in timeline.
- Customer can also reschedule the slot after cancellation of appointment this also need a free text box to enter a reason of rescheduling.

Admin Add-on Flow:

- Exporting the booking list to excel file, from admin dashboard all types of booking list , pending, cancelled, in progress, rescheduled etc..
- Wallet management in admin dashboard- user wallet : if admin refunds the payment directly from payment gateway admin can + or – the wallet amount to nullify the customer wallet

Provider Dashboard:

- Provider needs to add before and after images of the service of work – add minimum of 3 photos while updating the completed status of the work in the provider dashboard.
- This uploaded phot must be added to the admin dashboard screen for admin reference.