

# **FFSD PROJECT PROPOSAL**

**Section 1    Group 15**

**Locally**

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# **1 Introduction**

## **1.1 Purpose of Document**

The purpose of this document is to present a detailed project proposal for the development of a platform that provides local services and job opportunities to the community. This platform will connect service providers, job seekers, customers, and businesses, allowing them to interact, communicate, and transact with each other easily and efficiently. The proposal outlines the key components, objectives, and scope of the project, and provides a comprehensive overview of the system's architecture and functionality.

## **1.2 Project Summary**

Project Name : Locally  
Project Group No : 15

The local services and job platform is a comprehensive online solution that will connect service providers, job seekers, customers, and businesses to local services and job opportunities. The platform will provide a wide range of features, including user profiles, service listings and job postings, secure financial transactions, scheduling and appointment management, communication, and search and discovery functionality. The platform will be accessible from a variety of devices, and will be designed to be scalable and secure to accommodate growing user numbers , services and demand.

## **1.3 Background**

The background of the local services and job platform project can be traced back to the increasing demand for accessible and efficient services and job opportunities in local communities. With the rise of technology and the internet, consumers and businesses have come to expect quick and easy access to a wide range of services and information. However, the local services and job market has been slow to adopt these changes and has been struggling to keep up with the fast-paced digital revolution.

In many local communities, service providers and job seekers still rely on traditional methods of finding work and customers, such as word of mouth, flyers, and classified advertisements. This can be time-consuming, inefficient, and can limit the reach of service providers and job seekers. Moreover,

customers and businesses can find it difficult to find reliable and trustworthy service providers and job seekers, leading to a fragmented and disjointed local service and job market.

The local services and job platform aims to address these challenges by providing a centralized solution that connects service providers, job seekers, customers, and businesses to local services and job opportunities. The platform will make it easier for service providers and job seekers to find customers and employment, and for customers and businesses to find reliable and trustworthy service providers and job seekers. The platform will also help to streamline the process of finding and accessing local services and job opportunities, making it more efficient and convenient for all users.

The platform will feature an intuitive and user-friendly interface that makes it easy for users to search for and find the services and job opportunities they need. The platform will also include a specific services prompt for which the work seeker has opted for. Additionally, the platform will provide a comprehensive directory of local services and job opportunities, making it easy for users to find and compare the different options available to them.

Another important aspect of the local services and job platform is the emphasis on quality and reliability. To ensure that service providers and job seekers are trustworthy and reliable, the platform will include features such as ratings, reviews, and background checks. Customers and businesses will be able to use these tools to make informed decisions about the service providers and job seekers they use.

In addition to connecting users to local services and job opportunities, the local services and job platform will also play an important role in creating local jobs and supporting the local economy. By connecting job seekers with local businesses and organizations that need their services, the platform will help to create new job opportunities for people in the local community. This will not only help to provide job opportunities for people in the local community, but it will also help to support local businesses and organizations by providing them with the talent they need to grow and succeed.

Finally, the local services and job platform will also help to create a more sustainable and environmentally-friendly community by promoting local services and job opportunities that prioritize environmental responsibility and sustainability. This will help to encourage the development of more sustainable local businesses and organizations, and will help to create a greener and more environmentally-friendly local community.

In conclusion, the background of the local services and job platform project is driven by the need for a centralized solution that connects service providers, job seekers, customers, and businesses to local services and job opportunities, improves the quality and reliability of local services, creates local jobs, and supports the local economy, and promotes environmental responsibility and sustainability. The platform will provide a comprehensive and user-friendly solution that will help to revolutionize the local services and job market, making it easier for users to find the services and job opportunities they need and for businesses and organizations to grow and succeed.

## 1.4 Project Scope

The scope of the local services and job platform project is to provide a centralized solution that connects service providers, job seekers, customers, and businesses to local services and job opportunities. The platform will cover a wide range of local services, including but not limited to:

1. Domestic services, such as house cleaning, laundry, and pet care
2. Outdoor services, such as lawn care, landscaping, and snow removal.
3. Handyman services, such as electrical, plumbing, and home repair
4. Personal services, such as hair styling, makeup, and personal training
5. Local jobs, such as administrative, customer service, and delivery positions  
auto vehicles rides.

The platform will also support a variety of local businesses and organizations, including small businesses, startups, and non-profit organizations. The platform will provide these businesses and organizations with a simple and efficient way to find and hire talented job seekers and reliable service providers, and will help them to grow and succeed.

