Rayat Shikshan Sanstha's

C. D. Jain College Of Commerce, Shrirampur

A Project Report On

"May I Help You – Service Provider"

Submitted to

University of Pune

In Partial Fulfilment of The Requirement of

BBA(CA)- II

(Bachelor of Business Administration and Department of Computer Application)

Submitted By

Mr. Sarode Siddharth Ravindra and Mr. Sadavarte Gopal Ravindra

Under a Guidance of

Mrs. Bhawsar B. S.

During The Academic Year **2023-24**

RAYAT SHIKSHAN SANTHA'S

C. D. JAIN COLLEGE OF COMMERCE, SHRIRAMPUR

CERTIFICATE

(Department of BBACA)

This is certify that Project entitled "**May I Help You – Service Provider**" Submitted by **Mr. Sarode Siddharth Ravindra and Mr. Sadavarte Gopal Ravindra** student of **BBA(CA)-II** (Bachelor Of Business Administration and Computer Application) had satisfactorily completed the project during the academic year **2023-24.**

Date: / /

Project Guide **Head of Department**

Mrs. Bhawsar B. S. Mr. Chandratre Y. V.

Internal Examiner **External Examiner**

Acknowledgement

We have taken efforts in this project. However, it would not have been possible without the kind support and help of many individuals and organization. We would to kind to extend our sincere thanks to all of them.

First and foremost, we want to thanks Prof. Yogiraj Chandratre sir HOD (BBACA) in C. D. Jain College, Shrirampur for giving us an opportunity to work on this project.

We are highly indebted to Prof. Mrs. Bhawsar B. S. (Project Guide) for his guidance and constant supervision as well as for providing necessary information regarding the project & also for his support in the project.

We would like to express our gratitude towards our parents & members of Information technology department for their kind co-operation and encouragement which help us in completion of this project.

Our thanks and appreciations also go to our colleague in developing the project and people who have willingly helped us with their abilities.

Place: Shrirampur **Signature**

Date: / / 2024 Mr. Sarode Siddharth Ravindra

Signature

Mr. Sadavarte Gopal Ravindra

DECLARATION

We **Mr. Sarode Siddharth Ravindra** and **Mr. Sadavarte Gopal Ravindra** students of **BBA(CA)-II**, C.D Jain college Of Commerce, Shrirampur declare that the project entitled **"May I Help You – Service Provider"** Have been completed successfully & this project is submitted towards the partial fulfillment of the requirement of the degree of BBA(CA).This project is not submitted for any other degree, Diploma or other similar title or prize in any other university.

Place: Shrirampur **Signature**

Date: / / 2024 Mr. Sarode Siddharth Ravindra

Signature

Mr. Sadavarte Gopal Ravindra

Chandraroop Dakle Jain College of Commerce, Shrirampur

CERTIFICATE

This is certify that **Mr. Sarode Siddharth Ravindra** and **Mr. Sadavarte Gopal Ravindra.** BBA(CA)-II students have carried out necessary project report work on **"May I Help You – Service Provider"** they have completed this project as prefer the requirements given to them , I agreed for the software prepared by them. During academic year **2023-24.**

Date: / /2024 **Guide** : Prof. Mrs. Bhawsar B. S.

Place: Shrirampur **Sign& Stamp**

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1. Introduction

We consistently manage normal issues in our bustling lives, for example, plumbing issues, electrical breakdowns, machine fixes, cleaning plans, and so on. We made the "May I Help You" online application to make settling these issues simpler.

May I Help You is a step where clients are connected to professionals who can quickly address their issues. Our website promises to help users quickly with any kind of problem as soon as they share their interests.

The features and capabilities that make "May I Help You" a trusted source for people looking for quick and efficient solutions to common problems will be covered in this project report.

1.1 Motivation

We have started this project because we have confidence in providing reliable help for everyday challenges. Whether it's home tasks or workplace issues, we aim to offer a solution that goes beyond the usual.

My goal is to bridge the gap between essential services and those who need them, ensuring everyone has access to reliable support. This project is not just a task; it's our commitment to making a positive impact on people's lives by setting new standards for service and creating a community where help is consistently reliable and efficient.

1.2 Problem Statement

In our regular daily existence, we frequently deal with issues that need another person's help, such as undertaking errands at home or managing unexpected work issues. The issue is that it's difficult to track down tough individuals to deal with these ordinary issues. Whether it's getting tough help for cleaning or fixing things or managing unexpected issues, there's no simple and reliable method for interfacing with dependable individuals who can help.

The primary problem here is that ordinary people have no systematic means of finding reliable people who can help them solve their day-to-day issues. Finding reliable service providers for both ordinary work and unexpected events can be challenging for people. The goal of this project is to address this by developing a platform that connects individuals with respected experts, simplifying the process of obtaining consistent and efficient answers for common problems. Simplifying the procedure aims to give individuals confidence that they will always be able to get reliable support when they need it.

1.3 Objective/Goals

1.Develop a robust network:

Create a network of trustworthy people who are able to help with a variety of household chores or deal with unforeseen emergencies at work.

2. Diverse Service Offerings:

Increase the scope of services provided to handle a number of typical jobs, such as cleaning, repairs, and handling unforeseen problems.

3. Quality Assurance:

Implementing procedures to guarantee the high level and reliability of the support given by members of the network is the goal of quality assurance.

4. Boost reliability and Trust:

The objective is to position "May I Help You" as a dependable and trustworthy resource for people looking for help with everyday tasks.

1.4 Literature Survey

These platforms offer convenient and efficient solutions for users. They prioritize reliability, transparency, and customer satisfaction, providing valuable insights for the development of similar platforms like "May I Help You."

1.Handy:

Handy specializes in home services, offering seamless booking, upfront pricing, and real-time tracking. Its mobile app enhances accessibility, and it's known for professionalism and efficiency.

2.TaskRabbit:

TaskRabbit connects users with local service providers for various tasks like home repairs. It offers a user-friendly interface, real-time updates, and emphasizes reliability.

1.5 Project Scope & Limitation

The Project scope may include the following.

- The system provides user access and registration, service request management, real-time communication, admin controls and analytics, employee tools and dashboards, security measures, feedback and rating system, training and development modules, community building features, documentation and reporting, scalability and future expansion, and integration with security oversight mechanisms.

- The "May I Help You" system allows customers to register and log in, request laborers, pay an advance or booking payment, follow laborers, give the last installment, send acknowledgements to the admin, and drop requests in 30 minutes.

- Admin can manage employee/worker details, check availability of services and categories, assign work, generate salary statements, process refunds, and manage categories and services.

- Employee Module provides authentication, access, service provision, online bill generation, payment handling, and acknowledgment to the admin.

The Project Limitation may include the following.

1.Limited Scope:

The platform's focus on common issues like plumbing, electrical breakdowns, and cleaning plans may restrict its utility for addressing more specialized or niche problems. Users may find it insufficient for resolving complex or uncommon issues outside the platform's designated scope.

2.User Trust and Reputation Management:

Trust and Reputation Management: Maintaining trust is crucial for success. Negative experiences can harm the platform's reputation, deterring users and professionals. Effective dispute resolution and reputation management are vital.

3.Geographical Limitation:

The platform's effectiveness may be limited by geographical constraints, with users in remote areas facing challenges in accessing professionals or experiencing longer wait times for assistance compared to urban areas.

4.Response Time Variability:

The speed at which users receive assistance may vary depending on factors such as the availability of professionals, the complexity of the issue, and the volume of service requests. Users may experience inconsistency in response times, leading to uncertainty and frustration, particularly during peak periods or emergencies.

2. System Analysis

2.1 Existing System

While foreign service provider platforms like Handy.com and TaskRabbit have limited presence in India, the country has its own tailored solutions. Urban Company (formerly UrbanClap), Housejoy, and Bro4u are prominent examples, offering a range of services from home cleaning to plumbing. Though not as expansive as their foreign counterparts, these platforms efficiently cater to Indian consumers' diverse needs.

2.2 Scope and limitations of system

Scope :

1.Comprehensive Range of Services:

All platforms offer a wide array of services covering various aspects of urban living, including home maintenance, repairs, beauty services, and more.

2.Verified Service Providers:

They connect users with verified and background-checked service professionals to ensure reliability and trustworthiness.

3.User-Friendly Platforms:

Each platform provides a user-friendly website and mobile app interface for seamless browsing, booking, and tracking of services.

