# **KbaeNak**

1. **Introduction**

The ideal approach of seeking a repair service is not to call a cab or ask a neighbor, but with the help of Industrial 4.0 (the era of industrial digitalization) to implement online repair services on a platform which easily enables us to locate the closest service provider without any delay. It is the main target of **KbaeNak** which would make our lives handier to locate repair services efficiently.

* 1. **Overview**

In general, the term "repair" refers to the restoration work for when an asset breaks, gets damaged, or stops working. Therefore, in order to maintain it, a repair service tends to be needed, which is a process that involves checking, servicing, and replacing necessary devices. As we all know, nothing is ever truly permanent.

* 1. **Problems**

As we all know, when things need to be repaired, it's great if you know where to fix it. But if you don’t know, you may question others around you, such as do you know where the repair shop is, is there a repair shop nearby, how the shop is, and etc. Of course, it is quite difficult to find where the repair service is, if we are unfamiliar with the area we are in.

* + 1. **Do Not Know Repair Location**

Consider that on your way to school or work, on your way to school or work, a tire unexpectedly exploded, and you have no idea where to go for repairs. Therefore, you might be late or miss the class or work on that day. Another occasion is when your phone or computer got damaged, you need to repair it as quickly as possible, but you don't know whether there is one nearby since the shop you know is far from you. Furthermore, some items are difficult to maintain or repair. Those items may be out of date or not widely utilized.

* + 1. **Unfamiliar With the Shop**

Some people are afraid to walk inside the shop since they are unfamiliar with it. They have no clue whether the shop is good or not, and would possibly rip off users who used their services.

1. **Project Solution**

To help solve the above problems, our team has come up with an idea to develop a website that provides solutions to the problems and makes it more useful and helpful. **KbaeNak** is website that provides users a platform to post for finding help with technical issues and search for their needed repair services.

1. **KbaeNak Project**
2. **Features**
   1. **Newsfeed**

Whenever users browse our website, they could see all the posts such as the post from users and from handymen. In terms of social interaction, they can comment, react, report, as well as bookmark the post.

* 1. **Create Post**

When users are facing technical issues, they can create a post for finding help. So that, when other users or handymen see that post, they can give suggestions on where to fix it.

* 1. **Notification**

In order to gather information more quickly, we also have a notification feature to make sure that users receive the most recent information.

* 1. **Chat**

**KbaeNak** also provide a chat option to enable users to communicate directly with handymen. Consider that when you have urgent technical issues and you’re unable to fully express in the post. So, you can use this chat feature to describe detailed problems with handymen.

* 1. **Nearby Service Suggestion**

As the problems such as a tire unexpectedly exploded, device got damaged, and etc. you need to fix as soon as possible. Thus, **KbaeNak** has added the nearby service suggestion which allows users to find the nearest service provider.

* 1. **Progressive Web App**

**KbaeNak** also included a feature called Progressive Web App, or PWA, which is responsive for all devices. As an example, when you visit a website on your mobile device's browser, you can add the website as an icon on your smartphone's home screen. As a result, you can directly use the website without retyping the URL.

1. **Future Plan(s)**
   1. **Send Image and Voice Submission Via Chat**

A wonderful feature to have in our project is Chat. To make it more functional, we decided to add image and voice submission via chat. It would make it more productive and user friendly.

* 1. **Live Location**

In order to help traders and users know one another's current location, another feature that would be included is sharing live location. If users and traders are unable to share their current location, thus both of them would not be able to estimate or do not know when the other will arrive.

1. **Conclusion**

In conclusion, **KbaeNak** is a website with a distinctive user interface and multiple helpful functions to support users in achieving a better experience in repair service. It will help people locate the repair shop they're looking for. **KbaeNak** is the finest choice for fulfilling online requests with excellent service due to it assists users in browsing repair services so they can quickly find the closest service provider. **KbaeNak** is here to help people find their repair service without delay.