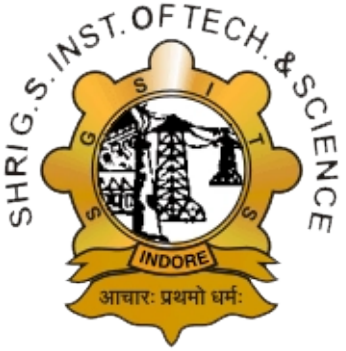
Work Up: An app for household services



Session 2023 - 2024

A Project Report submitted to
Rajiv Gandhi Proudyogiki Vishwavidyalaya, Bhopal
Towards the fulfillment of the degree of

Bachelors of Engineering
(Computer Science Engineering)

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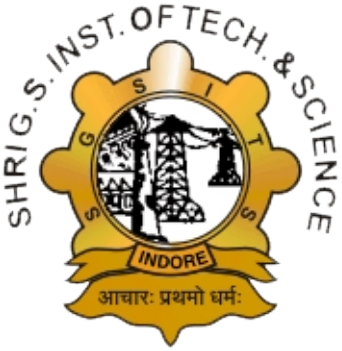

RECOMMENDATION

The project report of the Major Project Planning Seminar entitled **"Work Up: An app for household services"** submitted by **0801CS211002 Aayushi Sahay Shrivastava, 0801CS211015 Aniket Bandi, 0801CS211034 Deepak Agrawal, 0801CS211045 Isha Singhai, 0801CS211091 Suman Debnath**, Students of Bachelor of Technology III year in the session 2023-2024, towards partial fulfilment of the degree of Bachelor of Technology in Computer Science Engineering of Rajiv Gandhi Proudyogiki VishwaVidhyalaya, Bhopal is a satisfactory account of their work.

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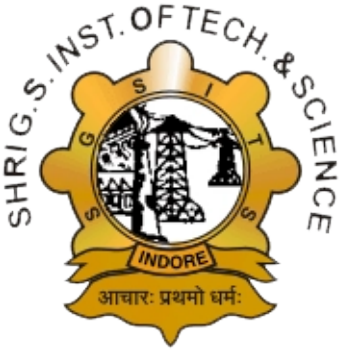

CERTIFICATE

The project report of the Major Project Planning Seminar entitled **"Work Up: An app for household services"** submitted by **0801CS211002 Aayushi Sahay Shrivastava, 0801CS211015 Aniket Bandi, 0801CS211034 Deepak Agrawal, 0801CS211045 Isha Singhai, 0801CS211091 Suman Debnath** , Students of Bachelor of Technology III year in the session 2023-2024, towards partial fulfilment of the degree of Bachelor of Technology in Computer Science Engineering of Rajiv Gandhi Proudyogiki VishwaVidhyalaya, Bhopal is a satisfactory account of their work.

Internal Examiner **External Examiner**

Date: **Date:**

Abstract

The advent of technology has revolutionized various aspects of society, including the realm of household services. Traditional methods of accessing household services have been replaced by digital platforms, offering convenience and efficiency to urban dwellers. However, navigating through the plethora of available services and service providers can be overwhelming for users, often resulting in suboptimal experiences and wasted time.

Our project aims to address these challenges by developing a comprehensive freelancing app tailored specifically for household works in urban areas. The app will serve as a centralized platform, connecting users with a wide range of service providers offering services such as electricians, laundry, cleaning, plumbing, construction, kitchen repair, and more.

Utilizing advanced technologies including deep learning and natural language processing, our app will streamline the process of accessing and procuring household services. By analyzing user preferences, service provider qualifications, and past experiences, the app will intelligently match users with the most suitable service providers, ensuring high-quality service delivery and customer satisfaction.

Furthermore, our app will feature innovative tools for summarizing service provider profiles, service offerings, and user reviews, allowing users to quickly assess the suitability and reliability of service providers. This summarization feature will empower users to make informed decisions, saving time and enhancing the overall user experience.

Through the integration of cutting-edge technologies and user-centric design principles, our freelancing app for household works seeks to redefine the way urban residents access and engage with household services, ultimately enhancing convenience, efficiency, and satisfaction in the urban lifestyle.

