

FIXLY

" Convenience at Your Doorstep "

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Group No.-13

Functional Requirements

User Management :

- Users can register as a Customer, Service Provider, or Admin.
- JWT-based authentication for login/logout and secure access.
- Users can manage their profiles (name, email, photo, contact info).
- Password recovery and update feature.
- Role-based access control (Admin, Provider, Customer).

Service Provider Management :

- Providers can register and submit documents for verification.
- Admin verifies or rejects provider applications.
- Providers can add, edit, and delete service listings.
- Providers can define service price, description, and availability.
- Providers can track bookings and earnings via dashboard.

Service Management :

- Admin can create and manage Service Categories (ex, plumbing, cleaning, electrical).
- Each service includes title, description, price, and image.
- Customers can browse or search services by category and location.

Booking Management :

- Customers can book a service by selecting date/time and provider.
- Providers receive notifications of new bookings and can accept/reject.
- Booking statuses include: Pending, Confirmed, Completed, Cancelled, Rejected.
- Customers can reschedule or cancel before confirmation.
- Real-time updates (email or notification) for booking status changes.

Payment Management :

- Payments processed securely via Razorpay gateway.
- Supports multiple payment methods (UPI, credit/debit card, etc.).
- Automatically calculates commission (default 10%).
- Generates payment receipts and stores transaction history.

Review & Rating :

- Customers can rate and review providers after completed service.
- Average rating automatically updates provider profile.
- Admin monitors reviews to prevent misuse.

Complaint Management :

- Customers can file complaints related to bookings.
- Admin can review, resolve, or close complaints.
- Complaint statuses: Open, Under Review, Resolved, Closed.

Communication & Notifications :

- Real-time chat between customers and providers.
- Notifications for booking confirmations, cancellations, and payments.
- Email notifications using Nodemailer.

Loyalty & Rewards System :

- Customers earn points on bookings, referrals, and reviews.
- Points redeemable for discounts on future services.
- Admin manages reward thresholds and offers.

Analytics & Reporting :

- Providers get an analytics dashboard showing revenue, ratings, and booking trends.

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- Admin can view overall platform analytics — earnings, commissions, total bookings, active users, etc.
- Reports generated for daily, weekly, and monthly analysis.

Non-Functional Requirements

Performance :

- The system should handle up to 10,000 concurrent users efficiently.
- API response time should be less than 3 seconds under normal load.
- Database queries should be optimized using indexes in MongoDB.

Scalability :

- The platform should support horizontal scaling using Node.js and MongoDB clusters.
- Cloud-based hosting (Vercel & Render) ensures easy scaling for future growth.

Security :

- JWT-based authentication for secure sessions.
- Passwords hashed using bcrypt.
- Input validation and sanitization to prevent XSS/SQL Injection.
- Role-based access control for different users.

Reliability & Availability :

- System uptime of at least 99.5%.
- implement error logging.
- Fail-safe payment handling ensures no loss of transaction data.

Usability :

- Clean and responsive UI built with React + Tailwind CSS.
- Simple navigation and accessible design for all age groups.
- Intuitive forms and validation messages for better user experience.

Maintainability :

- Modular code structure using MVC architecture.
- Version control using Git & GitHub.
- Well-documented APIs for easy updates and future enhancements.

Portability :

- Platform accessible on any modern web browser.
- Mobile-friendly responsive design.

Compliance :

- All transactions handled via Razorpay, compliant with PCI DSS standards.
- User data management complies with data privacy regulations.

User Stories

1. User Management

1. As a new user, I want to register as a Customer, Provider, or Admin, so that I can access features relevant to my role.
2. As a registered user, I want to log in securely using JWT authentication, so that I can access my account safely.
3. As a user, I want to log out securely, so that my session cannot be misused.
4. As a user, I want to update my profile details (name, email, photo, contact info), so that my information stays current.
5. As a user, I want to recover my password via email, so that I can regain access if I forget it.
6. As an admin, I want to control user roles and permissions, so that only authorized users can access certain features.

2. Service Provider Management

1. As a provider, I want to register and submit documents, so that the admin can verify my identity.
2. As an admin, I want to verify or reject provider applications, so that only legitimate providers are onboarded.
3. As a provider, I want to add, edit, and delete service listings, so that I can manage my offerings.
4. As a provider, I want to set service price, description, and availability, so that customers know what I offer.
5. As a provider, I want to view my bookings and earnings in a dashboard, so that I can monitor my business performance.

3. Service Management

1. As an admin, I want to create and manage service categories (e.g., plumbing, cleaning), so that services are organized.
2. As a customer, I want to browse or search services by category or location, so that I can quickly find what I need.
3. As a provider, I want to associate my service with a specific category, so that it's easily discoverable.