The platform will have a user-friendly and intuitive interface that will make it easy for users to search for and find the services and job opportunities they need. The platform will include robust search and filtering tools that will allow users to quickly and easily find the service providers and job seekers that best meet their needs. Additionally, the platform will provide a comprehensive directory of local services and job opportunities, making it easy for users to find and compare the different options available to them.

The platform will include a variety of features and tools to help ensure the quality and reliability of local services and job opportunities, including ratings, reviews, background checks, and verification processes. These features and tools will help to ensure that service providers and job seekers are trustworthy and reliable, and will provide customers and businesses with the information they need to make informed decisions about the services and job opportunities they use.

The platform will also play an important role in creating local jobs and supporting the local economy by connecting job seekers with local businesses and organizations that need their services. This will help to create new job opportunities for people in the local community, and will help to support local businesses and organizations by providing them with the talent they need to grow and succeed.

The platform will also promote environmental responsibility and sustainability by encouraging the development of more sustainable local businesses and organizations, and by creating a greener and more environmentally-friendly local community.

In summary, the project scope of the local services and job platform is to provide a centralized solution that connects service providers, job seekers, customers, and businesses to a wide range of local services and job opportunities, improves the quality and reliability of local services, creates local jobs and supports the local economy, and promotes environmental responsibility and sustainability. The platform will provide a comprehensive and user-friendly solution that will revolutionize the local services and job market, making it easier for users to find the services and job opportunities they need, and for businesses and organizations to grow and succeed.

## **1.5 System Purpose**

### **1.5.1 Users**

Consumers: People who want domestic or Handy man or outdoor services or just need something delivered to them or need an auto ride to marketplace are customers of this platform

Service provider: small business which need local consumers like local groceries shop or the auto ricksha want customers can register here and list their services and get customers.

Individual workers: Individual worker looking for some job like a carpenter or a tuition teacher can look up for local work postings in area and get work.

### **1.5.2 Location**

The local services and job platform will be available to users in the specified geographic location, which will be determined based on market demand and user needs.

### **1.5.3 Need**

The need for the local services and job platform is driven by the growing demand for convenient and efficient access to local services and job opportunities. The platform will provide a centralized solution that meets the needs of service providers, job seekers, customers, and businesses, and will help to streamline the process of finding and accessing local services and job opportunities.

## **1.6 Overview**

The overview of the local services and job platform project provides a high-level summary of the key features, benefits, and goals of the project. The platform will provide a centralized solution for connecting service providers, job seekers, customers, and businesses with local services and job opportunities, making it easier for users to find the services and job opportunities they need, and for businesses and organizations to find the talent and resources they require.

The platform will provide a user-friendly interface to help users find the services and job opportunities they need. In addition, the platform will provide users with information about service providers and job seekers, including ratings, reviews, and background checks, helping to improve the quality and reliability of local services and job opportunities.

The platform will also play a key role in supporting local businesses and organizations by connecting them with talented job seekers and reliable service providers. By doing so, the platform will help these businesses and organizations to grow and succeed, and will create new job opportunities for people in the local community.

In addition to improving the local services and job market, the platform will also promote environmental responsibility and sustainability by encouraging the development of more sustainable local businesses and organizations, and by creating a greener and more environmentally-friendly local community.

The local services and job platform project is a comprehensive and ambitious project that aims to improve the local services and job market, create local jobs, support the local economy, and promote environmental responsibility and sustainability. The project will provide a powerful and user-friendly solution for users to find the services and job opportunities they need, and for businesses and organizations to find the talent and resources they require.

In summary, the overview of the local services and job platform project provides a high-level summary of the key features, benefits, and goals of the project, and highlights the importance of the project in improving the local services and job market, creating local jobs, supporting the local economy, and promoting environmental responsibility and sustainability. The project will be executed by a team of experienced professionals and will provide a powerful and user-friendly solution for users to find the services and job opportunities they need, and for businesses and organizations to find the talent and resources they require.

## 1.7 Structure of the Project

This Project Consist of 3 interfaces:

1.Consumer Interface - The people who want to opt for local services like they want to book an auto from destination A to destination B or just want to order some groceries or maybe they want to call for a carpenter to make some furniture for them or electrician guy all these services they can opt from the consumer interface.

2. Service Provider Interface – The people who want to provide services to the consumer like a local fruit seller or a shopkeeper or an auto driver or anyone looking for some work in their field like an electrician or carpenter will look up at these interfaces which will be updated according to consumer needs and find a job or consumer to sell their things too.

3. Management Interface – This interface will give developers full control on and everything going through system any update or delete of records and registration of new service provider everything will be done through this interface.