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Introduction

0.1 Preamble

In bustling urban landscapes where time is a precious commodity and convenience is paramount, the need for efficient household services is more pronounced than ever. With the rapid evolution of digital technologies, particularly in the realm of mobile applications and connectivity, there lies a significant opportunity to streamline and enhance the way individuals access and procure essential home maintenance and repair services.

Enterprising minds have recognized this burgeoning demand and are poised to revolutionize the household services industry through the development of a groundbreaking freelancing app. This innovative platform seeks to harness the power of digital connectivity to seamlessly connect busy urban dwellers with skilled professionals offering a diverse range of services, including but not limited to electricians, laundry, cleaning, plumbing, construction, and kitchen repair.

Drawing inspiration from the transformative capabilities of the Internet of Things (IoT) and real-time communication technologies, this freelancing app endeavors to empower users with instant access to a network of trusted service providers at their fingertips. By leveraging the interconnectedness of modern computing devices, users will be able to effortlessly request, schedule, and coordinate household tasks with unprecedented efficiency and ease.

Moreover, this pioneering app aims to address the inherent challenges faced by both consumers and service providers in the current landscape. Through features such as real-time notifications, transparent pricing models, and user reviews, the platform endeavors to foster a sense of trust, reliability, and accountability within the community. Additionally, by facilitating direct communication between users and service providers, the app seeks to streamline the entire service delivery process, from inquiry to completion, thereby optimizing resource utilization and minimizing downtime.

As urbanization continues to reshape the fabric of society, the demand for innovative solutions to everyday challenges escalates. In this dynamic environment, the freelancing app for household services emerges as a beacon of convenience, efficiency, and empowerment, poised to redefine the way urbanites manage their domestic affairs. With its unwavering commitment to excellence and customer satisfaction, this transformative platform aspires to become the quintessential companion for modern living in the digital age.

0.2 Problem statement

In urban areas, there exists a significant demand for household services such as cleaning, cooking, gardening, laundry, electricians etc. However, the current landscape of accessing these services lacks efficiency and convenience for both service providers and seekers. This market is also quite decentralized Existing platforms don't provide all services and only specialize in one of the tasks. Also, there is no existing way of connecting consumers and sellers on a single platform

0.3 Objectives

To develop a cutting-edge freelancing app that seamlessly connects urban residents with skilled household service providers, revolutionizing the way essential home maintenance tasks are accessed and managed in busy urban environments.

0.4 Need of the project

The need for this project arises from the increasingly hectic schedules of urban dwellers, who often struggle to find the time to address essential household maintenance tasks amidst their professional and personal commitments. Traditional methods of sourcing services are often time-consuming and unreliable, leading to frustration and inconvenience. Furthermore, the lack of transparency and accountability in the current system contributes to consumer skepticism and dissatisfaction. By providing a centralized platform that offers instant access to a wide range of vetted service providers, this project aims to fill a crucial gap in the market, catering to the evolving needs and preferences of urban consumers while ensuring efficiency, transparency, and peace of mind.

0.5 Proposed Approach

1. **Data Gathering from Multiple Sources:** Collect data from various sources such as user preferences, service provider profiles, past transactions, and real-time market demand. Utilize this data to build a comprehensive database of available services, pricing, provider ratings, and user feedback.
2. **Algorithm Development for Service Matching:** Develop an algorithm that analyzes user requests and matches them with the most suitable service providers based on factors like location, availability, expertise, and user ratings. This algorithm will ensure efficient and accurate service recommendations tailored to each user's needs.
3. **Controlled Service Provision:** Controlled Service Provision: Implement a system to control the initiation and completion of service provision, similar to the relay circuit controlling water pumps. This system will ensure that services are only provided when requested by users, minimizing wastage of both time and resources for both users and service providers.
4. **Real-Time Updates and Notifications:**Real-Time Updates and Notifications: Integrate real-time updates and notifications to keep users informed about the status of their service requests. Notify users when service providers accept requests, arrive at the location, and complete the job. Additionally, provide alerts for any changes or delays in the service schedule.
5. **User Interface with Manual Control Options:** Design a user-friendly interface that allows users to easily navigate through available services, select preferences, and customize their requests. Provide manual control options for users to adjust service parameters according to their preferences, such as scheduling, pricing, and specific requirements.
6. **Feedback and Review System:** Implement a feedback and review system where users can rate and review service providers based on their experiences. This system will help maintain service quality standards, build trust within the community, and provide valuable insights for continuous improvement.
7. **Customer Support and Assistance:** Offer customer support channels to address user inquiries, resolve issues, and provide assistance throughout the service booking process. Provide access to FAQs, help documentation, and live chat support to ensure a smooth and satisfactory user experience.
8. **Continuous Iteration and Improvement:** Continuously gather user feedback and usage data to identify areas for improvement and optimization. Regularly update the app with new features, enhancements, and performance improvements based on user insights and market trends, ensuring the app remains relevant and competitive in the freelancing service industry.

