

# User Process Flow

## 1. User Registration and Login

- **Features:**
  - Register using email, phone, or social accounts.
  - Login and manage profile.
- **Data:** Name, Address, Phone Number, Email, Payment Details.

## 2. Browse Plans

- **Features:**
  - View service categories (Plumbing, Carpentry, Electrical, etc.).
  - Detailed information about available plans (e.g., pricing, inclusions, validity).
- **Data:** Service descriptions, plan types, pricing.

## 3. Plan Purchase

- **Features:**
  - Add plans to cart and proceed with payments.
  - Multiple payment options (credit card, UPI, wallet).
- **Data:** User's purchased plans history.

## 4. Request Services

- **Features:**
  - Request a service under an active plan.
- **Tracking:** Show request status (Pending, In Progress, Completed).

## 5. Call Admin for Assistance

- **Features:**
  - One-tap call functionality for direct communication with admin/support team.

## 6. Notification System

- **Features:**
  - Alerts for plan expiration, service updates, and promotions.
- **Types:** Push notifications, email updates.

# Backend (Admin Panel)

## 1. Admin Dashboard

- **Features:**
  - Real-time insights into sales, user activity, and service requests.

## 2. Plan Management

- **Features:**
  - Create, edit, or delete plans with pricing, service inclusions, and duration.

## 3. Service Request Management

- **Features:**
  - View and track service requests.
  - Assign tasks to service providers (plumbers, carpenters, electricians) and update the field manually.
- **Data:** Request details, user information, task assignment history.

## 4. Service Tracking and Reporting

- **Features:**
  - Track service status and completion and update on system manually.
  - Generate detailed reports for revenue and activity.

## 5. Customer Communication

- **Features:**
  - Call users for verification or support.

## 6. Payment Tracking

- **Features:**
    - View and manage transactions for plan purchases.
    - Integrate with payment gateways for seamless transactions.
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# Technical Structure

## A. Mobile Application (Frontend)

- **Frameworks:**
  - Flutter
- **APIs:**
  - RESTful APIs for communication with backend services.
- **Authentication:**
  - Firebase/Auth0 for secure login.
- **Features:**
  - Offline storage for browsing purchased plans and cached data.

## B. Backend (Admin Panel & APIs)

- **Frameworks:**
  - Laravel for robust API development.
- **Database:**
  - MySQL/PostgreSQL (structured data for plans, users, transactions).
- **Admin Panel:**
  - Built using frameworks like React.js, Angular, or Vue.js.

## C. Payment Gateway Integration

- **Options:**
  - Stripe, PayPal, Razorpay for secure and reliable transactions.

## D. Notifications

- **Push Notifications:**
  - Firebase Cloud Messaging (FCM).
- **Email Notifications:**
  - Amazon SES, Mailgun, or SendGrid.

## E. Tracking System

- **Service Tracking:**
  - Task assignment updates using real-time databases (e.g., Firebase Realtime Database).
- **Reporting:**
  - Scheduled jobs to generate reports and logs.

## F. Security

- **User Data Protection:**
    - SSL encryption for secure data transmission.
    - JWT for token-based authentication.
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## 3. Key Points for Development

1. **User-friendly Interface**
  - Intuitive navigation for users to find and purchase plans.
2. **Admin Efficiency**
  - Seamless management of plans and service requests from the admin panel.
3. **Scalability**
  - Microservices architecture for handling high traffic and multiple service requests simultaneously.
4. **Reliability**
  - Error-handling mechanisms to ensure smooth operations even under failure scenarios.