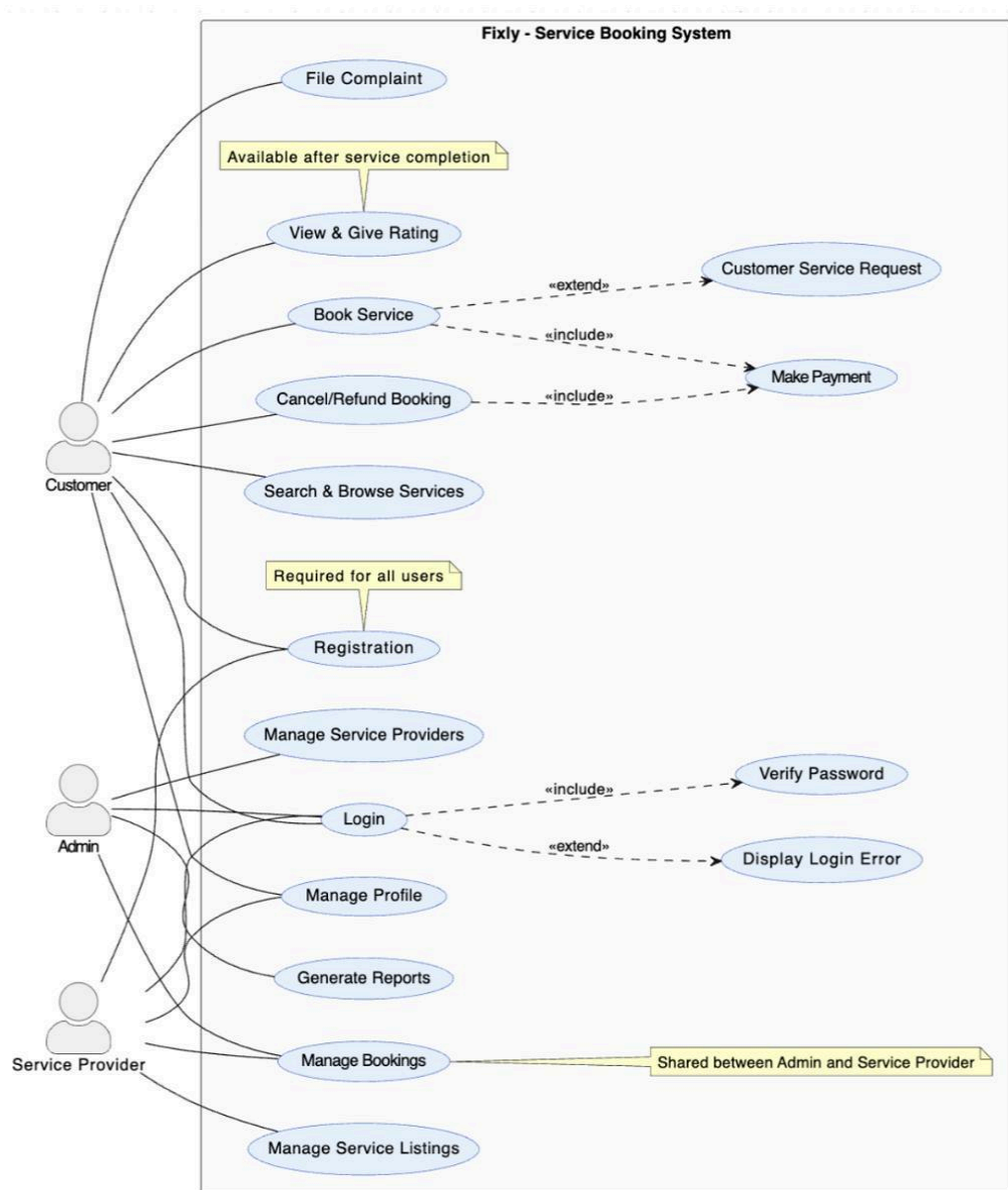
4. Booking Management

1. As a customer, I want to book a service by selecting a provider and time slot, so that I can schedule my service conveniently.
2. As a provider, I want to receive booking notifications, so that I can respond promptly.
3. As a provider, I want to accept or reject bookings, so that I can manage my availability.
4. As a customer, I want to reschedule or cancel bookings before confirmation, so that I have flexibility.
5. As a user, I want to get real-time updates (email/notification) for booking status changes, so that I stay informed.

6. Review & Rating

1. As a customer, I want to rate and review a provider after a completed service, so that I can share my experience.
2. As a system, I want to update provider's average rating automatically, so that users see accurate feedback.
3. As an admin, I want to monitor and remove inappropriate reviews, so that the platform remains fair.

Usecase Diagram



Interface Requirements

4.1 User Interface :

Homepage :

- Overview of categories and trending services.
- Book Now and Register as Provider buttons.

Login/Register Page :

- Input validation with error/success messages.

Service Listing Page:

- Grid of services with filters (price, rating, category).

Booking Page:

- Calendar for choosing date/time and secure payment gateway.

Payment Page :

- Integration with Razorpay, multiple payment options, transaction summary, and booking confirmation receipt.

User Dashboards:

- View upcoming and past bookings, favorite providers, loyalty points, reviews, profile settings, and notifications.

