[Document Change History 1](#_Toc517280825)

[Project Scope 2](#_Toc517280826)

[Purpose of this Document 3](#_Toc517280827)

[Design Specifications 3](#_Toc517280828)

[Design Templates 3](#_Toc517280829)

[Application Overview 4](#_Toc517280830)

[Application Users 5](#_Toc517280831)

[User (To make an Errand Request) 5](#_Toc517280832)

[User (To be an Errand Helper) 6](#_Toc517280833)

[Admin 7](#_Toc517280834)

[Application Features 8](#_Toc517280835)

[Functional Requirement 8](#_Toc517280836)

[User (To Make an Errand Request) 8](#_Toc517280837)

[User (To be an Errand Helper) 9](#_Toc517280838)

[Non-Functional 12](#_Toc517280839)

[Client will provide 12](#_Toc517280840)

[Tools and Technologies 12](#_Toc517280841)

[Salient Features 13](#_Toc517280842)

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# Document Change History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Description** | **Prepared By** | **Reviewed By** |
| 1.0 | June 20, 2018 | MyErrandHelpers | david | Nick wilson |

# 

# Project Scope

This project is about to design and develop an application similar to “MyErrandHelpers”. It is basically an application presenting cheap concierge solutions for occupied people and business endeavor organizations. It will offer errand administrations to seniors, busy mothers, experts and little gatherings that need assistance or don't have adequate time inside the day to complete all of their errand services themselves. The basic purpose of this application is to save the most precious thing on this plannet that is time.

The user will need to sign up/log in to an Application to make an errand request as well as to become an errand helper. In order to make a request, the user needs to post a job with all the needed details. They can further view the summary log and thus came to know all about their progress. On the other hand, errand helper will accept that job invitation to seek work, will entertain them with their seeked services. User who request for job have an option to rate the helper and helper can also see his/her ratings.

The third and the most important user of the Application will be an admin who will run the Application and will be responsible for managing the Application and users of the Application. They will be responsible for managing “Content Management”, “Role Management”,“Errands Management”, “Errands Helper Management” and other tasks related to the Application and users.

## Purpose of this Document

This document will discuss every of the underlying technologies to create and enforce an Application. the motivation behind this document is to provide a nitty-gritty depiction of the requirements of this. It's going to likewise clarify framework requirements, interface, and cooperations with other other outside applications. This archive is essentially deliberate to be proposed to a client for its endorsement and a reference for building up the primary version of the framework for the development of the Application.

To put it plainly, the purpose of this document is to give a general review of the Application, its parameters, and goals. This archive depicts the venture's intended interest group and its UI and programming necessities. It characterizes how our customer, client, our team will see the Application and its usefulness. in any case, it enables any developer and designer to assist in software program lifecycle (SDLC) strategies.

## Design Specifications

The design and layout of the application will be SEO friendly developed with the help of Cascading Style Sheet and Extensible Hypertext Markup Language along with the use of Ajax and keeping in mind the latest trends of the web.

## Design Templates

ArhamSoft will send at first 3 mockup design alternatives for providing you with a standard idea regarding your project that how it’ll look in the future. On the basis of client’s desired design with feedback on the designed template, we have a tendency to update and send it back to you revised versions of design template or alter the similar as per client’s requirements. We are able to provide multiple revisions of designs based totally on your evaluation of the previously shared design template.

# Application Overview

## Application Users

### User (To make an Errand Request)

### User (To be an Errand Helper)

### Admin

# Application Features

## Functional Requirement

### User (To Make an Errand Request)

1. Sign Up
   * Can sign up to the application by providing:
     + Name
     + Email Address
     + Phone Number
     + Date of Birth
     + The drop-down menu to select between:

Make an errand request

Become an errand helper

* + - Password
  + Can also sign up via:
    - Gmail
    - Facebook

1. Log In
   * Can log in to the Application by adding following details
     + Email Id
     + Password
   * Forgot password
     + Can reset the password of his/her account by email address in case of forgetting the password.
2. Dashboard
   * Can view a summary log of the following below mentioned things
     + Job Created
     + Job Approved
     + Job Ongoing
     + Job Completed
     + Remaining Hours
3. Profile
   * Can add/edit/remove personal details which includes
     + Profile Picture
     + Name
     + Email
     + Phone Number
     + Date of Birth
4. New Request
   * + - * Can post service request by providing

Date

Time

Address

Apartment Number

Zip Code

Phone Number

Can choose between:

Business Errands

Home/Personal Errands

Pick up/Drop off & Delivery

Detailed Errand Request

Hour/Rate

Total

* + - * + Can upload job photo

1. Pending Jobs
   * Can view all pending jobs
2. Accepted Jobs
   * Can view all accepted jobs
3. Ongoing Jobs
   * Can view all ongoing jobs
4. Completed Jobs
   * Can view all completed jobs.
5. Canceled Jobs
   * Can view all canceled jobs.
6. Rating
   * Can rate errand helpers & their services.
7. Payment Gateways
   * Can select the payment for the services
8. Log out
   * Can log out from the Application

### User (To be an Errand Helper)

1. Sign Up
   * Can sign up to the application by providing:
     + Personal Details
     + Legal Details
     + Contract

Can sign the contract by accepting the terms and conditions using Checkboxes(to accept or reject the contract)

* + - Personal Verification

For the sake of user authentication user need to upload an “ID Card or Driving License”.