Limitations

Payment Obligations:

Once a booking is confirmed, users are required to make payment in accordance with the platform's terms. This limitation may affect users who encounter issues with payment processing or disputes regarding service quality.

Potential for Additional Charges:

Users may be subject to additional charges beyond the initially indicated amount, including convenience fees, safety fees, warranty fees, insurance fees, or Service Professional welfare fees. This could lead to unexpected costs for users.

Timing of Payment:

Users may be required to pay charges and fees either at the time of booking or upon completion of the Pro Service, as specified by the platform. This timing may not always align with user preferences or expectations.

Potential for Disputes:

Users may encounter disputes related to payment, particularly if there are discrepancies between the initially indicated charges and the final bill received, or if there are issues with the quality of service provided by Service Professionals.

2.3 Project perspective, features

Introduction

In our daily lives, we often encounter common issues such as plumbing problems, electrical breakdowns, appliance malfunctions, and cleaning needs. Recognizing the need for a convenient solution to address these issues, we have developed the "May I Help You" online application.

Purpose:

"May I Help You" serves as a platform where users can quickly connect with professionals capable of resolving their issues. By leveraging technology, our aim is to streamline the process of seeking assistance for common problems, ensuring prompt and efficient resolution.

Objectives:

1. To provide users with a user-friendly platform for accessing professional assistance for various common issues.

2. To facilitate seamless communication between users and professionals, enabling swift resolution of problems.

3. To offer a reliable and efficient solution to users' needs, enhancing their overall satisfaction and convenience.

Scope:

The "May I Help You" platform will focus on addressing a wide range of common issues faced by individuals in their daily lives. This includes but is not limited to plumbing, electrical, appliance repair, and cleaning services.

Features:

1. User Registration and Profile Management: Users can create accounts and manage their profiles, providing necessary information to facilitate service requests.

2. Service Request System: Users can submit service requests detailing their specific issue and requirements.

3. Real-time Communication: Users can communicate with professionals in real-time through chat or call features within the application.

4. Feedback and Rating System: Upon service completion, users can provide feedback and ratings, helping maintain service quality and reliability

2.4 Stakeholders

1. Users

Individuals who encounter common issues in their daily lives such as plumbing problems, electrical breakdowns, appliance malfunctions, and cleaning needs. They are the primary beneficiaries of the "May I Help You" application as they seek quick and efficient solutions to their problems.

2. Service Professionals

Professionals with expertise in various fields such as plumbing, electrical work, appliance repair, and cleaning services. They play a crucial role in addressing the issues faced by users and providing timely and effective solutions.

3. Developers

The team responsible for developing, maintaining, and updating the "May I Help You" online application. They are tasked with ensuring the functionality, usability, and security of the platform to meet the needs of users and service professionals.

4. Customer Support Team

The team responsible for providing assistance and support to users and service professionals using the "May I Help You" platform. They address queries, resolve issues, and ensure a positive user experience.

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2.5 Requirement Analysis:

Functional Requirements:

1. User Registration and Authentication:

1. Users should be able to create accounts, providing necessary information such as name, contact details, and address.
2. The system should authenticate users securely, ensuring only registered users can access the platform.

2. Service Request Submission:

Users should be able to submit service requests detailing their specific issue, including the type of service needed and any relevant details or preferences.

3. Professional Matching Algorithm:

The system should employ an algorithm to match users with the most suitable professionals based on criteria such as location, availability, and expertise.

4.Real-time Communication:

Users should be able to communicate with professionals in real-time through chat or call features within the application.

Professionals should be notified of incoming service requests and be able to respond promptly to user inquiries.

5. Service Tracking and Updates:

Users should be able to track the status of their service requests and receive updates on the progress of their issue resolution.

Professionals should be able to update the status of service requests, indicating when they are assigned, in progress, or completed.

6. Feedback and Rating System:

Users should be able to provide feedback and ratings upon service completion, helping maintain service quality and reliability.

Professionals should have access to their ratings and feedback, enabling them to improve their performance and reputation on the platform.

7. Payment Processing:

The system should facilitate secure payment processing, allowing users to pay for services using various payment methods such as credit cards, debit cards, net banking, wallets, UPI, or cash.

Professionals should receive timely payments for services rendered, with the system acting as a collection agent on their behalf.

8. User Profile Management:

Users should be able to manage their profiles, including updating personal information, viewing past service requests, and accessing billing details.

9. Service Category Management:

Administrators should be able to manage service categories, adding, modifying, or removing categories as needed to reflect changing user needs and market trends.

10. Admin Dashboard:

Administrators should have access to a dashboard for monitoring platform activity, managing user accounts, resolving disputes, and generating reports on key metrics such as service requests, payments, and user feedback.

Performance Requirements:

1. Response Time:

Ensure swift system response to user interactions. Users should experience page loading and request processing within 3 seconds. Quick responses enhance user satisfaction and usability.

2. Service Availability:

Maintain high platform availability with minimal downtime. Aim for at least 90% uptime to ensure continuous access. Consistent availability builds user trust and reliability.

3. Scalability:

Scale resources dynamically to meet varying user demands. Platform resources should adjust seamlessly to handle increased traffic. Scalability supports flexibility and adaptability to changing user needs.

4. Concurrent User Support:

Support a specified number of simultaneous users without performance degradation. The platform should handle 100 concurrent users without lag or slowdowns. Efficient concurrency management ensures smooth user experiences during peak usage.

5. Data Processing Speed:

Process user data and service requests efficiently. Database queries should execute within milliseconds for swift data retrieval. Fast data processing enables timely updates and notifications, enhancing user satisfaction.

Security Requirements:

1. User Authentication and Authorization:

Implement secure user authentication mechanisms, such as password hashing and multi-factor authentication, to prevent access to user accounts.

2. Data Encryption:

Encrypt sensitive user data, such as login credentials, personal information, and payment details, both in transit and at rest, to protect against unauthorized access or interception.

3. Secure Communication:

Use secure communication protocols (e.g., HTTPS) to encrypt data transmitted between users and the platform, preventing and man-in-the-middle attacks.

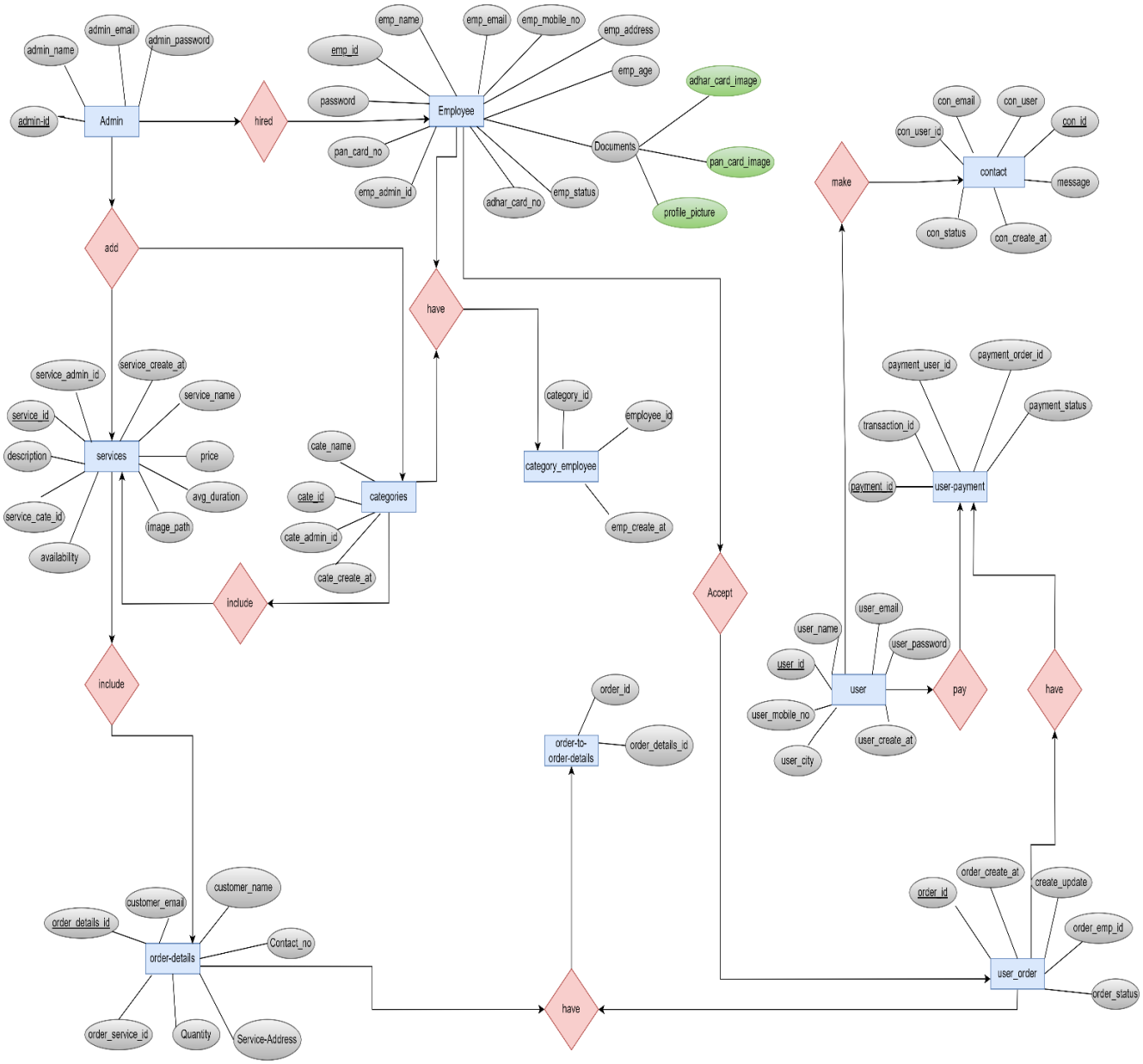
4. Session Management:

Implement secure session management practices, such as session expiration, session fixation prevention, and session regeneration after login, to mitigate the risk of session hijacking or fixation attacks.

3. System Design

3.1 Design constraints

ER Diagram

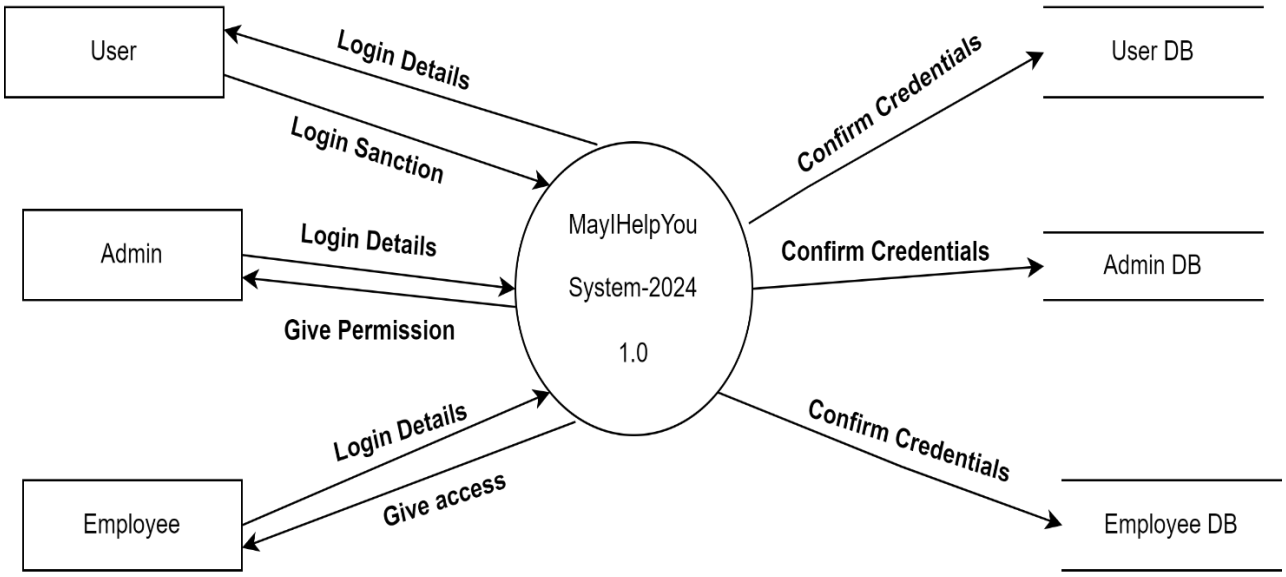


3.2 System Model: DFD

Context level DFD :

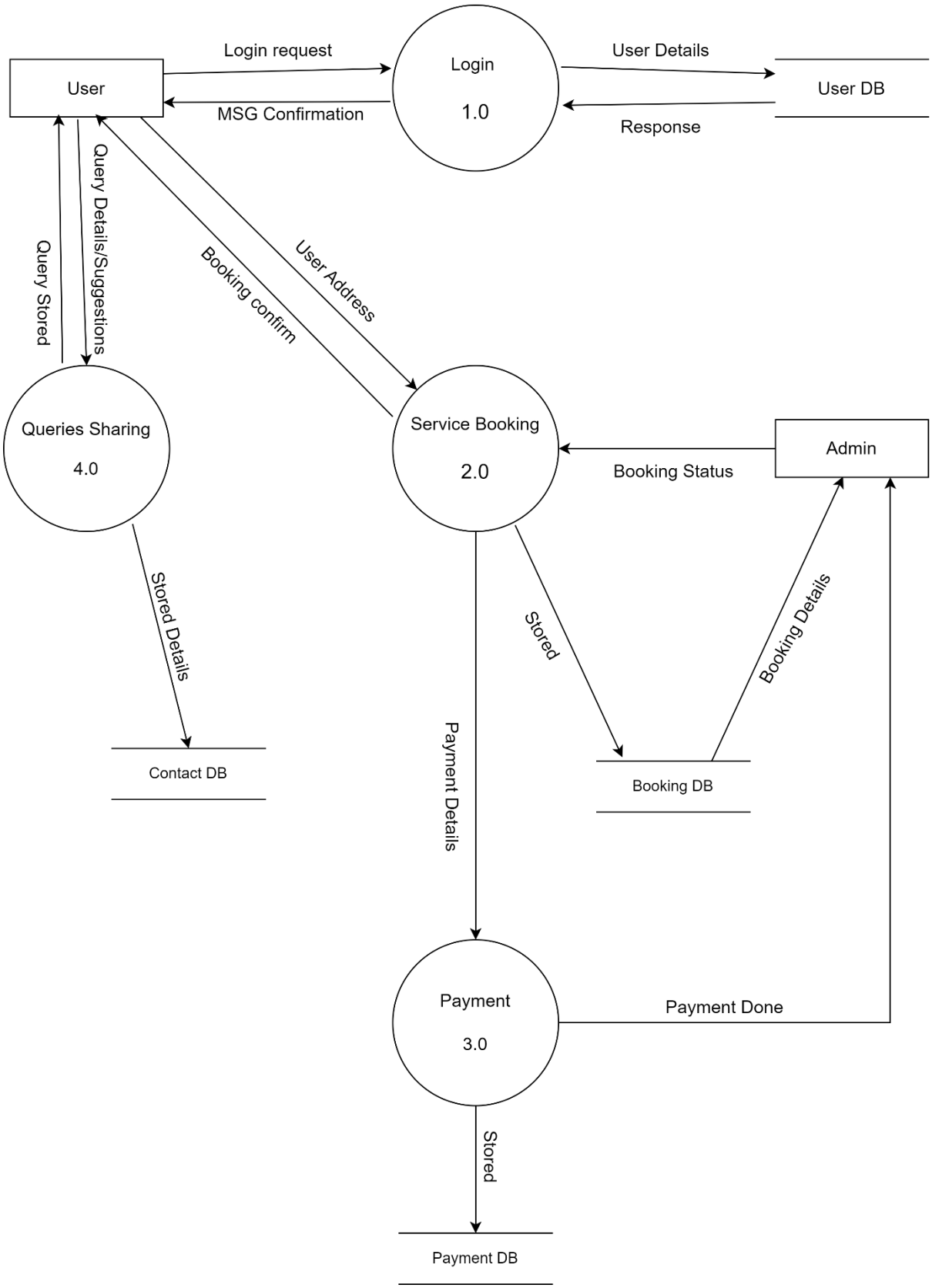
Live Entities:

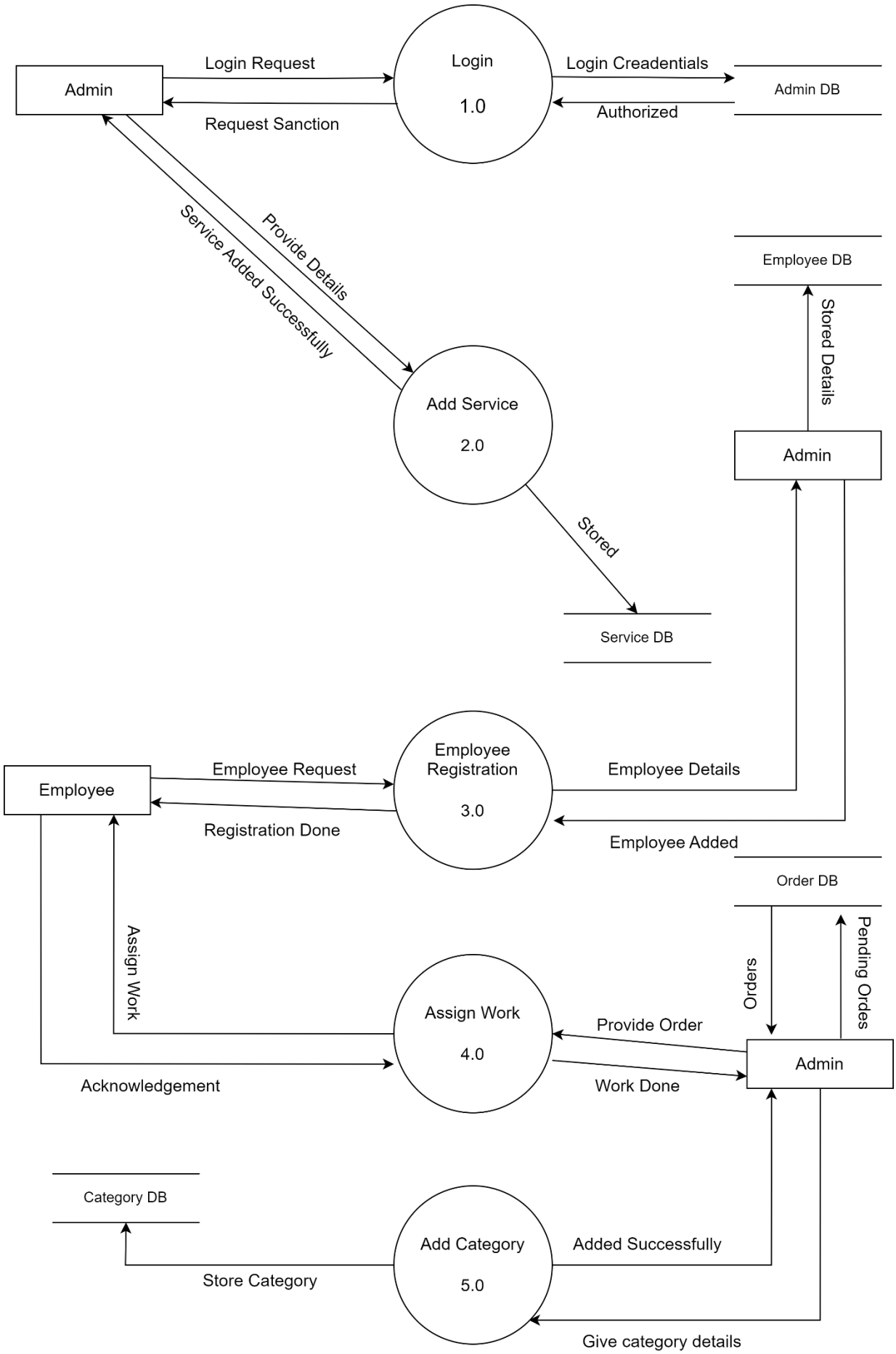
1. Admin
2. User
3. Customer



First level DFD :

User:




Admin
Login Request
Request Sanction
Login
1.0
Login Creadentials
Authorized
Admin DB
Provide Details
Service Added Successfully
Add Service
2.0
Employee DB
Stored Details
Admin
Stored
Service DB
Employee
Employee Request
Registration Done
Employee
Registration
3.0
Employee Details
Employee Added
Order DB
Assign Work
Assign Work
4.0
Orders
Pending Ordes
Provide Order
Work Done
Admin
Acknowledgement
Category DB
Add Category
5.0
Store Category
Added Successfully
Give category details

3.3 Data Model

Table name: 1. User

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**user_id**	int(11)			No	*None*		AUTO_INCREMENT
2	**user_name**	varchar(255)	utf8mb4_general_ci		No	*None*		
3	**user_email**	varchar(255)	utf8mb4_general_ci		No	*None*		
4	**user_password**	varchar(255)	utf8mb4_general_ci		No	*None*		
5	**user_mobile_no**	varchar(10)	utf8mb4_general_ci		No	*None*		
6	**user_create_at**	timestamp			No	current_timestamp()		ON UPDATE CURRENT_TIMESTAMP()
7	**user_city**	varchar(255)	utf8mb4_general_ci		Yes	*NULL*		

Table name: 2. Admin

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**admin_id**	int(11)			No	*None*		AUTO_INCREMENT
2	**admin_name**	varchar(255)	utf8mb4_general_ci		No	*None*		
3	**admin_email**	varchar(255)	utf8mb4_general_ci		No	*None*		
4	**admin_password**	varchar(255)	utf8mb4_general_ci		No	*None*		

Table name: 3. Employee

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**emp_id**	int(11)			No	*None*		AUTO_INCREMENT
2	**emp_name**	varchar(200)	utf8mb4_general_ci		No	*None*		
3	**emp_email**	varchar(200)	utf8mb4_general_ci		Yes	*NULL*		
4	**emp_mobile_no**	varchar(50)	utf8mb4_general_ci		Yes	*NULL*		
5	**emp_address**	varchar(500)	utf8mb4_general_ci		No	*None*		
6	**emp_age**	int(11)			No	*None*		
7	**adhar_card_no**	varchar(50)	utf8mb4_general_ci		No	*None*		
8	**pan_card_no**	varchar(50)	utf8mb4_general_ci		No	*None*		
9	**adhar_image**	varchar(200)	utf8mb4_general_ci		No	*None*		
10	**pan_card_image**	varchar(200)	utf8mb4_general_ci		No	*None*		
11	**emp_status**	varchar(100)	utf8mb4_general_ci		Yes	*NULL*		
12	**password**	varchar(200)	utf8mb4_general_ci		Yes	*NULL*		
13	**profile_picture**	varchar(200)	utf8mb4_general_ci		No	*None*		
14	**emp_admin_id**	int(11)			Yes	*NULL*		

Table name: 4. Categories

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**cate_id**	int(11)			No	*None*		AUTO_INCREMENT
2	**cate_name**	varchar(255)	utf8mb4_general_ci		No	*None*		
3	**cate_create_at**	timestamp			Yes	current_timestamp()		
4	**cate_admin_id**	int(11)			Yes	*NULL*		

Table name: 5. category_employee

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**category_id**	int(11)			Yes	*NULL*		
2	**employee_id**	int(11)			Yes	*NULL*		
3	**emp_create_at**	timestamp			Yes	current_timestamp()		

Table name: 6. Contact

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**con_id**	int(11)			No	*None*		AUTO_INCREMENT
2	**con_user**	varchar(255)	utf8mb4_general_ci		No	*None*		
3	**con_email**	varchar(255)	utf8mb4_general_ci		No	*None*		
4	**message**	varchar(500)	utf8mb4_general_ci		No	*None*		
5	**con_create_at**	timestamp			Yes	current_timestamp()		
6	**con_user_id**	int(11)			Yes	*NULL*		
7	**con_status**	varchar(100)	utf8mb4_general_ci		No	*None*		

Table name: 7. user_order

	#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
☐	1	**order_id**	int(11)			No	*None*		AUTO_INCREMENT
☐	2	**order_create_at**	timestamp			Yes	*NULL*		
☐	3	**create_update**	timestamp			No	current_timestamp()		
☐	4	**order_status**	varchar(200)	utf8mb4_general_ci		No	*None*		
☐	5	**order_emp_id**	int(11)			Yes	*NULL*		