Background Study of the Domain

0.6 Area of concern

In urban areas, there is a huge demand for household services like electricians, laundry services, plumbing services, gardening, etc. in both homes and office spaces. There are people like students, corporate employees, and businessmen living in these areas who need daily household services. A similar case is of the delivery services like Swiggy, Zomato, BlinkIt, Porter, etc., that have been growing in the urban areas due to this market gap. Similarly, there is a market gap in providing household services. Only a few small companies are there that provide some part of these services. Most of the market in this sector is decentralized.

0.7 Tools & technologies

- **Android Studio:** Android Studio serves as the integrated development environment (IDE) for Flutter app development. It provides a comprehensive set of tools and features for writing, debugging, and testing Flutter code. Android Studio offers seamless integration with Flutter, enabling developers to build cross-platform mobile applications efficiently.
- **Dart:** Dart serves as the primary programming language for Flutter app development. It offers a modern and efficient framework for building cross-platform mobile applications with Flutter's reactive UI framework.
- **Figma:** Figma is a powerful design tool used for creating user interfaces, wireframes, and prototypes. It enables designers and developers to collaborate seamlessly and iterate quickly on UI designs. Figma's features such as real-time collaboration and cloud-based storage make it an ideal choice for designing Flutter app interfaces.
- **Google Maps API:** Google Maps API provides developers with access to powerful mapping and location-based services. It allows the integration of maps, directions, geolocation, and place data into Flutter apps, enabling features such as location-based search, navigation, and real-time tracking.
- **Material UI:** Flutter's Material Design framework provides a set of pre-designed UI components and guidelines for building visually appealing and consistent user interfaces. Material UI widgets can be customized and combined to create rich and intuitive user experiences that adhere to Google's Material Design principles.
- **Version Control System:** Version control is essential for managing code changes, collaborating with team members, and maintaining a history of revisions. Git is a popular version control system, and tools like GitKraken, SourceTree, or the command-line interface can be used for managing Git repositories.
- **Firebase:** Google Firebase provides a comprehensive suite of backend services for mobile and web app development. It offers features such as real-time database, authentication, cloud storage, hosting, and functions, which can be easily integrated into Flutter apps to add functionality like user authentication, data storage, and serverless computing.
- **Docker:** Docker is a containerization platform that allows developers to package applications and dependencies into lightweight, portable containers. Docker simplifies the deployment process by ensuring consistency between development, testing, and production environments.
- **Continuous Integration/Continuous Deployment (CI/CD) Pipelines:** CI/CD pipelines automate the process of building, testing, and deploying software changes. Tools like Jenkins, Travis CI, or GitLab CI/CD can be used to set up CI/CD pipelines for Flutter apps, ensuring rapid and reliable delivery of updates to end-users.

0.8 Inception

A thorough review of existing research and ongoing developments has been undertaken to explore the current landscape of freelancing applications. Previous endeavors in this field have served as a source of inspiration and direction for our project. Upon embarking on this venture, four fundamental questions emerged as focal points for our exploration:

- **Tool Selection:** What tools and technologies are best suited for implementing our freelancing app? How do we navigate the myriad options available to ensure we choose the most appropriate tools for our project's requirements and objectives?
- **Approach for Service Provision:** What approach should we adopt for facilitating service provision within our app? How can we design a framework that effectively connects users with service providers while prioritizing efficiency, reliability, and user satisfaction?
- **Analysis of Previous Limitations:** What were the primary drawbacks and limitations of earlier freelancing platforms? How can we learn from these challenges to inform our approach and avoid repeating past mistakes?
- **Identification of Improvements:** What enhancements and innovations can we introduce to elevate the functionality and usability of our freelancing app? How can we leverage emerging technologies and user feedback to drive continuous improvement and ensure our platform remains at the forefront of the industry?