## 2 Functional objectives

The functional objectives of the local services and job platform project are the specific goals and requirements that the platform must meet in order to be successful. These objectives can be grouped into three categories: top priority, medium priority, and low priority.

### **Top Priority Functional Objectives:**

1. User Account Management: The platform must provide a secure and user-friendly system for users to create and manage their accounts, including the ability to log in, change their password, and update their profile information.
2. Service and Job Listings: The platform must provide a comprehensive and up-to-date database of local services and job opportunities, including information about service providers, job seekers, and businesses and organizations.
3. Ratings and Reviews: The platform must provide a user-friendly system for users to rate and review local services and job opportunities, helping to improve the quality and reliability of these services and opportunities.
4. Payment Processing: The platform must provide a secure and user-friendly system for processing payments for local services and job opportunities, including the ability to securely store and manage payment information.

### **Medium Priority Functional Objectives:**

1. Notifications and Alerts: The platform must provide users with notifications and alerts about new services and job opportunities, changes to existing listings, and other important information.



2. **Background Checks:** The platform must provide a system for performing background checks on service providers and job seekers, helping to improve the quality and reliability of local services and job opportunities.
3. **Social Media Integration:** The platform must provide integration with popular social media platforms, allowing users to share services and job opportunities with their friends and followers.
4. **Advertising and Promotions:** The platform must provide a system for businesses and organizations to promote their services and job opportunities, including the ability to target specific groups of users with specific advertisements and promotions.

#### **Low Priority Functional Objectives:**

1. **User Feedback and Suggestions:** The platform must provide a system for users to submit feedback and suggestions about the platform and its features, allowing the platform to continue to improve and evolve over time.
2. **Reporting and Analytics:** The platform must provide a system for tracking and analysing platform usage, user behaviour, and other key metrics, allowing the platform to better understand its users and improve the platform over time.
3. **Additional Languages:** The platform must support additional languages beyond English, allowing the platform to better serve users in non-English-speaking regions.

In summary, the functional objectives of the local services and job platform project are the specific goals and requirements that the platform must meet in order to be successful. These objectives can be grouped into three categories: top priority, medium priority, and low priority, and will help to ensure that the platform is user-friendly, comprehensive, and effective in connecting users with the services and job opportunities they need.

## **3 Non-functional Objective**

#### **Functional Objectives in terms of Reliability:**

1. **Platform Availability:** The platform must be highly available, with minimal downtime for maintenance and upgrades, ensuring that users can access the platform and its services whenever they need them.
2. **Data Integrity:** The platform must ensure the integrity of user data, including service and job listings, payment information, and other sensitive information, to prevent data loss and corruption.

3. Error Handling: The platform must provide robust error handling and recovery mechanisms, to minimize the impact of errors and ensure that the platform continues to function properly even in the event of a failure.

#### **Functional Objectives in terms of Performance:**

1. Response Time: The platform must respond quickly to user requests, providing fast and responsive access to the platform's services and features.
2. Scalability: The platform must be designed to scale easily as the number of users and the amount of data grows, ensuring that the platform continues to perform well even as it grows and evolves.
3. Resource Utilization: The platform must be optimized for efficient use of resources, including server CPU, memory, and storage, to ensure that the platform performs well and remains cost-effective.

#### **Functional Objectives in terms of Security:**

1. Data Encryption: The platform must encrypt sensitive data, including user passwords and payment information, to prevent unauthorized access and protect user privacy.
2. Authentication: The platform must provide robust authentication mechanisms, including multi-factor authentication, to ensure that only authorized users can access the platform and its services.
3. Access Control: The platform must provide fine-grained access control, allowing administrators to control who can access specific parts of the platform and its services.

#### **Functional Objectives in terms of Supportability:**

1. Documentation: The platform must provide comprehensive documentation and user guides, making it easy for users to understand and use the platform's features and services.
2. Help and Support: The platform must provide easy-to-use help and support resources, including online forums, knowledge bases, and ticket-based support, to assist users with any questions or issues they may have.
3. Maintenance and Upgrades: The platform must provide a mechanism for performing maintenance and upgrades with minimal downtime, ensuring that the platform continues to function properly even as it evolves over time.

#### **Functional Objectives in terms of Online User Documentation and Help:**

1. User-Friendly Interface: The platform must provide a user-friendly interface, making it easy for users to understand and use the platform's features and services.
2. Step-by-Step Guides: The platform must provide step-by-step guides and tutorials, helping users to understand and use the platform's features and services.

