

# **E- Services Project**

**Submitted By:**

Arjun Hirpara

**Submitted to:**

Tops Technologies, C. G. Road, Ahmedabad

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# **Chapter - 1**

## **1.1 Introduction:**

### **Organization Profile:**

**Name of Organization:** Services

**Manager:** Arjun Hirpara

**Address:** 504, Aditya Greens, DCIS Circle, Chandkheda, Ahmedabad

**Email:** [hirparaarjun5042@gmail.com](mailto:hirparaarjun5042@gmail.com)

**Contact:** +91 7383851940

## **1.2 About Organization:**

A company with over thousands in house developers, over couple of years in E-services domain at E-services. We are completely focused on making be spoke solutions driven your online business logic.

We know how challenging online services can be if the servicing processes are not efficient. It is like leaving money on the table and that to us is the biggest mistake any online service can make.

So, we specialize in developing service management software that also enough support for customer management. Something that is services distributes online customer and also for technician's business needs.

## **1.3 System Details:**

Services system provides users to book their services by category like Ac service, Plumber Services, etc. In this system user book a request to admin and request will be analyze and approve by admin and approve by admin. All requests will be gathering in form of request form which will interact with database in real time. Each zone will be divided into city for Services and will be interacted and managed by admin. There is also one another part of system where company will registration in the system and company request will approved by admin which will trustable and feasible.

## 1.4 Scope of System:

- The main aim of system is we are trying to help people to make their life easier by providing online E-services system.
- It is used to improve to get different types of services that people need in their life. The system will help user to send request on their conventions timing.
- This system is used to reducing the time of all admin, user and serviceman.
- It provides security with the user of login-id and password, so that any unauthorized user cannot user your account.
- Usually, you know those technicians are lay their margins for repairing therefore people are not getting satisfied with services. For that system user will get B2C communication. In case of company user, there id B2B communication directly.
- According to user requests admin assign the serviceman...
- After that serviceman confirm or reject that service.
- If serviceman confirm service that it will show to user and serviceman start service. After completing service serviceman end service and one OTP sends to user email address after that service will be completed.
- Admin can update serviceman also.
- Normal users are the participants in the system who visits the website.

## **Chapter - 2**

### **2.1 Proposed System Requirement Gathering**

#### **Admin:**

- Admin can add and view services and sub services.
- Admin can see customer and serviceman details.
- Admin can see who booked service and assign serviceman.
- Admin can see pending services, booked services, assigned services, confirmed services, completed services.
- Also admin can see rating and feedback of customer and edit or delete that.
- Admin will also responsible for managing database in real time.
- Admin has authority to login and manage profile.
- If any misbehavior is done by user or serviceman than admin can take action on it.

#### **Customer:**

- Customer can register and login into system.
- Also they can edit profile and change password.
- If customer forgot password then they can reset password by email-integration.
- Customer can book service and do payment for that.
- After that they can see service status like it pending, confirm, completed.
- After completing services they get OTP which is verified by the serviceman and after that they can give rating or feedback also.

#### **Serviceman:**

- Serviceman can register and login into system.
- Also they can edit profile and change password.
- If serviceman forgot password then they can reset password by email-integration.
- Serviceman can see pending service which is assigned by admin, and they can confirm or reject that service.
- After confirming that service they have to start service when serviceman goes to customer home.
- After completing service system ask for additional service charge. Then system sends OTP to customer which is verify by serviceman. And finally service is completed.
- Serviceman also sees confirmed services and completed services and also feedback of customer on particular services.

## **2.2 Consolidated List of Requirement**

### **Admin Manual:**

- Admin has all the rights regarding system.
- Admin will manage the all the accounts.
- Admin can remove account of customer and serviceman.
- Gather all details of profile.
- Admin can access the database.
- Assign serviceman for services.
- View service status.
- View rating and feedback of customer and also edit and delete it.
- View total income by services.

### **Customer Manual:**

- Customer does registration and makes profile.
- Can login and manage their profile.
- Can book for services.
- Can see price of services.
- Can payment online
- Can see assigned serviceman for particular services.
- Can see completed services.
- Can give rating and feedback for that service.

### **Serviceman Manual:**

- Serviceman does register for specific service and make profile.
- Can do login and manage profile.
- Can see assigned service and also confirm and reject the services.
- After completing service verified with OTP and complete services.
- Can see completed services and rating for that services.

## **Chapter – 3**

### **3.1 Hardware-Software Requirement:**

#### **3.1.1 Minimum Hardware Requirements:**

**Processor** : Inter i3 or higher

**Ram size** : 1 GB

**Hard disk space** : 10GB

#### **3.1.2 Software Requirement:**

**Operating System** : Windows, Linux, Mac

**Browser** : Which supports JavaScript

**Back-end** : MySQL, JAVA

**Front-end** : HTML, CSS, JavaScript, Bootstrap, JQuery

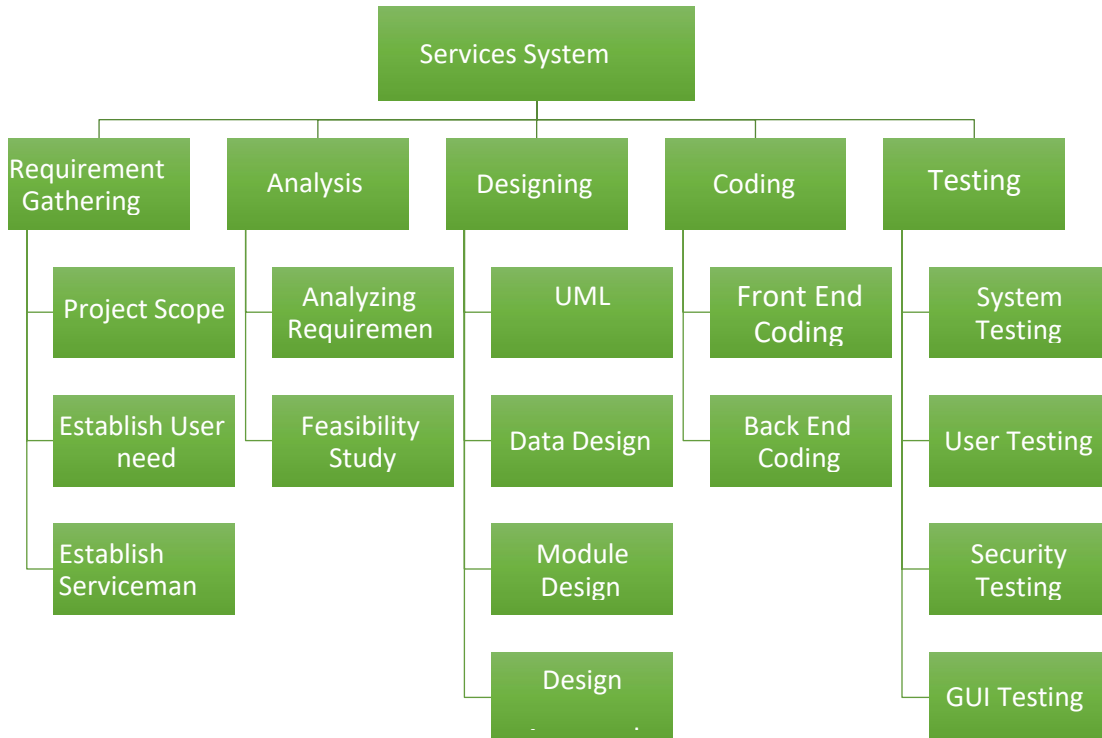
**Web Technology** : JSP, Servlet, Ajax

**Web Server** : Apache Tomcat 9

**Development Tool** : Eclipse 2021-06 or Spring Tools Suite

# Chapter - 4

## 4.1 Work Breakdown Structure:



## 4.2 Process Model:

Process modeling is the graphical representation of business processes or workflows. Like a flow chart, individual steps of the process are drawn out so there is an end-to-end overview of the tasks in the process within the context of the business environment.

A software process model is a simplified representation of a software process.

Process modeling helps to improve the process, helping business workers to be more productive by saving time.

Modeling provides a clear overview of the process, identifying the start and end point and all the steps in between.



## 4.3 Incremental Model:

### -Reasons for use the Incremental Model

- As a new requirement can arise in future incremental models are used. With the help of it we can fulfill maximum user requirements.
- The Incremental development model is very useful to complete the project before the deadline.
- It is easier to test and debug during a smaller iteration.
- In the Increment model each module goes through the requirements, design, implementation and testing phases.
- Our Projects having lengthy developments schedules that's why we use Increment model.
- You can develop prioritized requirements first.
- The product is defined as finished when it satisfies all of its requirements.

### Advantages of Incremental Model:

- It is flexible and less expensive to change requirements and scope.
- In this process model customer is involve from the beginning of system creation and customer can respond to each building.
- The user or the customer can provide feedback on each stage so work effort will be valued and sudden changes in the requirement can be prevented.
- Risky pieces are identified and solved during each building so it will be easy to manage risk.
- The Client gets important functionality early.
- After completing service is delivered to the customer so errors and bugs are easily recognized and solved.

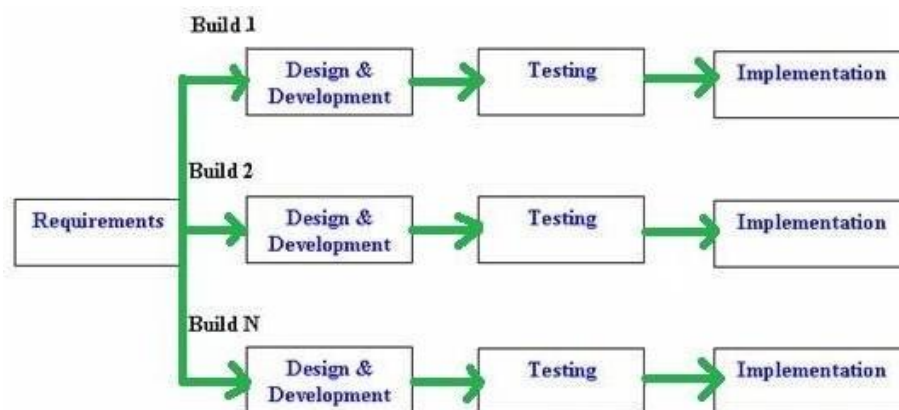
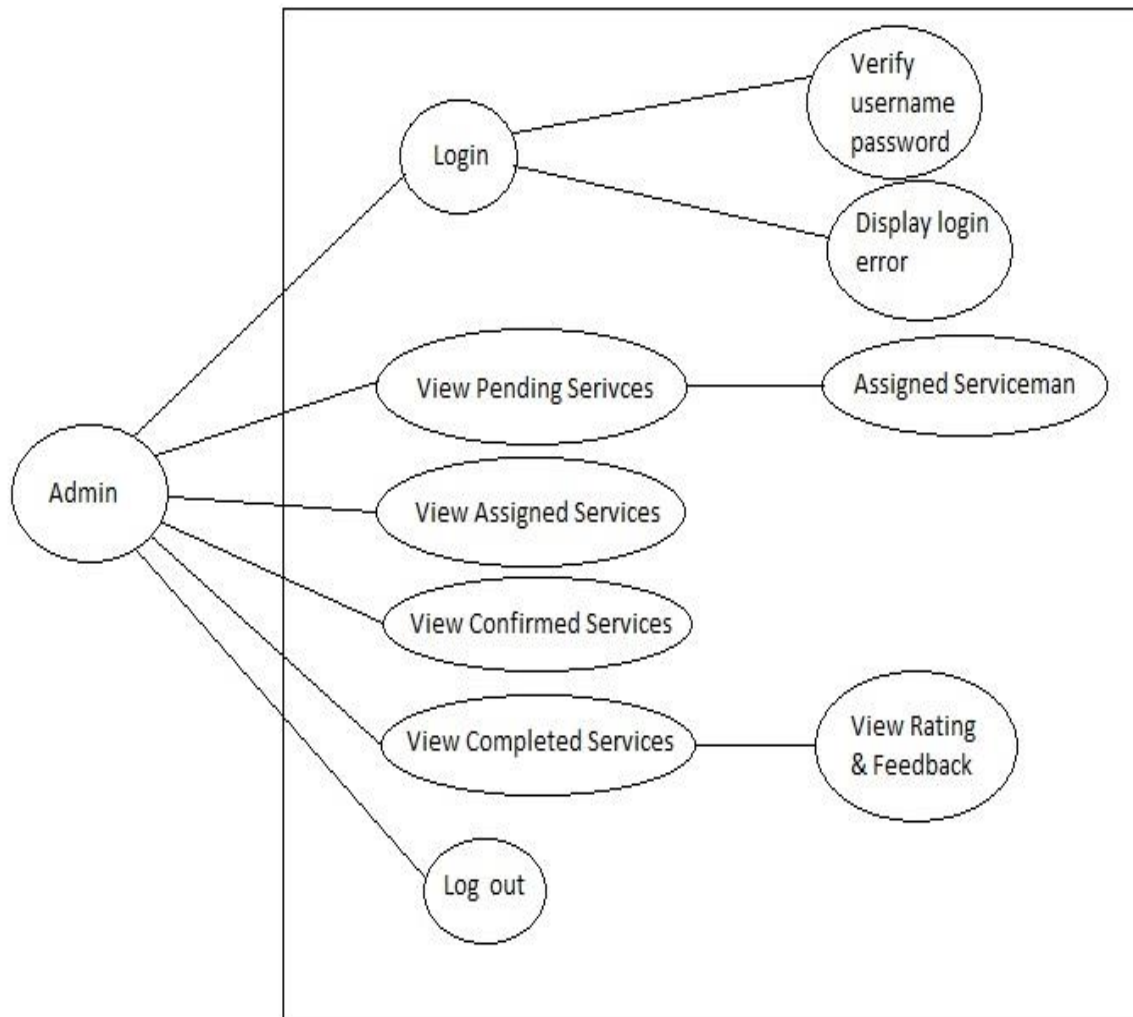


