

# Software Requirements Specification (SRS) for User App

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## 1. Introduction

The User App is designed to connect users with service providers for tasks like plumbing, painting, and other home services. Users can select the type of service they need, get offers from nearby providers, chat with them, and make secure payments through the app. The app will handle everything from job requests to tracking job progress, and it includes a refund policy for disputes or cancellations.

## 2. Purpose

This SRS outlines the functional and non-functional requirements for the development of the User App. The app will be built using Flutter for cross-platform mobile support (iOS and Android) and integrated with a backend using Node.js or Django. The database will be MongoDB, and the app will use phone number authentication. Payments will be processed using local payment gateways such as KNET or My Fatoorah.

## 3. System Overview

The system consists of the following components:

- **Frontend:** Developed in Flutter, supports both iOS and Android.
- **Backend:** Developed using Node.js or Django.
- **Database:** MongoDB for flexible data storage and retrieval.
- **Authentication:** Phone number with OTP verification. ()
- **Payments:** Integrated local payment gateway for secure transactions.
- **Real-Time Communication:** Chat between users and service providers.
- **Refund Policy:** Mechanism for refund requests in case of disputes.
- **Hosting:** Heroku
- **Images Hosting:** S3 AWS

## 4. Functional Requirements

### 4.1 User Authentication

- Description: Users must register using their phone number and OTP verification. They can log in using the same method.

- Steps:
  - 1. User enters phone number.
  - 2. System sends OTP.
  - 3. User enters OTP to verify identity.

### 4.2 Home Page

- Description: Displays service categories and allows users to input their location manually or use GPS.

- Steps:
  - 1. User selects service category from a list (e.g., plumbing, painting).
  - 2. User enters location or selects it on a map.

### 4.3 Job Request

- Description: Users can describe their problem and receive offers from service providers.

- Steps:
  - 1. User selects a service provider from a list.
  - 2. User adds a job description (via text or voice note) and attaches images for clarity.
  - 3. User submits the job request to providers.

### 4.4 Job Offers

- Description: Providers send cost estimates and users can review and accept the offer that suits them.

- Steps:

- 1. User receives offers from multiple providers with pricing, ratings, and estimated completion times.
- 2. User selects an offer based on price, reviews, and timing.

#### 4.5 Real-Time Communication

- Description: Users can chat with providers after they accept an offer.

- Steps:
  - 1. In-app chat is enabled once the job offer is accepted.
  - 2. Providers and users can send text messages and images.

#### 4.6 Job Management

- Description: Users can track the progress of their job and confirm completion.

- Steps:
  - 1. The app shows the job status (Pending, In Progress, Completed).
  - 2. Providers update the status as they work.
  - 3. Users confirm job completion or request revisions.

#### 4.7 Payment System

- Description: Users can pay for services using integrated local payment gateways.

- Steps:
  - 1. Users can fund milestones for the job.
  - 2. Upon job completion, users approve the final payment.
  - 3. Refunds are processed if a job is canceled or disputed.

#### 4.8 Ratings and Reviews

- Description: After a job is completed, users can rate providers and leave feedback.

- Steps:
  - 1. Users can leave a rating (1-5 stars) and write a review.
  - 2. Reviews are visible to future users.

## 4.9 Notifications

- Description: Notifications are sent for job status updates, new offers, payment requests, and confirmations.

- Steps:
  - 1. Push notifications are sent to users for important job updates.
  - 2. Users are notified when payments are due or confirmed.

## 4.10 Refund Policy

- Description: A process for handling refunds due to cancellations or disputes.

- Steps:
  - 1. If a job is canceled, the user can submit a refund request through the app.
  - 2. Admin reviews the request and processes the refund if valid.