Household Service App

A mini project report submitted

In partial fulfilment of the requirements for the Degree of Bachelor of

Engineering/Technology In

Information Technology Semester

– VI

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CERTIFICATE

This is to certify that the Mini Project Report submitted entitled **"Household Services App"** has been carried out by _____ under guidance in partial fulfillment for the Degree of Bachelor of Engineering in Information Technology, 6th Semester of G H Patel College of Engineering & Technology, CVM University, New Vallabh Vidyanagar during the academic year 2025-26.

Internal Guide	Head of Department
Prof. Dr. Mital Patel	Prof. Dr. Nikhil Gondaliya

ABSTARCT

In the rapidly evolving digital era, the need for secure, efficient, and userfriendly Household Service platforms is at an all-time high. The **Household Service App** is a cutting-edge solution designed to revolutionize the way users connect with service providers. This app offers a streamlined platform for users to explore a wide range of services, book them effortlessly, and authenticate transactions. By employing robust security protocols, the app ensures the authenticity of every booking, safeguarding users from fraudulent activities and enhancing trust.

The intuitive interface simplifies navigation, making it accessible to users across all age groups and technical proficiencies. Key features such as realtime service availability, instant booking confirmation, and personalized notifications elevate the user experience to new heights. Furthermore, the app's focus on efficiency reduces the time and effort required for service management, while its secure infrastructure fosters confidence among both users and service providers.

With a commitment to innovation and reliability, the **Household Service App** sets a new standard for seamless and secure Household Service in the digital age.

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INTRODUCTION

The **Household Services App** is an innovative platform designed to bridge the gap between customers and professional service providers, offering a seamless and efficient way to manage household service needs. With an intuitive interface, users can easily create service requests for a variety of tasks, ranging from cleaning and repairs to installations and maintenance. On the other side, professionals can efficiently manage, track, and respond to these requests, ensuring prompt and reliable service delivery. By prioritizing user experience and reliability, the **Household Services App** aims to revolutionize the way customers access household services and professionals manage their work, creating a trusted and efficient ecosystem for all.

OUR GOAL

- To create a simple and secure platform for booking services.
- To provide a user-friendly interface that allows easy navigation and booking.
- To offer a basic admin system for managing bookings and overseeing service operations.

PROJECT OVERVIEW

The app is designed to:

- **Facilitate Household Service:** Users can easily book services such as home repairs or event services.
- **Provide Admin Oversight:** Admins can monitor and manage bookings to ensure smooth operations.

TARGET AUDIENCE

Our platform is designed for:

1. **Users:** Individuals seeking to book services conveniently and securely.

2. **Service Providers:** Professionals offering services who need a reliable platform to manage their bookings.

3. **Administrators:** Those overseeing the app's operations, ensuring quality control and user satisfaction.

CLEINT NEEDS

- **Users Needs:**

  Require an intuitive, reliable, and secure platform to effortlessly browse, book, and manage household services. They seek transparency in pricing, real-time updates on service requests, and the ability to provide feedback to ensure quality assurance.

- **Service Providers Needs:**

  Need a streamlined system to manage incoming requests efficiently, schedule appointments, and deliver services with precision. Tools to track payments, maintain service history, and build credibility through customer reviews are essential for their professional growth.

- **Admins Needs:**

  Demand robust tools to oversee the platform's operations, including managing user accounts, monitoring service requests, tracking service provider performance, and ensuring smooth service delivery. Additionally, admins require comprehensive analytics to identify trends, address issues proactively, and continuously improve the platform's functionality.

FEATURES

1. **User Profiles:**

    - Users can create and manage their profiles, view booking history, and receive notifications.

2. **Household Service:**
    - A straightforward interface for booking services, with details such as date, time, and service type.

3. **Admin Control:**
    - Admins can view and manage all bookings, ensuring service quality and resolving any issues.

4. **Notification System:**
    - Users receive real-time updates about their bookings, confirmations, and reminders.

SCOPE OF WORK

1. **Research and Planning:**

    - Conduct market analysis and gather client requirements.
    - Define user personas and user journeys.
    - Evaluate competitor platforms to identify gaps and opportunities.

