Assef

Software Requirement Specification (SRS)

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1. Introduction

1.1. Project Overview

Assef application is the platform that provides various types of home services such as Nursing services and Physiotherapist. The application contains two types of users: the customer and the service provider.

1.2. System Interface (Users)

Those who will benefit from the system and those who will be affected by the system include:

1.2.1. Admin

The admin is the owner of the application, which will have his dashboard to control and view all system details such as view the details of users, details of requests, receiving "Contact Us" messages and responding to those messages, banning users' accounts, send the general notifications to all users or to specific users (Customers/Service Providers), edit and update (About Us, Privacy Policy, Terms & Conditions, and FAQ) contents, the admin will also be able to view the statistics of the application, and determine the profit ratio from requests that are completed by service providers and also from the fines which are imposed on users when canceling a request.

1.2.2. Customer

Customers are the users who will be able to request home medical services.

1.2.3. Service Provider

Service providers are the users who will be able to display their medical services served to the customers, and the service provider will be able to receive orders with the possibility of acceptance or rejection.

1.3. System Components

1.3.1. Users Mobile Interface

A mobile application (iOS/Android):

1.3.1.1. Customer's Interfaces

1. Sign in to the application
2. View the services
3. Select the service(s)
4. View the service providers
5. Select the service provider
6. Payment
7. View the details of the request
8. Track the service provider
9. Communicate with the service provider
10. Evaluate the service and the service provider
11. Report the service provider
12. Cancel the request
13. View the digital wallet
14. Cash out and deposit the money from/to the digital wallet
15. View the transactions history made through the digital wallet
16. Change the application language
17. Communicate with the application management
18. View information about the application (About us, Privacy Policy, Terms & Conditions).
19. Receive the general notifications
20. Log out from the application

1.3.1.2. Service Provider's Interfaces

1. Log in to the application
2. Receive requests
3. Accept the request
4. View the details of the request
5. Track the customer's location
6. Communicate with the customer
7. Evaluate the customer
8. Report the customer
9. View the digital wallet
10. Cash out the money from the digital wallet
11. View the transactions history made through the digital wallet
12. Change the application language
13. Communicate with the application management
14. View information about the application (About us, Privacy Policy, Terms & Conditions).
15. Receive the general notifications
16. Log out from the application

1.3.2. Static Website

A website where users can know about the application's brief, privacy policy, terms & conditions, and download the application either from the Apple Store or Google Play.

1.3.3. Admin's Dashboard

Admin will be able to log in to the dashboard through the web interface for:

1. Manage and control customer access.
2. Manage and control service provider access.
3. Ban the user's accounts (permanent or temporary ban with select a time limit).
4. View the details of users.
5. View the details of requests.
6. View the details of payment.
7. View the reviews of customers and service providers after each completed request.
8. Receive the reports that come from the users.
9. Determine the period for automatically canceling the request in the event that none of the service providers accept the client's request, also event that the customer does not pay.
10. Add, delete, and update subscription information (name, description, period, and price).
11. View the details of the subscription (Profits, Number of subscribers, and details of subscribed users).
12. Control the refund of money to the user’s digital wallet.
13. Receive the messages of users that come from the “contact us” interface and respond to those messages. (Dividing the page into two sections, a section for service provider’s messages, and a section for customer’s messages).
14. Update the content of (About Us, Privacy Policy, Terms & Conditions, and FAQ) interface.
15. Send the general notification to all users or to specific users (Customers/Service Providers) Only.
16. View the statistics of the application.
17. Determine the profit ratio from requests that are completed by service providers and also from the fines which are imposed on users when canceling a request.