Provider Dashboard :

- Manage service listings, view bookings, update availability, track earnings, view analytics, and respond to messages.

Admin Dashboard :

- Manage users, verify providers, handle complaints, generate reports, and monitor platform performance.

Chat / Messaging Page :

- Enables secure messaging between customers and providers

4.2 Backend Interface (API)

RESTful APIs using Node.js + Express.

Example endpoints:

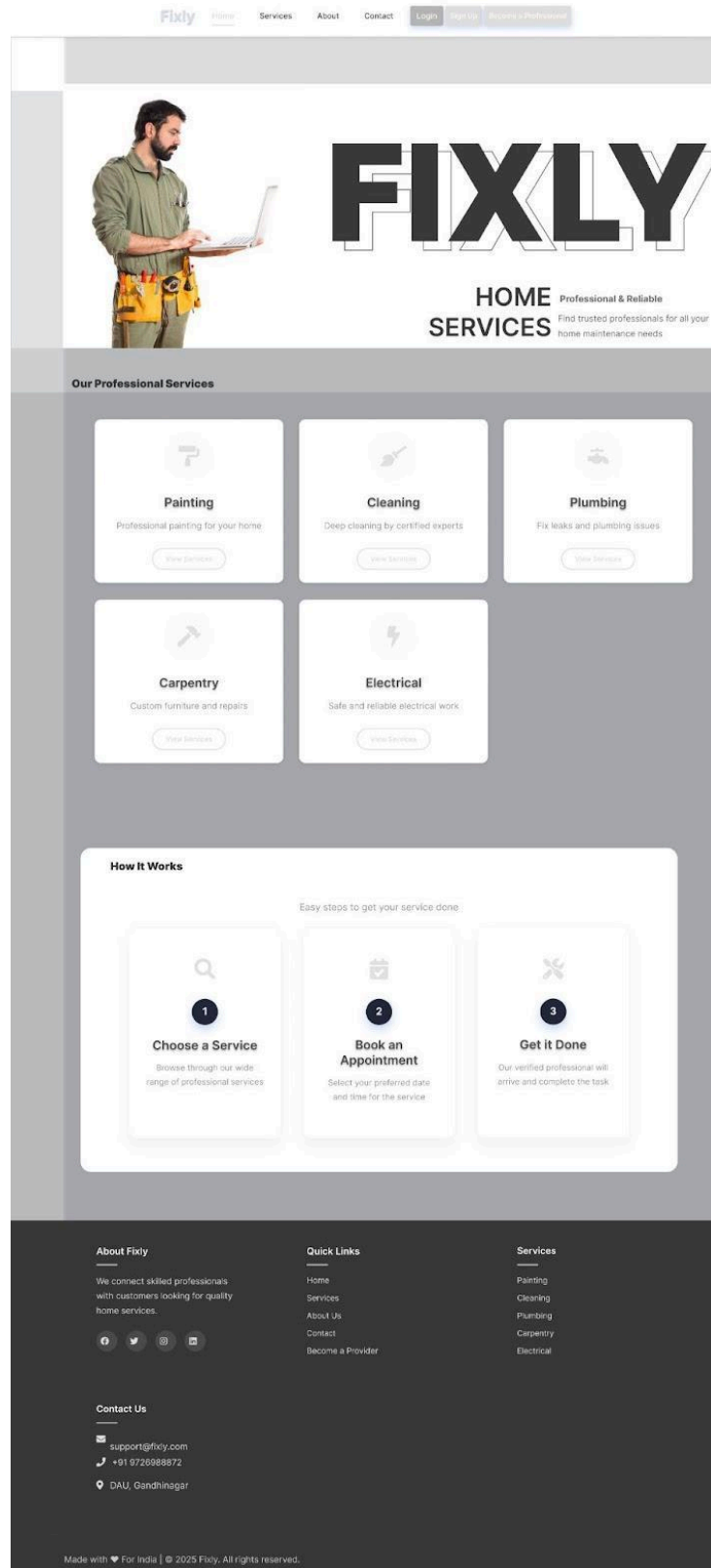
- `POST/api/auth/register` – Register new user.
- `POST/api/auth/login` – User login.
- `GET/api/services` – Fetch all services.
- `POST/api/bookings` – Create a new booking.
- `POST/api/payments` – Process payment via Razorpay.
- `GET/api/reports/admin` – Admin dashboard data.

4.3 External Interfaces

- **Payment Gateway:** Razorpay API for secure payments.
- **Cloud Storage:** Cloudinary for media uploads.
- **Email Service:** Nodemailer for notifications.

