**Phase 1: Problem Understanding & Industry Analysis**

👉 **Goal:** To clearly define what we are building and why it is needed.

**Problem Description**

Parents often struggle to find qualified tutors with transparent availability and flexible booking options. At the same time, tutors face challenges in managing their schedules, preventing overlapping sessions, and handling payments effectively. This lack of an organized system creates inefficiency for both sides.

**Requirement Gathering**

**Stakeholders consulted:** Parents, Tutors, Admin, and Customer Support.

**Key requirements identified:**

* Maintain a record of all tutors with subjects, expertise, and availability.
* Allow parents to search, compare, and book tutors for their children.
* Support flexible booking models (per session or package-based).
* Prevent scheduling conflicts by blocking overlapping tutor sessions.
* Generate performance reports for tutors and revenue reports for managers.
* Collect ratings and feedback from parents to improve tutor credibility.

**Stakeholder Analysis**

* **Admin**: Manages overall system setup and configuration.
* **Parents**: Search for tutors, compare options, book sessions/packages, and give feedback.
* **Tutors**: Manage profiles, availability, sessions, and performance records.
* **Manager/Coordinator**: Approves high-value or long-term packages, monitors tutor performance, and reviews reports.
* **Customer Support**: Handles cancellations, rescheduling, disputes, and issue resolution.

**Business Process Mapping**

Process flow:  
Parent requests tutor → Availability checked → Booking created → Approval (for package/high-value) → Confirmation sent to parent → Tutor conducts session → Feedback collected.

**Industry-Specific Use Case Analysis**

In the tutoring industry:

* Availability, expertise, and subject specialization vary widely.
* Parents demand flexible booking options (hourly sessions or packages).
* Tutor credibility depends heavily on ratings and past performance.

**Therefore, Tutor Match CRM must:**

* Track tutor availability and expertise.
* Support both session-based and package-based bookings.
* Automate approvals and confirmations.
* Notify parents and tutors about schedules and changes.
* Collect feedback to ensure transparency and quality.