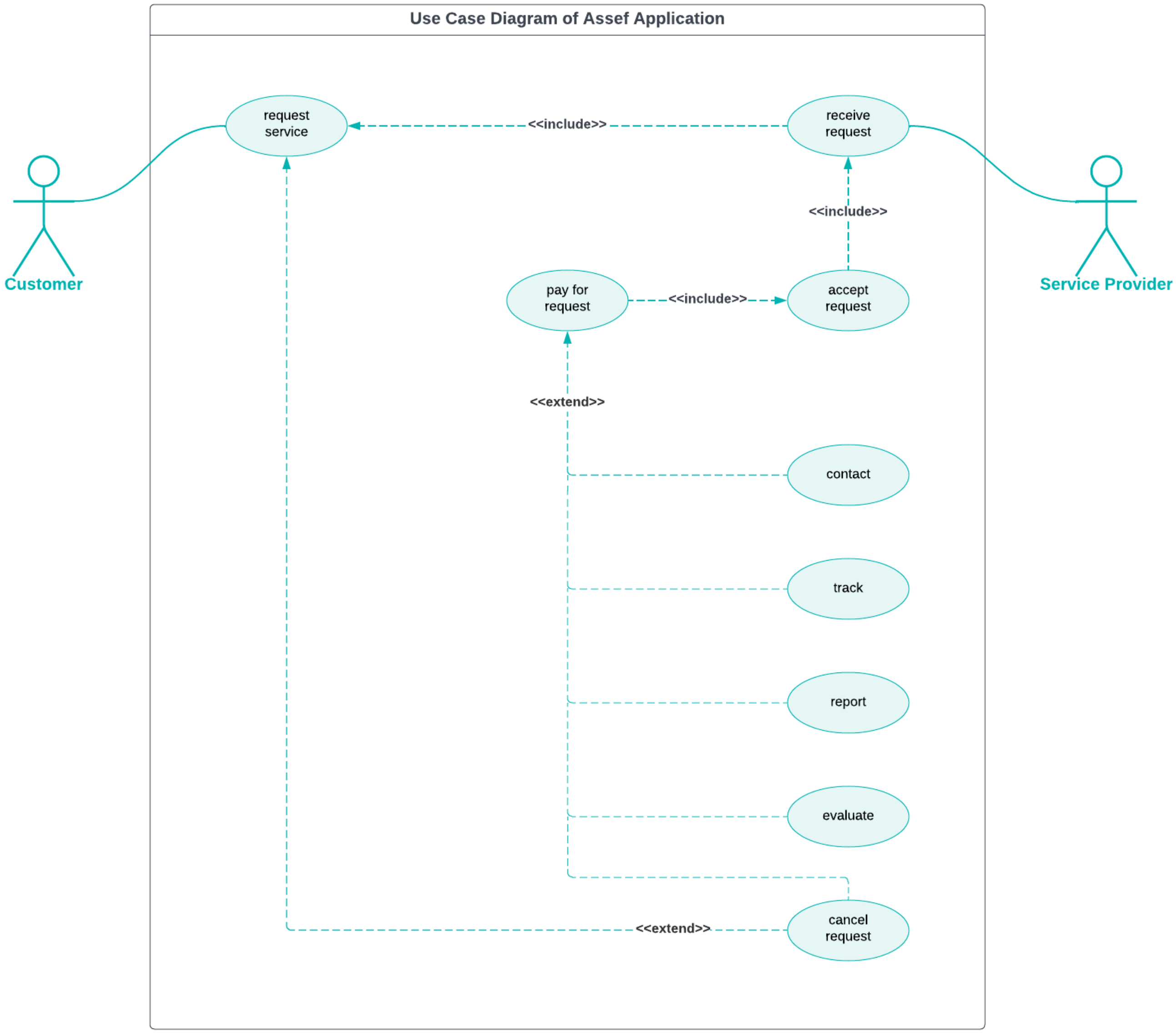
1.4. Development Methods

The Assef application will be developed using cross-platform.

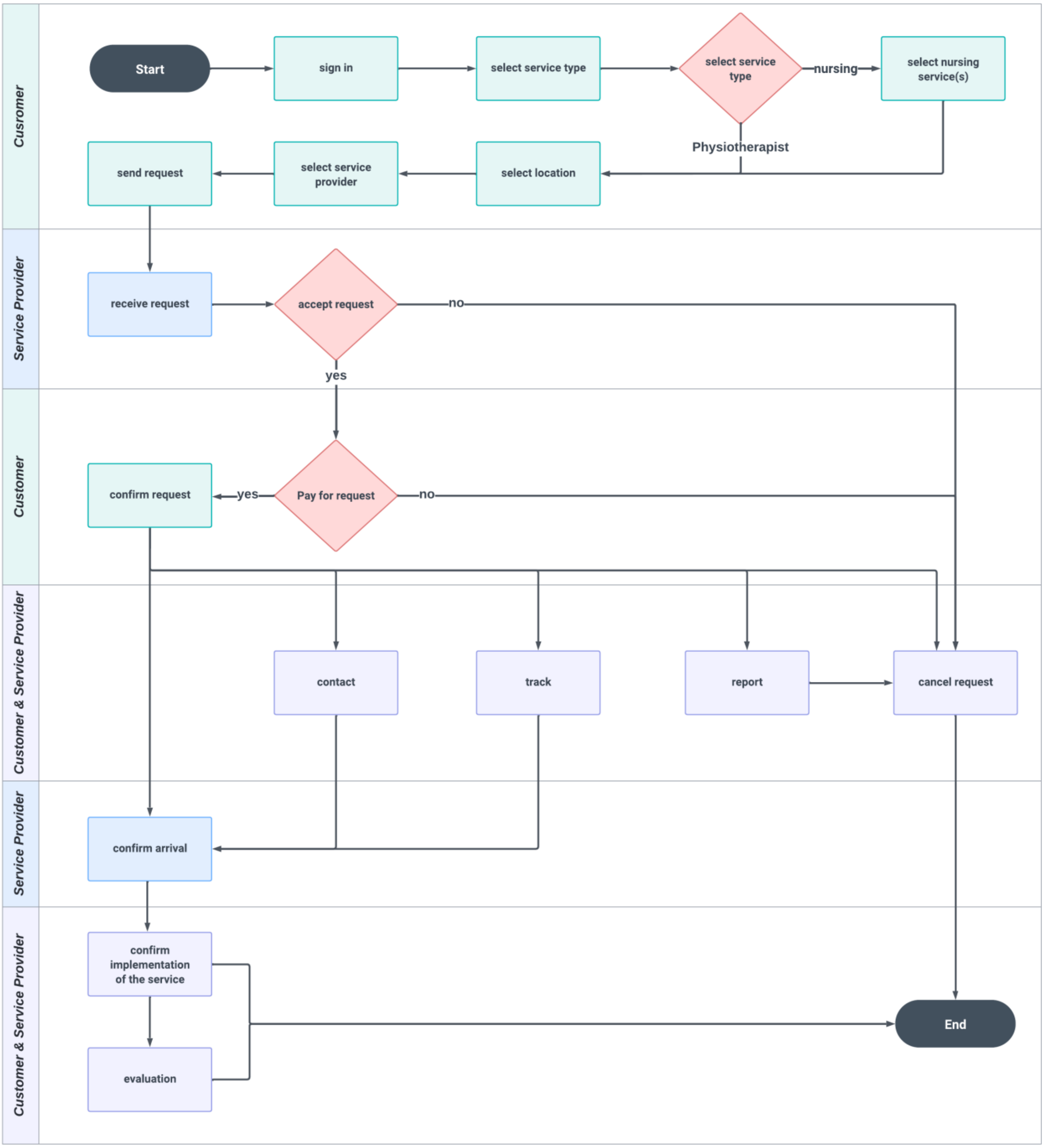
2. Application Journey

2.1. Diagrams

- **Use-Case Diagram**



- ## Flowchart Diagram



2.2. Customer Journey

2.2.1. Customer User Stories

Splash Interface

- **U1: As a customer, I want to download the application and use it**
    - **Pre-condition**
        - The customer should have downloaded the application from the Apple Store or Google Play.
        - The customer should have an internet connection.
    - **Condition of Satisfaction**
        - Animation Screen.

- **U2: As a customer, I want to select the application language**
    - **Pre-condition**
        - The customer enters to the application.
    - **Condition of Satisfaction**
        - Open the sign-in interface with the language that is chosen by the user.