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Wireframes or UI/UX mockups



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[Home](#)

[Services](#)

[About](#)

[Contact](#)

[Login](#)

[Sign Up](#)

[Become a Professional](#)

Create Your Account

First Name

Last Name

Username

Email

Phone

Password

Profile Picture

Street Address

City

State

Zip Code

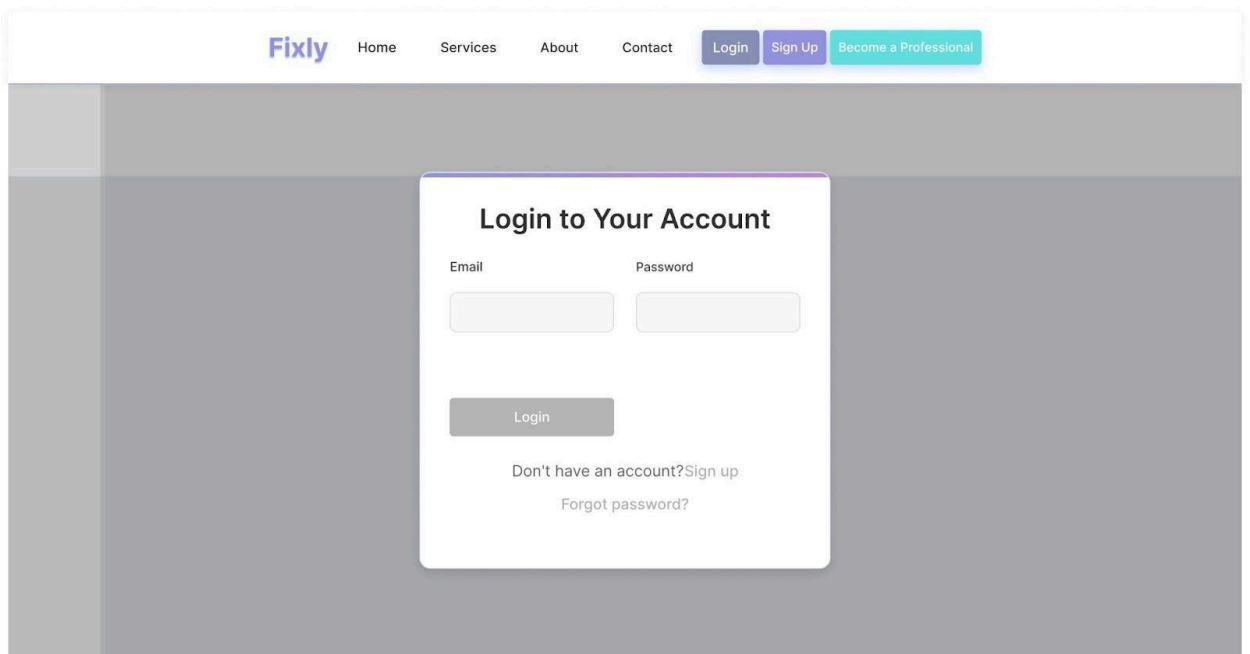
Country

Sign Up

Already have an account?Login

→

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The image shows a mockup of the Fixly website's login page. The header features the Fixly logo and navigation links: Home, Services, About, Contact, Login, Sign Up, and Become a Professional. The main content area is a dark gray rectangle with a white login form centered on it. The form has a title 'Login to Your Account', input fields for 'Email' and 'Password', a 'Login' button, and links for 'Sign up' and 'Forgot password?'.

Fixly

[Home](#) [Services](#) [About](#) [Contact](#) [Login](#) [Sign Up](#) [Become a Professional](#)

