**INFO 5100 - Application Engineering & Development:  
  
Group 17:**

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**Final Project Proposal**: **ServiQue - Service based platform**

**Problem Statement:**

Urban residents often struggle to find reliable professionals for everyday home and personal care services such as salon treatments, appliance repairs, and cleaning. Personal care typically requires traveling to salons, which can be inconvenient due to long distances, time constraints, and scheduling issues. For home services, contacting individual technicians or brand support is often tedious, lacking a streamlined system for appointments and availability.

**Proposed Solution:**

**“ServiQue”** – as the name suggests is a SERVIce based uniQUE platform which is crafted designed to streamline the process of accessing reliable home and personal services. By onboarding professionals across various domains, the platform manages the **entire service lifecycle** — from placing service requests to delivery and feedback — offering customers a seamless, end-to-end experience.

Built as a **desktop application** using **Java Swing** for the user interface and **DB4O (Database for Objects)** for backend data management, ServiQue ensures efficient and object-oriented handling of customer and service data. Customers can conveniently browse services, place orders, and receive assistance — all from the comfort of their homes — eliminating the hassles of travel, coordination, and uncertainty.

The proposed application has the following advantages:

• **Convenient At-Home Access to Services:** ServiQue eliminates the need for users to physically visit salons or service centers by bringing a wide range of personal and home services directly to their doorstep through a single, user-friendly platform.

• **Streamlined Scheduling and Professional Onboarding:** With integrated scheduling and expert onboarding, users can easily book services at their preferred time, ensuring reliability, availability, and professionalism without the hassle of manual coordination.

• **Time Efficiency and Hassle-Free Experience:** By offering end-to-end service management — from request to fulfilment — ServiQue saves users time otherwise spent searching, calling, and waiting for technicians or appointments.

**Enterprises are as follows:**

·      Service Category Enterprise

·      Service Provider Enterprise

·     Service Quality Enterprise

·      Equipment Warehouse Enterprise

**Organizations are as follows:**

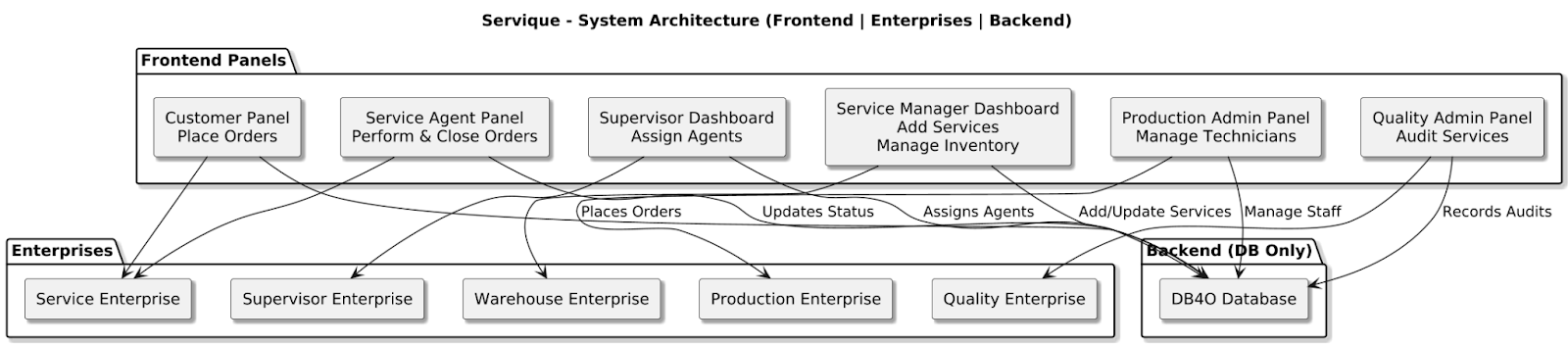
* Women’s Salon
* Men’s Salon
* Appliance Repair
* Cleaning & Pest Control
* Car Cleaning
* Home Decor

**The application is structured to support the following roles (Ecosystems Hierarchy):**

* **System Admin:** Adds/Updates/Deletes all the Enterprises, Enterprise Admins and Adds Locations.
* **Enterprise Admins (4):**
  1. Service Category Admin: View and Manage Service Categories
  2. Production Admin: Adds/Updates/Deletes Supervisor, Service Manager and Service Agent
  3. Warehouse Admin: Add/Update/Delete Inventory Manager and Inventory Store
  4. Quality Auditor Admin: Add Quality Auditor and View Feedback Report

* **Customer:** Select services, places orders and pays for the services.
* **Supervisor:** Assigns Service Agent to the orders and View Details.
* **Service Manager:** Adds all the services, View Orders ad places Inventory Orders.
* **Service Agent:** Provide Service & mark orders as Completed.
* **Inventory Manager:** Add/Update/Delete items in Inventory, Accepts or rejects Inventory Orders.
* **Quality Auditor:** Add Service Rating after the audit and manage Feedback Portal.

**High-level component diagram:**

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