

Name: AD Abeysekara

Student Reference Number: 10899221

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**Project Proposal on**  
**BookKing Multi-Service booking platform website**

(Under the Module PUSL2021 Computing Group Project)



Submitted by: AD Abeysekara

GroupB 34

Under the guidance

Of Mr. Pramudya Thilakarathne

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NSBM Green University TOWN

**Project BookKing**

**GroupB 34**

<b>Plymouth ID</b>	<b>Name</b>	<b>Degree Program</b>
10899269	MMD Gunawardana	BSc (Hons) Computer Security
10899214	NP Wijewardena	BSc (Hons) Technology Management
10899364	SMRK Senanayake	BSc (Hons) Computer Security
10899221	AD Abeysekara	BSc (Hons) Computer Security
10899249	GARR Dharmadasa	BSc (Hons) Computer Security
10899200	PKBLH Bandara	BSc (Hons) Computer Security

**Batch 22.2 / Plymouth Batch 11**

**Faculty of Computing**

**NSBM Green University Town**

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## **Project Overview and Introduction**

Web based booking systems have become progressively well-known lately, as customers look for the accommodation of having the option to book services from being in their homes. Multi- service booking systems offer a one-stop answer for customers to book many services, like travel, accommodation, activities, and transportation.

The Multi-service Booking System is an extensive computerized arrangement intended to smooth out and upgrade the method involved with booking different ad services through an incorporated system. This system takes care of many enterprises, including however not restricted to cordiality, wellbeing, transportation, and expert services. By offering an easy-to-understand interface and powerful backend foundation, this system plans to change the manner in which customers access and book services.

# Objectives of the Project

The target of this task is to create a multi-administration booking system that will permit purchasers to book various services from a solitary source. The system will be not difficult to utilize and explore, and it will offer many elements and advantages to both customers and organizations. including hotels, vehicle rentals, and so on. This is an all-in-one resource for clients or travellers to design their excursions.

## 1. Convenience and Efficiency

- Provide clients with an easy-to-use interface for consistent navigation and booking.
- Reduce the time and effort required to book services by offering a unified platform.
- Implement an intelligent search and filter system for quick and precise service selection.

## 2. Diverse Service Offering

- Consolidate a wide cluster of services traversing ventures like medical services, wellbeing, auto, and then some.
- Lay out organizations with specialist co-ops to guarantee a far reaching choice of contributions.

## 3. Customization and Personalization

- Permit clients to make profiles with preferences, empowering customized service suggestions.
- Implement a notification system for reminders, updates, and special offers tailored to each user.

## 4. Consistent Communication

- Coordinate an informing system (messaging system) for direct communication among clients and organizations.
- Empower constant updates and notices with respect to booking status and changes.

## 5. Reviews and ratings

- Execute a hearty input system to gather client reviews and ratings for services.
- Utilize this feedback to maintain high-quality service standards and assist users in making informed decisions.

# Target Users

## 1. Millennials and Gen Z:

- These generations are more likely to be digitally savvy and to prefer the convenience of online booking.

## 2. Busy professionals:

- Professionals who have limited time to book services will appreciate the convenience of a one-stop shop.

## 3. Families:

- Families with multiple children often need to book a variety of services, such as childcare, activities, and transportation.

## 4. Travelers:

- Travelers often need to book a variety of services, such as flights, hotels, and activities.

## 5. Event planners:

- Event planners often need to book a variety of services for events, such as venues, catering, and entertainment.

## 6. Freelancers and Independent Professionals:

- Independent Service Providers: Freelancers in various industries such as personal trainers, therapists, consultants, and tutors looking for a platform to manage appointments and attract clients.

In addition to these demographics, the target audience for a multi-service booking platform may also include people who are interested in specific types of services, such as:

1. Beauty and wellness services
2. Fitness and wellness services
3. Home services
4. Business services

## Propose Technologies and Tools

### 1. User Registration and Profile Management

- Users can create accounts, providing basic information and preferences. They can also manage their profiles, update contact details, and set preferences for notifications.

### 2. Service Search and Filters

- Users can search for services based on location, category, availability, and price range. Filters allow for a more refined search experience.

### 3. Real-Time Availability and Booking

- Users can view real-time availability of service providers and book services directly through the platform. Availability calendars and time slots are displayed for easy selection.

### 4. Geolocation Services

- Utilizing GPS, users can find nearby service providers, making it convenient for those seeking services in their immediate vicinity.

### 5. Secure Payment Processing

- The platform integrates a secure payment gateway, allowing users to make payments for services using various payment methods, ensuring the safety of their financial information.

### 6. Booking History and Management

- Users can view and manage their booking history, including upcoming and past appointments. They can also modify or cancel bookings if necessary.

### 7. Review and Rating System

- After a completed service, users have the option to leave reviews and ratings for the service provider. This feedback system helps maintain service quality.

### 8. Service Provider Registration and Profile Management

- Service providers can create accounts, providing details about the services they offer, availability, pricing, and location. They can also manage their profiles and update information.

### 9. Appointment Management for Service Providers

- Service providers have a dashboard where they can view, confirm, and reschedule appointments. They can also manage their availability and set working hours.

### 10. Earnings Tracking for Service Providers

- Service providers can track their earnings through the platform. They have access to a detailed breakdown of their income from bookings.

### 11. Admin Dashboard

- Administrators have access to a comprehensive dashboard where they can manage user accounts, review and moderate profiles, handle support requests, and monitor platform performance.



## **12. Analytics and Reporting**

- The admin dashboard provides detailed analytics and reporting tools, allowing administrators to track user behaviour, monitor revenue, and gain insights for strategic decision-making.

## **13. Content Management**

- Administrators can manage categories, services, and other content on the platform, ensuring accurate and up-to-date information.

## **14. Mobile Responsiveness**

- The platform is designed to be fully responsive, ensuring a seamless experience on various devices including smartphones and tablets.

## **15. Notification System**

- Users and service providers receive timely notifications for booking confirmations, reminders, and updates, enhancing communication, and reducing the likelihood of missed appointments.

# Time Plan

