Yo!Pro an Online Marketplace to Connect Service Provider and Customers

Features List

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Online Marketplace

Features List

┤ Overview of the Product ├

The project serves as an online marketplace which comprises a network of service professionals and customers. The system acts as a platform that connects **Customers** to the **Service Professionals** to fulfill their needs for the desired service category like plumbing, carpenter etc based on their location.

Customers can post the job requirement for particular service category and location. The job gets broadcasted to all the service professionals who belong to that category and serves in the listed location. Professionals can view the job requests and revert to the customer and initiate a message thread. Customers can then award the job to one of the professional and hire him. There are no monetary transactions done while hiring via the application. But this feature becomes useful to stop sending messages to customers from other professional, to whom the job was broadcasted originally.

Service Providers will have an interface where they will be able to view job request, contact customers via messages and view all messages from customers who have contacted them.

Service Providers can also create a schedule for the appointments booking for the customers. They can accept or decline the appointment requests. Once the job is marked as completed they can raise review requests to the customers for whom they have worked to add more credibility to their account.

⊣ User Types ⊢

Application consists of the following 4 types of users:

- **Guest User:** Guest users will be able to view all the services being offered, CMS pages of the website and will be able to register on the portal.

- **Registered User:** Customers will be able to search for the service providers in the desired category they want the services for. They can view the details of service providers and contact them if found suitable for their requirements.

- **Registered Service Providers: Service Providers** of various categories will be able to register on the website to receive requests from the service customers. They can enter their availability status for various days in the month and other information about their services. Also, they can provide various promotional offers details they are offering for their clients.

- **Admin:** Website Administrator will have complete control of the system. Admin will approve the profiles of requesting professionals along with approving the offers/discounts info shared by them.

Application Features

Following are the features for different users, which are there in the system:

A. Front-end User Features (Guest + Customers)

Front-end Users will have the following features in the system.

- Login
  - Via Email
  - Via Facebook
  - Via Google+

- Reset/Forgot Password

- Register via Email
  - Via Registered Email-Id

- Manage Profile

- Search Service Provider
  - Search basis :
    - Location
    - Service Category Type

- Post Job Requirements
  - **Job Broadcasting:** The job request posted will be broadcasted to all the professionals who belong to the service category or who serve in the particular location for which the job is posted.
  - **Job Request for specific professionals:** The customers can send a job request to specific professionals of their choice from the category page.

- Messages
  - Customers will be able to respond to the messages received from the interested service professionals.
  - Customers will not be able to send the message first to the professional. It will always be the professional who will send a message on the job request sent by the customer.

- Review Professionals
  - Customers will be able to review the professionals who have been hired for the job.

- Mark Professionals as Favorites
  - Customers can shortlist the Professionals by marking them as favorites. The favorites list can be viewed on the favorites tab available on the customer dashboard.

- Book Appointments
  - Customers can send an appointment request to the professionals of their choice and check the appointment requests for booked and pending status.

- Invite friends
  - Customers can invite their friends too

- Contact us form

- View CMS pages
  - About Us
  - Terms & Conditions
  - Privacy Policy
  - How it Works
  - FAQ Section

- Submit Testimonial via the contact form

B. Service Professional Features

- Login
  - Via Registered Email-Id
  - Via Facebook
  - Via Google+

- Reset/Forgot Password

- Manage/Edit Profile

- Buy Subscription

- Monthly subscription plans with benefits to viewing all job requests, contact customers, set appointment schedules till the time the subscription pan is active.

- Availability Calendar

- **Services:** Add/Update/Pause service category details/information. The service professionals will be able to set answers for the custom questions defined by admin for each of the service categories which the professional adds for his profile.

- **Job Requests:** View and respond to job requests from customers by messaging service.

- **Messages:** View messages & respond to customer messages.

- **Review & Ratings:** Service Providers can request customers to give reviews to the jobs completed by them. Also, in case the review provided by a customer is not satisfactory, a professional has the rights to "Report" about the same to the admin.

- **Appointment Requests:** The professional will be able to view/accept/cancel the appointment requests from different customers. They respective appointments will be grouped under the different tabs (Requested, Booked, Cancelled, and Expired) on the Appointment Requests page.

- **My Orders:** The service professional will be able to view the list of all the previously purchased subscription packages and also view details of a specific order.

- **Submit Testimonial via the contact form**

- **Subscription Packages:** The professional at any time can buy a new package if not purchased previous or upgrade/ downgrade his present subscription package. The packages are defined on the basis of the no. of days. The professional can get job requests, respond to messages, and set appointments calendar till the time the subscription packages invalid.

C. Admin Features

- Manage Self Profile: View, Edit, Change Password, Logout

- Manage Users
  - Customers
  - Service professionals

- Manage Service Categories

- Manage Job Requests

- Manage Banners

- Home Page

- Manage subscription packages
  - Packages are based on Monthly Membership

- Manage Transactions

- Manage Locations – Locations & States

- Manage Country

- Manage Language

- Manage CMS pages

- Manage CMS Blocks

- Manage Testimonials

- Manage Email Templates

- Manage Language Labels

- Manage reviews of Service Provider (There is no reviews moderation from Admin end but we can customize this to make it manageable from admin)

- Manage CMS Pages

- Manage FAQ's

- Manage Payment Methods

- General Settings
  - General
  - Logos
  - Social Media Settings
  - Email Settings
  - Contact Settings
  - Currency Settings

- Manage Subscription Packages

- Manage Subscription Packages Sales

- Admin Users
  - Admin users List
  - Add Admin Sub users
  - Admin Roles – Set Permissions for each role
  - Admin Module - Activate / Deactivate

- Manage Appointment Bookings

- Manage Reported Reviews Management by professionals: Admin has the right to either Accept or Cancel the request from professional

D. All Email Notifications

- New review to Provider Notification - Professional

- New review request to Seeker Notification - Customer

- Notification for Seeker reply on provider message -- Customer

- Message on New Job Notification to User - Professional

- Message on New Job Notification to Provider - Professional

- Job Requirement Status Notification to Admin - Admin

- Job Requirement Status Notification to User - Customer

- Job Requirement Status Notification to Provider - Professional

- Job Requirement Notification to Admin - Admin

- Job Requirement Notification to User - Customer

- Job Requirement Notification to Provider - Professional

- Appointment Status Notification to Admin - Admin

- Appointment Status Notification to User - customer

- Appointment Status Notification to Provider - Professional

- Status Update message to the user - Customer

- Appointment Notification to Admin - Admin

- Appointment Notification to User - Customer

- Appointment Notification to Provider - Professional

- Contact Us Notification to user - customer

- Contact Us Notification to admin - Admin

- New User Registered Email template for admin - Admin

- Welcome Message to the newly registered user - Customer / Professional

- Welcome Message to newly registered user with password - Customer / Professional

- Forgot Password - Customer / Professional

- User verification request email template - Customer / Professional

- New Sub Admin Created, email to sub admin - Admin / Sub admin