Login to Your Account

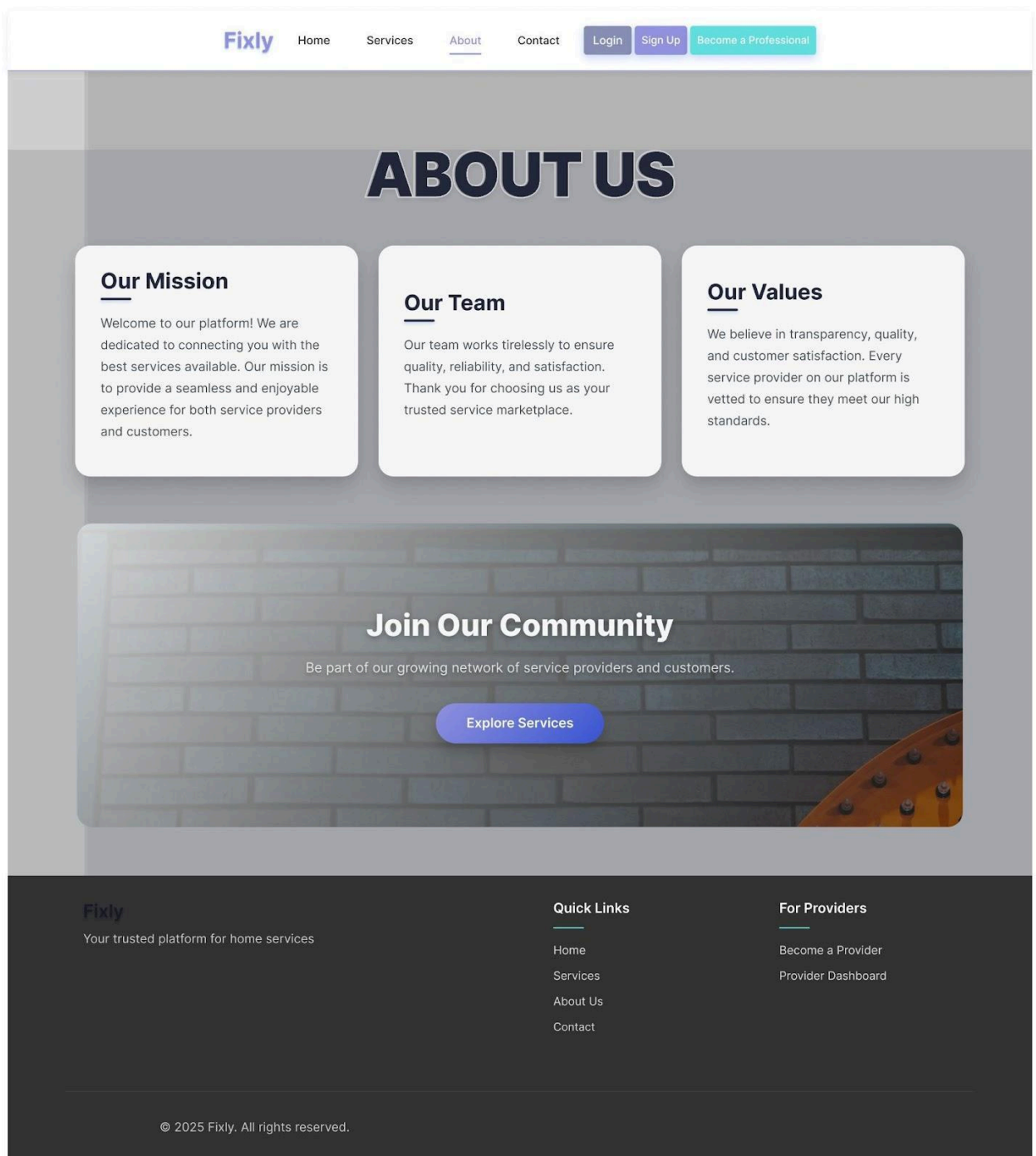
Email

Password

[Login](#)

Don't have an account? [Sign up](#)

[Forgot password?](#)



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Fixly

Home

Services

About


Contact

Login

Sign Up


Become a Professional

CONTACT US




Our Location

DAU ,Gandhinagar



Email Us

support@fixly.com



Call Us

+91 9726988872

Name

Email

Message

Send Message

Ready to get started?

Join thousands of satisfied customers today!

