# Phase 1: Problem Understanding & Industry Analysis

## Project Title

**Local Business Service CRM Project**

## Problem Statement

Finding reliable and verified local service providers such as plumbers, electricians, and cleaners is often difficult. Common challenges include:  
- Delays in service delivery.  
- Lack of trust and transparency.  
- No proper tracking system for service requests.

On the other hand, service providers face difficulties in:  
- Managing bookings and schedules.  
- Handling payments effectively.  
- Communicating efficiently with customers.

## Stakeholder Analysis

1. **Customers** – Individuals who request services (plumbing, electrical work, cleaning, etc.).
2. **Service Providers** – Local professionals delivering the requested services.
3. **Admin/Agency** – Responsible for monitoring overall service requests, managing users, handling payments, and generating reports.

## Business Process Mapping (High-Level)

1. Customer raises a service request.
2. Service provider receives notification of the request.
3. Service provider accepts or rejects the request.
4. Service is scheduled and automatic reminders are sent.
5. Customer provides feedback after service completion.
6. Admin monitors requests, service performance, and revenue reports.

## Key Requirements

* Verified and authenticated service provider details.
* Simple and user-friendly service request booking.
* Automated notifications and reminders.
* Ratings and feedback system for quality assurance.
* Centralized Admin Dashboard with analytics and reports.