



# Institute of Computer Application

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## Synopsis Report

On

Online Service Booking Platform

Major Project

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**Program** - BCA 6th Sem (I-Nurture)

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- **Title of the Project:** Online Service Booking Platform
- **Team Size:** 1 (Solo Project)
- **Start Date & Duration:** November (Ongoing)
- **Aim & Objectives** - The aim of Caremate is to provide an efficient, user-friendly online platform where customers can book various home services with ease.
- **The objectives include:-**
  1. Simplifying the process of finding and booking service providers.
  2. Ensuring transparency, reliability, and trust through verified professionals.
  3. Providing a seamless experience with easy scheduling, payments, and real-time tracking.
  4. Enhancing user satisfaction through a robust feedback and rating system.

- **Introduction**

Carmate is an online service booking platform that connects users with professional service providers for household and commercial needs. The platform allows users to browse, select, and schedule services such as plumbing, electrical work, home cleaning, appliance repair, and more. Through a user-friendly interface, customers can book services, track service requests, and make secure payments online

- **Technical Details (Process & Working) -**

**The platform operates through the following key processes:**

- **User Registration & Login** – Users sign up and log in using their email or phone number.
- **Service Selection** – Users browse through a list of available services.
- **Booking & Scheduling** – Users select a service, schedule a time slot, and confirm the booking.
- **Payment Processing** – Secure online payments are handled via integrated payment gateways.
- **Service Execution & Tracking** – Real-time tracking of the service provider's arrival and progress.
- **Feedback & Rating System** – Users provide ratings and reviews to ensure service quality.

- **Technology Used -**

1. **Frontend:** HTML, CSS, JavaScript.
2. **Database:** MySQL i will use.
3. **Payment Gateway:** Razorpay i will use.
4. **Hosting & Deployment:** AWS i will use.

- **Current Status of Development -**

1. User authentication and service listing module completed.
2. Basic UI design and booking functionality implemented.
3. Integration of database connection in progress.
4. Testing and debugging phase for seamless user experience.

- **Advantages / Benefits -**

1. **Convenience:** Users can book services from anywhere, anytime.
2. **Transparency:** Pricing and provider details are displayed upfront.
3. **Secure Transactions:** Online payment ensures safety and trust.
4. **Feedback System:** Helps improve service quality over time.

- **Limitations -**

1. Dependence on internet connectivity.
2. Initial adoption may take time due to competition.
3. Verification of service providers is crucial to maintain trust.

- **Anything Else to Mention -**

Future enhancements may include AI-based service recommendations, chatbot support for customer queries, and a mobile app version for better accessibility.