Fig:- Incremental Life Cycle Model

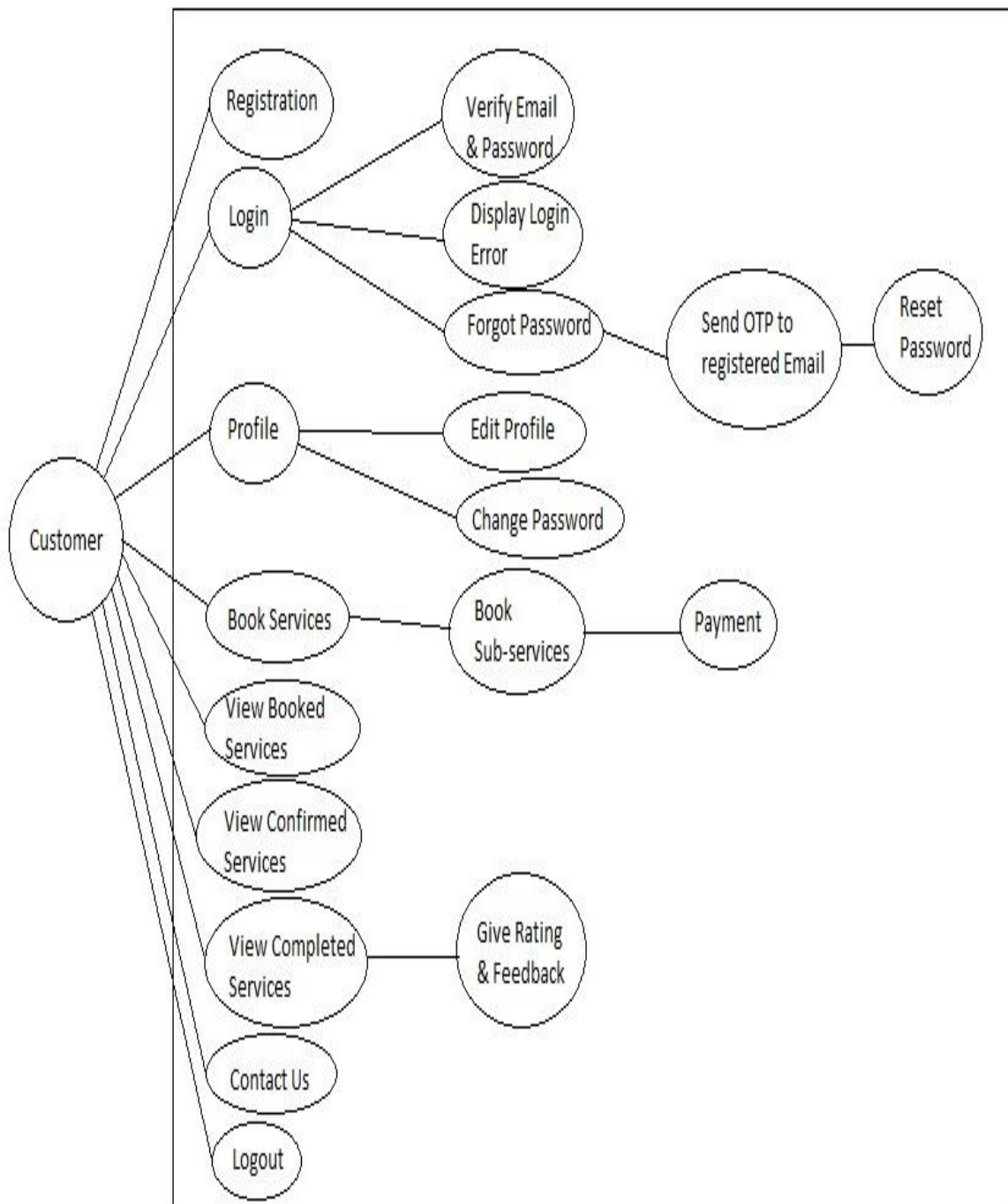
## Chapter – 5

### 5.1 Use Case Diagram:

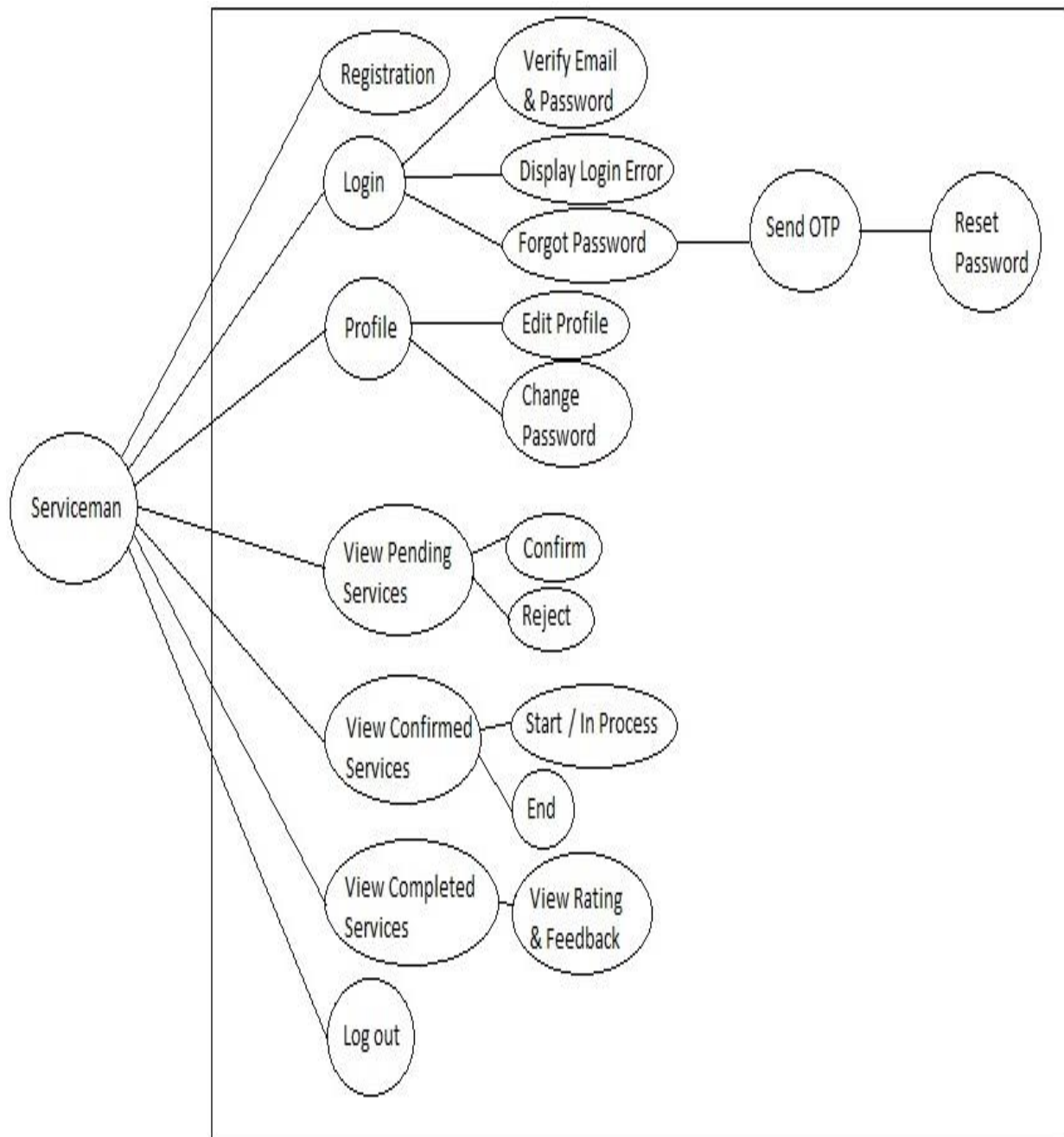
**Admin:**



## Customer:

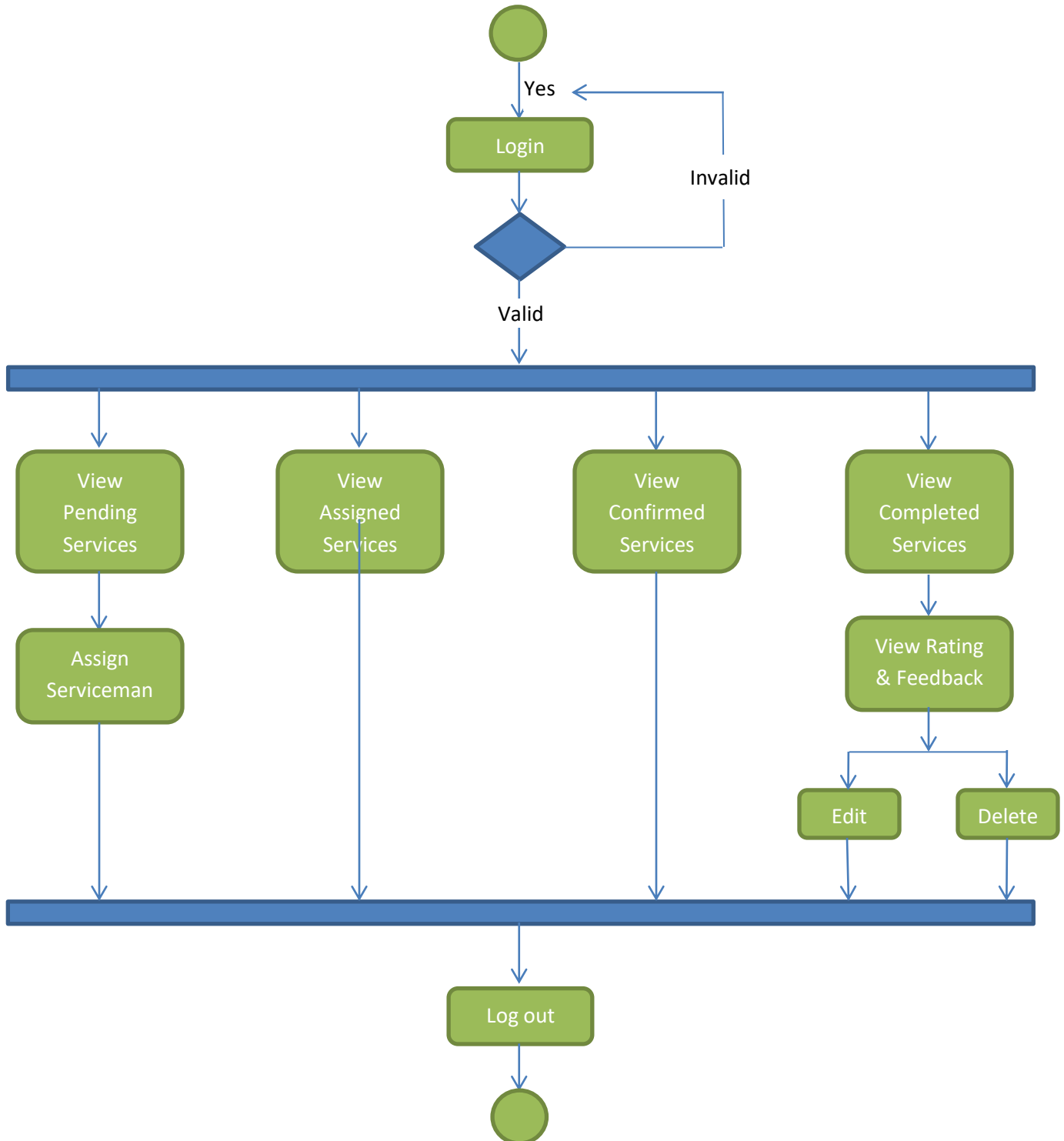