0.9 Tools Required for Implementation

- **Computers:** Desktops or laptops equipped with necessary software for development, including IDEs like Android Studio or Visual Studio Code.
- **Cloud Storage:** Cloud storage solutions such as Google Drive or Dropbox for storing project files, documents, and backups securely.
- **Mobile Devices:** Android smartphones or tablets for testing and debugging the app on real devices to ensure optimal performance and compatibility.
- **Android Software Development Kit (SDK):** The Android SDK provides the necessary tools, libraries, and APIs for building Android applications using languages like Java or Kotlin.
- **Emulators:** Android emulators like Android Virtual Device (AVD) or Genymotion for simulating different device configurations and testing the app on virtual devices.
- **Continuous Integration/Continuous Deployment (CI/CD) Tools:** CI/CD platforms like Jenkins, Travis CI, or GitLab CI/CD for automating the build, testing, and deployment processes to ensure smooth and efficient development workflows.
- **Version Control System:** Version control tools like Git for managing and tracking changes to the codebase, collaborating with team members, and maintaining a history of revisions.
- **Project Management Tools:** Project management platforms like Jira, Trello, or Asana for organizing tasks, tracking progress, and collaborating with team members throughout the development lifecycle.
- **Design Tools:** Design software such as Figma or Adobe XD for creating UI/UX designs, wireframes, and prototypes to visualize and iterate on the app's user interface.
- **Documentation Tools:** Documentation tools like Confluence or Google Docs for creating and maintaining project documentation, including requirements, design specifications, and user guides.

0.10 A Study of Available Approaches

- To get contact from acquaintances: People usually take the contact numbers of service providers from nearest ones.
- To enquire at shops: People look for electricians at electrical appliances shop, laundry guys at laundry shops etc.
- Few apps provide one exclusive service: People sometimes use apps that provide exclusively one service and another app for another service.
- Freelancers need to keep in touch with contractors for work.

Analysis

0.11 Detailed Problem Statement

The current landscape of household services in urban areas is characterized by limited offerings, lack of convenience, quality concerns, and inefficiencies for both service providers and consumers. Moreover, customers encounter difficulties in finding service providers who are available to meet their scheduling needs, they make multiple inquiries or settle for inconvenient appointment times. Addressing these challenges facilitate transparent transactions, and ensures connectivity between consumers and service providers. Such a platform would benefit the process of finding and booking household services, improve the quality and reliability of service providers, and improve the overall customer experience for urban residents

0.12 Functional Requirements

This section outlines the functionalities that WorkUp, an app for household services, would provide.

0.12.1 Functional Requirement

- **User registration and login:** Users should be able to register and login using email, phone number, or social media accounts.
- **Search for services:** Users should be able to search for various household services by category, location, or service provider name.
- **Browse service providers:** Users should be able to browse service provider profiles, including ratings, reviews, experience, and service details.
- **Request service:** Users should be able to request a service by specifying the date, time, location, and any additional details.
- **Manage requests:** Users should be able to track their service requests, reschedule or cancel appointments, and communicate with service providers.
- **Payment:** Users should be able to securely pay for services through the app using various payment methods.
- **Rate and review:** Users should be able to rate and review service providers after completing a service.
- **Service provider registration and login:** Service providers should be able to register and login to manage their profiles and services.
- **Manage service listings:** Service providers should be able to create, edit, and manage their service listings, including pricing, availability, and service details.
- **Receive service requests:** Service providers should be able to receive service requests, accept or reject them, and communicate with users.
- **Manage appointments:** Service providers should be able to manage their appointments, track their schedule, and update users about their progress.
- **Payment management:** Service providers should be able to track their earnings, manage invoices, and receive payments through the app.