Sign Up Now

Fixly

Your trusted platform for home services

Quick Links

Home

Services

About Us

Contact

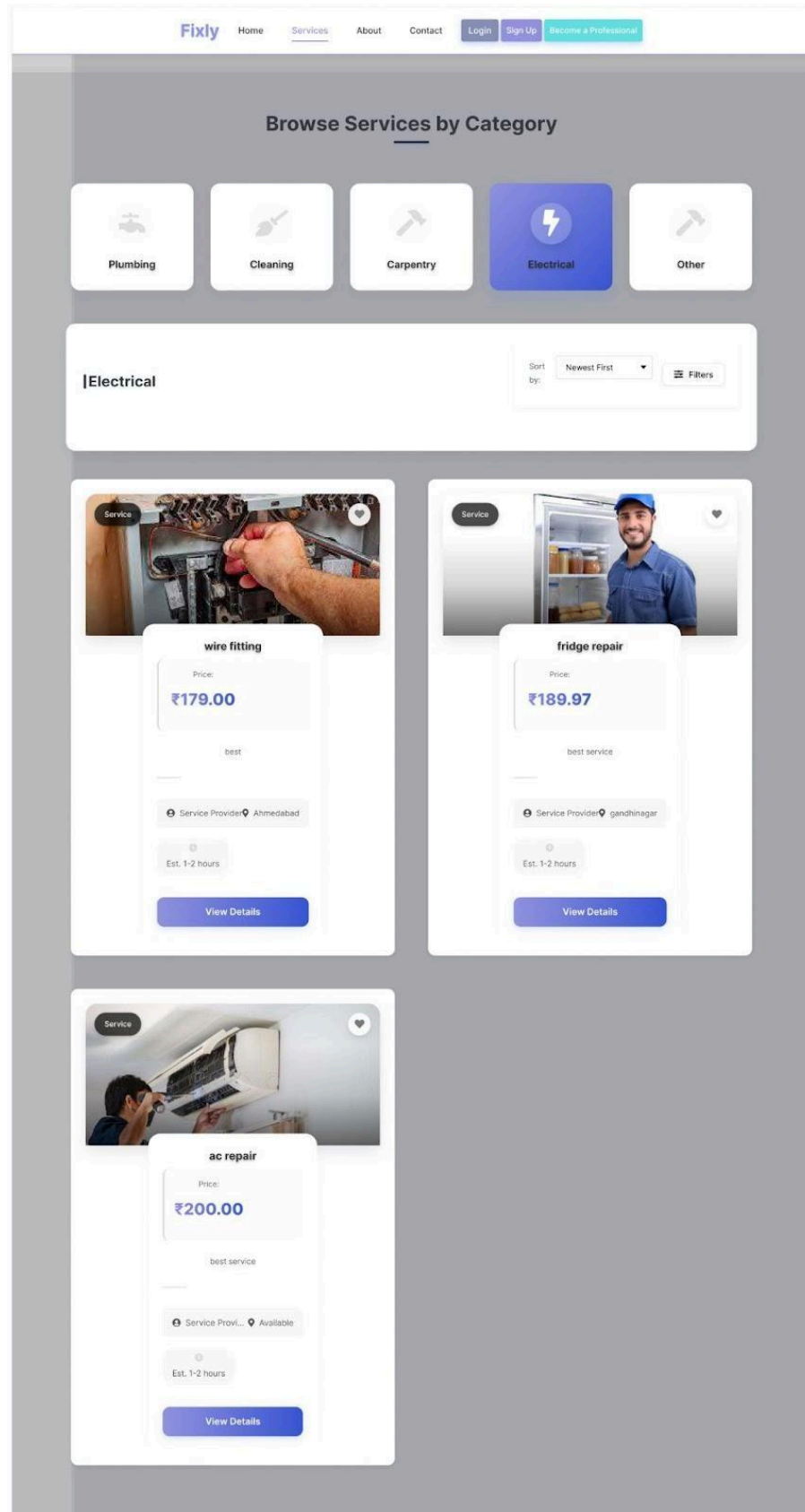
For Providers

Become a Provider

Provider Dashboard

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Fixly

Home

Services

About

Contact


My Bookings

My Profile

Logout

← Back to Services

Services>Plumbing>Tap Services



Tap Services

Plumbing

Listed 4 months ago

Available Now

₹135


Service Description

Repair, Installation and replacement

Book Now

Contact Provider

Service Provider

 Miraj Patel

View Full Profile

Service Information

Location

Service area not specified

Availability


Currently Available

Service Guarantee

Satisfaction guaranteed or your money back

Book This Service

You Might Also Like



plumbing pipes

\$200

best service

View Details

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[My Bookings](#)

[My Profile](#)

[Logout](#)

My Bookings

Manage your service bookings


[Upcoming](#)

[Completed](#)

[Cancelled](#)

Booking ID: 1ce02154

PENDING



Tap Services

Plumbing

September 17, 2025 at 05:02 AM

₹135

Provider, Miraj Patel

[Cancel Booking](#)

[View Details](#)

Fixly

[Home](#)

[Services](#)

[About](#)

[Contact](#)


[My Bookings](#)