## Serviceman:

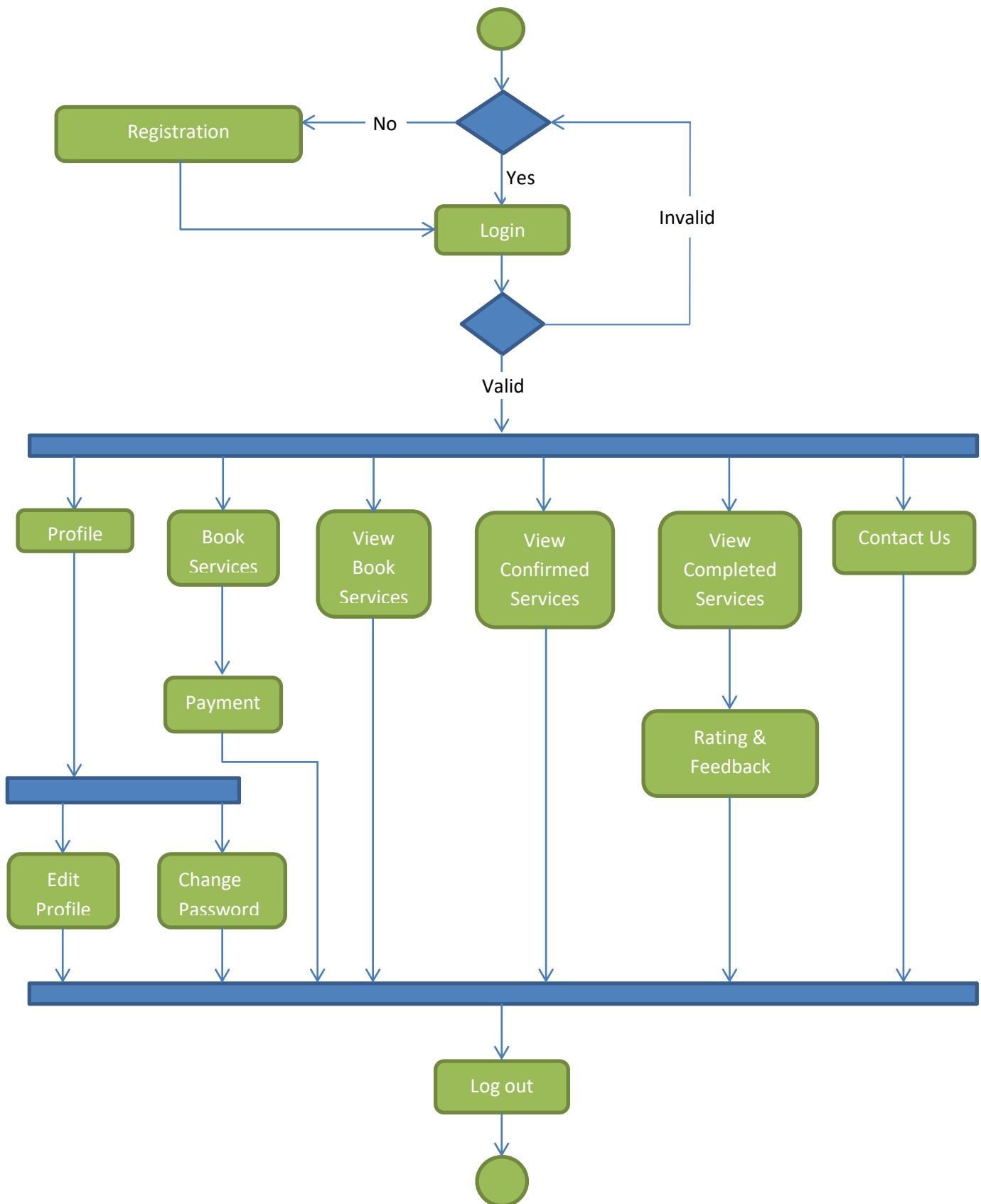


## 5.2 Activity Diagram

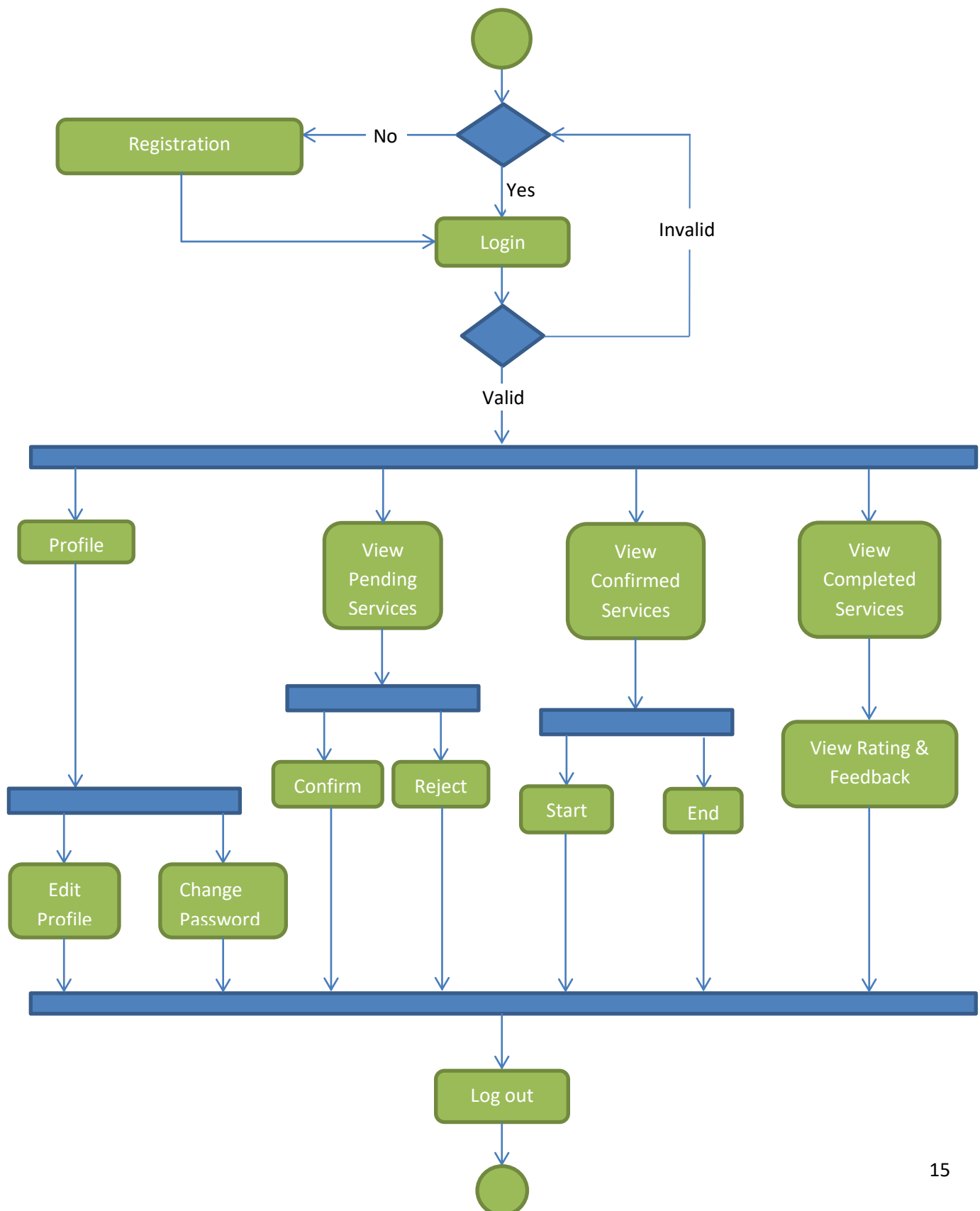
**Admin:**



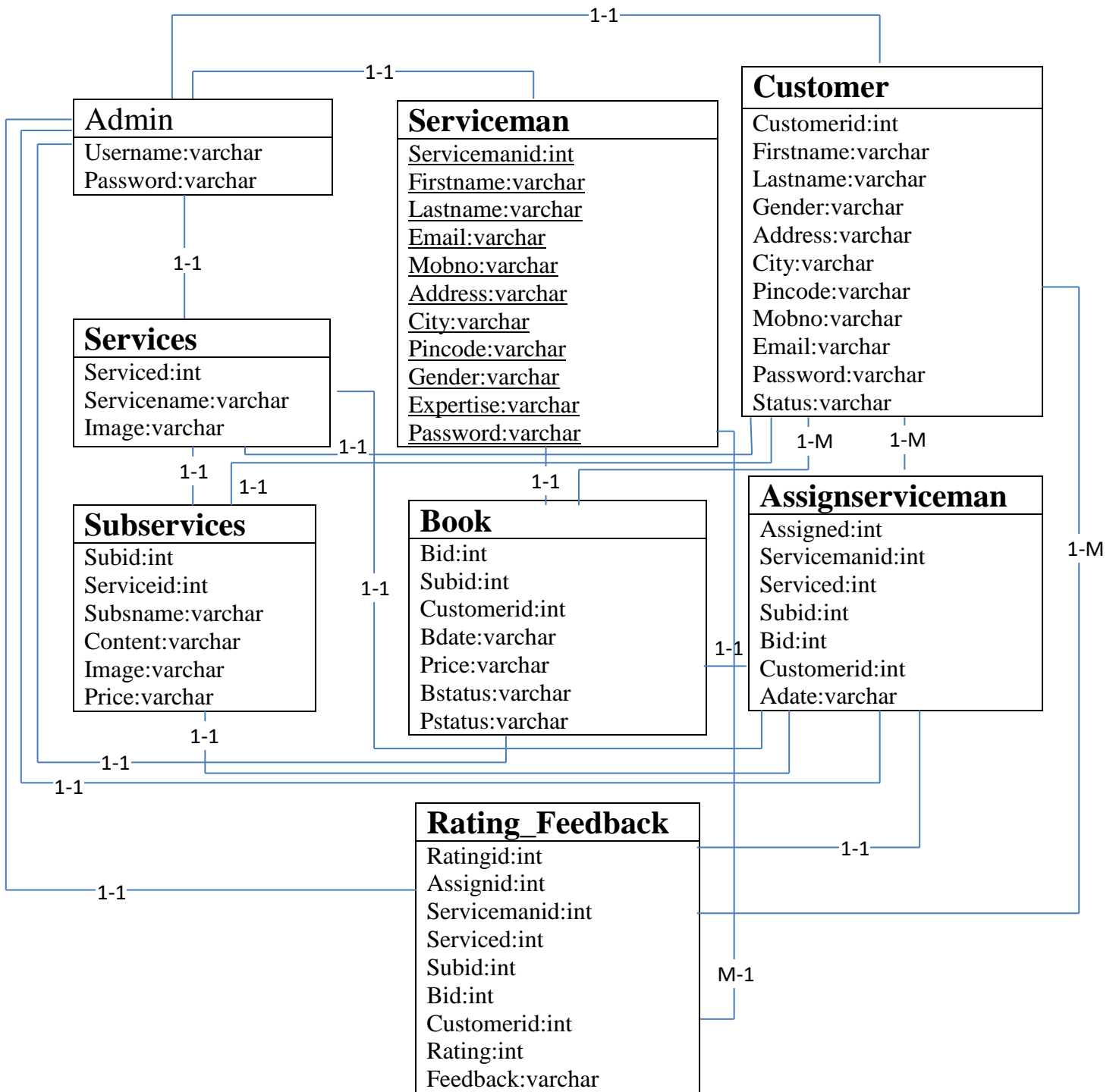
## Customer:



## Serviceman:

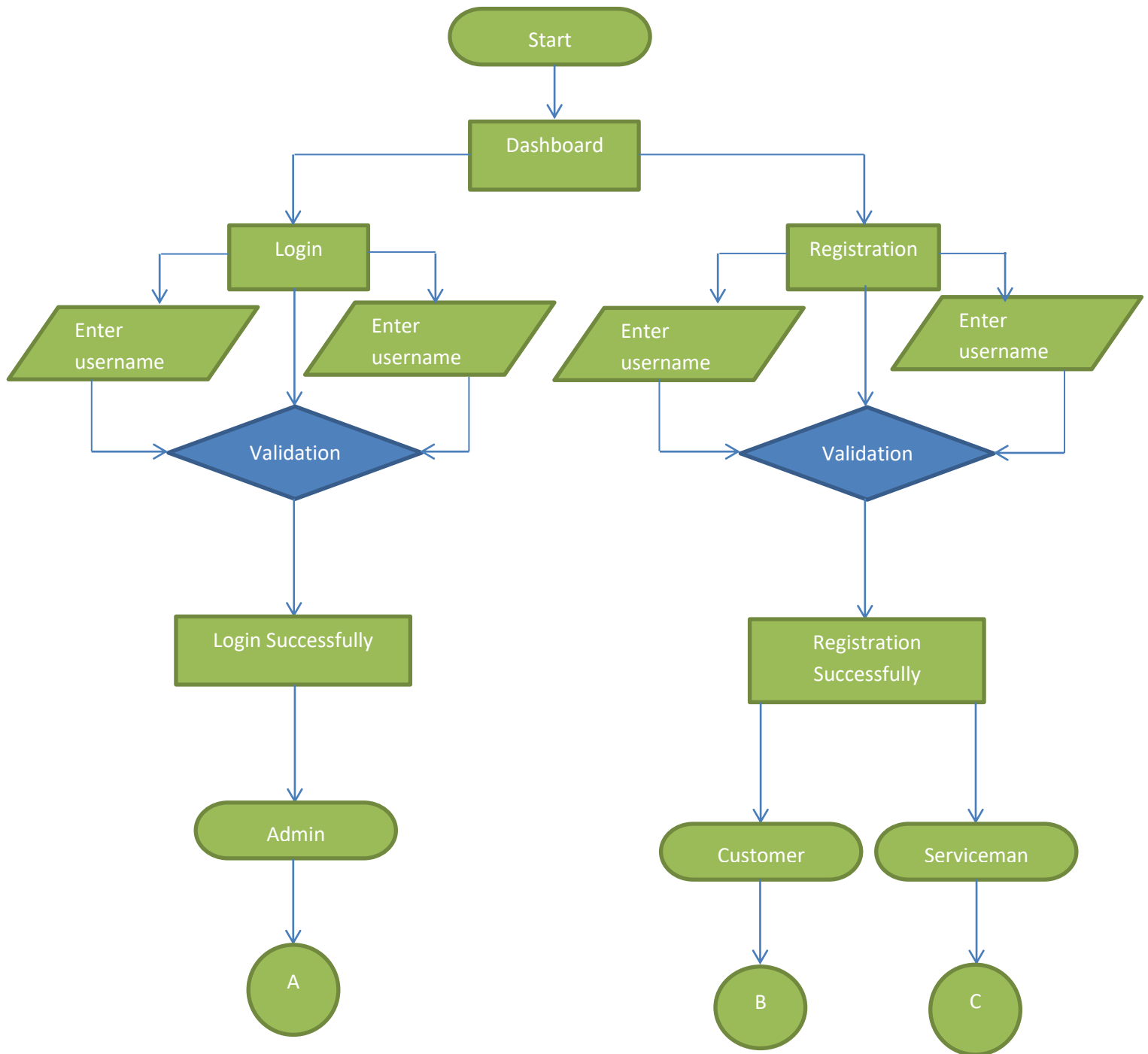


### 5.3 Class Diagram:

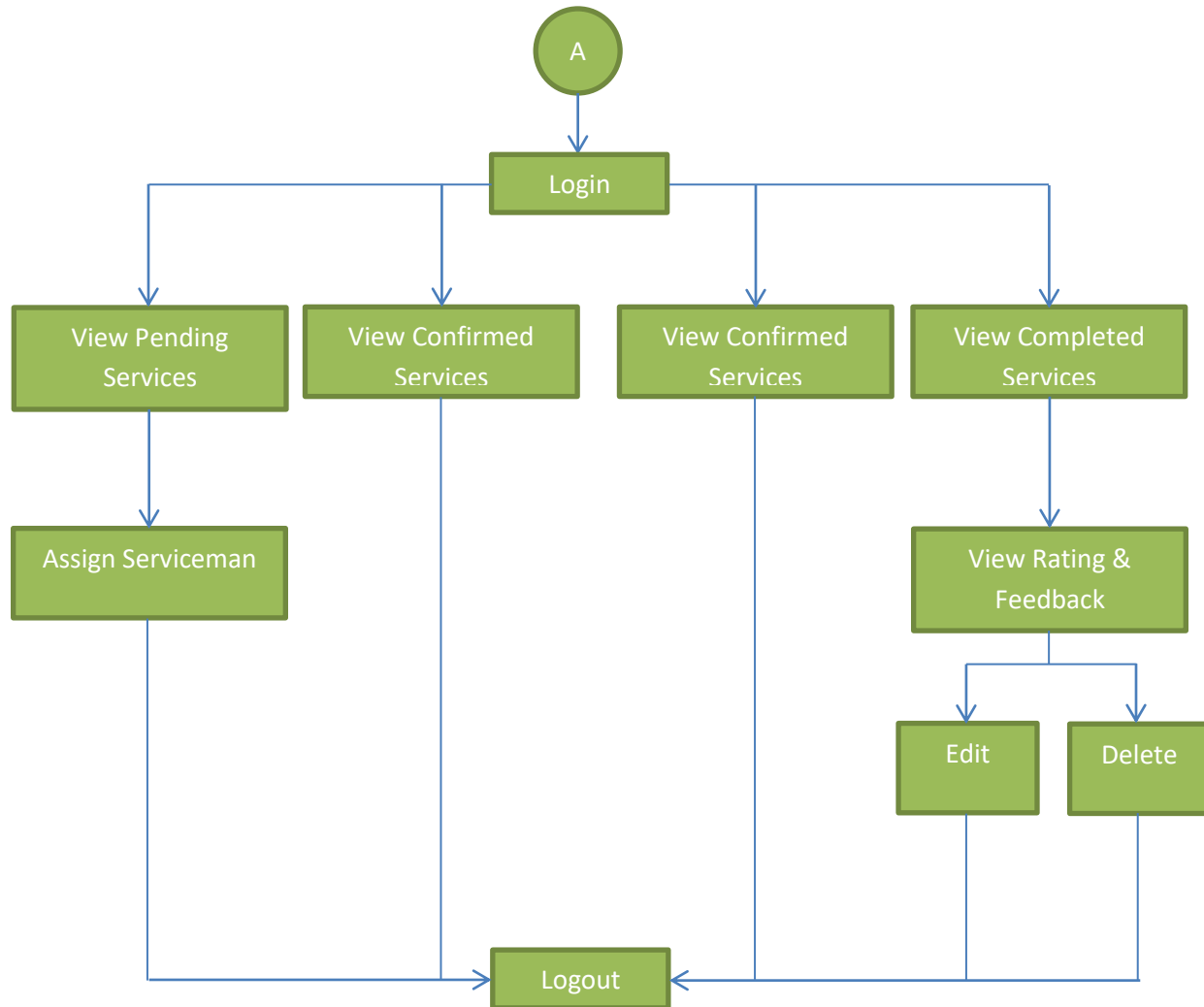




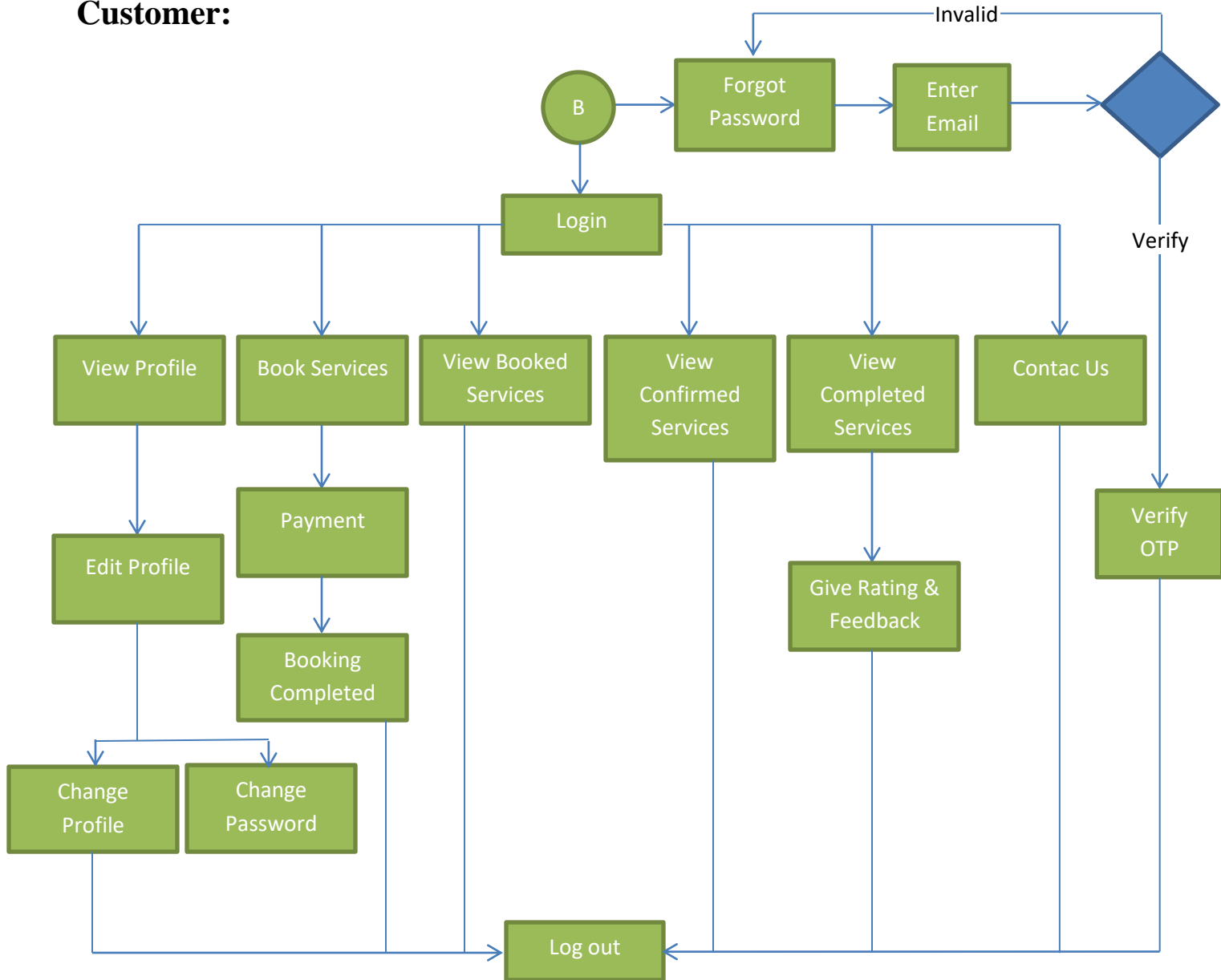
## 5.4 System Flow Diagram:



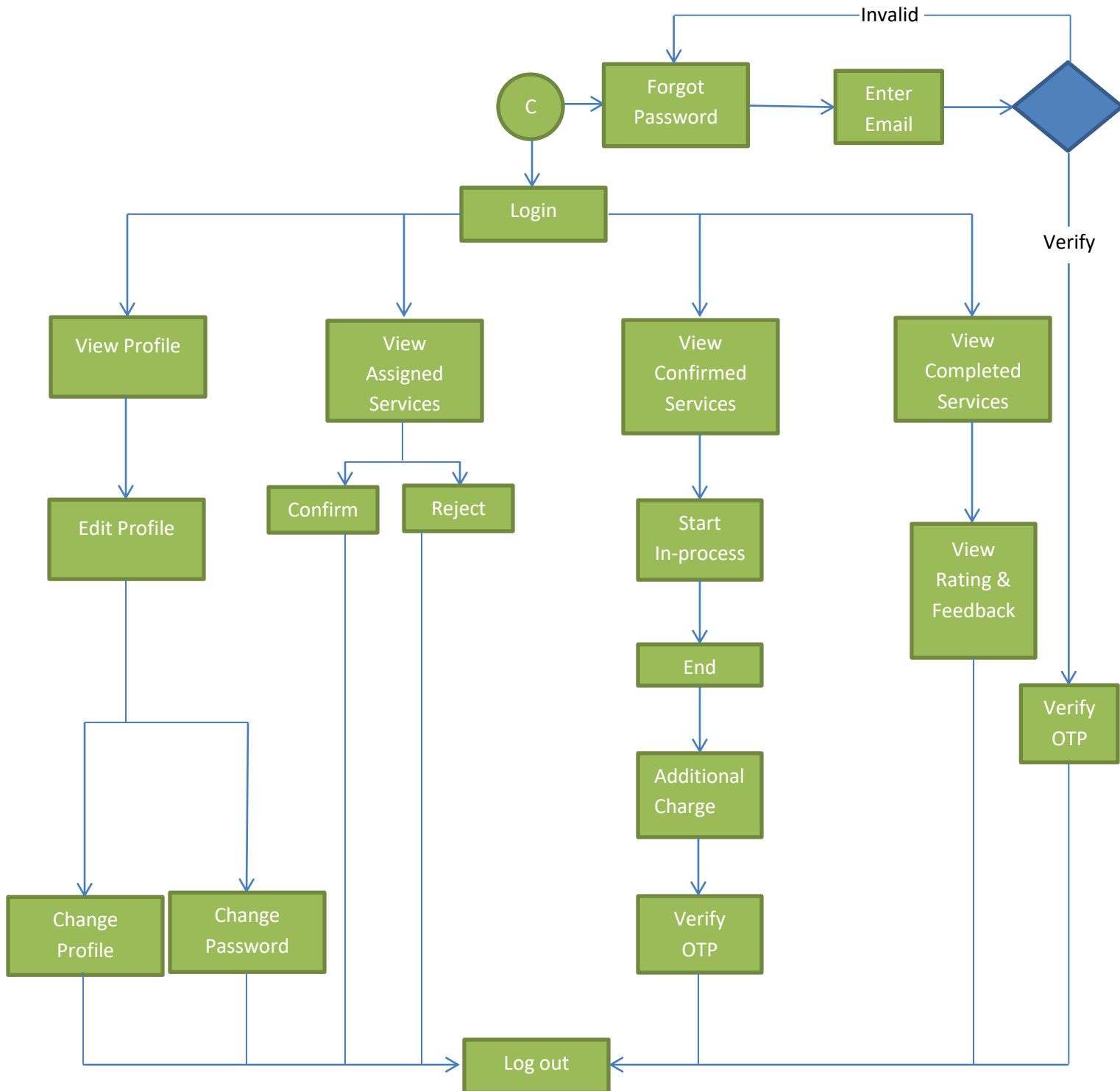
## Admin:



## Customer:



## Serviceman:



## 5.5 Data Dictionary:

### Admin:

Field Name	Datatype	Length	Constraint	Description
Username	Varchar	50	Not null	Admin name
Password	Varchar	16	Not null	Admin password

### Customer:

Field Name	Datatype	Length	Constraint	Description
Customerid	Int	10	Primary key, Auto Increment, Not null	Customer id
Firstname	Varchar	15	Not null	Firstname
Lastname	Varchar	15	Not null	Lastname
Gender	Varchar	10	Not null	Gender
Address	Varchar	100	Not null	Address
City	Varchar	35	Not null	City
Pincode	Int	6	Not null	Pincode
Mobno	Varchar	10	Not null	Mobile number
Email	Varchar	100	Not null	Email id
Password	Varchar	16	Not null	Password
Status	Varchar	15	Not null	Status active/ Inactive

## Serviceman:

Field Name	Datatype	Length	Constraint	Description
Servicemanid	Int	10	Primary key, Auto Increment, Not null	Serviceman id
Firstname	Varchar	50	Not null	Firstname
Lastname	Varchar	50	Not null	Lastname
Email	Varchar	100	Not null	Email id
Mobile	Varchar	10	Not null	Mobile number
Address	Varchar	100	Not null	Address
City	Varchar	50	Not null	City
Pincode	Varchar	10	Not null	Pincode
Gender	Varchar	10	Not null	Gender
Expertise	Varchar	50	Not null	Expertise in services
Password	Varchar	16	Not null	Password

## Services:

Field Name	Datatype	Length	Constraint	Description
Serviced	Int	10	Primary key, Auto Increment, Not null	Service id
Servicename	Varchar	50	Not null	Service name
Image	Varchar	100	Not null	Image of service

## Sub services:

Field Name	Datatype	Length	Constraint	Description
Subid	Int	10	Primary key, Auto Increment, Not null	Sub service id
Serviced	Varchar	10	Not null	Id of services
Subsname	Varchar	50	Not null	Sub service name
Content	Varchar	1000	Not null	Content about sub services
Image	Varchar	100	Not null	Image of sub services
Price	Varchar	10	Not null	Price of sub services

## Book:

Field Name	Datatype	Length	Constraint	Description
Bid	Int	10	Primary key, Auto Increment, Not null	Booking id
Subid	Int	10	Not null	Id of sub services
Customerid	Int	10	Not null	Id of customer
Bdate	Varchar	30	Not null	Booking date
Price	Varchar	10	Not null	Price of booked sub services
Bstatus	Varchar	25	Not null	Status of booking
Pstatus	Varchar	25	Not null	Status of payment

## Assign Serviceman:

Field Name	Datatype	Length	Constraint	Description
Assigned	Int	10	Primary key, Auto Increment, Not null	Assign serviceman id
Servicemanid	Int	10	Not null	If of serviceman
Serviceid	Int	10	Not null	Id of services
Subid	Int	10	Not null	Id of sub services
Bid	Int	10	Not null	Id of book
Customerid	Int	10	Not null	Id of customer
Adate	Varchar	25	Not null	Assign serviceman date

