Services Offering

Design v 0.1draft

# Service

* A service is an entity which may belong to one or more categories.
* Can be initiated using a Service Request Form.
* A Service request form can be Generic or Specialized, All Service with offerings will have a generic form unless a specialized form is created for it.

## Properties

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Id | Internal ID | Could be UUID |
| ServiceCode | Internal Identifier | e.g. itr |
| Name |  | e.g. Income Tax Return |
| Categories |  | One or more categories |
| Enabled |  |  |
| Offering Mode |  | * eFile * eZ |
| Cost Model | This may be as simple as cost per service or a matrix of cost with offerings |  |

## Methods

|  |  |  |
| --- | --- | --- |
| **Method Name** |  |  |
| Id | Internal ID | Could be UUID |
| Short Name | Internal Identifier | e.g. itr |
| Name |  | e.g. Income Tax Return |
| Categories |  | One or more categories |
|  |  |  |

# Category

* A Category is an entity which may belong to another category (Sub Category)
* A category may contain 1 or more categories (parent category)
* A category can be enabled or disabled.

# Service Request Form

A service request form is used to initiate a service request, all services will have a GENERIC form unless there is a specialized form available for it.

e.g.

Service : Income Tax Return

There is a specialized form /sericerequest-itr.html

If there is no specialized form available, then ensure there is a generic form available for service request initiation.

## Service Request Form – Specialized

* Provide an ability to configure a specialized form for a particular service.

## Service Request Form – Generic

* Service Code (ITR etc)
* Service Requestor
  + First Name, Middle Name, Last Name
  + Address, Phone, Email etc.
  + As much as detail about requestor.

### Logic to display a Service Request Form

* Check if there is a form for the selected Service Code
* If there is none, then check if there is a Service Request for the sub category/category
* If not then display the MOST GENERIC Service Request Form

# Service Catalog

A service catalog is a collection of one or more services,

## Hippo Name Spaces

* mootlywcm:servicecategory
* mootlywcm:service

### Folder Structure in Hippo

* /content/
  + Services/
    - <<node>>:mootlywcm:category
      * <<node>>:mootlywcm:category 🡨 this is now a subcategory
        + <<node>>:mootlywcm:service
      * <<node>>:mootlywcm:service

## Display

* /services.html should display ALL Services under services
* Create a facet under services to ensure we can browse the services by categories and subcategory
* For simplicity LETS have only TWO levels category and subcategory
* Also I want this entire catalog visible on the home page (first level), the user should be able to browse the catalog and able to create a Service Request.

## Initial Catalog

<http://www.rkmindia.com/>

+ Include Income Tax Return and ensure we direct it to our pages

# Service Request

* This a Hippo Document of time ServiceRequest this should have all details related to the service.

# Service fulfillment