User Requirement Specification (URS)

Project Title

Web-Based Online Service Management System

Company Name

SmartServe Solutions

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1. Introduction

The User Requirement Specification (URS) document describes the **needs, expectations, and requirements of users** who will interact with the Web-Based Online Service Management System. This document focuses on what users expect from the system rather than how the system will be technically implemented.

The URS plays an important role in ensuring that the developed system is user-friendly, efficient, and meets the actual requirements of customers, administrators, and technicians. This document identifies user roles, goals, functional and non-functional requirements, and constraints from the user's perspective.

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2. Overview of Users

The system will be used by three primary types of users:

1. Customer
2. Service Manager (Admin)
3. Technician

Each user type has different responsibilities, access levels, and expectations from the system. The system must be designed in such a way that it satisfies the needs of all users while maintaining security and ease of use.

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3. User Roles and Descriptions

3.1 Customer

Customers are individuals or organizations who request services from SmartServe Solutions. They interact with the system mainly to submit service requests, track service progress, and make online payments.

Responsibilities of Customer: - Register and log in to the system - Submit service requests - Track service status - Receive notifications - Make payments

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3.2 Service Manager (Admin)

The Service Manager or Admin is responsible for managing the overall service operations. The admin has full access to the system and controls service requests, user management, and technician assignment.

Responsibilities of Admin: - Manage service requests - Assign technicians - Monitor service progress - Communicate with customers and technicians - Generate reports

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3.3 Technician

Technicians are employees who perform the actual service tasks. They receive assigned jobs through the system and update service progress after completing tasks.

Responsibilities of Technician: - View assigned service requests - Update service status - Add remarks after service completion

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4. User Goals

4.1 Customer Goals

The goals of customers using the system are: 1. To easily request services online 2. To avoid visiting the office physically 3. To track service status in real time 4. To receive timely updates and notifications 5. To make secure online payments 6. To view past service history 7. To communicate easily with the service provider 8. To save time and effort

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4.2 Admin Goals

The goals of the admin are: 1. To manage service requests efficiently 2. To reduce manual workload 3. To assign technicians quickly 4. To monitor technician performance 5. To track service completion status 6. To maintain accurate service records 7. To generate reports for analysis 8. To improve customer satisfaction

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4.3 Technician Goals

The goals of technicians are: 1. To receive service assignments digitally 2. To view service details clearly 3. To update service progress easily 4. To reduce paperwork 5. To communicate with admin if required 6. To maintain accurate job records

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5. Functional Requirements for Each User

5.1 Customer Functional Requirements

1. The system shall allow customers to register using basic details.
2. The system shall allow customers to log in securely.
3. Customers shall be able to submit service request forms.
4. Customers shall be able to view service request status.
5. Customers shall receive notifications for status updates.
6. Customers shall be able to make online payments.
7. Customers shall be able to view service history.
8. Customers shall be able to update personal profile details.

5.2 Admin Functional Requirements

1. The system shall allow admin to log in securely.
2. Admin shall be able to view all service requests.
3. Admin shall be able to assign technicians to requests.
4. Admin shall update service status when required.
5. Admin shall manage customer and technician accounts.
6. Admin shall generate service and payment reports.
7. Admin shall send notifications to users.
8. Admin shall monitor technician workload and performance.

5.3 Technician Functional Requirements

1. The system shall allow technicians to log in.
2. Technicians shall be able to view assigned services.
3. Technicians shall update service status (In Progress / Completed).
4. Technicians shall add remarks after service completion.
5. Technicians shall view service history assigned to them.
6. Technicians shall receive notifications for new tasks.

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6. Non-Functional Requirements (User Perspective)

From the user’s point of view, the system must meet the following non-functional requirements:

1. The system should be easy to use and understand.
2. The system should have fast response time.
3. The system should be available 24/7.
4. The system should ensure secure login and data privacy.
5. The system should be accessible on desktop and mobile devices.
6. The system should support common web browsers.

7. The system should provide reliable performance.
8. The system should protect user data from unauthorized access.

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7. User Constraints and Assumptions

7.1 User Constraints

1. Users must have internet connectivity.
2. Users should have basic computer or mobile knowledge.
3. Users must use supported browsers.
4. Online payments depend on third-party payment gateways.

7.2 Assumptions

1. Users will provide correct information during registration.
2. Technicians will update service status regularly.
3. Admin will manage user accounts responsibly.
4. Payment gateway services will be available.

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8. Conclusion

This User Requirement Specification document clearly defines the expectations and needs of different users of the Web-Based Online Service Management System. By addressing the requirements of customers, admins, and technicians, the system aims to provide a smooth, efficient, and user-friendly experience. This document serves as a bridge between business requirements and software design, ensuring successful system development.