**UI**: HTML 5/Angular/React

**Backend:** Spring Boot REST services

**Database**: MySQL (DB Access through Hibernate)

**1. Create Account/Login**

Name

Mobile Number/Email

OTP Verification (Through Email but design in a way we can replace it with SMS otp later with minimum code changes).

**2. Request for a Service**

In case of valid login, the user can request for a Service as below:

Parameters: Google Map Location (Lat,Lon with a display of current location)

Request Type: Inquiry/Complaint

Request Details: Detailed description

**3. A page to update the status of Service Request**

Request Status: Pending/Completed/Hold

        (Business may ask us to change the status label from Completed to Done later)

**4. View Requests by User (View 10 records at a time and user shall be able to filter data, use hibernate to retrieve data)**

Request No#

Request Details

Request Status

**5. Cancellation of Service Requests (Soft delete records can be restored later).**

**6. Logging for all the activities (user, time, method and parameters).**