**RAVFS**

**Req’d Services**

**Proposal**

Focus on what the system does, not how it does it, whenever possible. Ask yourself if you are describing the implementation rather than the functionality.

Define what it is and what it does. For example:

Req’d services is an application which allows users to request a maintenance service. It provides the following capabilities:

1. Request a service from the landlord
2. assign/remove service providers
3. Notify tenants of service if it affects them.
4. Add/remove tenants

Use consistent terminology.

If a term is not part of common language, then define what it is. Example, “A set point is a temperature that the user has selected to be activated at a corresponding time. For example, if the user selects a set point of 68 for 3:00PM, the system will be activated to set the temperature of 68 at 3:00.”

Describe components of the system in a logical order. If possible, do not refer to things until after they have been defined. Use your judgment to make the explanation as clear as possible.

Although you need to know this, the proposal does not need to contain what your implementation plan is. Move these details to a separate section at the bottom of the document.

Use proper grammar, punctuation and spelling.

**Team Name:** RAVFS

**Team Members:**

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**Project Description**

Statement of Purpose:

Provide automation platform for a tenant landlord interaction, particularly in regards to tenants requesting services from maintenance providers.

Detailed Description:

A platform that allows for tenants to request a service provider, they will be asked what kind of service they need and then a series of questions that categorizes the urgency of the request. Landlords will be able to look at requests at their leisure, and can approve or deny the request. If a request is denied the tenant will need to pay for the service.

The platform will also contact the appropriate service provider, if the request is an emergency, or the landlord has approved the request. The service provider can insert a claim showing cost of service. The landlord will be able to pay this claim, or direct the tenant to pay the claim.

**Title:** Req’d Services

**Overview**

Develop of web based application that allows landlords (admins) to access tenant information, pay or deny service request, and add / delete users. This application will also allow tenants (users) to input / cancel service request, and view request status. Finally the application will allow service providers (admin) manage their incoming and current claims

**S/W + Technology to use**

* + Twilio. Manages messaging over multitude of devices and programming languages. Can be implemented into web based software.
  + Squarespace / Dreamweaver. Allows for website creation and editing. Eliminates the need of creating a custom server.

**Platform**

* + Website application

**What it does and does not do**

* + Call req’d services and request a service
  + Notify landlord of pending service
  + Landlord accepts or denies payment
  + Payment reimbursement accepted or denied