Sign-in Interface

- **U3: As a customer, I need to sign in to the application**
    - **Pre-condition**
        - The customer should have downloaded the application from the Apple Store or Google Play.
        - The customer should have an internet connection.
        - The customer clicks on the (Sign in with Nafath) button.

- **Condition of Satisfaction**
  - Redirect the customer to the Nafath Page.

- **U4: As a customer, I want to verify my account with Nafath**
  - **Pre-condition**
    - The customer should have filled in the information with the Nafath page (National/Iqama ID).
    - Sign in with the Nafath page successfully.
    - The system should be able to verify the title of the customer.
    - The title of the customer should be any title except the medical titles.
  - **Condition of Satisfaction**
    - The system must be able to fetch the first name last name, and mobile number from the Nafath system.
    - Redirect the customer to the home interface.

Home Interface

- **U5: As a customer, I want to view the services types**
  - **Pre-condition**
    - The customer should have signed in successfully to the application.
  - **Condition of Satisfaction**
    - The customer should be able to view all the services types with their details:
      - Service type name.
      - Brief about the service type.

- Descriptive image of service type.

Services – Nursing

- **U6: As a customer, I want to view nursing services**
  - **Pre-condition**
    - The customer should have signed in successfully to the application.
    - The customer clicks on the “Nursing Services” button.
  - **Condition of Satisfaction**
    - Redirect the customer to the nursing services interface
    - The customer should be able to view all the nursing services with their details:
      - Service name.
      - Brief about the service.
      - Descriptive image of service.
      - More details button.
    - The customer should be able to search for a specific location.

- **U7: As a customer, I want to view more details about the service**
  - **Pre-condition**
    - The customer clicks on the “Display service details” button.
  - **Condition of Satisfaction**
    - The customer should be able to view service details as a popup screen, which includes:
      - Service Instructions.
      - Service Requirements.

- **U8: As a customer, I want to request a service(s)**
  - **Pre-condition**
    - The customer clicks on the “Nursing Services” button.
  - **Condition of Satisfaction**
    - The customer should be able to select one or more services by clicking on the service.
    - Then, the customer should be able to click on the “Next” button.

- **U9: As a customer, I want to locate my location**
  - **Pre-condition**
    - The customer clicked on the “Nursing Services” button.
    - The customer selects the service(s).
    - The customer clicks on the “Next” button.
  - **Condition of Satisfaction**
    - Redirect the customer to the map interface.
    - The customer should be able to select his/her location (The current location of the customer will be determined by default and can control the location pin on the map and choose the location. In addition, can search for a specific location). But if the user has not allowed the application to access the location since the beginning of opening the application, the system should notify the user about the get permission by changing settings (as an alert screen).
    - The customer should be able to relocate by clicking on the “Select my current location” button.

        - The customer should be able to select his/her location through the “saved location”.

- **U10: As a customer, I want to view my saved locations**
    - **Pre-condition**
        - The map interface is shown to the customer.
        - The customer clicks on the “Saved Locations” button.
    - **Condition of Satisfaction**
        - The customer should be able to view all saved locations and can edit or delete the location.

- **U11: As a customer, I want to select from the saved locations**
    - **Pre-condition**
        - The map interface is shown to the customer.
        - The customer clicks on the “Saved Locations” button.
    - **Condition of Satisfaction**
        - The customer should be able to view and select one location from them by clicking on the location, then clicking on the “Select Location” button.

- **U12: As a customer, I want to add and save a new location**
    - **Pre-condition**
        - The “saved location” interface is shown to the customer.
        - The customer clicks on the “Add new location” button.
    - **Condition of Satisfaction**
        - The customer should be able to select his/her location (The current location of the customer will be determined by default

and can control the location pin on the map and choose the location. In addition, can search for a specific location).

- The customer should be able to fill in the location information:
  - Name
  - Description

- **U13: As a customer, I want to edit my location**
  - **Pre-condition**
    - The "saved location" interface is shown to the customer.
    - The customer clicks on the "Edit" button.
  - **Condition of Satisfaction**
    - The customer should be able to view and edit the location information.
    - The customer should be able to click on the "Save" button.
    - Redirect the customer to the "Saved Locations" interface.
    - The customer should be able to view the location information after the update.

- **U14: As a customer, I want to delete my location**
  - **Pre-condition**
    - The map interface is shown to the customer.
    - The customer clicks on the "Saved Locations" button.
  - **Condition of Satisfaction**
    - The customer should be able to confirm the location deletion.
    - The customer should be able to click on the "Delete" or "Undo" buttons.
    - Redirect the customer to the "saved locations".

        - The customer should be able to view the saved locations after the update.

- **U15: As a customer, I want to view all the available nurses**
    - **Pre-condition**
        - The customer clicks on the “Select Locations” button.
    - **Condition of Satisfaction**
        - The customer should be able to view all the nurses (displayed in descending order based on the closest distance from the customer's location, the distance is calculated by the time).
        - The customer should be able to view the nurse’s information:
            - Name.
            - Avatar (Optional, If the customer does not upload an image, a unified image, which is the logo of the application, will be displayed automatically).
            - Evaluation.
            - Price of service (If the customer selects more than one service, the system must calculate the price for each service and display the total price for all services).
            - The distance between the customer’s location and the nurse’s location (by the time).
        - The customer should be able to classify the nurses based on gender by clicking on the “Male” or “Female” sections.

    - The customer should be able to search for a specific nurse by his/her name.

- **U16: As a customer, I want to request a nurse**
  - **Pre-condition**
    - The “Available Nurses” interface is shown to the customer.
  - **Condition of Satisfaction**
    - The customer should be able to select the nurse by clicking on it.
    - The nurse should receive the request.
    - The customer should be able to wait for the request to be accepted by the nurse.
    - The customer should be able to see the nurse's location on the map.
    - The customer should be able to cancel the request.

- **U17: As a customer, I want to know if the nurse accepts my request**
  - **Pre-condition**
    - The customer selects a nurse provider.
  - **Condition of Satisfaction**
    - The customer should be directed to the request details interface (when a maximum of two minutes pass from the request time and it has not been accepted yet by the nurse, the request will be automatically canceled and redirect the customer to the “available nurses” interface).