0.12.2 Non Functional Requirement

- **Performance:** The app should load quickly and respond to user actions promptly.
- **Security:** User data and financial information should be protected with robust security measures.
- **Usability:** The app should have a user-friendly interface with intuitive navigation and clear instructions.
- **Scalability:** The app should be able to handle a growing user base and service volume without performance degradation.
- **Reliability:** The app should be available and functional most of the time, with minimal downtime or errors.

0.13 Use Case Analysis

0.14 System Requirements

This section outlines the hardware and software specifications necessary for the WorkUp app to function effectively.

0.14.1 Mobile App (User and Service Provider)

Android: Minimum version: Android 7.0 Nougat with support for newer versions.
iOS: Minimum version: iOS 14 with support for newer versions.
Processor: Mid-range processor (e.g., Qualcomm Snapdragon 600 series or equivalent) or higher for smooth performance.
Memory (RAM): Minimum 4GB RAM or higher for efficient multitasking.
Storage: Enough storage space to download and run the app, considering potential updates and image/video sharing.
Network: Stable internet connection (3G/4G/5G/Wi-Fi) for functionalities like location services, data exchange, and online payments.
GPS for location-based services (finding service providers, scheduling appointments).
Camera for capturing photos/videos for service requests or profile pictures.

0.14.2 Server-Side

Operating System: Linux-based OS (e.g., Ubuntu, CentOS) for stability and scalability.
CPU: Multi-core processor with sufficient processing power to handle user requests, data processing, and communication.
Memory (RAM): Enough RAM to handle concurrent user activity and database operations.
Storage: Sufficient storage space to store user data, service provider information, service listings, and other app data.
Network: High-speed internet connection for efficient data transfer and communication with mobile devices.
Web server (e.g., Apache, Nginx) to host the app's backend functionalities.
Database (e.g., MySQL, PostgreSQL) to store user data, service provider information, service listings, and other app data.
Programming languages (e.g., Python, Java) for backend development and server-side logic.

0.15 Feasibility Study

The feasibility of a project can be ascertained in terms of technical factors, economic factors, or both. A feasibility study is documented with the report showing all the ramifications of the project.

0.16 Technical Study

Desktops or laptops equipped with necessary software for development, including IDEs like Android Studio or Visual Studio Code. Dart serves as the primary programming language for Flutter app development. It offers a modern and efficient framework for building cross-platform mobile applications with Flutter's reactive UI framework Version control tools like Git for managing and tracking changes to the codebase, collaborating with team members,

0.17 Operational Study

It describes the circumstances under which the system is operational. The android application is operable on all contemporary android mobile phones having android version above Jelly Beans.CI/CD platforms like Jenkins, Travis CI, or GitLab CI/CD for automating the build, testing, and deployment processes to ensure smooth and efficient development workflow.

Figure 1: Use Case Diagram

Design

0.18 System Architecture

For developing an application to address the mentioned problem statement, the following system requirements are identified:

- User Interface: An intuitive and user-friendly interface for both service providers and seekers.
- Service Categories: Support for a wide range of freelancer of household services categories.
- Search and Filters: Robust search functionality with filters to help users find specific services easily.
- User Profiles: User profiles for service providers and seekers, including reviews and ratings.
- Booking and Scheduling: Features for users to book services at their convenience.
- Payment Integration: Secure payment gateway integration for seamless transactions.
- Notification System: A notification system to keep users updated on booking status, service provider availability, etc.
- Admin Panel: An admin panel to manage users, services, payments, and overall platform functionality.
- Feedback and Rating: System for users to review service providers and vice versa.
- Mobile App: Support for both Android and iOS platforms.
- Data Security: Ensure data security and privacy of user information and transactions.
- Scalability: Ability to scale the application to accommodate a growing user base and services.
- Localization: Support for multiple languages and currencies.
- Marketing and Analytics: Integration with marketing tools and analytics for better understanding of user behavior and preferences.