My Profile

Logout

My Profile

Manage your personal information



User

Member since September 2025

Change Password

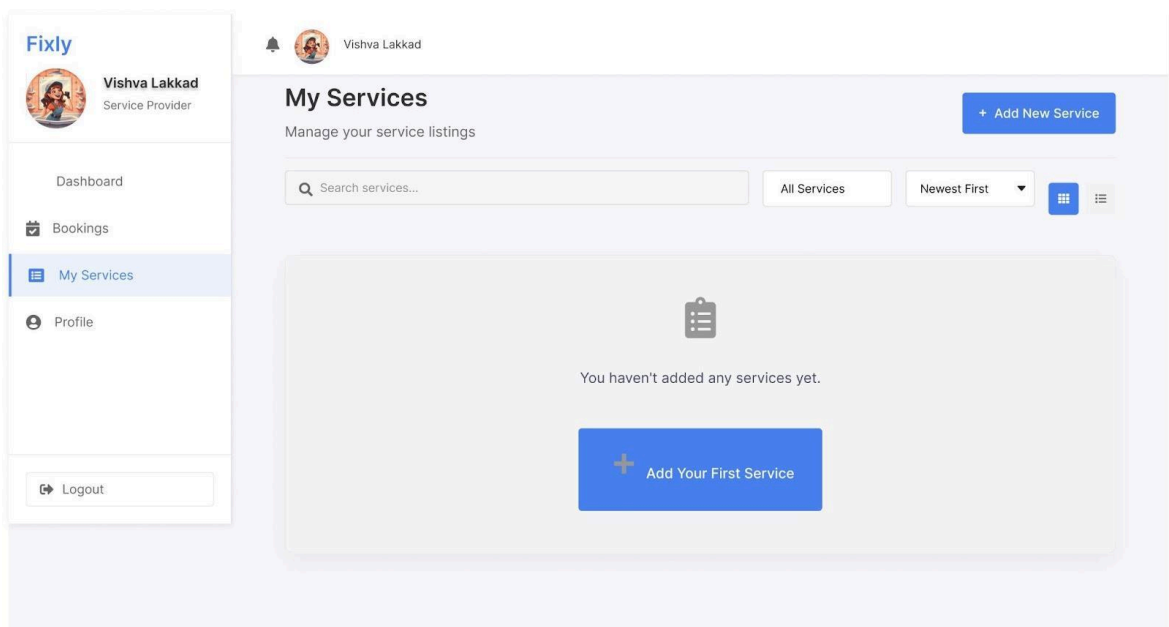
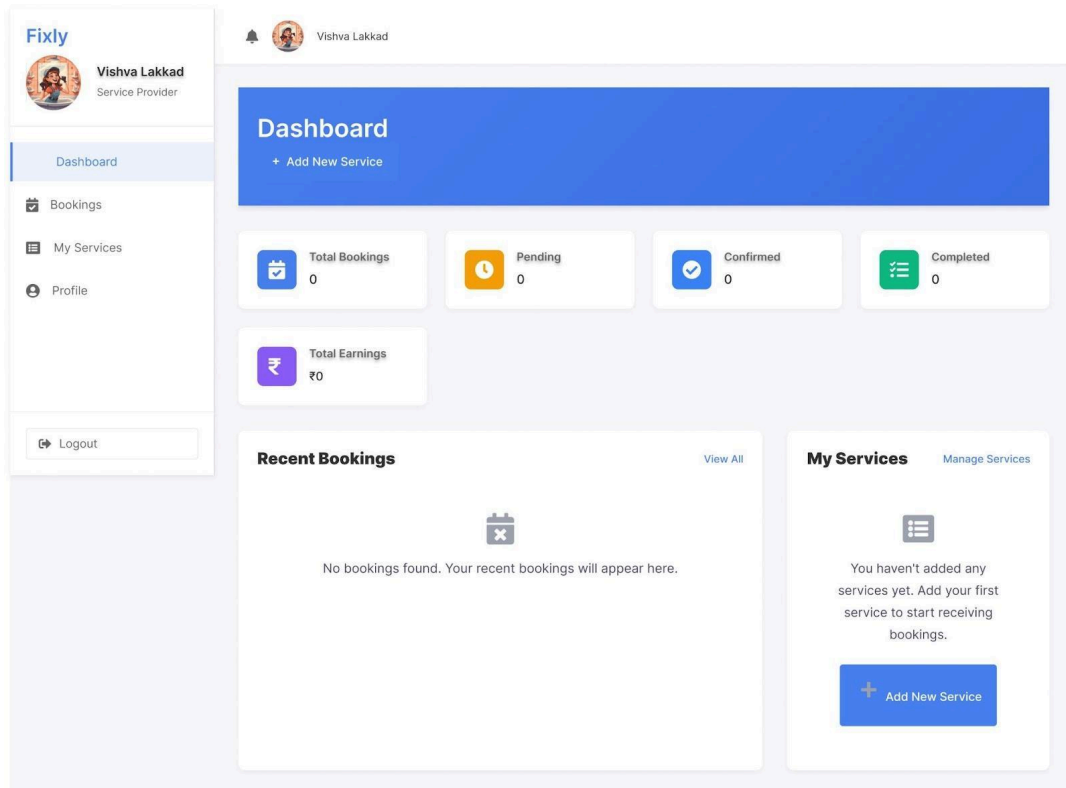
Personal Information

First Name	Last Name
<input type="text" value="smit"/>	<input type="text" value="kachhadiya"/>
Email Address	Phone Number
<input type="text" value="velvet.dusk@gmail.com"/>	<input type="text" value="xxxxxx4563"/>