2. **Design:**

    - Develop wireframes and a user-friendly UI/UX design.

3. **Development:**

    - Build the app using React Native for the frontend and Node.js for the backend.
    - Implement Firebase or MySQL for data management.

4. **Testing:** • Conduct thorough testing to ensure the app functions as intended.

5. **Launch and Maintenance:**

    - Deploy the app and provide regular updates and support.

TECHNICAL APPROACH

- **Frontend Development:** HTML, CSS, Bootstrap, VueJS • **Backend Development:** Flask, SQLAlchemy, Redis, Celery.
- **Database:** SQLite.
- **Libraries:** JWT for security, Flasgger for API documentation, ChartJS for data visualization
- **Security:** Implement secure OTP verification to ensure the integrity of Household Services.
- **Hosting:** Use a cloud service like Firebase or AWS for reliable and scalable hosting.

BENEFITS

1. **For Users:**
    - Simplifies Booking Process.
2. **For Service Providers:**
    - Efficient management of bookings.
    - Assurance of verified service requests.
3. **For Admins:**
    - Centralized booking management.
    - Ability to monitor and resolve issues promptly.

Household Services Web Application - Requirements Document

1. Project Overview

This document outlines the functional and non-functional requirements for a web application designed to facilitate household services. The platform enables three user roles: Admins, Professionals (service providers), and Customers. Each role has distinct functionalities for managing services, requests, and user interactions.

2. Syatem Scope

- **Purpose**: To connect customers with professionals for household services like cleaning, repair, and maintenance.
- **Primary Users**:
  - **Admins**: Manage the platform, service records, and user data.
  - **Professionals**: Offer services, view customer requests, and manage bookings.
  - **Customers**: Search for and book services, review professionals, and view history.

3. Functional Requirements

3.1 User Authentication and Registration

- **Login System**:
  - Admins, professionals, and customers must log in using registered email IDs and passwords.
- **Registration**:
  - Admin and customer sign-up includes name, email, password, and contact details.
  - Professional sign-up requires additional fields like area of expertise, address, and proof documents.

3.2 Admin Features

1. **Manage Services**:
   - Add, update, or remove household services.
2. **View Requests**:
   - Monitor service requests, their status, and assigned professionals.
3. **Service Response Management**:
   - Track completed services and ratings.
4. **Analytics Dashboard**:
   - View metrics like overall customer rating and requests summary.

3.3 Professional Features

1. **Today's Schedule**:
    - View list of services scheduled for the current day.
2. **Manage Requests**:
    - Accept, reject, or complete customer requests.
3. **View Earnings**:
    - Track earnings from completed services.
4. **Performance Summary**:
    - Analyze ratings received from customers.

3.4 Customer Features

1. **Search Services**:
    - Use filters like location, service type, and professional ratings.
2. **Service Booking**:
    - Request and confirm a booking with a selected professional.
3. **Manage Bookings**:
    - Track current, upcoming, and historical service requests.
4. **Review Professionals**:
    - Rate and review professionals after service completion.
5. **Dashboard Metrics**:
    - Access graphical summaries of service history.

4. Non-Functional Requirements

1. **Performance**:
    - Ensure smooth response times (<2s) for searches and booking operations.
2. **Scalability**:
    - Support simultaneous usage by up to 10,000 users.

3. **Security**:
    - Protect user data with encrypted passwords and secure SSL connections.
4. **Usability**:
    - Provide intuitive navigation for all user roles with minimal training required.

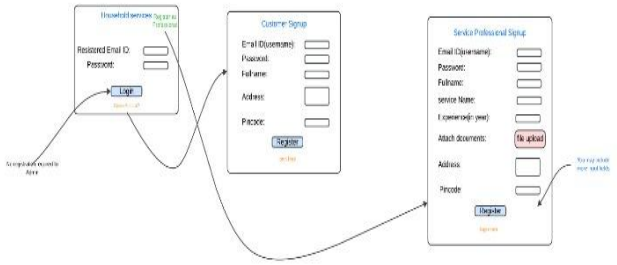
5. User Interface Design

- The wireframe details three distinct panels: **Admin**, **Professionals**, and **Customers**.
- Key features include simple tab navigation, forms for service entry/feedback, and dashboards with graphical insights.