0.19 Activity Diagram

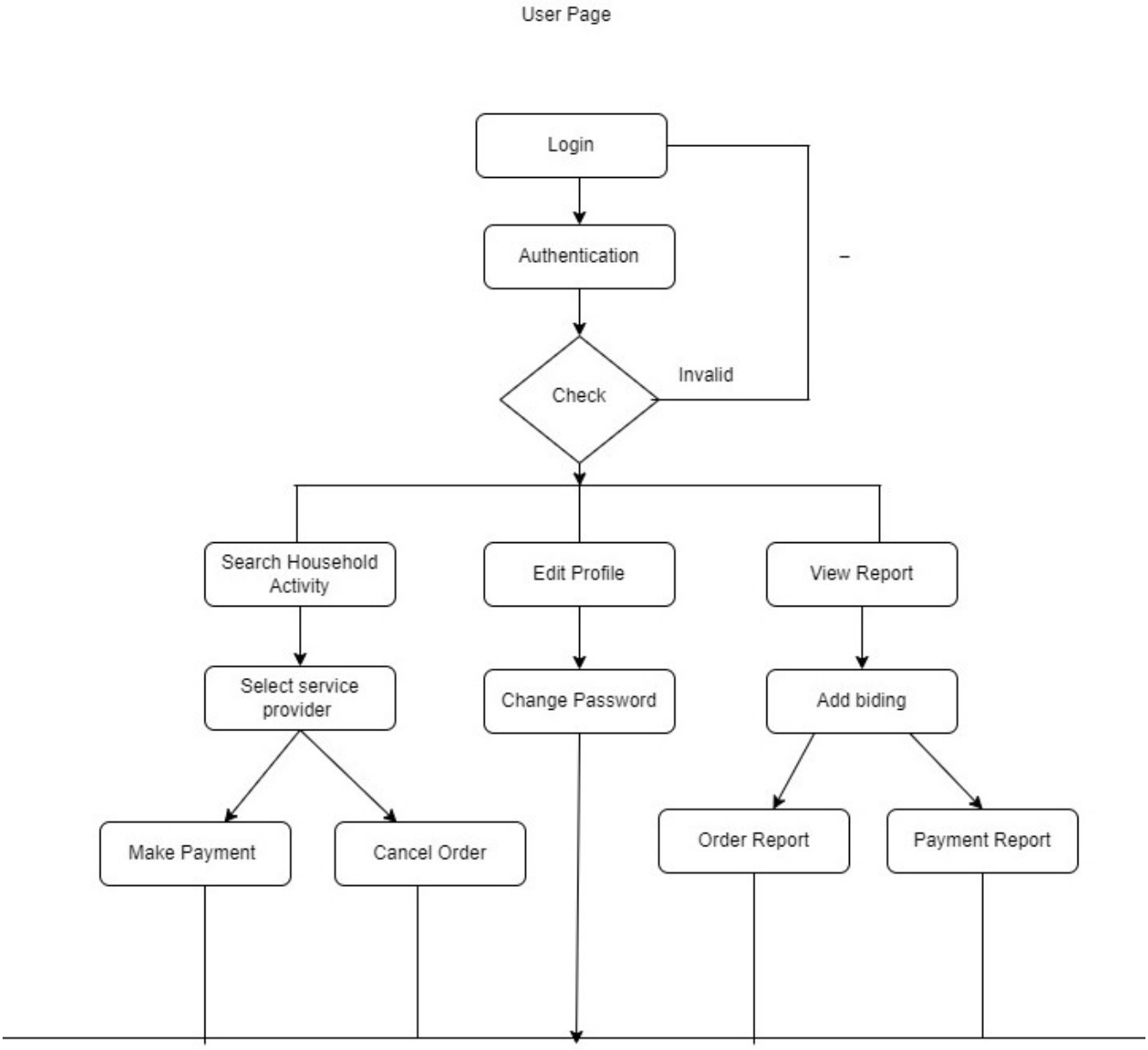

Figure 2:

Figure 3: Activity Diagram

Proposed Solution

Market Research: We couldn't find any freelancing apps where workers living nearby could fix or repair household issues. The existing ones lack a bidding system where service providers can bid according to their needs and customers can choose any of them as per their requirements.

Frontend: Users can browse through categories, view service details, and book appointments. There would be a service provider's portfolio page. Apart from gigs, there would exist feedback from customers which could reflect the service provider's work.

Backend: There would exist a chat feature, payment gateway, and geolocation services where service providers and customers available nearby can contact each other. The database will store every piece of information.