- The customer should be able to view the request details interface:
  - Request status is “Accepted”.
  - Service name.
  - Service price.
  - Total price (if the customer requests more than one service).
  - Payment method.
  - Payment status.
  - Track the nurse.
- The customer should be able to pay for the request by clicking on the “Pay Now” button (The customer must complete the payment process within a maximum of 10 minutes. Otherwise, the request will be canceled automatically).
- The customer should be able to cancel the request.

- **U18: As a customer, I want to pay for my request**
  - **Pre-condition**
    - The customer clicks on the “Pay Now” button.
  - **Condition of Satisfaction**
    - Redirect the customer to the “Payment” interface.
    - The customer should be able to select the payment method:
      - Credit Card.
      - Apple Pay.
      - Wallet.
      - Cash.

        - The customer should be able to click on the “Pay (Price) SAR” button.
        - The price will be held in the application until the request is completed.
        - The nurse should receive feedback about payment successfully
        - The request status will be “On the way”.
        - The payment method will be “Payment method name”.
        - The payment status will be “Paid” (except if the customer selects cash as a payment method, the payment status will be “Unpaid”).

- **U19: As a customer, I want to add a new card**
    - **Pre-condition**
        - The customer clicks on the “Credit Cards” option.
        - The customer clicks on the “Add New Card” button.
    - **Condition of Satisfaction**
        - Redirect the customer to the “Card Information” interface.
        - The customer should be able to fill in the card information:
            - Holder card name.
            - Card number.
            - Expiry date.
            - CVV Code.
        - The customer should be able to click on the “Save” button
        - Redirect the customer to the “Payment Methods” interface by selecting this card.
        - The customer should be able to click on the “Pay (Price) SAR” button.

- **U20: As a customer, I want to delete my card from the application**
  - **Pre-condition**
    - The customer clicks on the “Credit Cards” option.
    - The customer has a card saved in the application.
    - The customer clicks on the “Delete” button.
  - **Condition of Satisfaction**
    - The customer should be able to confirm the card deletion
    - The customer should be able to click on the “Delete” or “Undo” buttons.
    - Redirect the customer to the “Payment Methods” interface.

- **U21: As a customer, I want to cancel my request**
  - **Pre-condition**
    - The customer selects a nurse.
  - **Condition of Satisfaction**
    - The customer should be able to cancel the request when its status is “Waiting” or “Accepted”.

- **U22: As a customer, I want to trace the nurse**
  - **Pre-condition**
    - The nurse accepted the request.
    - The customer clicks on the “Track” button.
  - **Condition of Satisfaction**
    - Redirect the customer to the “Map” interface.

        - The customer should be able to view the nurse's movements on the map.

- **U23: As a customer, I want to communicate with the nurse**
    - **Pre-condition**
        - The request status is "On the way".
    - **Condition of Satisfaction**
        - The customer should be able to click on the "Chat" icon.
        - Redirect the customer to the chat interface.
        - The customer should be able to communicate with the nurse by sending texts, photos, voices, and calls (the call is must be from within the application. The mobile numbers of both users should be are not displayed).

- **U24: As a customer, I need to report the nurse**
    - **Pre-condition**
        - The "Request Details" interface is shown to the customer.
    - **Condition of Satisfaction**
        - The customer should be able to click on the "Report" icon.
        - The customer should be able to view a popup screen that displays the general reasons for the report.
        - The customer should be able to select a reason for the report.
        - The customer should be able to write a reason when selecting the "other" option.
        - The customer should be able to view the note "When confirmation of your report, your request will be automatically canceled" before confirmation of the report.

    - The customer should be able to click on the “Send” button.
    - The request status will be “Cancelled” with the reason for cancellation or report.
    - The admin should receive the report.
    - The nurse should receive the cancelation process by changing the status of the request to "Cancelled" with the customer’s reason for cancellation or report.
    - In this case, the admin studies the reason for reporting, and then decides whether the requested amount is released to the nurse’s wallet or returned to the customer's wallet.

- **U25: As a customer, I want to cancel my request when the nurse is on the way to my location**
  - **Pre-condition**
    - The request status is “On the way”.
  - **Condition of Satisfaction**
    - The customer should click on the “Cancel Request” button.
    - The customer must be informed before confirming the cancellation request, that a fine will be imposed on him/her. It is determined based on the number of kilometers traveled by the nurse from his/her location to the customer's location. For example, 1 kilometer = 0.5 SAR (The value is determined by the admin through the dashboard).
    - The amount of the service will be returned to the customer's wallet.
    - The fine is withdrawn from the customer’s wallet (When there is not enough balance in the wallet, the balance will be

calculated as negative. The customer must add a balance to his/her wallet so that the application can automatically withdraw the fine amount).

    - The customer must pay the fine amount within a month. otherwise, his/her account will be blocked. so where cannot benefit from the application services until he/she pays the fine amount.
    - The customer should be able to receive the fine payment reminder when he/she enters to the application as a dialog once every day.

- **U26: As a customer, I want to know if the nurse has arrived at my location**
  - **Pre-condition**
    - The request status is "On the way".
    - The nurse should be confirming the arrival.
  - **Condition of Satisfaction**
    - The nurse should be confirming the arrival.
    - The request status will be "With Nurse".
    - The customer should be able to click on the "Service Completed" button.

- **U27: As a customer, I want to the confirm completion of the service**
  - **Pre-condition**
    - The request status is "With Nurse".
  - **Condition of Satisfaction**
    - The customer should be able to click on the "service completed" button.

- The nurse also should click on the "service completed" button
- If both users confirm completion of the service, the request status will be changed to "Completed".

- **U28: As a customer, I want to evaluate service and the nurse**
  - **Pre-condition**
    - The request status is "Completed".
  - **Condition of Satisfaction**
    - The customer should be able to click on the "Rate" button.
    - The customer should be able to evaluate the service and the nurse by:
      - Stars.
      - Comment (optional).
    - The customer should be able to click on the "Send" button.
    - Redirect the customer to the "Request Details" interface.
    - The customer should be able to see his/her evaluation of service and nurse. Also can see the nurse's evaluation.

