**System Features:**

**Technician**

**Create Account**

Technician can create an account in order to participate in the website. Technician can sign up by providing his/her forename, last Name, date of birth, name of business and type of service. The technician can also add a thorough description of his/her provided services. Technician will provide his/her email, password, telephone number, Fax number (If available) in order for the clients to be able to contact him/her. He/she will be asked to set the workshop address, average working hours and days, in addition to his/her country, city and region. By doing so, the technician is ready to join TechFix community and expand his business online. TechFix will then show that technician's profile to any viable client.

**Managing Working Hours**

After the technician sets his/her average working hours at the beginning when setting the account, he/she will always have the option to edit these working hours according to their needs, circumstances and national days off. By this the technician is free to determine his/her flexible work hours and can let his/her clients know of any sudden or unprecedented closing of the workshop or suspension of his/her services temporarily at any given time for any problem that might occur. So that the clients may know at any given time the technicians and services available for them.

**Support Introduction Video**

The technician can provide an introductory video presenting himself/herself, which services is provided and show some of their skills and samples of his/her previous works. The video will always be shown at the technician profile for all the clients to see. That video will help the technician attract more clients and inform them of his/her experience in the field, which makes the clients more persuaded to request his/her services.

**Badge Ranking System**

TechFix offers a smart and innovative way of evaluation of technicians, to make it easy for the clients to choose the right technician for the right task. The badge ranking system is a new and simple way to indicate the level for each technician by providing each one with a badge that shows his/her experience level based on his/her previous jobs done. When a technician first joins TechFix community he/she is given the badge (Newcomer) to indicate that he/she is new to the website, after some number of jobs he/she is given the (junior) badge, indicating that he/she is more experienced, and after another number of jobs, he/she is granted the final (senior) badge which will indicate that he/she is one of the most experienced technicians on the website. These badges won’t only help the technician attract more clients as he gains more jobs and experience, but will also make the technicians eager to increase their badge rankings, and for the clients to find the best technicians.

**Penalty System**

TechFix is focused on offering to the clients the best technicians possible in every field. That’s why TechFix will perform a punishment system for the technicians who act badly. When some number of clients report a certain technician to TechFix, TechFix will then punish that technician by freezing his profile for a certain time period. And if these reports were repeated, TechFix will suspend that technician’s profile permanently.

**Incremental Building of Jobs done**

As TechFix is eager to rise up with the technician along his/her career path. TechFix has an incrementation job system to show the clients each technician’s experience. Whenever a job is done the client is asked to give a rating and feedback for the technician, by doing so that rating and feedback is added to that technician profile as well as his/her jobs counter is incremented. And as that job counter increases, the badge ranking rises and more clients are swayed into choosing that technician for future jobs.

**Mobile Support**

TechFix will be available to open on any mobile devices, as the website will be able to scale to any device size whether it’s a pc, laptop, android mobile, android tablet, iPhone or iPad. That will help in achieving our goal in making TechFix services available for everyone anytime and anywhere.

**Delete Account**

Every Technician at TechFix website will have the ability to deactivate and delete his/her account to be deleted from TechFix databases. But that deletion is permanent and can’t be undone once the technician goes through with it.