6. Technical Requirements

- **Frontend Framework**: ReactJS
- **Backend**: Node.js with Express
- **Database**: MongoDB or MySQL
- **Hosting**: AWS or Azure
- **Authentication**: OAuth-based secure login system

WireFrame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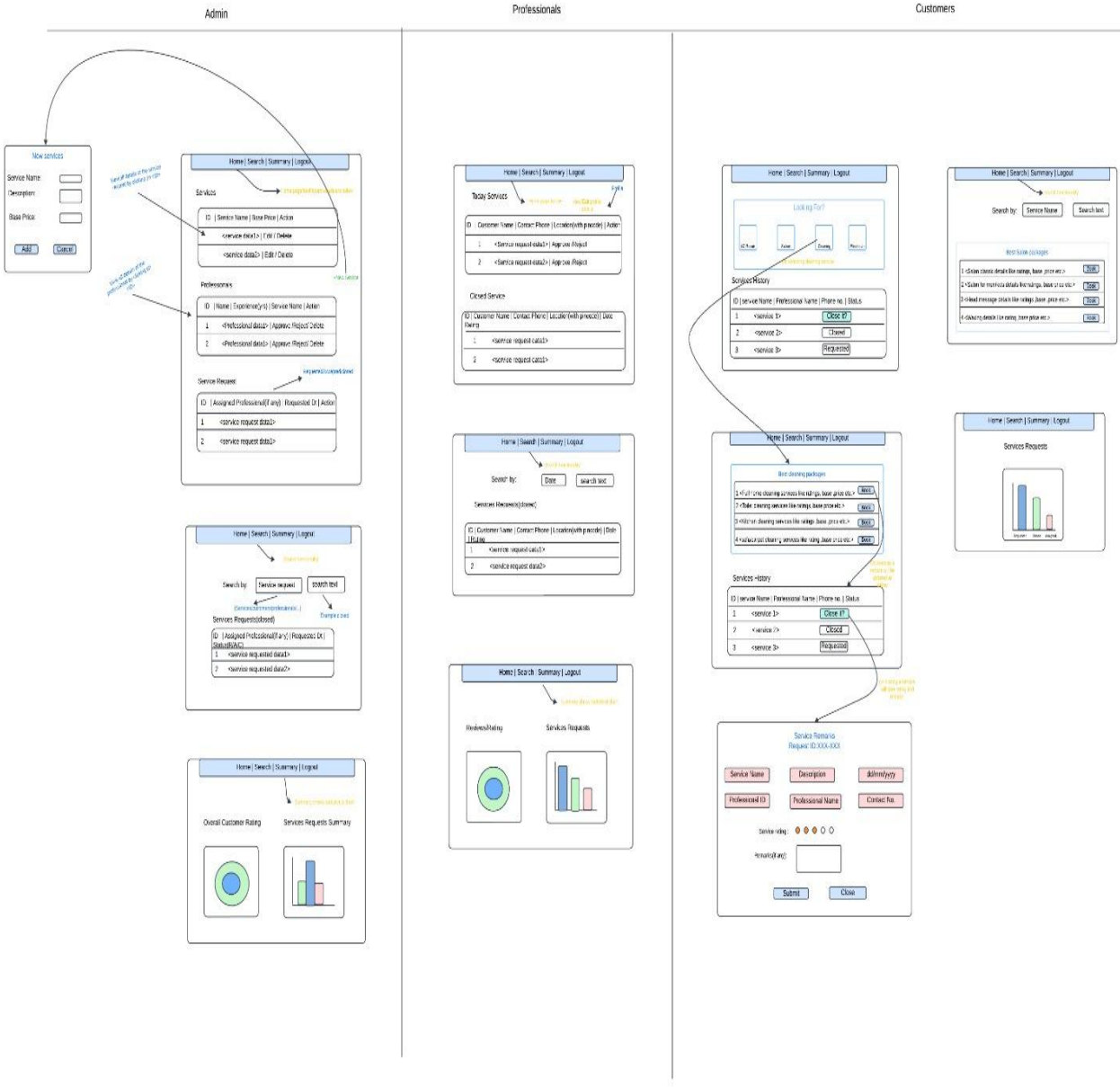