Services – Physiotherapist

- **U29: As a customer, I want to request Physiotherapist service**
  - **Pre-condition**
    - The customer should have signed in successfully to the application.
    - The service types are displayed to the customer.
  - **Condition of Satisfaction**
    - The customer should be able to click on the "Physiotherapist" button.

- **Note:**

  All details of the “Location Interface” are the same when the user chooses the (Nursing Services) option.

- **U30: As a customer, I want to view all the available service providers**
  - **Pre-condition**
    - The customer clicks on the “Select Locations” button
  - **Condition of Satisfaction**
    - The customer should be able to view all the service providers (displayed in descending order based on the closest distance from the customer's location, the distance is calculated by the time).
    - The customer should be able to view information about the service providers:
      - Name
      - Title (Nurse, doctor, specialist, etc.)
      - Avatar (Optional, If the customer does not upload an image, a unified image, which is the logo of the application, will be displayed automatically).
      - Evaluation
      - Price of service

- The distance between the customer's location and the service provider's location (by the time).

▪ The customer should be able to classify the service providers based on gender by clicking on the "Male" or "Female" sections.

▪ The customer should be able to search for a specific service provider by his/her name.

- **Note:**

All steps and details of the request are the same when the user chooses the (Nursing Services) option.

Requests Interface

- **U31: As a customer, I want to view my requests**
  - **Pre-condition**
    - The customer should click on the "Request" icon from the menu bar
  - **Condition of Satisfaction**
    - Redirect the customer to the "Request" interface
    - The customer should be able to view all the requests (dividing the interface into two sections, a section for the active requests, and a section for the inactive requests).
      - Active requests may be waiting, accepted, and with the nurse.
      - Inactive requests may be completed or canceled.

Notifications

- **U32: As a customer, I want to view my notifications**
  - **Pre-condition**
    - The customer has a request or sent an inquiry.
    - The customer has notifications about the request/inquiry.
    - The customer has the notifications from the app (Inside / outside).
    - The customer clicks on the "Notifications" icon.
  - **Condition of Satisfaction**
    - The customer should be able to view all the notifications with their details:
      - Subject.
      - Content.
      - Date & Time.

- **U33: As a customer, I want to display the notification details**
  - **Pre-condition**
    - The customer has the notification about the request/inquiry.
  - **Condition of Satisfaction**
    - The customer when clicking on the notification, the system should be able to redirect the customer to the request details interface or to the inquiry details interface. (Based on the content of the notification).

- **U34: As a customer, I want to delete my notifications**
  - **Pre-condition**
    - The customer has the notification(s).
  - **Condition of Satisfaction**

- The customer should be able to delete all the notifications, then the notifications interface should be empty.

Profile

- **U35: As a customer, I want to view my profile**
    - **Pre-condition**
        - The customer signed-in successfully.
        - The customer clicks on the “Profile” icon.
    - **Condition of Satisfaction**
        - The customer should be able to view the profile information and access the profile list:
            - Wallet.
            - Language.
            - Contact us.
            - About us.
            - Privacy Policy.
            - Terms and Conditions.
            - Log out from the application.

- **U36: As a customer, I want to change the application language**
    - **Pre-condition**
        - The customer clicks on the “Language” button.
    - **Condition of Satisfaction**
        - If the current application language is “Arabic” when the customer clicks on “English”, the application language will be changed to “English” and vice versa.

- **U37: As a customer, I want to view the contact us interface**
    - **Pre-condition**
        - The customer clicks on the “Contact us” button.
    - **Condition of Satisfaction**
        - The contact us interface will be displayed to the customer
        - The customer should be able to view the FAQ and write an inquiry by clicking on the “Other” button.
        - The customer clicks on the “Send” button and the inquiry should be sent to the admin.

- **U38: As a customer, I want to view my inquiries**
    - **Pre-condition**
        - The customer sent an inquiry.
    - **Condition of Satisfaction**
        - The inquiry will be displayed in the “History” section.

- **U39: As a customer, I want to know The status of my inquiry**
    - **Pre-condition**
        - The customer has an inquiry.
        - The customer clicks on the inquiry.
    - **Condition of Satisfaction**
        - The customer should be able to view the inquiry details:
            - Response Status (Responded / No response yet).
            - Title of the inquiry.
            - Content of the inquiry.
            - Admin replied (If the response status is “responded”).

  - Waiting message (If the response status is “no response yet”).

- **U40: As a customer, I want to view the about us interface**
  - **Pre-condition**
    - The customer clicks on the “About us” button.
  - **Condition of Satisfaction**
    - The “About us” interface will be displayed.

- **U41: As a customer, I want to view the privacy policy interface**
  - **Pre-condition**
    - The customer clicks on the “Privacy Policy” button.
  - **Condition of Satisfaction**
    - The “Privacy Policy” interface will be displayed.

- **U42: As a customer, I want to view the terms and conditions interface**
  - **Pre-condition**
    - The customer clicks on the “Terms and Conditions” button.
  - **Condition of Satisfaction**
    - The “Terms and Conditions” interface will be displayed.

- **U43: As a customer, I want to log out from the application**
  - **Pre-condition**
    - The customer clicks on the “Logout” button.
  - **Condition of Satisfaction**
    - Logged out successfully
    - Redirect the customer to the “Sign in” interface.

Profile - Wallet

- **U44: As a customer, I want to view my balance from the application**
  - **Pre-condition**
    - The customer clicks on the "Wallet" icon.
  - **Condition of Satisfaction**
    - The customer should be able to view the total balance on the wallet.

- **U45: As a customer, I want to view my transactions history**
  - **Pre-condition**
    - The customer clicks on the wallet icon.
    - The customer has a transaction.
  - **Condition of Satisfaction**
    - The customer should be able to view the transactions with their details:
      - Beneficiary name.
      - Transaction name.
      - Date & Time of the transaction.
      - Amount.
    - The customer should be able to classify the transactions history by their status (Accepted/Waiting).
      - Accepted: when the amount of request is released to the customer's wallet successfully, also when customer added a balance to his/her wallet.
      - Waiting: when the amount of request is not released yet. The request may not have been completed.