**Note:** Upon sign up, the request will be sent to an admin & admin will approve the request. Upon approval, the user will get a notification via email and phone number within 24 hours. Only after admin’s approval, the user will be able to proceed further.

1. Log In
   * Can log in to an Application by adding the following details
     + Email Id
     + Password
   * Forgot password
     + Can reset the password of his/her account by email address in case of forgetting the password.
2. Dashboard
   * Can view a summary log of
     + Job Accepted
     + Job Ongoing
     + Job Completed
3. Profile
   * Can add/edit/remove personal details which includes
     + Profile Picture
     + Name
     + Email
     + Phone Number
     + Date of Birth
4. Notifications
   * Can view notifications from admin & customers.
   * Will receive notifications of Help Alerts within the helpers nearby area.
     + Helpers with top rating will receive the notifications first. Afterward, helpers with low ratings will receive it.
5. Browse Jobs
   * Can search for job requests.
   * Clicking on a certain job will show its details and status either it’s open or assigned or completed.
6. Accept Request
   * + - * Can accept service request by making an offer

Acceptance request will notify the customer

The customer can cancel the request at any time for any reason.

* + - * + After acceptance, the user will update the status from accepted to ongoing and after successful completion, will update the status from ongoing to completed.
        + Can send a message to the customers
        + Can view the profile of the customers.

1. Accepted Jobs
   * Can view all the accepted jobs.
2. Ongoing Jobs
   * Can view all the ongoing jobs.
3. Completed Jobs
   * Can view all the completed jobs.
4. Canceled Jobs
   * Can view all the canceled jobs.
5. Message Admin (In-App Messages)
   * Can send & receive messages to & from an admin.
     + The message will also be sent to admin’s email.
6. Payment
   * Will receive payment after job completion.
   * Will update the payment status.
7. Ratings
   * Can view his/her own ratings given by the customers
8. Log out
   * Can log out from the Application.

**Admin**

1. Log In
   * Can log in to his/her account by adding these details
     + Username
     + Password
2. Content Management

* Can add/edit/remove the content of all Application pages.

1. Role Management
   * Can create more admin users.
   * Can set the roles for each admin user.
   * Can set the permissions for each role.
2. Customers Management
   * Can view all the jobs posted by all the customers.
   * Can view all the logs of all customers & their details.
   * Can view the details provided by customers.
   * Can remove any customer account at any time for any reason.
3. Errand Helpers Management
   * Can accept/decline new errand helper’s request.
   * Can view all the logs(Jobs) of all errands helpers and their details.
   * Can view the details provided by errands helpers.
   * Can remove any errand helper account at any time for any reason.
4. Notifications Management
   * Can send & receive notifications from helpers.
5. Chat Management
   * Can send & receive messages from helpers.
6. Payment Management
   * Can select the payment gateways for the users.
7. Feedback Management
   * Can view all the ratings of all helpers.
8. Log out
   * Can log out from the Application.

## Non-Functional

1. To develop an interactive, dynamic and timely service for the client.
2. To develop a modern, sleek Application while retaining simplicity and maximum security.
3. This application will be mobile responsive.
4. Maximum security to prevent any attempts to hack or breach of security.
5. Each screen will contain appropriate content and it will be displayed in a well-mannered fashion
6. Simple to navigate, dynamic, tech-savvy and innovative look-and-feel.

### Client will provide

1. Hosting server will be provided by the client.
2. Or we can provide hosting on agreed pricing.
3. Payment Gateway Information

# Tools and Technologies

Following Tools and Technologies will be used for development of the Web:

Following Tools and Technologies will be used for development of the Web-Admin Panel:

Hosting Specification: Linux

Development Language: PHP

Backend Database: MySQL.

Following Tools and Technologies will be used for development of Android Application:

Hosting Specification: Google Play Store.

Development Language: JAVA

Backend Database: MY SQL

Following Tools and Technologies will be used for development of IOS Application:

Hosting Specification: Apple Store.

Development Language: Objective c/ Swift

Backend Database: SQLite

# Salient Features

The Application will have the following built-in features:

1. Reliable
2. Efficient
3. User-Friendly