## Rating Feedback:

Field Name	Datatype	Length	Constraint	Description
Ratingid	Int	10	Primary key, Auto Increment, Not null	Rating id
Assigneid	Int	10	Not null	Id of assign serviceman
Servicemanid	Int	10	Not null	Id of serviceman
Serviceid	Int	10	Not null	Id of service
Subid	Int	10	Not null	Id of sub services
Bid	Int	10	Not null	Id of book
Customerid	Int	10	Not null	Id of customer
Rating	Id	10	Not null	Rating given by customer
Feedback	Varchar	200	Not null	Feedback of service



## Chapter - 6

## 6 User Interface:

**Admin:**

## Login Form

**Username:**

**Password:**

Login

Admin

Log out

Dashboard

Services +

Booked Services +

Logout

Status of Services

Pending Services

1

Assigned Services

5

Confirmed Services

5

Completed Services

4

Total Income

10255.0

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Admin

Log out

Dashboard

Services

Add Main Services

Add Sub Services

View Main Services

View Sub Services

Booked Services

Logout

Main Service Form

Service Details

Service Name

Enter Service Name

Images

Choose file No file chosen

Add Service

Cancel

Admin

Log out

Dashboard

Services

Add Main Services

Add Sub Services

View Main Services

View Sub Services

Booked Services

Logout

Sub Service Form

Sub Service Details

Main Services

Ac Services

Sub Service Name

Enter Sub Service Name

Content

Enter Content Details

Images

Choose file No file chosen

Price

Enter Price

Add Sub Service

Cancel

Admin



Log out

Dashboard
Services +

- Add Main Services
- Add Sub Services
- View Main Services
- View Sub Services

Booked Services +
Logout

### Main Services

Main Service Id	Service Name	Image
1	Ac Services	
2	Plumber Services	

Add Service

Admin




Log out

Dashboard
Services +

- Add Main Services
- Add Sub Services
- View Main Services
- View Sub Services

Booked Services +
Logout

### Sub Services

Sub Service Id	MainService Name	Sub Service Name	Contont	Image	Price
1	Ac Services	Split AC	Service for Split AC		500
2	Ac Services	Window AC	Service for Window AC		700
3	Plumber Services	Leakage Problem	Service for Leakage Problem		800

Add SubService

Admin

Log out

Dashboard

Services +

Booked Services +

View Pending Services

Logout

Pending Services

Bid	Cid	CName	Sub Service Name	Booking Date	Price	Book Status	Payment Status	Assign ServiceMan
2	1	Arjun	Window AC	17/11/2023	700	done	successful	Assign Serviceman

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Admin

Log out

Dashboard

Services +

Booked Services +

Logout

Select ServiceMan

Select Serviceman name

Assign Serviceman

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Admin

Log out

Dashboard

Services

Booked Services

View Assigned Services

Logout

Assigned Services

Bid	Cid	CName	Service Name	Sub Service Name	Booking Date	Assign Date	Price	Book Status	Payment Status	Assigned ServiceMan
9	3	Test2	Ac Services	Split AC	17/11/2023	17/11/2023	500	assigned	successful	arjun patel
13	4	Test3	Ac Services	Split AC	17/11/2023	17/11/2023	500	assigned	successful	arjun patel
10	3	Test2	Plumber Services	Loakoge Problem	17/11/2023	17/11/2023	800	assigned	successful	satyam hirpara
12	3	Test2	Plumber Services	Loakoge Problem	17/11/2023	17/11/2023	800	assigned	successful	satyam hirpara
14	4	Test3	Plumber Services	Loakoge Problem	17/11/2023	17/11/2023	800	assigned	successful	satyam hirpara

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Admin

Log out

Dashboard

Services

Booked Services

View Confirmed Services

Logout

Confirmed Services

Bid	Cid	CName	Service Name	Sub Service Name	Booking Date	Price	Book Status	Payment Status
6	2	Test1	Ac Services	Split AC	17/11/2023	500	confirm	successful
8	2	Test1	Ac Services	Window AC	17/11/2023	700	confirm	successful
11	3	Test2	Ac Services	Window AC	17/11/2023	700	confirm	successful
15	4	Test3	Ac Services	Window AC	17/11/2023	700	confirm	successful
7	2	Test1	Plumber Services	Loakoge Problem	17/11/2023	800	confirm	successful

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localhost:8080/E-Services\_Project/admin/viewconfirmservices.jsp#form-elements

Admin

Log out

Dashboard
Services
Booked Services
View Completed Service
Logout

### Completed Services

Bid	Cid	Service Name	Sub Service Name	Booking Date	Price	Book Status	Show Rating & Feedback
1	1	Ac Services	Split AC	17/11/2023	600	completed	Show Rating
4	1	Ac Services	Split AC	17/11/2023	500	completed	Show Rating
3	1	Plumber Services	Leakege Problem	17/11/2023	855	completed	Show Rating
5	1	Plumber Services	Leakege Problem	17/11/2023	800	completed	Show Rating

Admin

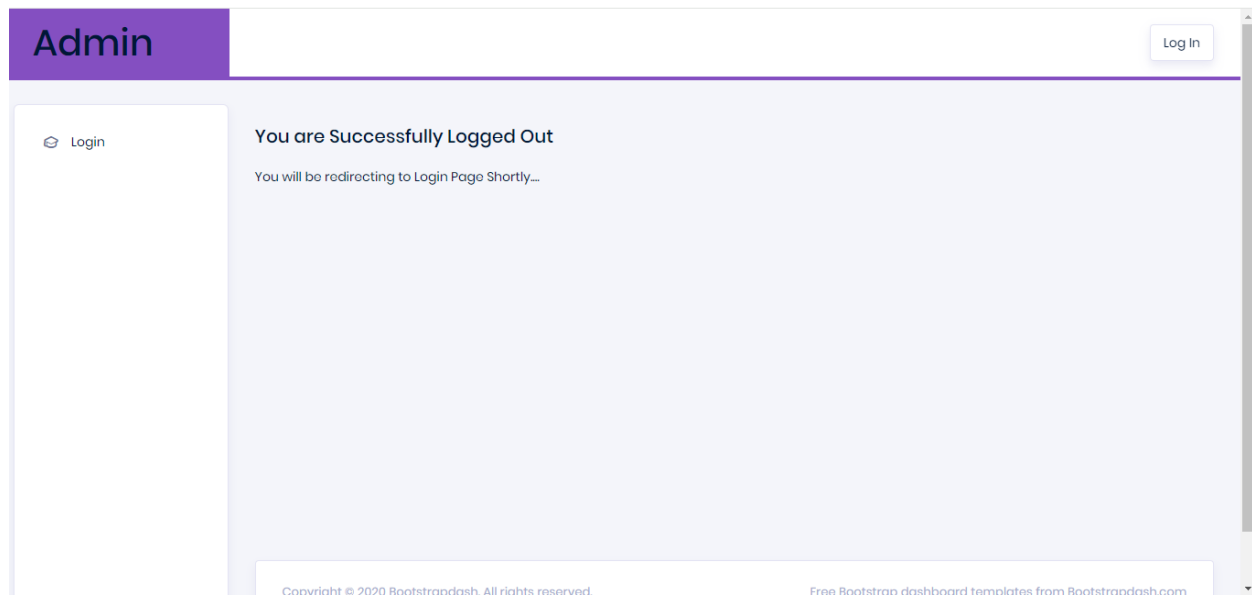
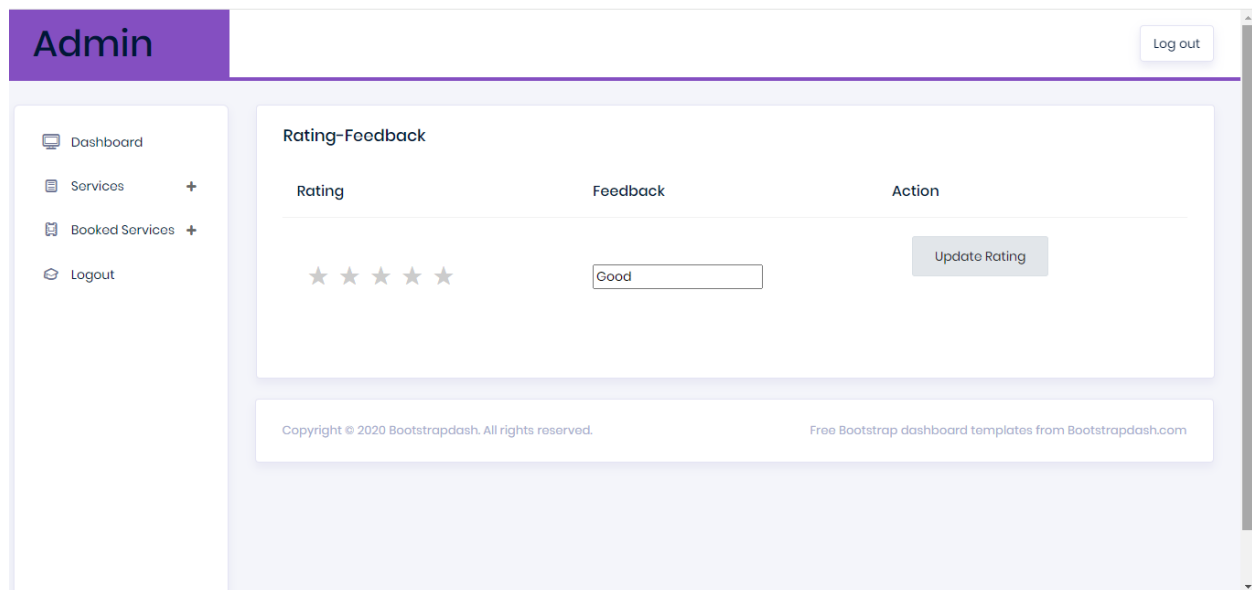
Log out

Dashboard
Services
Booked Services
Logout

### Rating-Feedback

Rating	Feedback	Action
★ ★ ★ ★ ★	Nico	Edit Delete

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# Customer:

## Services

[Home](#) [Contacts](#) [Customer](#)

### Our Services



Ac Services



Plumber Services

## Services

The customer is at the heart of our unique business model, which includes design.

### SERVICES

[Ac Services](#)  
[Plumber Services](#)

### CUSTOMER

[Login](#)  
[Register](#)

### NEWLETTER

Be the first to know about new arrivals, look books, sales & promos!

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## Services

[Home](#) [Contacts](#) [Customer](#)

### REGISTRATION DETAILS

Firstname\*

Lastname\*

Gender\*

☐ Male ☐ Female ☐ Transgender

Address\*

City\*

Pincode\*

Mobile Number\*

Email\*

Password\*

Status\*

☐ Active

[REGISTRATION](#)

[Already Registered?](#)



## Services

[Home](#)[Contacts](#)[Customer](#)

### LOGIN DETAILS

Email\*

Password\*

[LOGIN](#)[FORGOT PASSWORD](#)

## Services

The customer is at the heart of our

### SERVICES

[Ac Services](#)[Plumber Services](#)

### CUSTOMER

[Login](#)[Register](#)

### NEWLETTER

Be the first to know about new arrivals, look books, sales & promos!

## Services

[Home](#)[Contacts](#)[Customer](#)

### FORGOT PASSWORD DETAILS

Email\*

[SUBMIT](#)

## Services

The customer is at the heart of our unique business model, which includes design.

### SERVICES

[Ac Services](#)[Plumber Services](#)

### CUSTOMER

[Logout](#)

### NEWLETTER

Be the first to know about new arrivals, look books, sales & promos!

## Services

[Home](#)[Contacts](#)[Customer](#)

### SEND OTP DETAILS

OTP Sent Successfully on hirparaarjun555@gmail.com

OTP\*

VERIFY

## Services

The customer is at the heart of our unique business model, which

### SERVICES

Ac Services

Plumber Services

### CUSTOMER

Logout

### NEWLETTER

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## Services

[Home](#)[Contacts](#)[Customer](#)

### RESET PASSWORD DETAILS

Password\*

Confirm Password

CONFIRM

## Services

The customer is at the heart of our

### SERVICES

Ac Services

Plumber Services

### CUSTOMER

Logout

### NEWLETTER

Be the first to know about new arrivals, look books, sales & promos!

## Services

[Home](#)[Contacts](#)[Arjun Hirpara](#)

### Main Services



Ac Services



Plumber Services

## Services

[Home](#)[Contacts](#)[Arjun Hirpara](#)

### Customer Profile

Firstname\*

Arjun

Lastname\*

Hirpara

Gender\*

☒ Male ☐ Female ☐ Transgender

Address\*

C G Road

City\*

Ahmedabad

Pincode\*

380060

Mobile Number\*

7383851940

Email\*

hirparaarjun555@gmail.com

EDIT PROFILE

CHANGE PASSWORD

## Services

The customer is at the heart of our  
unique business model, which includes

### SERVICES

Ac Services

Plumber Services

### CUSTOMER

Logout

### NEWLETTER

Be the first to know about new  
arrivals, look books, sales & promos!

## Services

[Home](#)[Contacts](#)[Arjun Hirpara](#)

### EDIT USER FORM

Firstname\*

Arjun

Lastname\*

Hirpara

Gender\*

☒ Male ☐ Female ☐ Transgender

Address\*

C G Road

City\*

Ahmedabad

Pincode\*

380060

Mobile Number\*

7383851940

**UPDATE PROFILE**

## Services

[Home](#)[Contacts](#)[Arjun Hirpara](#)

### CHANGE PASSWORD DETAILS

Enter Old Password\*

Enter Old Password Here

Enter New Password\*

Enter New Password

Re-Enter New Password\*

Re-Enter New Password

**CONFIRM**

## Services

The customer is at the heart of our

### SERVICES

Ac Services

Plumber Services

### CUSTOMER

Logout

### NEWLETTER

Be the first to know about new arrivals, look books, sales &amp; promos!