        - The transactions history will be displayed sorted by last transaction date (Ascending order).

- **U46: As a customer, I need to add balance to my wallet**
    - **Pre-condition**
        - The customer clicks on the "Add Balance" icon.
    - **Condition of Satisfaction**
        - The customer should be able to view the total balance on the wallet.
        - Redirect the customer to the "My Cards" interface.
        - The customer should be able to select from his/her cards or add a new card.
        - The customer should be able to click on the "Transfer" button.

- **U47: As a customer, I want to add a new card**
    - **Pre-condition**
        - The customer clicks on the "Add New Card" button.
    - **Condition of Satisfaction**
        - Redirect the customer to the "Card Information" interface.
        - The customer should be able to fill in the card information:
            - Card Number.
            - Expiry Date.
            - CVV Code.
        - The customer should be able to save the card in the application.
        - The customer should be able to click on the "Transfer" button.

- **U48: As a customer, I want to delete my card from the application**
  - **Pre-condition**
    - The customer has a card saved in the application.
    - The customer clicks on the "Delete" button.
  - **Condition of Satisfaction**
    - The customer should be able to confirm the card deletion.
    - The customer should be able to click on the "Delete" or "Undo" buttons.
    - Redirect the customer to the "My Cards" interface.

2.3. Service Provider Journey

2.3.1. Service Provider User Stories

Splash Interface

- **U1: As a service provider, I want to download the application and use it**
  - **Pre-condition**
    - The service provider should have downloaded the application from the Apple Store or Google Play.
    - The service provider should have an internet connection
  - **Condition of Satisfaction**
    - Animation Screen.

- **U2: As a service provider, I want to select the application language**
  - **Pre-condition**
    - The service provider enters to the application.

- **Condition of Satisfaction**
  - Open the sign-in interface with the language that is chosen by the user.

Sign-in Interface

- **U3: As a service provider, I need to sign in to the application**
  - **Pre-condition**
    - The service provider should have downloaded the application from the Apple Store or Google Play.
    - The service provider should have an internet connection.
    - The service provider clicks on the "Sign in with Nafath" button.
  - **Condition of Satisfaction**
    - Redirect the service provider to the Nafath Page.

- **U4: As a service provider, I want to verify my account with Nafath**
  - **Pre-condition**
    - The service provider should have filled in the information with the Nafath page (National / Iqama ID).
    - Sign in with the Nafath page successfully.
    - The system should be able to verify the title of the service provider.
    - The title of the service provider should be medical titles.
  - **Condition of Satisfaction**
    - The system must be able to fetch the first and last name, mobile number, and job title from the Nafath system.
    - Redirect the service provider to the home interface

Subscriptions

- **U5: As a service provider, I need to choose subscription**
  - **Pre-condition**
    - The service provider should have signed in successfully to the application.
    - The admin should have added a subscription type(s).
  - **Condition of Satisfaction**
    - The service provider should be able to choose one of the subscription type.
    - The admin should be able to add, modify or delete the subscription, and control its details:
      - Name.
      - Description.
      - Period of Subscription.
      - Price.
    - When the service provider chooses the monthly subscription: his/her account will be active. So that he/she can receive requests through the application for a period of 30 days.
    - When the service provider chooses the yearly subscription: his/her account will be active. So that he/she can receive requests through the application for a period of 360 days.
    - When the subscription expires, the subscriptions interface should display to the service provider when opening the application and he/she should be able to subscribe again.
    - When the service provider's subscription expires, the system must notify him of that through SMS (Dear customer, we

would like to notify you that your subscription to us has expired. We hope to re-subscribe and receive requests).

- **U6: As a service provider, I want to pay for subscription**
  - **Pre-condition**
    - The service provider selects the subscription type.
  - **Condition of Satisfaction**
    - The service provider should be able to choose one of the subscription type.
    - Redirect the service provider to the payment interface.
    - When the payment process is successfully, the system should be able to redirect the service provider to the home interface.

Home Interface

- **U7: As a service provider, I want to view the all requests**
  - **Pre-condition**
    - The service provider should have signed in successfully to the application.
  - **Condition of Satisfaction**
    - The service provider should be able to view the all the new requests section.
    - The service provider should be able to view the all the past requests section.

- **U8: As a service provider, I want to receive the new requests from the customers**
  - **Pre-condition**

        - The service provider should have signed in successfully to the application.
    - **Condition of Satisfaction**
        - The service provider should be able to view all the requests with their details:
            - Service name (If the customer wants more than one service will be display its details as a popup screen).
            - Customer name.
            - Evaluation of customer.
            - The distance between the customer's location and the service provider's current location. (The application should be able to take permission to determine the current location of the service provider automatically).
            - Service price (If the customer wants more than one service will be display the total price of services).
            - The service provider should be able to accept the request (If the service provider does not accept the request within 10 minutes, the request will be canceled automatically).
            - The time of receiving the request.

- **U9: As a service provider, I want to control of receiving the requests**
    - **Pre-condition**
        - The service provider should have signed in successfully to the application.
    - **Condition of Satisfaction**
        - The service provider should be able to enable or disable the availability button.

- When activation: his/her account will be displayed with the "available service providers list" to customers and received the requests from them.
- When not activated: his/her account will not be displayed with the "available service providers list" to the customers. Therefore, cannot receive any requests from them.

- **U10: As a service provider, I want to view the past requests**
  - **Pre-condition**
    - The service provider should have signed in successfully to the application.
  - **Condition of Satisfaction**
    - The service provider should be able to view all the inactive requests with their details:
    - Customer name.
    - Service(s) name(s).
    - Date and time.
    - Request status (Completed or Cancelled).

- **U11: As a service provider, I want to accept the request**
  - **Pre-condition**
    - The service provider has a request.
  - **Condition of Satisfaction**
    - The service provider should be able to click on the “Accept” button (The service provider cannot accept more than one request at the same time).