3. Video Tutorials: The platform must provide video tutorials, allowing users to learn about the platform's features and services in a visual and interactive way.

#### **Functional Objectives in terms of Interface:**

1. Usability: The platform must be highly usable, making it easy for users to find what they need and complete tasks quickly and efficiently.
2. Customization: The platform must provide a mechanism for customizing the platform's look and feel, allowing users to personalize the platform to match their preferences and needs.
3. Mobile Compatibility: The platform must be mobile-friendly, providing a great experience for users on smartphones and tablets, and allowing users to access the platform from anywhere, at any time.

In summary, the functional objectives of the local services and job platform project cover a wide range of important areas, including reliability, performance, security, supportability, online user documentation and help, and interface. These objectives will help to ensure that the platform is reliable, performs well, is secure, is easy to use and understand, and provides an excellent experience for users. By focusing on these functional objectives, the project team can ensure that the platform meets the needs of users, delivers value, and is successful in its mission to provide local services and jobs to people in the community.

## **4 Use Case Descriptions(for selected cases)**

### **Login User**

In order to get personalized or restricted information, place orders or do other specialized transactions a user must login so that that the system can determine his access level.

- 1> Starts when user clicks login button.
- 2> The system requests the username and password.
- 3> The user enters his username and password.
- 4> The system verifies the username and password against all registered users.
- 5> The system displays a welcome message based on the user's preferences.

**Extension** : None

**Preconditions** : User Should have registered first.

**Postcondition :** The user can now obtain data and perform functions according to his registered access level.

### **Login Registration**

In order to get personalized or restricted information, place orders or do other specialized transactions a new user must register a username and password.

- 1> Starts when user clicks Register button.
- 2> The system requests the username and password.
- 3> The user enters his username and password and category (seller/consumer).
- 4> The system checks that the username does not duplicate any existing registered usernames.
- 5> The system displays a form based on user category.
- 6> The system starts a login session and displays a welcome message based on the user's preferences.

### **Fail Check :**

If already username is used then user is asked to select new one.

**Extension :** None

**Preconditions :** None

**Postconditions :** Now user can successfully login.

### **Place Order (By Customer)**

This use case allows a registered customer to place contact salesman/labourer and buy their service.

- 1> Starts when a customer selects particular service from a particular category(say auto from outdoor category).
- 2> Customer is asked few details for the procedure.
- 3> The system stores any changes. If the phone no. has changed, the system modifies the customer's details.
- 4> The system requests the quantity(if applicable) to order and the target address.
- 5> The system displays the payment options available to this customer.

6> The system stores the order information, decreases the quantity on hand for the service.

7> The system displays a order completion message and sends a receipt to the user.

**Fail Check :**

Make transaction atomic, show error message and prompt to redo the transaction.

**Extention :**

Compare Sellers

**Precondition** : The user is loggedin as customer to avail for services.

**Postcondition** : Product is sold.

## **Compare Sellers**

This is functionality to compare two existing service providers.

1> Starts when user clicks compare to button on particular service.

2> Shows other possible providers in same category.

3> User selects one and proceeds.

4> Side by side price, rating and other factors are compared.

**Extention** : None

**Precondition** : System is already displaying one product/service.

**Postcondition** : User is able to analyse 2 services side-by-side.

## **Confirmation(By Seller)**

This is seller side confermation of taking the service(say auto driver).

1> Starts when seller opens notifications and opens newly assigned tasks.

2> System displays job details and asks for confirmation.

3> Seller accepts the assignment and is prompted for transaction/chat.

**Extention** : None

**Precondition** : Seller is in its working hour(awake).

**Postcondition** : Two-way confirmation and assignment is completed.

### **Realtime Communication**

For some of the services realtime exchange of information is necessary. So the customer and sellers are provided with realtime chat mechanism.

1> Starts when customer/seller opts to exchange messages.

2> System displays a chat window and asks for input.

3> User enters text and clicks send.

4> Text is sent and user is shown confirmation.

**Extention** : Report system against inappropriate content.

**Precondition** : User must be logged-in before instanciating chat.

**Postcondition** : Successful communication is achieved.

### **Review System**

Based on service/product the user can give their review on sellers which will be visible everywhere.

1> Starts after completion of job, user will click on review button.

2> System shows 1 to 5 stars and user selects one of them.

3> System displays optional input field for review too.

4> User clicks submit to submit review.

**Extention** : Filter sellers based on review

**Precondition** : User must have purchased the product/service.

**Postcondition** : The review will be visible to every user using website.