**Product Backlog**

A prioritized list of features or requirements needed for the project, focusing on high-level objectives.

| **ID** | **User Story / Task Description** | **Priority** | **Acceptance Criteria** | **Estimated Effort** |
| --- | --- | --- | --- | --- |
| 1 | As a user, I want to sign up and log in so that I can create and manage my profile. | High | Users can sign up using email or social media, and log in securely. | 5 story points |
| 2 | As a user, I want to search for at-home services based on location and category. | High | A search function is implemented with filters for location and service type. | 8 story points |
| 3 | As a user, I want to book a service with real-time availability displayed. | High | Service providers' schedules and availability are updated in real-time. | 10 story points |
| 4 | As a user, I want to securely pay for services via multiple payment options. | High | Users can make payments using credit card, PayPal, or other secure gateways. | 8 story points |
| 5 | As a user, I want to be able to read and write reviews of service providers. | Medium | Users can rate and leave reviews for service providers after completing a service. | 6 story points |
| 6 | As a service provider, I want to create a profile and list services I offer. | High | Service providers can sign up, create profiles, and add services with descriptions. | 7 story points |
| 7 | As an admin, I want to manage users, service providers, and bookings to ensure smooth operation. | High | Admin can view and manage all user profiles, services, and bookings. | 8 story points |
| 8 | As a user, I want customer support integration (live chat, email, or phone) for any inquiries or issues. | Medium | A customer support system with live chat and email is integrated. | 5 story points |
| 9 | As a user, I want notifications for booking confirmations, service updates, and reminders. | Medium | Users receive push/email notifications for all bookings and updates. | 4 story points |
| 10 | As a developer, I want to integrate secure data storage and encryption to protect sensitive information. | High | Sensitive data is encrypted and stored securely according to industry standards. | 7 story points |
| 11 | As a user, I want the platform to be accessible for elderly and disabled users (WCAG compliant). | High | The platform meets Web Content Accessibility Guidelines (WCAG) 2.1 standards. | 9 story points |