- **U12: As a service provider, I need to come to customer's location with companion**
  - **Pre-condition**
    - The service provider has a request.
    - The service provider clicks on the "Accept" button.
  - **Condition of Satisfaction**
    - The service provider must be able select if wants go to the customer's location with one companion or nobody.
    - If the service provider selects the "Yes" option, must be mention the full name of the companion.
    - The admin should be able to view the full name of the companion in the request details through the dashboard.

- **U13: As a service provider, I want to view the request details**
  - **Pre-condition**
    - The service provider accepts the request.
  - **Condition of Satisfaction**
    - The service provider should be able to view the "Request Details" Interface, which includes:
      - Customer name.
      - Evaluation of customer.
      - Request status "Waiting".
      - Service(s) name(s).
      - Payment method.
      - Payment status.

  - Customer's location.

- **U14: As a service provider, I want to know if the customer paid for the request**
  - **Pre-condition**
    - The service provider accepts the request.
    - The request status is "Waiting".
  - **Condition of Satisfaction**
    - A timer will be displayed until the payment process is completed by the customer within 10 minutes. (If the payment is not completed, the order will be automatically canceled by both users).
    - When the payment process is completed by the customer, the details of the request will be changed to:
      - The request status will be "On the way".
      - The payment method will be "Payment method name".
      - The payment status will be "Paid" (except if the customer selects cash as a payment method, the payment status will be "Unpaid").

- **U15: As a service provider, I want to trace the customer's location**
  - **Pre-condition**
    - The service provider accepts the request.
    - The service provider clicks on the "Customer Location" button.
  - **Condition of Satisfaction**
    - Redirect the service provider to the "Map" interface.

- The service provider should be able to view the customer's location on the map.
- The service provider should be able to view the his/her movements on the map.
- The service provider should be able to view the Countdown to the distance between the service provider's location and the customer's location.

- **U16: As a service provider, I want to communicate with the customer**
  - **Pre-condition**
    - The request status is "On the way".
  - **Condition of Satisfaction**
    - The service provider should be able to click on the "chat" icon
    - Redirect the service provider to the "chat" interface.
    - The service provider should be able to communicate with the customer through send the texts, photos, voices, and call (the call is must be from within the application. The mobile numbers of both users should be are not displayed).

- **U17: As a service provider, I need to report the customer**
  - **Pre-condition**
    - The "Request Details" interface is shown to the service provider.
  - **Condition of Satisfaction**
    - The service provider should be able to click on the "Report" icon.

- The service provider should be able to view a popup screen that displays the general reasons for the report.
- The service provider should be able to select a reason for the report.
- The service provider should be able to write a reason when selecting the “other” option.
- The service provider should be able to view the note “When confirmation of your report, your request will be automatically canceled” before confirmation the report.
- The service provider should be able to click on the “Send” button.
- The request status will be “Cancelled” with the reason for cancellation or report.
- The admin should receive the report
- The customer should receive the cancelation process by changing the status of the request to "Cancelled" with the service provider’s reason for cancellation or report.
- In this case, the admin studies the reason for reporting, and then decides whether the request amount is released to the service provider's wallet or returned to the customer's wallet.

- **U18: As a service provider, I want to confirm my arrived to the customer’s location**
  - **Pre-condition**
    - The request status is “On the Way”.
  - **Condition of Satisfaction**

        - The service provider should be able to click on the "Arrived" button.
        - The request status will be changed to "With Customer".
        - The customer should be able to receive an arrival, and the status of the request will be changed to "With Service Provider".

- **U19: As a service provider, I want to confirm my arrived to the customer's location**
    - **Pre-condition**
        - The request status is "On the Way".
    - **Condition of Satisfaction**
        - The service provider should be able to click on the "Arrived" button.

- **U20: As a service provider, I want to confirm completion of the service**
    - **Pre-condition**
        - The request status is "With Customer".
    - **Condition of Satisfaction**
        - The service provider should be able to click on the "Service Completed" button.
        - The customer also should be click on the "Service Completed" button.
        - If both users confirm completion of the service, the request status will be change to "Completed".
        - The system should be able to release the amount of service to the service provider's wallet (85% of the profits will get the

service provider, 15% of the profits will get the owner of the application). (The profits determined by the admin via dashboard).

- **U21: As a service provider, I want to evaluate the customer**
    - **Pre-condition**
        - The request status is "Completed".
    - **Condition of Satisfaction**
        - The service provider should be able to click on the "Rate" button.
        - The service provider should be able to evaluate the customer by:
            - Stars.
            - Comment (optional).
        - The service provider should be able to click on the "Send" button.
        - Redirect the service provider to the "Request Details" interface
        - The service provider should be able to see his/her evaluation of the customer. Also can see the customer's evaluation of the service and for he/she.

Notifications

- **U22: As a service provider, I want to view my notifications**
    - **Pre-condition**
        - The service provider has a request or sent inquiry.
        - The service provider has notifications about the request/inquiry.

- The service provider has the notifications from the app (Inside / outside).
- The service provider clicks on the "Notifications" icon.

- **Condition of Satisfaction**
  - The service provider should be able to view all the notifications with their details:
    - Subject.
    - Content.
    - Date & Time.

- **U23: As a service provider, I want to display the notification details**
  - **Pre-condition**
    - The service provider has the notification about the request/inquiry.
  - **Condition of Satisfaction**
    - The service provider when clicking on the notification, the system should be able to redirect the service provider to the request details interface or to the inquiry details interface. (Based on the content of notification).

- **U24: As a service provider, I want to delete my notifications**
  - **Pre-condition**
    - The service provider has the notification(s).
  - **Condition of Satisfaction**
    - The service provider should be able to delete all the notifications, then the notifications interface should be empty.

Profile

- **U25: As a service provider, I want to view my profile**
  - **Pre-condition**
    - The service provider signed-in successfully.
    - The service provider clicks on the "Profile" icon.
  - **Condition of Satisfaction**
    - The service provider should be able to view the profile information and access to the profile list:
      - Wallet.
      - Language.
      - Contact us.
      - About us.
      - Privacy Policy.
      - Terms and Conditions.
      - Logout from the application.