Our proposed solution involves the development of an integrated app designed to seamlessly connect individuals with local service providers to fulfill their specific needs. Through this platform, users will be able to easily search for various services such as plumbing, electrical work, cleaning, gardening, and more services based on their location and requirements, and service providers as freelancers will be able to provide those services via packages. Service providers will have profiles showcasing their expertise, qualifications, and ratings, enabling users to make informed decisions. The platform will incorporate features such as real-time availability, booking options, chatting, package creation, secure payment gateways, and a review system to ensure reliability and transparency. The customer can also post a work on the community on which other sellers can place bids with suitable price amounts from which the customer can choose one to continue with.

Client-side Application

User Interface (UI): The client-side application includes user interfaces for both service seekers (clients) and service providers (freelancers). The UI should be intuitive, responsive, and aesthetically pleasing to enhance user experience.

User Authentication: Implement secure user authentication mechanisms such as email/password login, social media log in, or biometric authentication to ensure the security of user accounts.

Profile Management: Allow users to create and manage their profiles, including personal information, service preferences, past work history, ratings, and reviews.

Service Search and Booking: Enable users to search for specific household services, view service provider profiles, check availability, and book appointments based on their preferences.

Real-time Communication: Integrate real-time communication features such as chat or video calling to facilitate direct communication between clients and freelancers for discussing project details or resolving queries.

Payment Gateway: Integrate a secure payment gateway to facilitate seamless and secure transactions between clients and freelancers. Implement features like invoice generation, payment tracking, and dispute resolution mechanisms.

Server-side Application

API Layer: Develop a robust API layer to handle client requests, process data, and interact with the database. Use RESTful APIs to ensure scalability, maintainability, and interoperability.

Business Logic: Implement business logic to handle core functionalities such as user authentication, profile management, service search, matching algorithms, booking management, and payment processing.

Database Management: Choose a suitable database management system (DBMS) to store user data, service listings, bookings, reviews, and other relevant information. Utilize relational or NoSQL databases based on the application's requirements.

Server Infrastructure: Deploy the server-side application on scalable and reliable server infrastructure such as cloud-based platforms (e.g., AWS, Google Cloud, Azure) to ensure high availability, fault tolerance, and scalability.

Security Measures: Implement robust security measures at the server-side, including encryption protocols, HTTPS, input validation, and access control mechanisms to protect user data and prevent unauthorized access or data breaches.

Performance Optimization: Optimize server-side performance through techniques such as caching, load balancing, and database indexing to enhance application responsiveness and scalability.

Database Management

User Data: Store user data such as profiles, authentication credentials, preferences, and payment information securely in the database.

Service Listings: Maintain a database of available household services, including service descriptions, pricing, availability, and service provider profiles.

Bookings and Transactions: Store information about user bookings, appointment schedules, transaction history, invoices, and payment records for tracking and reporting purposes.

Reviews and Ratings: Capture user-generated reviews and ratings for service providers to help clients make informed decisions and maintain service quality standards.

Solutions Proposed

Our proposed solution involves the development of an integrated app designed to seamlessly connect individuals with local service providers to fulfill their specific needs. Through this platform, users will be able to easily search for various services such as plumbing, electrical work, cleaning, gardening, and more services based on their location and requirements and service providers as freelancers will be able to provide those services via packages. Service providers will have profiles showcasing their expertise, qualifications, and ratings, enabling users to make informed decisions. The platform will incorporate features such as real-time availability, booking options, chatting, package creation, secure payment gateways, and a review system to ensure reliability and transparency. The customer can also post a work on the community on which other sellers can place bids with suitable price amount from which the customer can choose one to continue with.

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Third Party Integrations

Our proposed solution involves the development of an integrated app designed to seamlessly connect individuals with local service providers to fulfill their specific needs. Through this platform, users will be able to easily search for various services such as plumbing, electrical work, cleaning, gardening, and more services based on their location and requirements and service providers as freelancers will be able to provide those services via packages. Service providers will have profiles showcasing their expertise, qualifications, and ratings, enabling users to make informed decisions. The platform will incorporate features such as real-time availability, booking options, chatting, package creation, secure payment gateways, and a review system to ensure reliability and transparency. The customer can also post a work on the community on which other sellers can place bids with suitable price amount from which the customer can choose one to continue with.