## Services

[Home](#)[Contacts](#)[Arjun Hirpara](#)

### Sub Services



Split AC  
Service for Split AC  
500 rs



Window AC  
Service for Window AC  
700 rs

## Services

[SERVICES](#)[CUSTOMER](#)[NEWLETTER](#)[Ac Services](#)[Logout](#)[Be the first to know about new](#)

## Services

[Home](#)[Contacts](#)[Arjun Hirpara](#)

### BOOKING SERVICE DETAILS

First Name\*

Arjun

Last Name\*

Hirpara

Address\*

C G Road

Town/City\*

Ahmedabad

Pincode\*

380060

Phone\*

7383851940

Email\*

hirparaarjun555@gmail.com

Sub Service Name\*

Split AC

Price\*

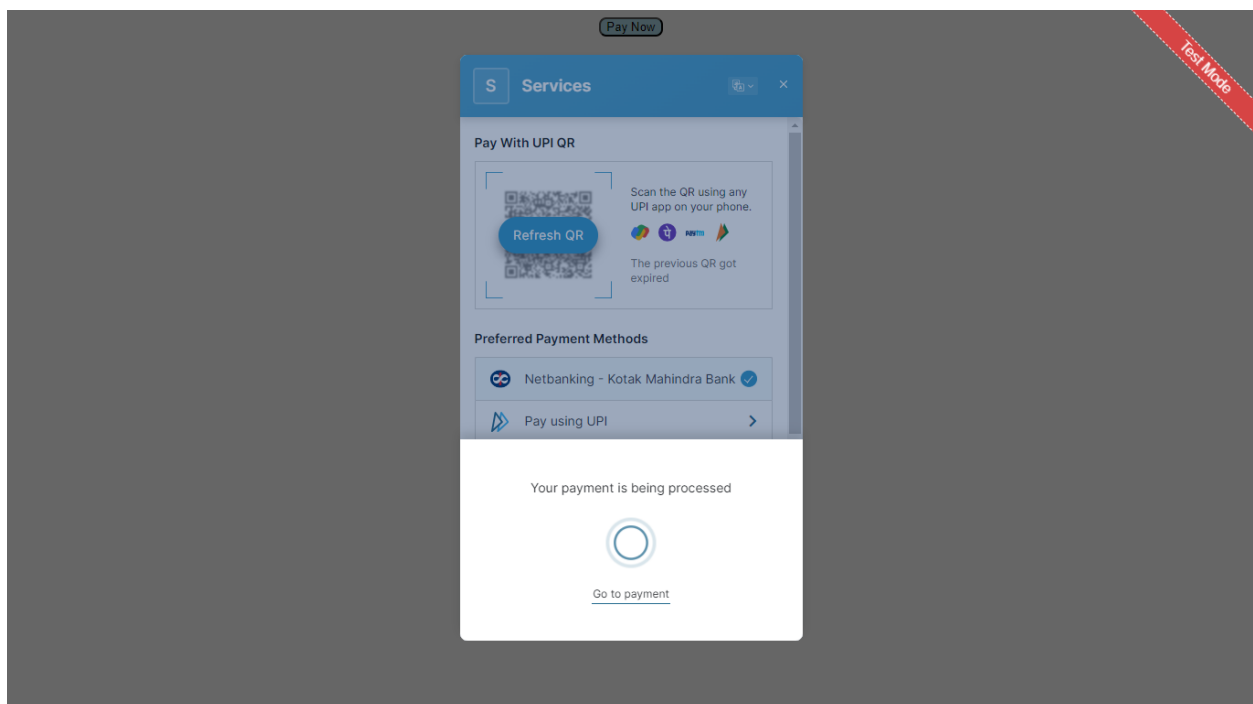
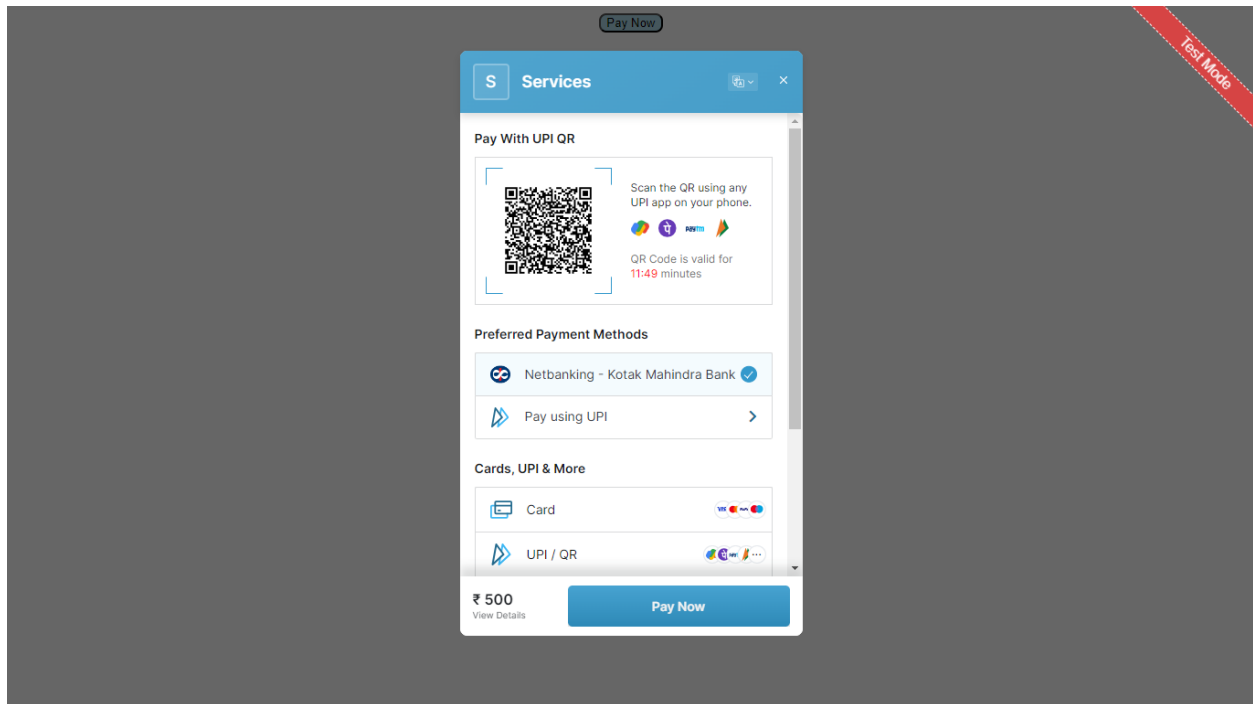
500

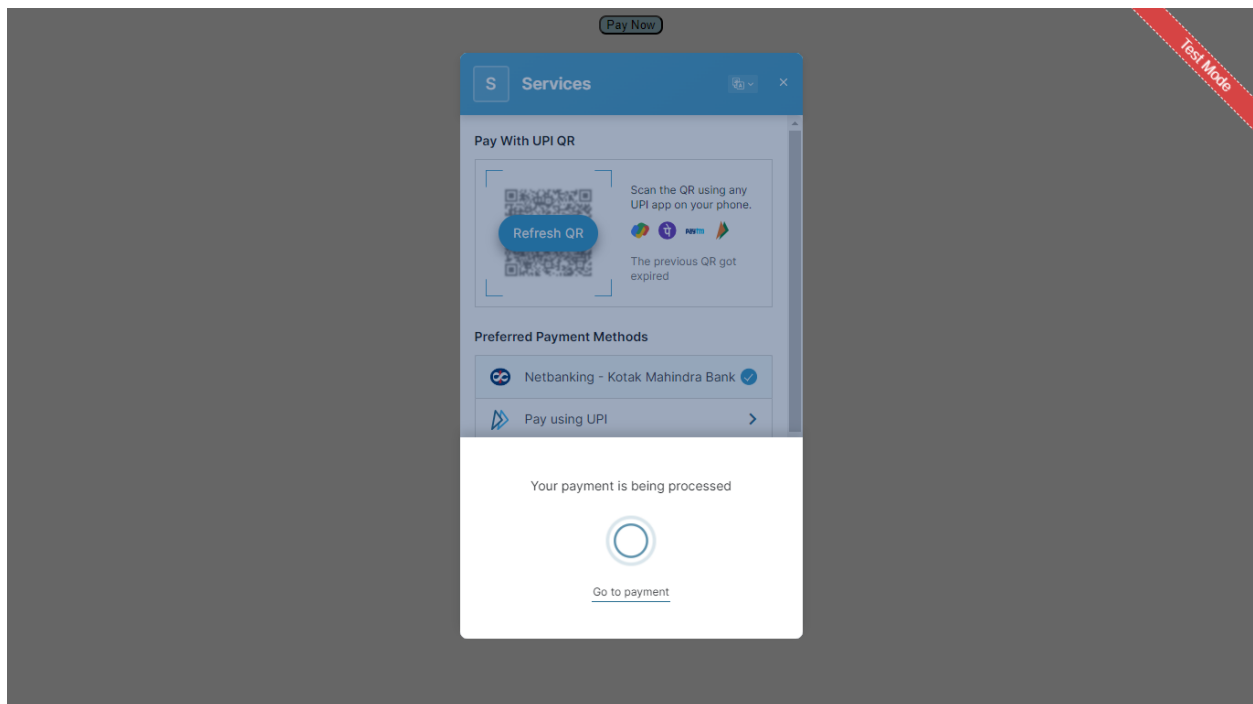
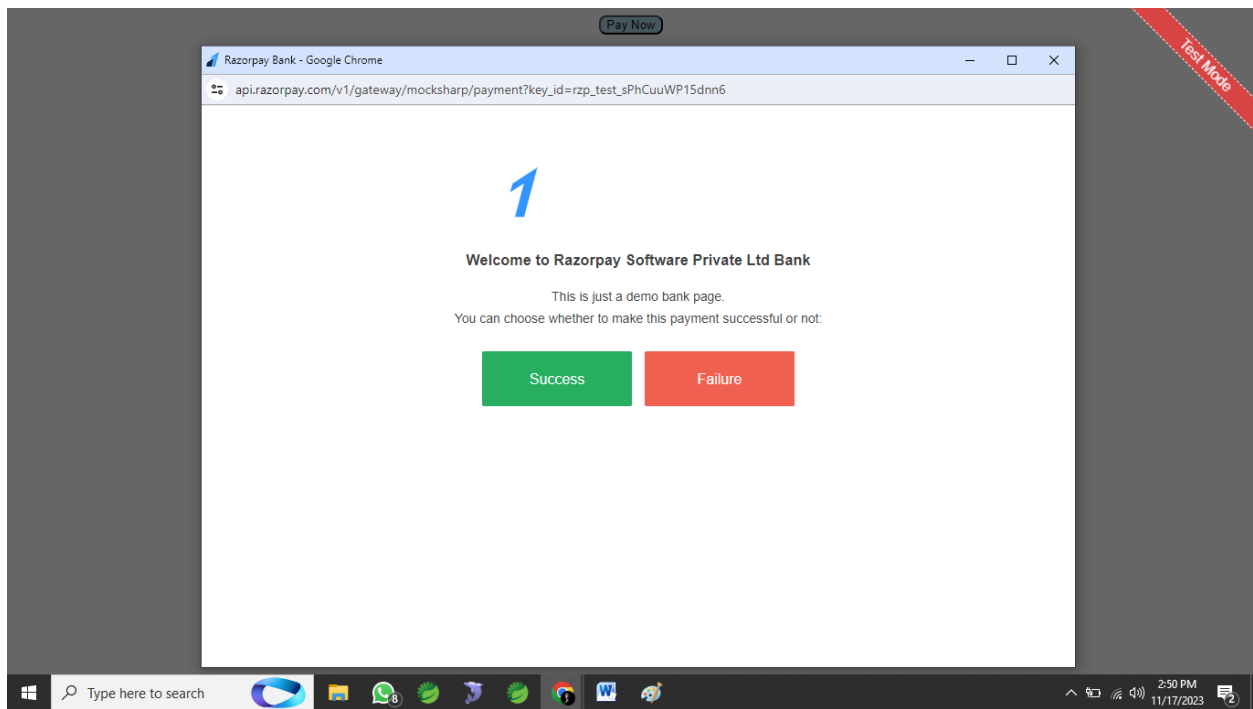
[BOOK SERVICE](#)

localhost:8080 says

500

OK







## Services

[Home](#)[Contacts](#)[Arjun Hirpara](#)




### View Booked Services

BOOK ID	SUB SERVICES IMAGE	SUB SERVICE NAME	SUB SERVICE PRICE	BOOK DATE	PAYMENT STATUS
1		Split AC	500 Rs.	17/11/2023	successful
2		Window AC	700 Rs.	17/11/2023	successful

## Services

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### View Confirmed Services




BOOK ID	SUB SERVICES IMAGE	SUB SERVICE NAME	BOOK DATE	BOOK STATUS	PAYMENT STATUS	SERVICEMAN NAME
9		Split AC	17/11/2023	assigned	successful	arjun patel
13		Split AC	17/11/2023	assigned	successful	arjun patel
10		Leakege Problem	17/11/2023	assigned	successful	satyam hirpara



## Services

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### View Completed Services

BOOK ID	SUB SERVICES IMAGE	SUB SERVICE NAME	BOOK DATE	BOOK STATUS	PAYMENT STATUS	SERVICEMAN NAME	
1		Split AC	17/11/2023	completed	successful	arjun patel	<a href="#">GIVE RATING &amp; FEEDBACK</a>
4		Split AC	17/11/2023	completed	successful	arjun patel	<a href="#">GIVE RATING &amp; FEEDBACK</a>
3		Leakege Problem	17/11/2023	completed	successful	satyam hirpara	<a href="#">GIVE RATING &amp; FEEDBACK</a>

## Services

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BOOK ID	SUB SERVICE IMAGE	SUB SERVICE NAME	BOOK DATE	SERVICEMAN NAME
---------	-------------------	------------------	-----------	-----------------

1		Split AC	17/11/2023	arjun patel
---	---	----------	------------	-------------

Rating:



Feedback:

[SUBMIT FEEDBACK](#)

## Services

[Home](#)[Contacts](#)[Customer](#)

You have been successfully logged out

You will be redirecting to Home Page Shortly

## Services

The customer is at the heart of our unique business model, which includes design.