- **U26: As a service provider, I want to change my avatar**
  - **Pre-condition**
    - The service provider signed-in successfully.
    - The service provider clicks on the "Profile" icon.
    - The service provider clicks on the "Avatar" icon.
  - **Condition of Satisfaction**
    - The service provider should be able to upload the image as a avatar (Optional, If the customer does not upload an image, a unified image, which is the logo of the application, will be displayed automatically).

- **U27: As a service provider, I want to change the application language**
  - **Pre-condition**
    - The service provider clicks on the "Language" button.
  - **Condition of Satisfaction**
    - If the current application language is "Arabic" and when the service provider clicks on "English", the application language will be changed to "English" and vice versa.

- **U28: As a service provider, I want to view the contact us interface**
  - **Pre-condition**
    - The service provider clicks on the "Contact us" button.
  - **Condition of Satisfaction**
    - The "Contact us" interface will be displayed to the service provider.
    - The service provider should be able to view the FAQ and write an inquiry by clicking on the "Other" button.
    - The service provider clicks on the "Send" button and the inquiry should be sent to the admin.

- **U29: As a service provider, I want to view my inquiries**
  - **Pre-condition**
    - The service provider sent an inquiry.
  - **Condition of Satisfaction**

- The inquiry will be displayed in the "History" section.

- **U30: As a service provider, I want to know The status of my inquiry**
  - **Pre-condition**
    - The service provider has an inquiry.
    - The service provider clicks on the inquiry.
  - **Condition of Satisfaction**
    - The service provider should be able to view the inquiry details:
      - Response Status (Responded / No response yet).
      - Title of the inquiry.
      - Content of the inquiry.
      - Admin replied (If the response status is "responded").
      - Waiting message (If the response status is "no response yet").

- **U31: As a service provider, I want to view the about us interface**
  - **Pre-condition**
    - The service provider clicks on the "About us" button.
  - **Condition of Satisfaction**
    - The "About us" interface will be displayed.

- **U32: As a service provider, I want to view the privacy policy interface**
  - **Pre-condition**
    - The service provider clicks on the "Privacy Policy" button.
  - **Condition of Satisfaction**
    - The "Privacy Policy" interface will be displayed.

- **U33: As a service provider, I want to view the terms and conditions interface**
    - **Pre-condition**
        - The service provider clicks on the “Terms and Conditions” button.
    - **Condition of Satisfaction**
        - The “Terms and Conditions” interface will be displayed.

- **U34: As a service provider, I want to log out from the application**
    - **Pre-condition**
        - The service provider clicks on the “Logout” button.
    - **Condition of Satisfaction**
        - Logged out successfully.
        - Redirect the service provider to the “Sign-in” interface.

Profile - Wallet

- **U35: As a service provider, I want to view my balance from the application**
    - **Pre-condition**
        - The service provider clicks on the “Wallet” icon.
    - **Condition of Satisfaction**
        - The service provider should be able to view the total balance on the wallet.

- **U36: As a service provider, I want to view my transactions history**
    - **Pre-condition**
        - The service provider clicks on the “Wallet” icon.
        - The service provider received a transaction.

- **Condition of Satisfaction**
  - The service provider should be able to view the transactions with their details:
    - Beneficiary name.
    - Transaction name.
    - Date & Time of the transaction.
    - Amount.
    - Reason of rejection (If the transaction status is rejected).
  - The service provider should be able to classify the transactions history by their status (accepted, under view, or rejected).
    - Accepted: when the request amount is completed and released to the service provider's wallet successfully, also when service provider withdraws the amount from his/her wallet.
    - Waiting: when the request amount is not released yet. The request may not have been completed.
    - Rejected: when the request amount is returned to the customer's wallet, also when the request to withdraw the amount from the wallet is rejected.
  - The transactions history will be displayed sorted by last transaction date (Ascending order).

- **U37: As a service provider, I need to cash-out**
  - **Pre-condition**
    - The service provider clicks on the "Cash out" button.
  - **Condition of Satisfaction**
    - Redirect the service provider to the "Cash-out" interface.

- The service provider should be able to select the balance he/she wants to cash-out. (The entered value should be less than or equal to the total balance in the wallet).
- The service provider should be able to select the card or add a new card.
- The service provider should be able to click on the "Cash out" button.
- The admin should be able to receive the cash-out request
- The admin should be able to accept or reject the cash-out request.

- **U38: As a service provider, I want to add a new card**
  - **Pre-condition**
    - The service provider clicks on the "Add a new card" button.
  - **Condition of Satisfaction**
    - The service provider should be able to fill in the card information:
      - Card holder name.
      - Bank name.
      - Card number.
      - IBAN (International Bank Account Number).
    - The service provider should be able to save the card in the application or not.
    - The service provider should be able to click on the "Cash out" button.

- **U39: As a service provider, I want to delete my card from the application**

- **Pre-condition**
  - The service provider has a card saved in the application.
  - The service provider clicks on the “Delete” button.
- **Condition of Satisfaction**
  - The service provider should be able to confirm the card deletion.
  - The service provider should be able to click on the “Delete” or “Undo” buttons.

- **U40: As a service provider, I want to view my services**
  - **Pre-condition**
    - The service provider clicks on the “My Services” button.
  - **Condition of Satisfaction**
    - The service provider should be able to view all service type witch are match with his/her job title.
      - If the job title of service provider is “Nurse” all types of services commensurate with this job title will be displayed, such as (nursing services, physiotherapy).
      - Physiotherapy service will be available to all service providers.

- **U41: As a service provider, I want to control to my services**
  - **Pre-condition**
    - The service provider clicks on the “My Services” button.
  - **Condition of Satisfaction**

  - The service provider should be able to select the services he/she performs.
  - The service provider should be able to set the price of each service.

- **Note:**

  Services options appear based on the “title” of service provider.

  - Nursing services are available only to “nurses”.

  - Physiotherapy is available to “all service providers”.