**HomeGlow Scheduler**

**Business Requirement Specification**

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# 1. Introduction

# **Document Purpose**

This document communicates the business requirements and scope for developing HomeGlow Scheduler System. The scope of this document is to define the functional and non-functional requirements, business rules and other constraint requirements.

# **Project Background**

There is no computerized system to provide the cleaning services or intermediator who can interact with consumers and service providers to communicate and map up with their needs.

Many companies spend lot of money to marketing of cleaning services and many consumers are unable to find the satisfactory cleaning service within affordable range.

There is no transparency. No facility is present for the consumers to know the service rates at different providers where they can buy services and for service providers where they can sell their services and achieve high profits.

# **Goals of the projects**

The "HomeGlow Scheduler System" is a comprehensive software solution designed to automate and optimize the scheduling processes for a house cleaning service providers.

The goal of the HomeGlow Scheduler System project is to create an efficient and automated solution for managing the scheduling, task assignments, and overall operations of a house cleaning services. This system aims to address the challenges faced by cleaning companies in managing appointments, staff assignments, and customer interactions efficiently. By implementing this scheduler system, the goal is to enhance operational efficiency, improve customer satisfaction, and streamline the overall business processes

# **Customers and Stakeholders**

**Customers:**

* Admin
* Service provider who want to sell their Services.
* Customers want to buy the Services.

**Stakeholders:**

* Health Department of city
* Municipal Corp
* Regulatory Authorities

# 2. Business Requirements Overview

* HomeGlow Scheduler System is the public web application.
* HomeGlow Scheduler System will be opened to the global, but in the phase 1, the main target is in the Maharashtra state.
* There are mainly two types of user. One is the Service Provider and other is Consumer.
* Consumer can search for the suitable service provider who meet the needs.
* Service Providers also can search for verity of cleaning applications as well as provide their offer over different services.
* HomeGlow Scheduler System provide the functions which connects the Service providers & Consumers efficiently.
* HomeGlow Scheduler System could be maintained by Administrator.

# 3. Functional Requirements Overview

HomeGlow Scheduler System consists of four modules described as below.

1. Consumer Module
2. Service Provider Module
3. Admin Module

# **3.1 Consumer Module**

* Consumer can register and create an account on the system.
* Personal information, contact details, and preferences can be securely stored for future interactions.
* Consumer can schedule house cleaning services through an easy-to-use interface.
* They can specify the preferred date, time, and type of cleaning services required.
* Receive automated confirmation messages or emails upon successful booking.
* Customers can provide feedback on completed cleaning services.

# **3.2 Service Provider Module**

* Service Provider can register & create an account on the system.
* Implement an automated scheduling system for cleaning tasks.
* Manage customer information, preferences, read feedbacks of the customers.
* Service providers can give various discounts to their services on special occasions and seasons.
* Service providers can also modify, update & delete their account.

# **3.3 Admin Module**

* Admin can check the Consumers & Service providers who uses the system.
* Admin can check the authentication of service providers like license.
* Admin could able to know all the Transaction.
* Admin also can check the customer feedbacks & reviews for the service providers.

# **3.4. Non-functional Requirements**

* The website should use professional design, look and feel and color scheme.
* Users will have no limitations for accessing the application through Internet. The portal being an internet application, it is difficult specify exact number of visitor or users. Hence we will target the system to support between 5 and 10 million users on launch of phase 1.
* Being a public website, the site must follow general usability guidelines for menus, navigation, colors, links and other actions provided on the screens.
* The system should be designed in such a manner that user will be able to complete tasks in minimum number of steps.