### SERVICES

[Ac Services](#)[Plumber Services](#)

### CUSTOMER

[Logout](#)

### NEWLETTER

Be the first to know about new arrivals, look books, sales & promos!

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## Serviceman:

Dashboard

ACCOUNT PAGES

Profile

Log In

Register

Pages / Dashboard

Dashboard

Press **F11** to exit full screen

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Sign In

Dashboard

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Profile

Log In

Register

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Dashboard

Sign In

Registration Form

Firstname :  
Lastname :  
Email :  
Mobile :  
Address :  
City :  
Pincode :  
Gender : ☐Male ☐Female  
Select Service :   
Password :  

REGISTER

Already have an account? [Log In](#)

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Profile

Log In

Register

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Dashboard

Sign In

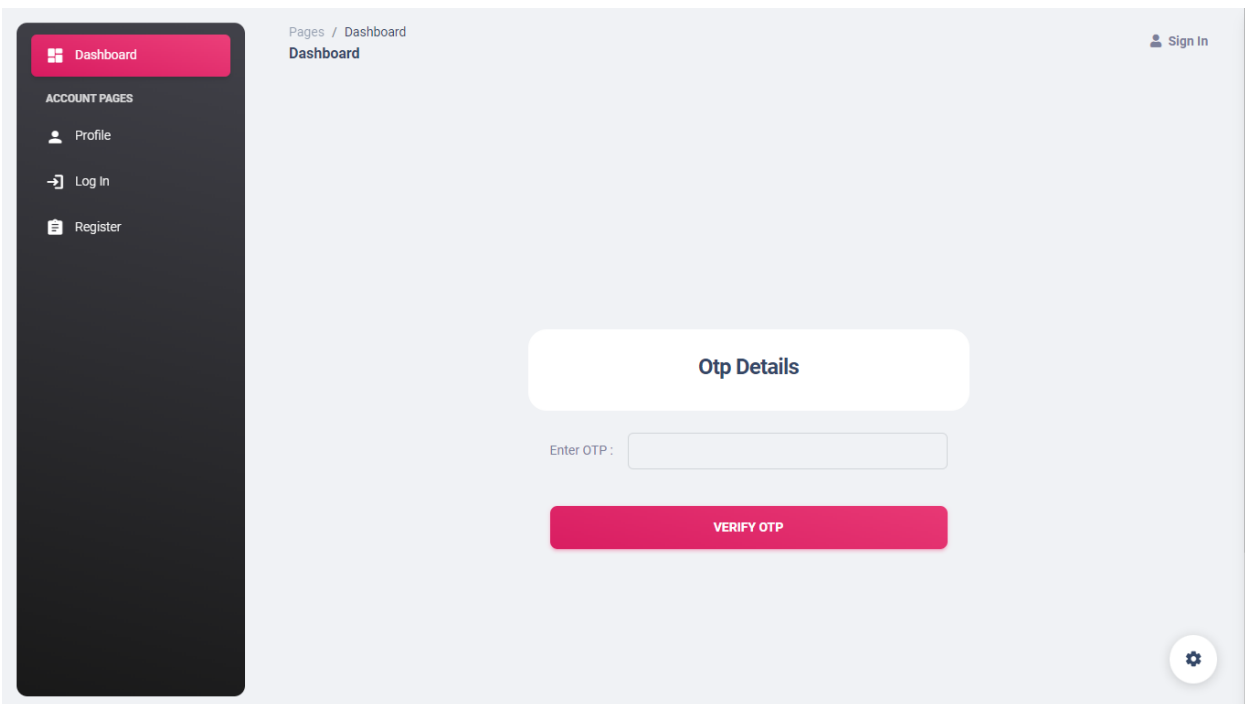
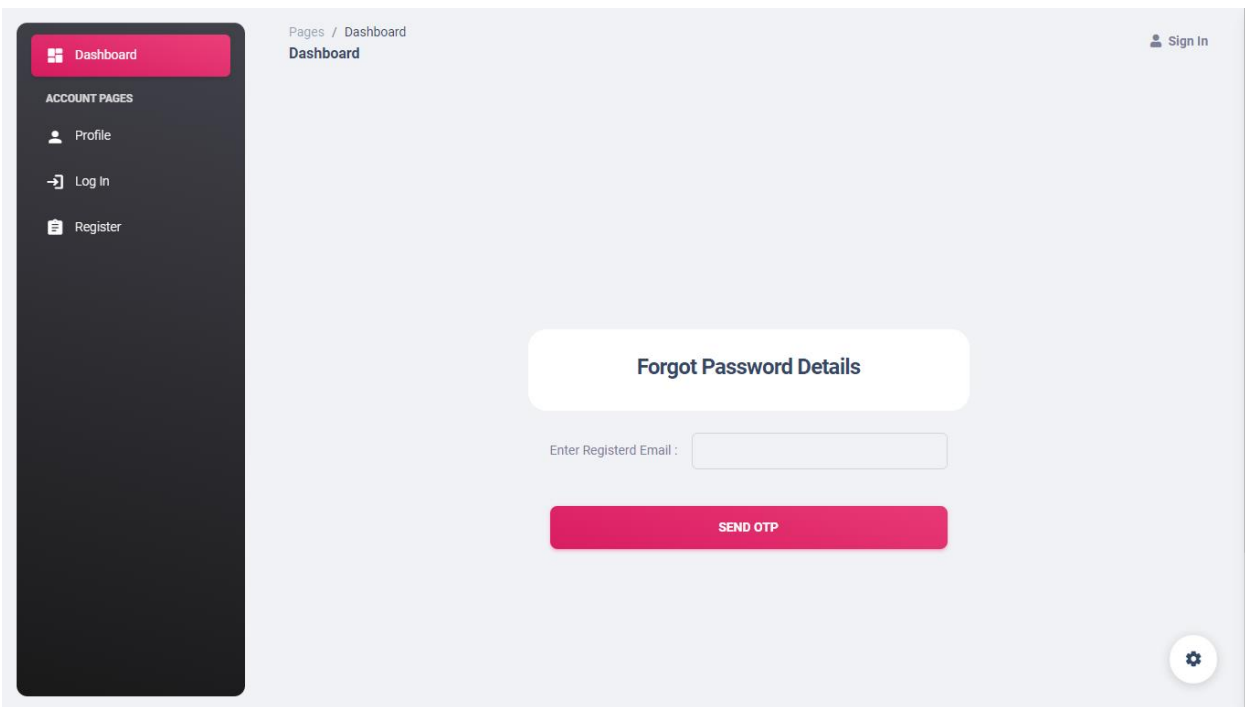
Login Form

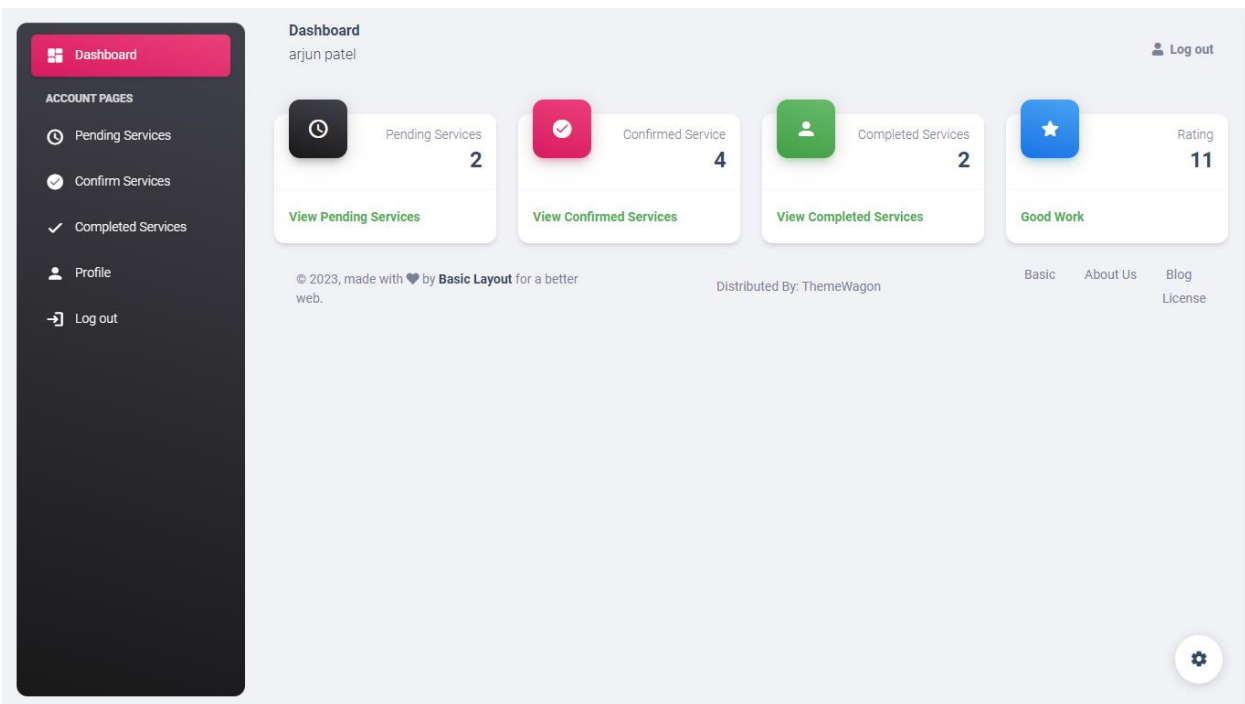
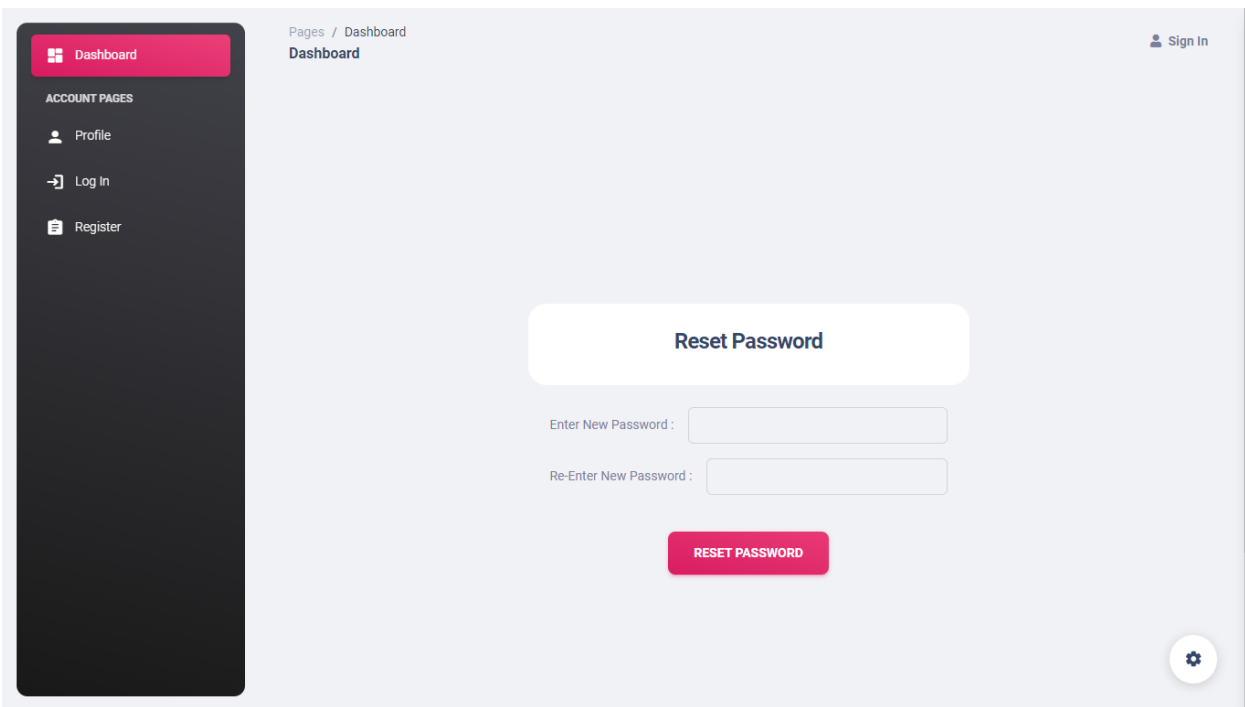
Email :  
Password :  

LOG IN

Forgot Password? [Click Here](#)

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Dashboard

ACCOUNT PAGES

Pending Services

Confirm Services

Completed Services

Profile

Log out

Dashboard

arjun patel

Log out

Service Man Details

Firstname : arjun

Lastname : patel

Email : hirparaarjun5042@gmail.com

Mobile : 7383851940

Address : jesar road

City : savarkundla

Pincode : 364515

Gender : ☒ Male ☐ Female

Your Service : Ac Services

EDIT PROFILE

CHANGE PASSWORD

Dashboard

ACCOUNT PAGES

Pending Services

Confirm Services

Completed Services

Profile

Log out

Dashboard

arjun patel

Log out

Edit Profile

Firstname : arjun

Lastname : patel

Email : hirparaarjun5042@gmail.com

Mobile : 7383851940

Address : jesar road

City : savarkundla

Pincode : 364515

Gender : ☒ Male ☐ Female

Select Service : Ac Services

UPDATE PROFILE

Dashboard

ACCOUNT PAGES

Pending Services

Confirm Services

Completed Services

Profile

Log out

Dashboard

arjun patel

Log out

Change Password

Enter Old Password :

Enter New Password :

Re-Enter New Password :

UPDATE PASSWORD

Dashboard

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Completed Services

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Log out

Dashboard

arjun patel

Log out

Pending Services

Book Id	Customer Name	Sub Service Name	Booking Date	Book Status	Action
9	Test2	Split AC	17/11/2023	assigned	<div>CONFIRM</div> <div>REJECT</div>
13	Test3	Split AC	17/11/2023	assigned	<div>CONFIRM</div> <div>REJECT</div>