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New services
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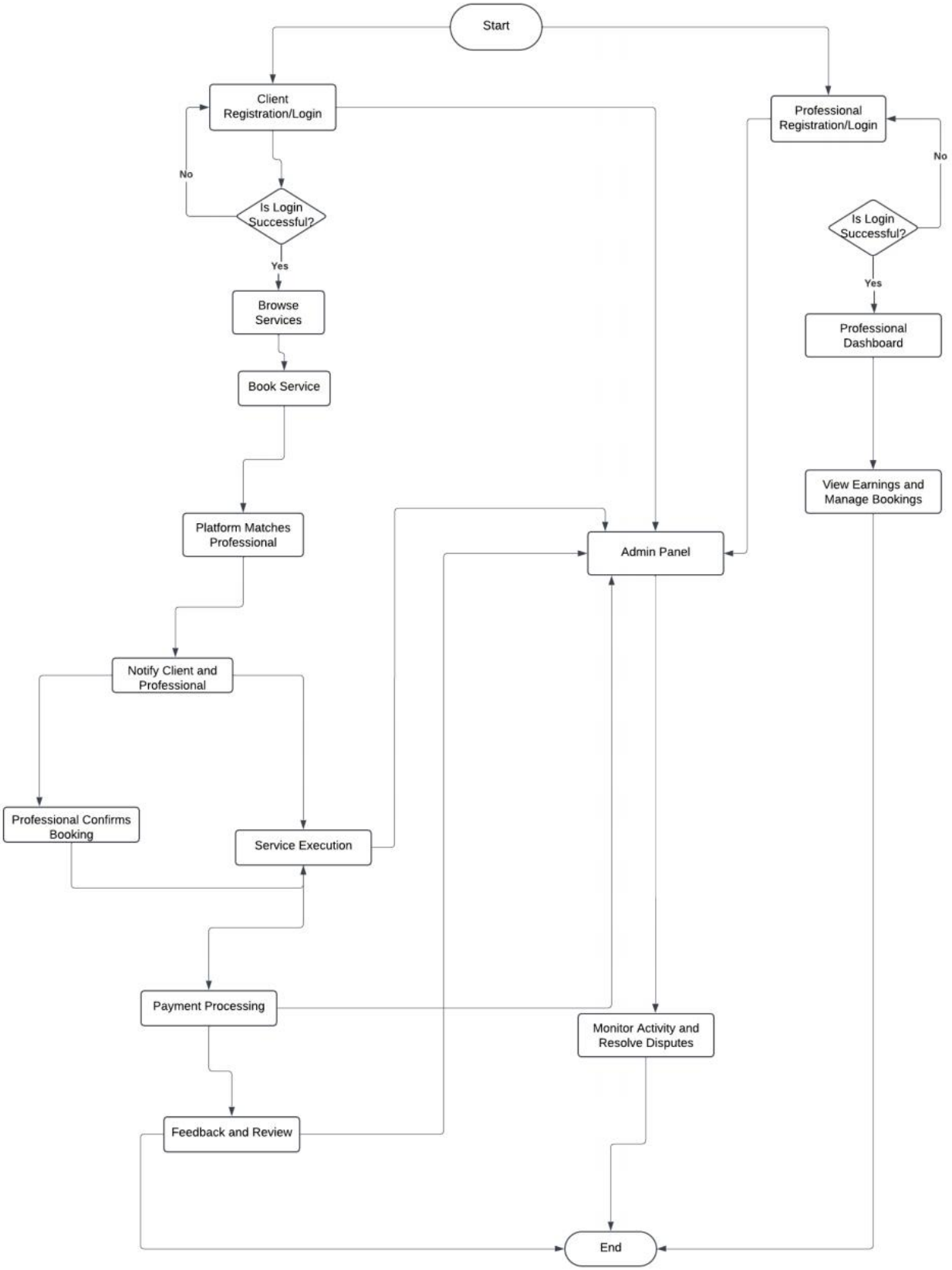
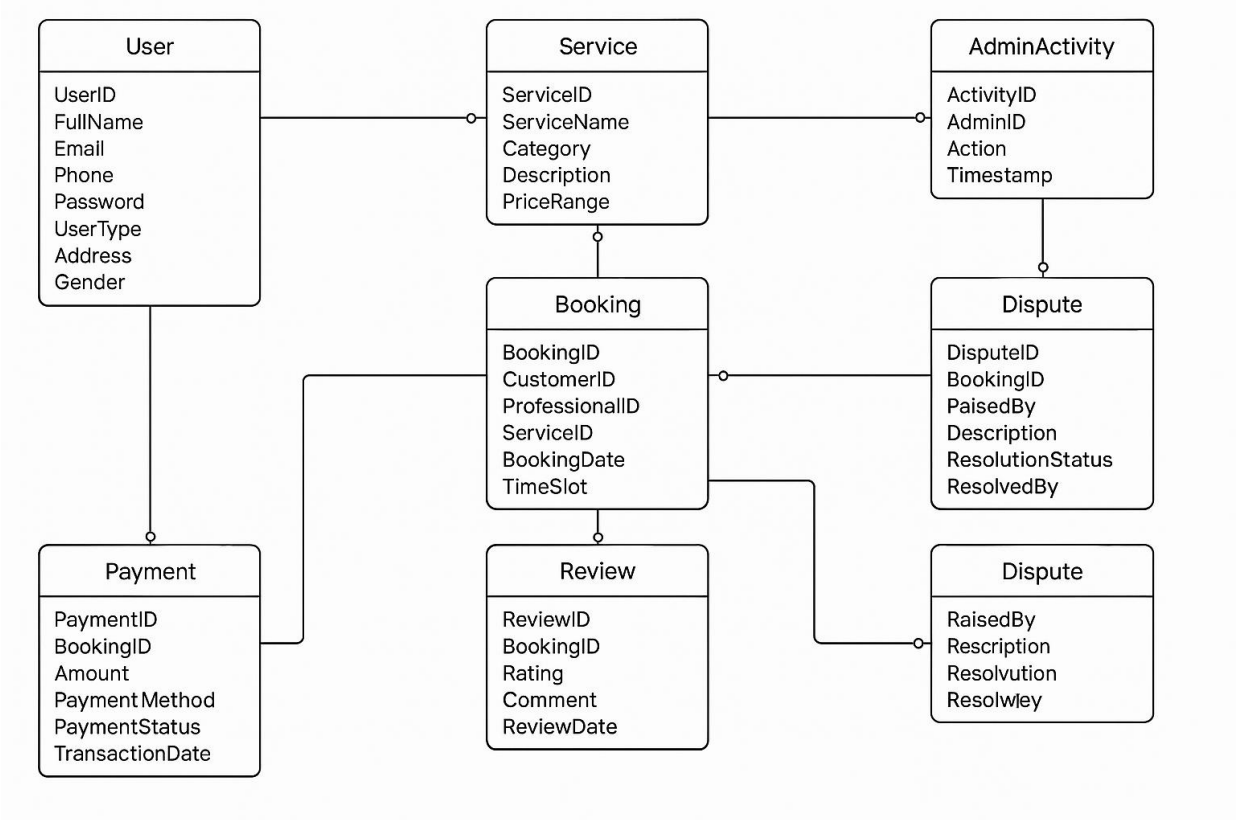
Flow Diagram



ER-Diagram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CONCLUSION

The Household Service App is designed to enhance the Household Service experience by offering a secure and user-friendly platform. Through its intuitive design and robust verification system, the app aims to provide a reliable solution for both users and service providers.