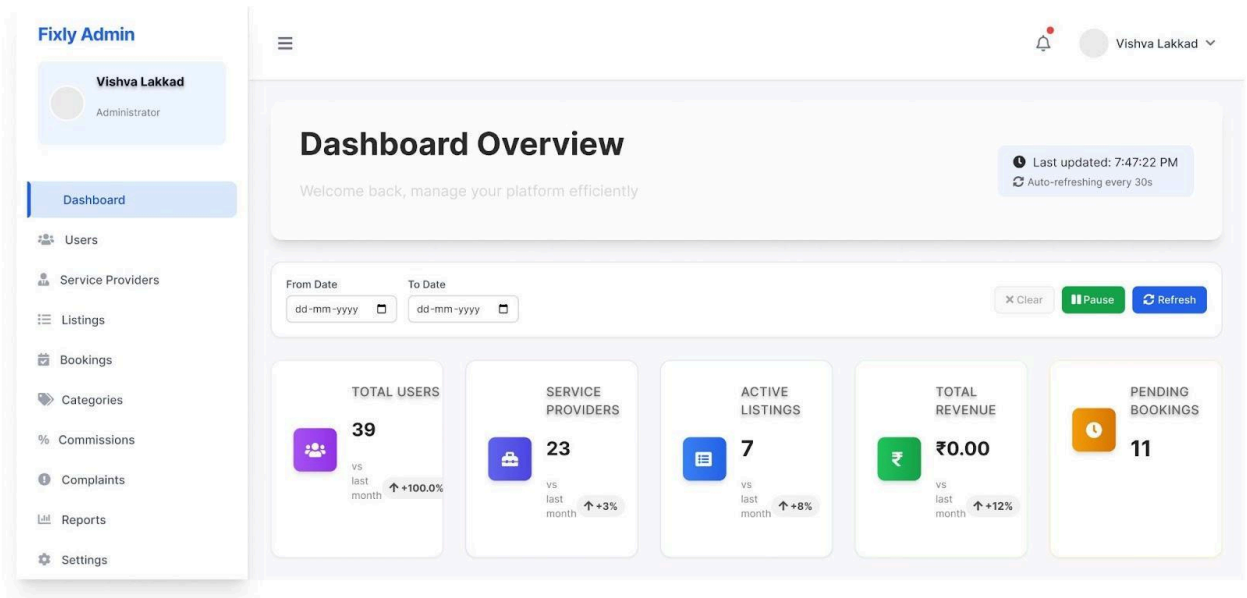
Email cannot be changed

Save Changes

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Fixly Admin

Vishva Lakkad
Administrator

System Settings

Configure platform settings and preferences.

General % Commission Notifications Security

General Settings

Configure basic platform information and branding.

Site Name:

Contact Email:

Contact Phone:

Site Logo: No file chosen

PNG, JPG up to 2MB

Site Description:

Brief description of your platform...

Fixly Admin

Vishva Lakkad
Administrator

Dashboard

Users

Service Providers

Listings

Bookings

Categories

Commissions

Complaints

Reports

Settings

Vishva Lakkad

User Management

+ Create User

Manage and monitor all users in your system

Filter Users

Search

User Role

Status

Reset

Apply

All Users (71 total)

Name	Role	Status	Created	Actions
<div>jhon doe</div> <div>jhon@gmail.com</div>	Provider	Active	Sep 3, 2025	<div></div> <div></div>
<div>harsh kathrotiya</div> <div>hars@gmail.com</div>	user	Active	Sep 2, 2025	<div></div> <div></div>
<div>John Doe</div> <div>hks@gmail.com</div>	Provider	Active	Sep 2, 2025	<div></div> <div></div>
<div>John Doe</div> <div>hk@gmail.com</div>	Provider	Active	Sep 2, 2025	<div></div> <div></div>
<div>miraj he</div> <div>mirajs@gmail.com</div>	user	Active	Sep 2, 2025	<div></div> <div></div>
<div>miraj shekhada</div> <div>miraj@gmail.com</div>	user	Active	Sep 2, 2025	<div></div> <div></div>
<div>John Doe</div> <div>john.doe@example.com</div>	user	Active	Sep 2, 2025	<div></div> <div></div>
<div>harsh kathrotiya</div> <div>harshak@gmail.com</div>	user	Active	Sep 1, 2025	<div></div> <div></div>
<div>harsh kathrotiya</div> <div>harshk@gmail.com</div>	user	Active	Sep 1, 2025	<div></div> <div></div>
<div>John Doe</div> <div>john.doe123@edxample.com</div>	user	Active	Sep 1, 2025	<div></div> <div></div>

Showing 61 to 70 of 71 results

<

1

2

3

4

5

6

7

8

>

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Fixly Admin

Vishva Lakkad

Administrator

Dashboard

Users

Service Providers

Listings

Bookings

Categories

Commissions

Complaints

Reports

Settings

My Profile

Manage your personal information and account settings

VL

Vishva Lakkad

Administrator

Personal Information

First Name *

Vishva

Last Name *

Lakkad

Email Address

abcd@gmail.cor

Email address cannot be changed

Phone Number *

XXXXXX1236

Format: +1 (555) 123-4567

Security Settings

Change Password

Cancel

Save Changes

Acceptance Criteria

User Registration :

- Users can sign up with a name, email, phone, and password.
- Invalid details (wrong email format, empty fields) show an error message.
- Email verification is sent, and the account activates only after confirmation.

Login System

- Users can log in with the correct email and password.
- Wrong credentials show an error message.
- Only logged-in users can access protected pages.

Service Listing

- Providers can add, edit, or delete service listings.
- Customers can view all listings with title, description, price, and image.
- Only verified providers can publish services.

Booking System

- Customers can select a service, date, and time to create a booking.
- Providers receive a notification and can accept or reject it.
- Booking status updates correctly (Pending → Confirmed → Completed).

Payment System

- Payments can be made securely via Razorpay.
- Booking is confirmed only after successful payment.
- Commission and provider earnings are calculated automatically.

Review System

- Only customers with completed bookings can give reviews.
- Ratings (1–5) and review text are saved correctly.
- Provider's overall rating updates based on all reviews.

Complaint System

- Customers can submit complaints for any booking issue.
- Admin can view complaints and change status (Open → Resolved).
- Resolution notes are recorded and visible to the admin.

Admin Dashboard

- Shows total users, bookings, revenue, and complaints.
- Admin can manage users, providers, and services from the dashboard.

Analytics Dashboard

- Displays real-time charts for bookings, revenue, ratings, and service trends.
- Data updates automatically without manual refresh.

Rewards System

- Points are added automatically after a booking, review, or referral.
- Users can redeem points for discounts or offers.