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arjun patel

Log out

Confirmed Services

Book Id	Customer Name	Sub Service Name	Booking Date	Book Status	Action
6	Test1	Split AC	17/11/2023	confirm	<div>IN PROCESS...</div> <div>END</div>
8	Test1	Window AC	17/11/2023	confirm	<div>START</div> <div>END</div>
11	Test2	Window AC	17/11/2023	confirm	<div>IN PROCESS...</div> <div>END</div>
15	Test3	Window AC	17/11/2023	confirm	<div>START</div> <div>END</div>

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Log out

Confirmed Services

localhost:8080 says  
Enter additional charge:  

OK

Cancel

Book Id	Customer Name	Sub Service Name	Booking Date	Book Status	Action
15	Test3	Window AC	17/11/2023	confirm	<div>START</div> <div>END</div>
11	Test2	Window AC	17/11/2023	confirm	<div>START</div> <div>END</div>
8	Test1	Window AC	17/11/2023	confirm	<div>START</div> <div>END</div>
6	Test1	Split AC	17/11/2023	confirm	<div>START</div> <div>END</div>
16	Arjun	Split AC	17/11/2023	confirm	<div>IN PROCESS...</div> <div>END</div>

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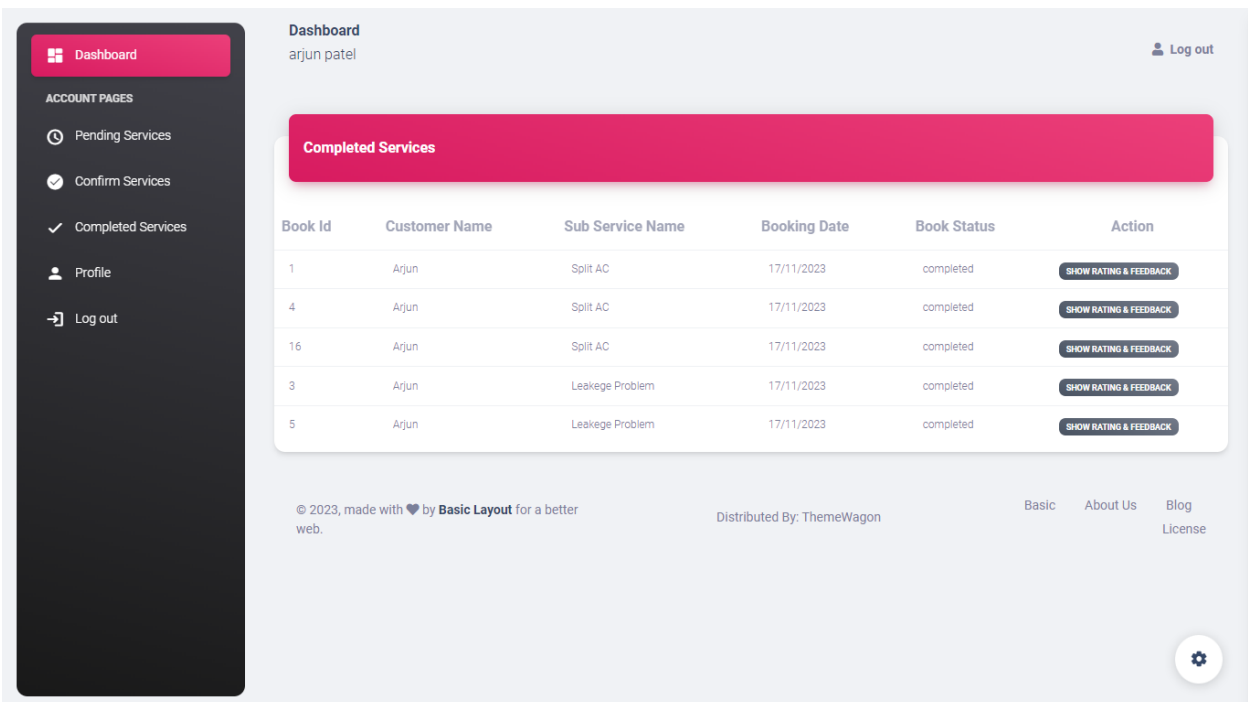
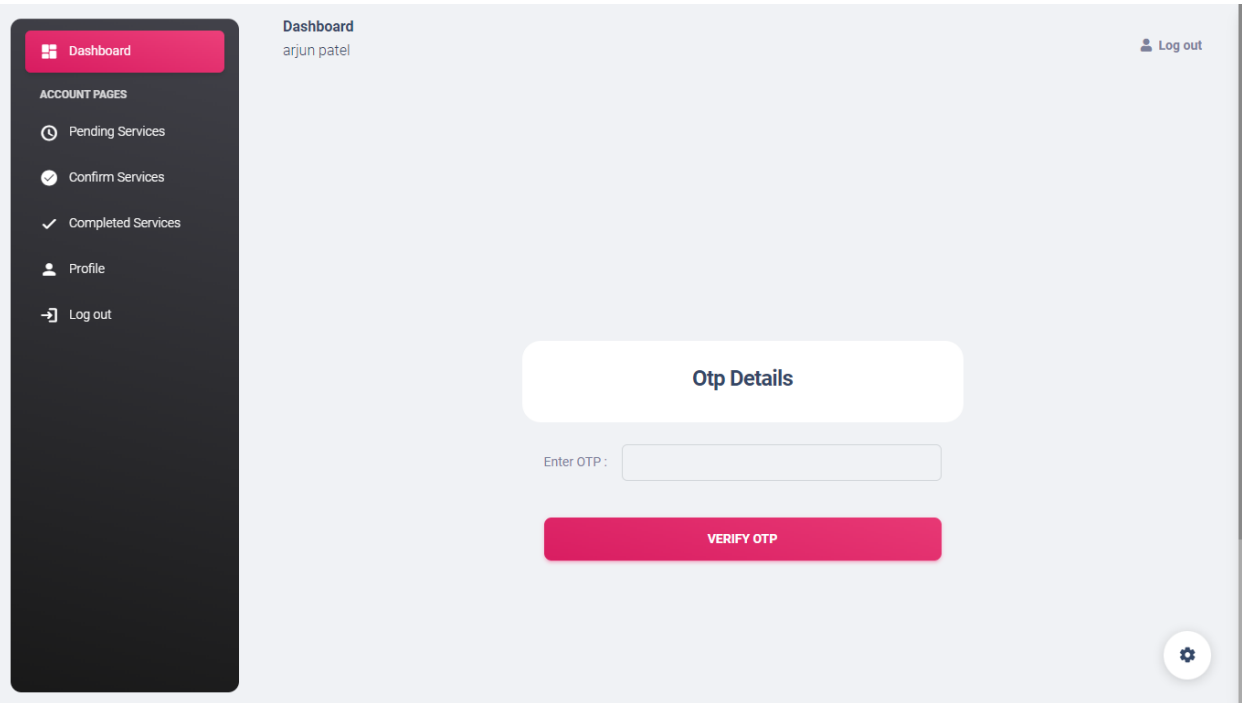
About Us

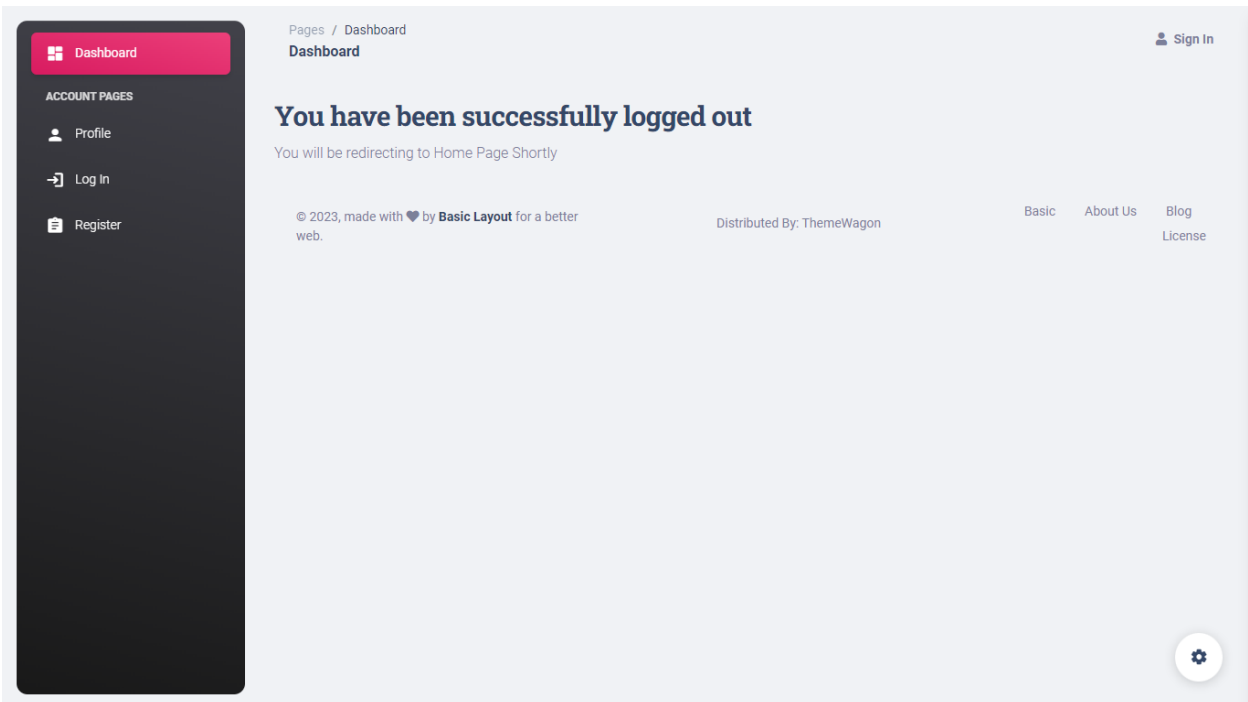
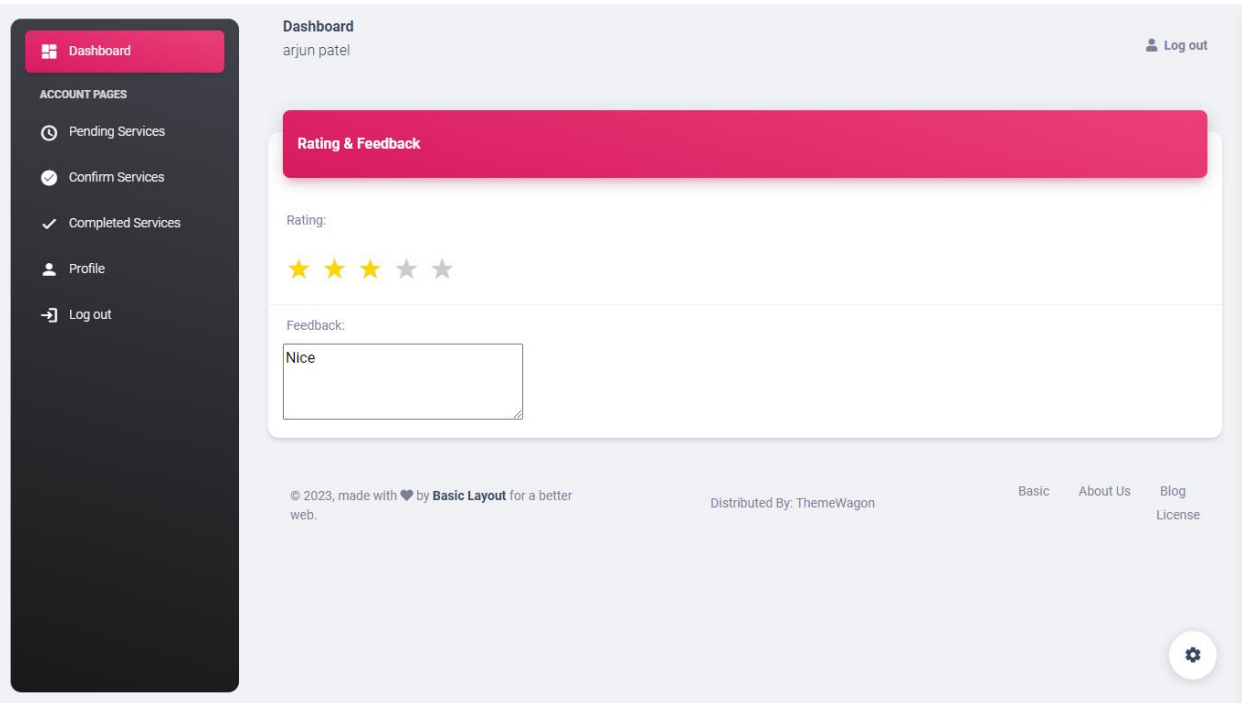
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# **Chapter: 7**

## **7. Summary**

### **7.1 Assumptions**

- Only registered Customer, Serviceman can login in our system.
- User should have basic knowledge of computer.
- User should have internet facility.
- The user must have a well working digital device like laptop or desktop or mobile.

### **7.2 Limitation**

- For now, this system doesn't include real-time back transactions.
- User cannot operate system without internet.
- If the users don't have the basic knowledge about computer, then it will be difficult for them to use this system.
- Customer can book services with only which services are available in our system.

### **7.3 Conclusion**

- Finding serviceman for particular services is quite difficult for customer so we providing get serviceman by just booking our services.
- Several services are provided by this system like effectiveness in price, get proper serviceman for the services.
- This system is useful to save time of serviceman who are searching services from their area or anywhere.

### **7.4 Future Scope**

- Live chat can be included for customer and service man for when serviceman comes at their location.
- We can add more services and recruit more service man for that and increase our range of area.
- Currently, this system provides mail for confirmation of forgot password and end service request so we can add message API in future.