**MULTI-SERVICE PROVIDER**

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# ABSTRACT

A multiple provider system is a web application that facilitates the seamless booking and delivery of various services such as cleaning, plumbing, laundry and more. Clients can use this system to request specific services based on their needs and service providers can then accept these requests and assign appropriate workers to perform the requested tasks. Key features include detailed service listings, flexible booking and scheduling options, worker assignment management ,notifications transparent rating and feedback mechanisms, payment processing, and reputation building through reviews. By seamlessly connecting clients with skilled professionals, the system enhances convenience for clients and expands business opportunities for service providers, fostering efficient and reliable service delivery across a range of industries.

# User

The platform offers users the convenience to reschedule bookings and request new services. Leveraging machine learning, on-demand services are prominently displayed atop the service list. An AI-driven chatbot addresses user inquiries, ensuring responsive communication. Geo-location guides users to local service providers, enhancing accessibility. Additionally, users can easily track the status of their service bookings, fostering transparency and trust. These features collectively emphasize the platform's commitment to user-centricity and efficient service delivery.

# Service Provider

# The platform offers service providers a streamlined registration process for new services and a convenient availability calendar. Providers can choose flexible payment options, including hourly wages, fixed rates per service, or commissions. A multi-branch support system facilitates efficient management of different outlets, accompanied by detailed analytics for each branch. Service providers gain insights through work analysis, handle new service requests and approvals, and respond promptly to user feedback. These features collectively create a dynamic and user-friendly environment for efficient service management.

# Worker

The platform ensures efficient communication for workers by providing real-time updates on appointment changes. It offers performance analytics to aid continuous improvement and allows workers to access detailed task instructions. The platform facilitates task management through a leave application feature and enables workers to apply for new service requests, including qualifications. These features empower workers with the tools and information necessary for effective service delivery and career advancement.

# Admin

The admin interface ensures a secure and efficient system by verifying new service registrations from providers. Leveraging machine learning, the platform analyzes service provider performance through user feedback, facilitating data-driven decision-making. Admins effectively manage user-requested services, overseeing the seamless execution of tasks and ensuring a streamlined service management process. This comprehensive approach empowers administrators to maintain the integrity of the platform, enhance user satisfaction, and uphold high-quality service standards.

# **MAIN Project**

**User**

* User can reschedule the booking
* User can request for a new service
* Users view the on demand services on the top of the service list(ML)
* Chatbot for user enquiries(AI)
* List Provider based on geolocation
* Track servic booking

## Service providers

* Service Provider can register for new services
* Decide on the payment for branch managers. It could be hourly wages, fixed rates per service, commissions based
* multi-branch support system allowing them to manage different branches or outlets efficiently.
* Get detailed analytics of each branch
* Work analysis
* View new service request and approval

## Branch manager

* Service booking calender
* Respond to user feedback
* Add new workers
* Give salary to the workers . It could be, fixed rates per service, commissions based
* View work report and approval

## Worker

* Receive real-time update about the appointment cancellation or rescheduling
* Provide workers with analytics and insights into their performance
* Allow workers to view detailed task notes and instructions provided by users or service providers to ensure they understand the specific requirements of the service.
* Leave application
* Apply for new service request with qualification

## Admin

* Verify the new service registration by service providers
* Analyse the performance of service providers using feedback from users(ML)
* Manage user requested services
* Service management

# **Technology**

Django

Machine Learning

Artificial Intelligence

References : https://verastar.co.uk [https://isg-one.com/articles/dealing-with-multiple-serviceproviders-a-necessary-evil](https://isg-one.com/articles/dealing-with-multiple-service-providers-a-necessary-evil)

Software Specifications

## Front-end : HTML,CSS,JavaScript Back-end : Python Django ,Sqlite