Home Services App – Requirements Document

1. Overview

The system consists of:

- **Client App**
- **Worker App**
- **Admin Dashboard**

The platform connects clients with workers who provide home services across multiple cities and areas.

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2. Client App Requirements

2.1 Authentication

- Sign up with phone number.
- Login using **SMS OTP** verification.
- Client selects their city (and area when searching for services).

2.2 Home Screen

- Display **Categories** → **Subcategories** → **Services** uploaded by workers.
- Client can browse or search for services across all categories/subcategories.

2.3 Cities & Areas

- Each city contains multiple areas.
- Clients must choose city + area when searching.
- Services belong to one or more areas.
- Workers can operate in multiple areas.

2.4 Service View

- Service title
- Short & long description
- Optional price
- Worker details (ratings, reviews)
- Supported areas

2.5 Booking Flow

1. Client sends a service request.
2. Worker accepts or rejects the request.
3. After acceptance:
    - Real-time chat becomes available.
    - Worker sees client location on the map
4. After service completion:
    - Client can **rate and review** the worker.

2.6 Search

- Search globally across:
    - categories
    - subcategories
    - services
    - workers
- Filters: rating, price, city, area

2.7 Chat

- Real-time messaging between client and worker (only after booking confirmation).

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3. Worker App Requirements

3.1 Authentication

- Signup via SMS OTP.
- Select operating city and areas.

3.2 Add Service

- Title
- Short description
- Long description

- Optional price
- Areas covered
- Images (optional)

3.3 Credit / Points System

- Worker visibility in search depends on available points.
- If points = 0 → worker doesn't appear and cannot receive requests.
- Points are deducted when a job is confirmed.

Buying Points

1. Worker selects a points package.
2. Chooses a bank (e.g., Bank of Khartoum).
3. App shows bank account details.
4. Worker transfers the amount externally.
5. Worker uploads payment proof inside the app.
6. Admin reviews and approves.
7. Points are added automatically.

3.4 Worker Status

- Active / Inactive mode
- Inactive workers do not receive jobs.

3.5 Orders

- Receive, accept, or reject orders.
- After accepting, worker sees:
    - client location
    - client info
    - real-time chat
- View client ratings after completion.

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4. Admin Dashboard Requirements

4.1 User Management

- Manage client and worker accounts.
- Activate/deactivate accounts.

4.2 Orders Management

- View all orders.
- Filter by city, area, worker, status.

4.3 Points & Payments

- View payment notifications submitted by workers.
- Approve/deny payments.

- Add points manually if needed.

4.4 Categories Management

- Add/edit/delete categories & subcategories.

4.5 Cities & Areas Management

- Manage cities.
- Manage areas under each city.

4.6 Services Management

- Approve, edit, or remove services if required.

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5. Non-Functional Requirements

- Fast search and browsing.
- Secure login and data protection.
- Real-time communication.
- Scalable architecture for multiple cities.