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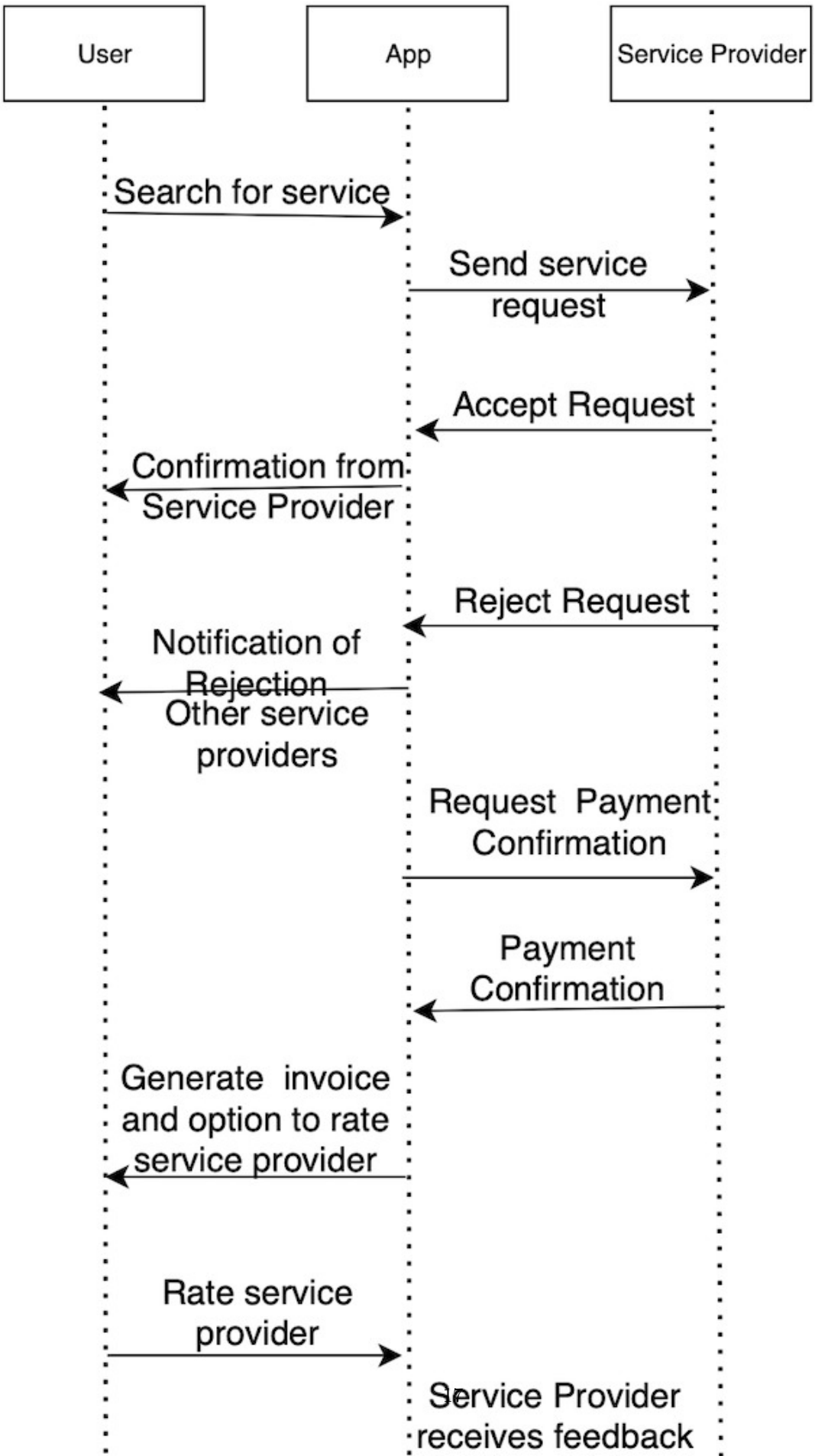
Diagrams


User
App
Service Provider
Search for service
Send service request
Accept Request
Confirmation from Service Provider
Reject Request
Notification of Rejection
Other service providers
Request Payment Confirmation
Payment Confirmation
Generate invoice and option to rate service provider
Rate service provider
Service Provider receives feedback