Table name: 8. order_details

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**order_details_id**	int(11)			No	*None*		AUTO_INCREMENT
2	**customer_name**	varchar(300)	utf8mb4_general_ci		Yes	*NULL*		
3	**customer_email**	varchar(200)	utf8mb4_general_ci		Yes	*NULL*		
4	**contact_no**	varchar(50)	utf8mb4_general_ci		Yes	*NULL*		
5	**service_address**	varchar(200)	utf8mb4_general_ci		Yes	*NULL*		
6	**order_service_id**	int(11)			Yes	*NULL*		
7	**customer_city**	varchar(100)	utf8mb4_general_ci		Yes	*NULL*		

Table name: 9. order_to_order_details

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	ord_id	int(11)			Yes	*NULL*		
2	ord_details_id	int(11)			Yes	*NULL*		

Table name: 10. services

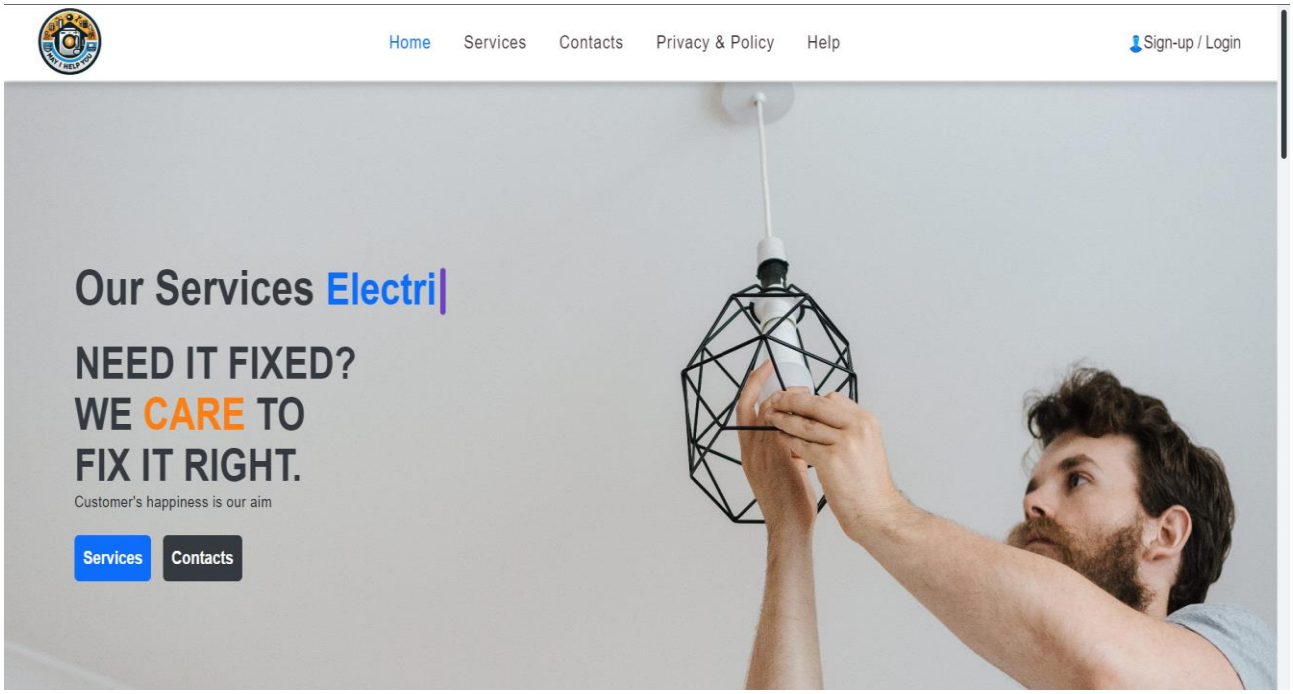
#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	service_id	int(11)			No	*None*		AUTO_INCREMENT
2	service_name	varchar(200)	utf8mb4_general_ci		Yes	*NULL*		
3	description	text	utf8mb4_general_ci		No	*None*		
4	price	int(11)			No	*None*		
5	avg_duration	varchar(20)	utf8mb4_general_ci		No	*None*		
6	availability	varchar(50)	utf8mb4_general_ci		No	yes		
7	service_create_at	timestamp			Yes	current_timestamp()		
8	image_path	text	utf8mb4_general_ci		No	*None*		
9	service_cate_id	int(11)			Yes	*NULL*		
10	service_admin_id	int(11)			Yes	*NULL*		

Table name: 11. user_payment

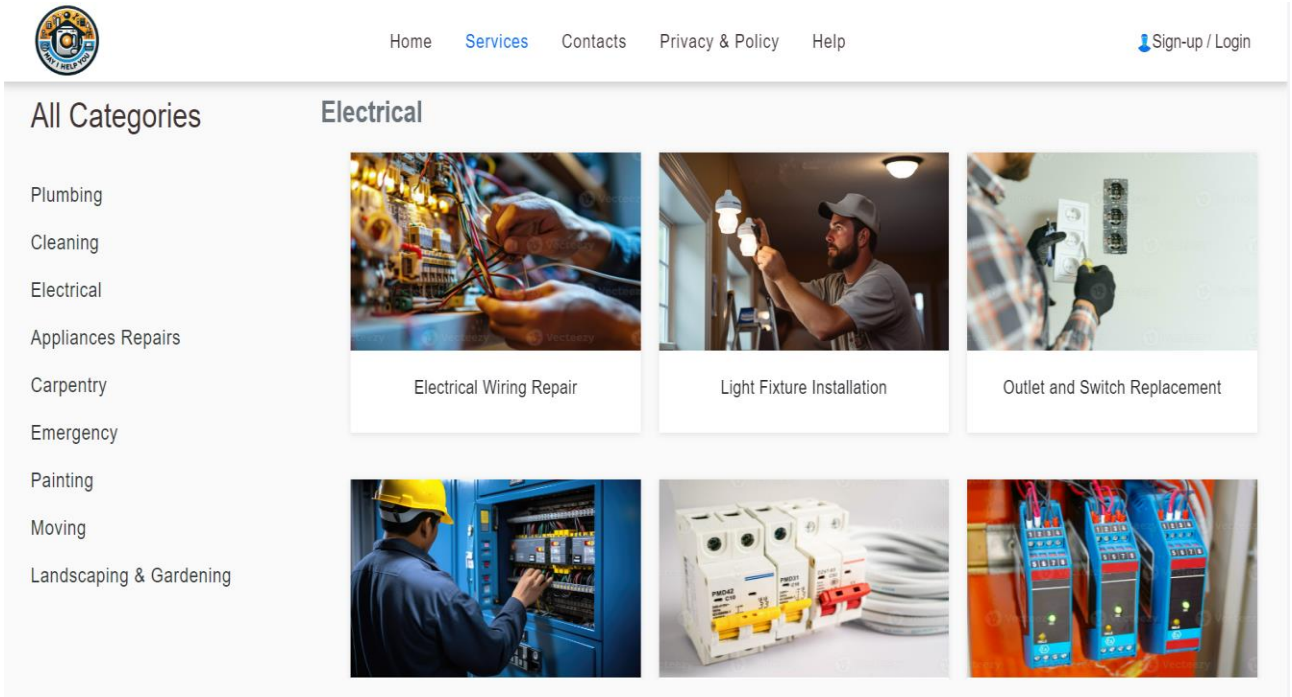
#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	payment_id	int(11)			No	*None*		AUTO_INCREMENT
2	transaction_id	varchar(200)	utf8mb4_general_ci		Yes	*NULL*		
3	payment_user_id	int(11)			Yes	*NULL*		
4	payment_order_id	int(11)			Yes	*NULL*		
5	payment_status	varchar(200)	utf8mb4_general_ci		Yes	*NULL*		

3.4 User Interfaces

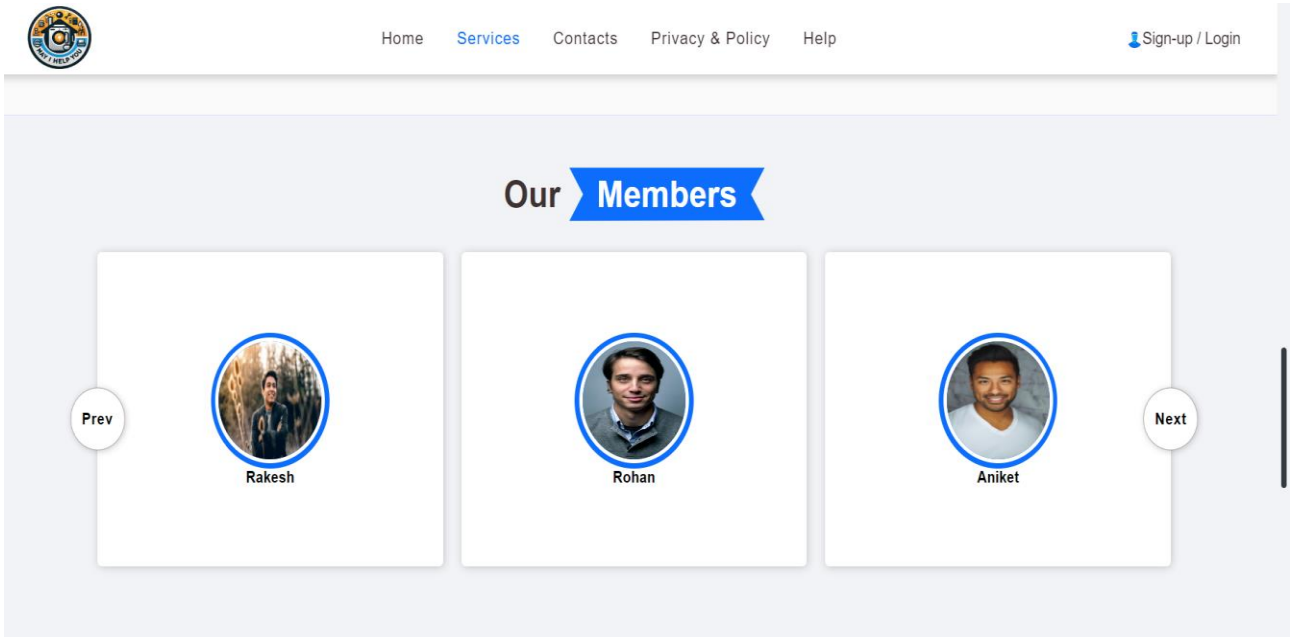
1.User Home page:



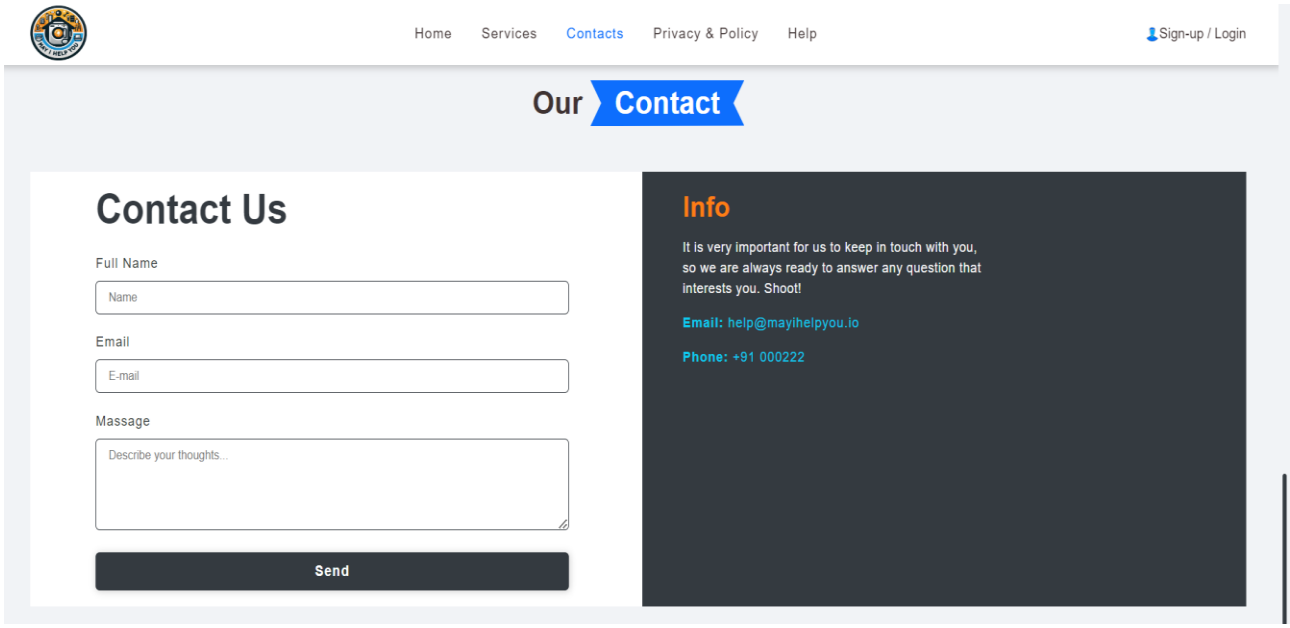
2. Service Section:



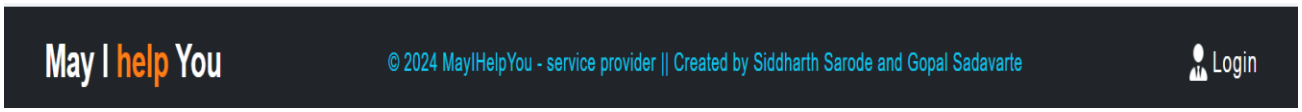
3. Our Member:



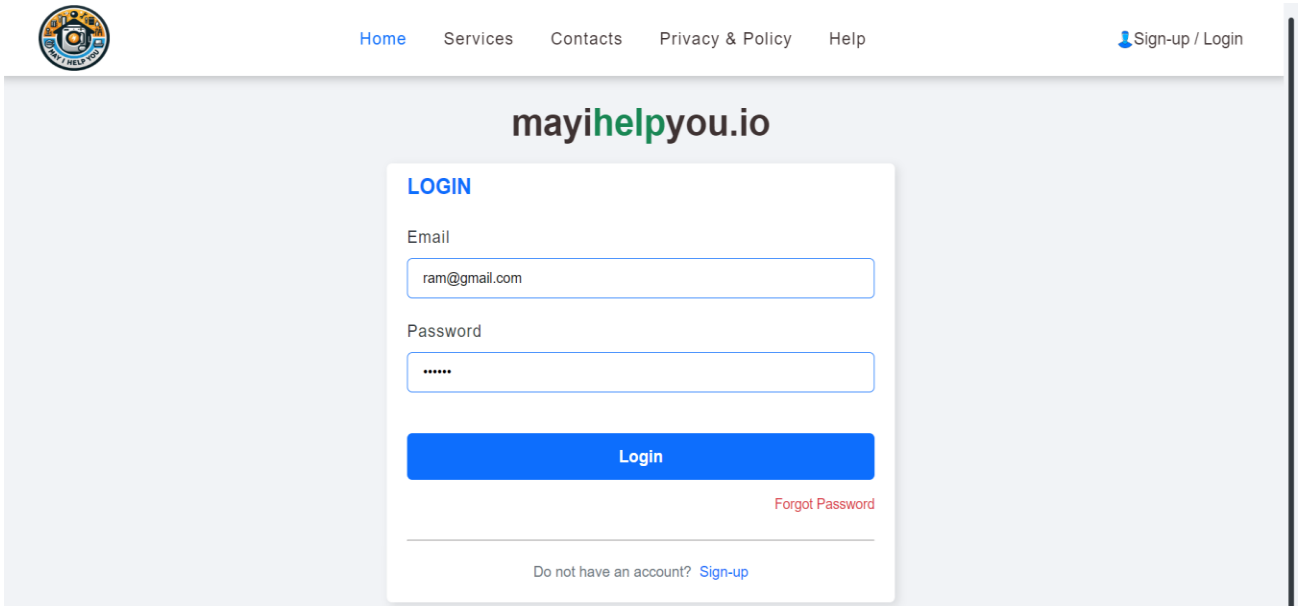
4. Contact Us:



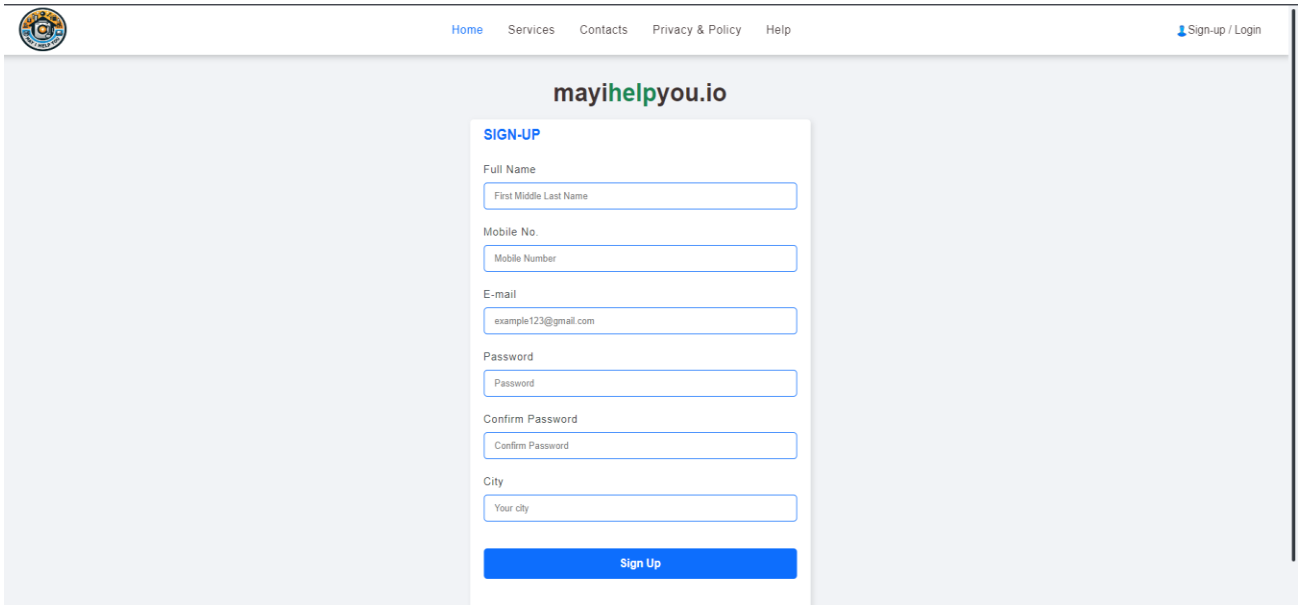
5. Footer:



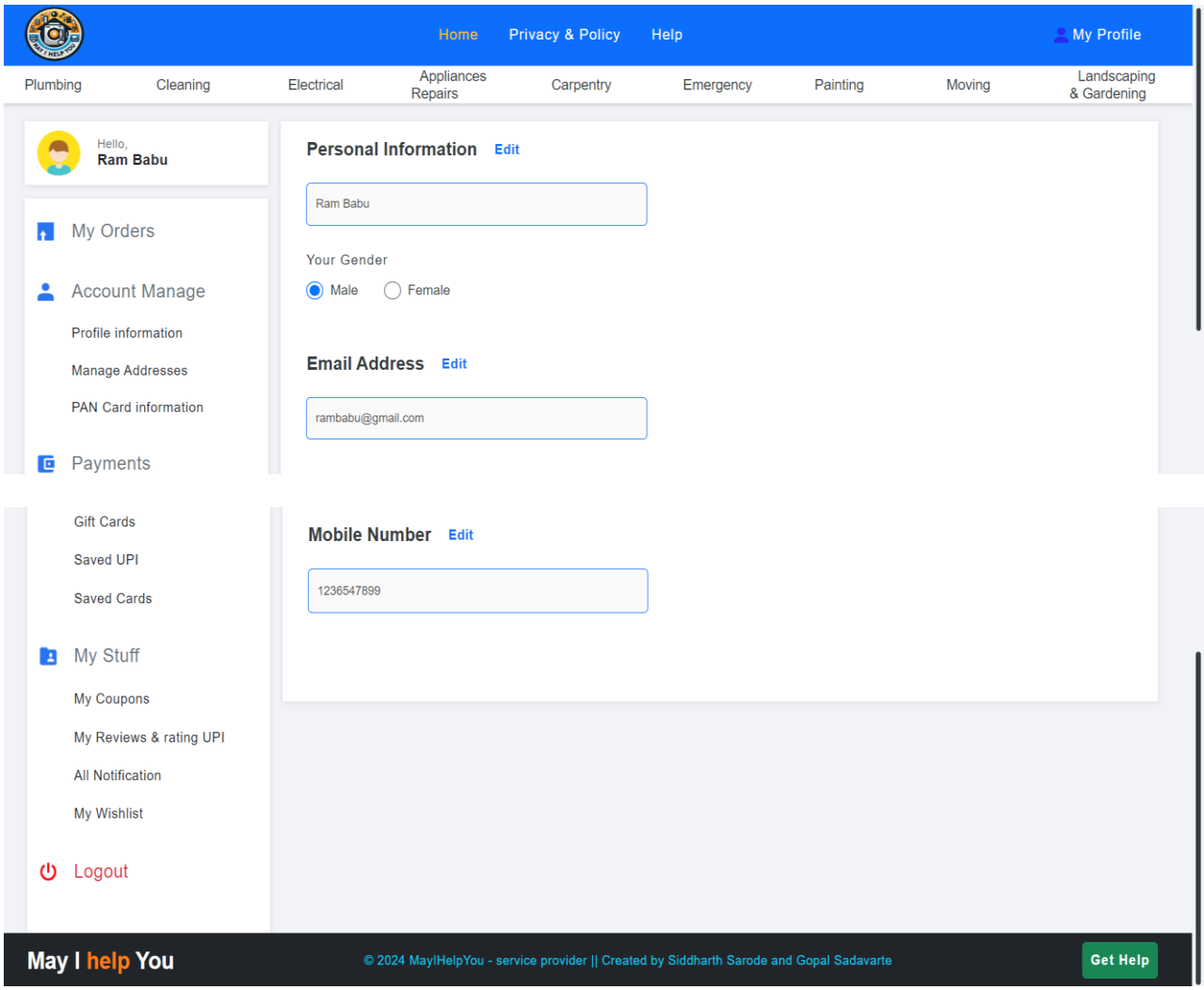
6. User Login form:



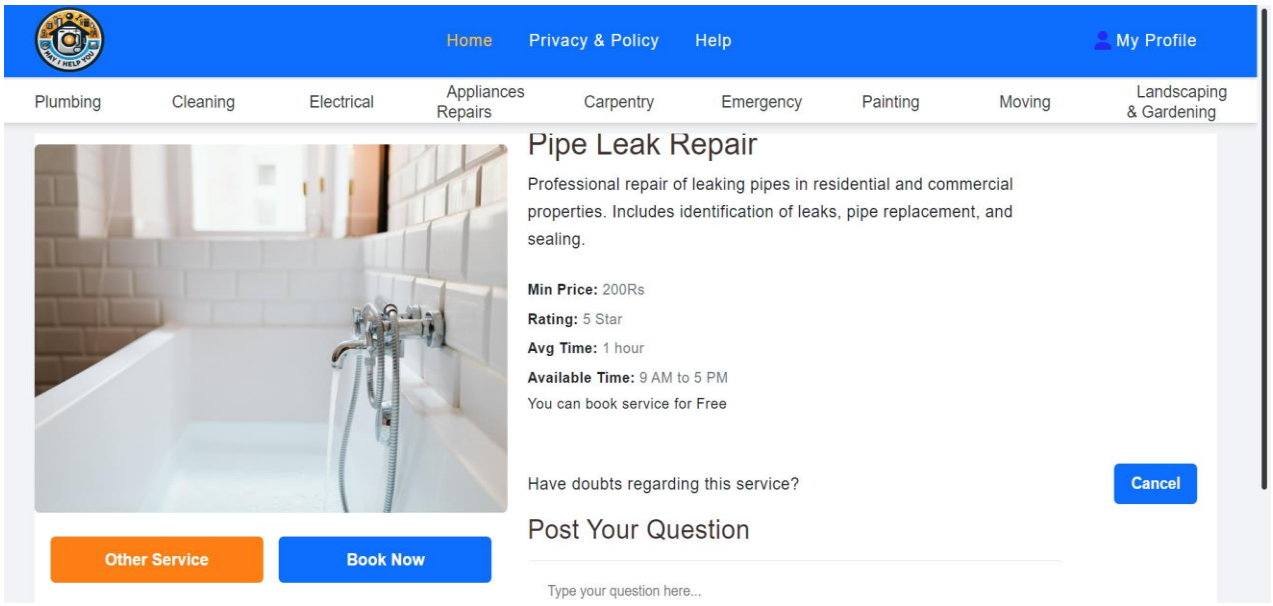
7. User Sign Up Form:



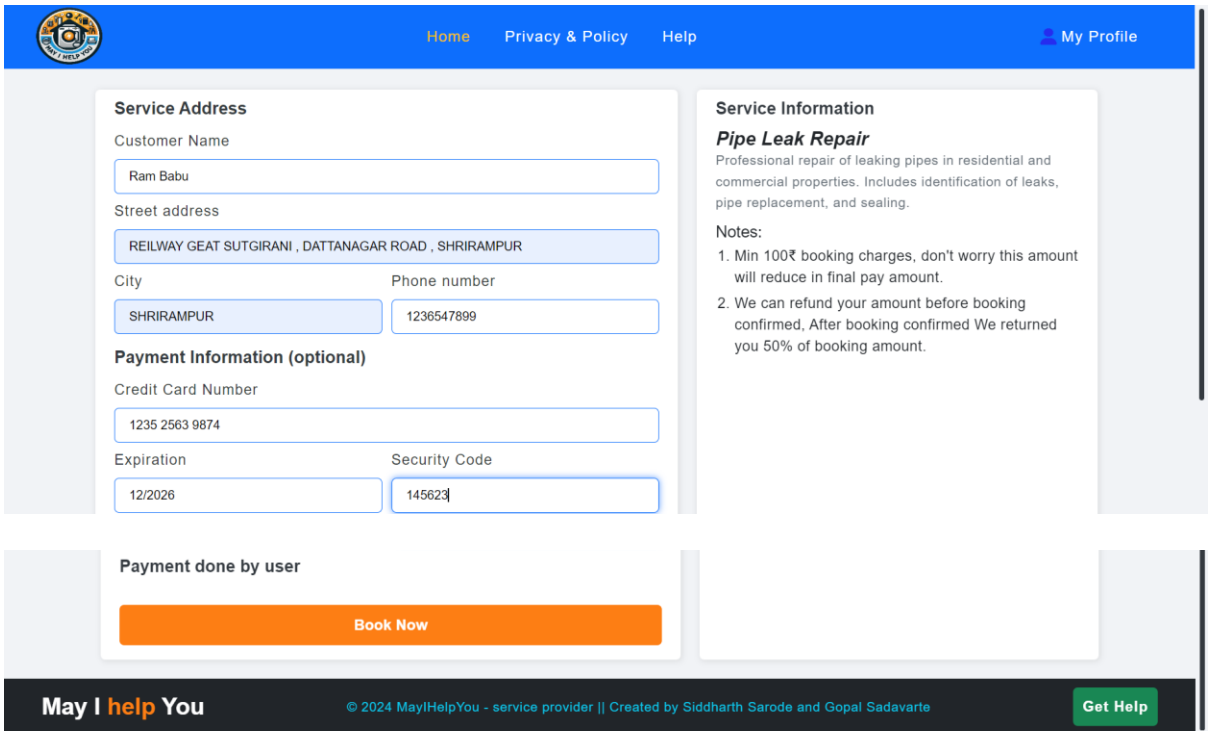
8.User Dashboard:

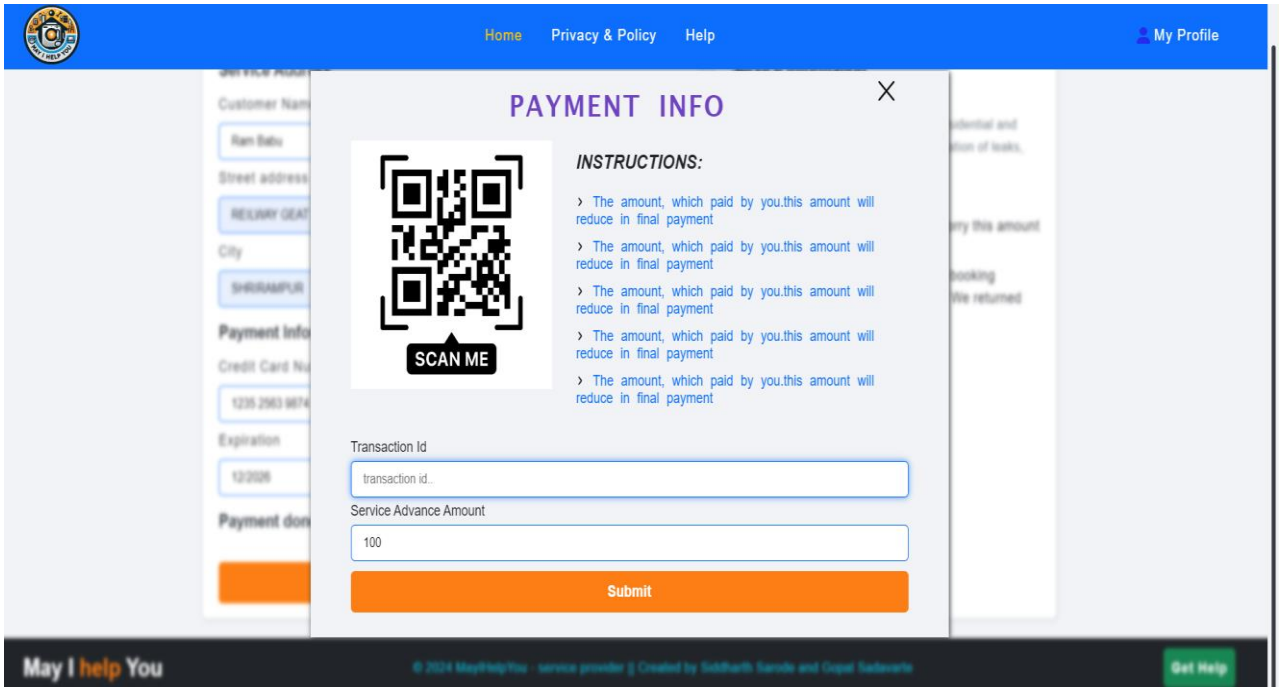


9. Booking Page:

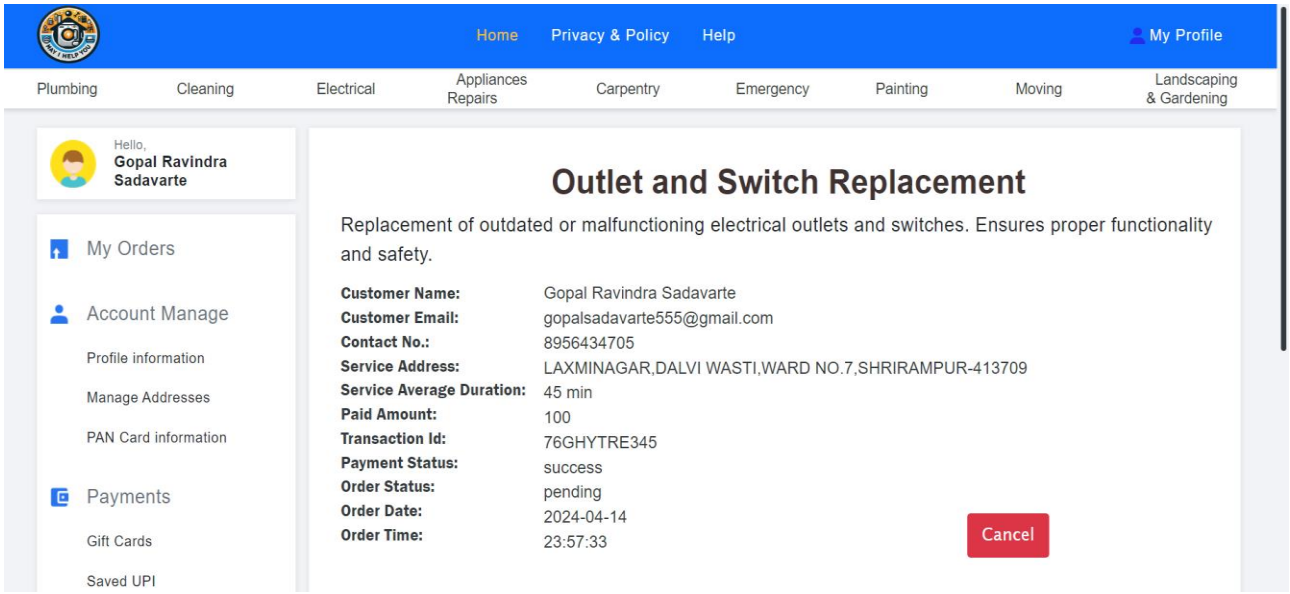


10. Payment Page:



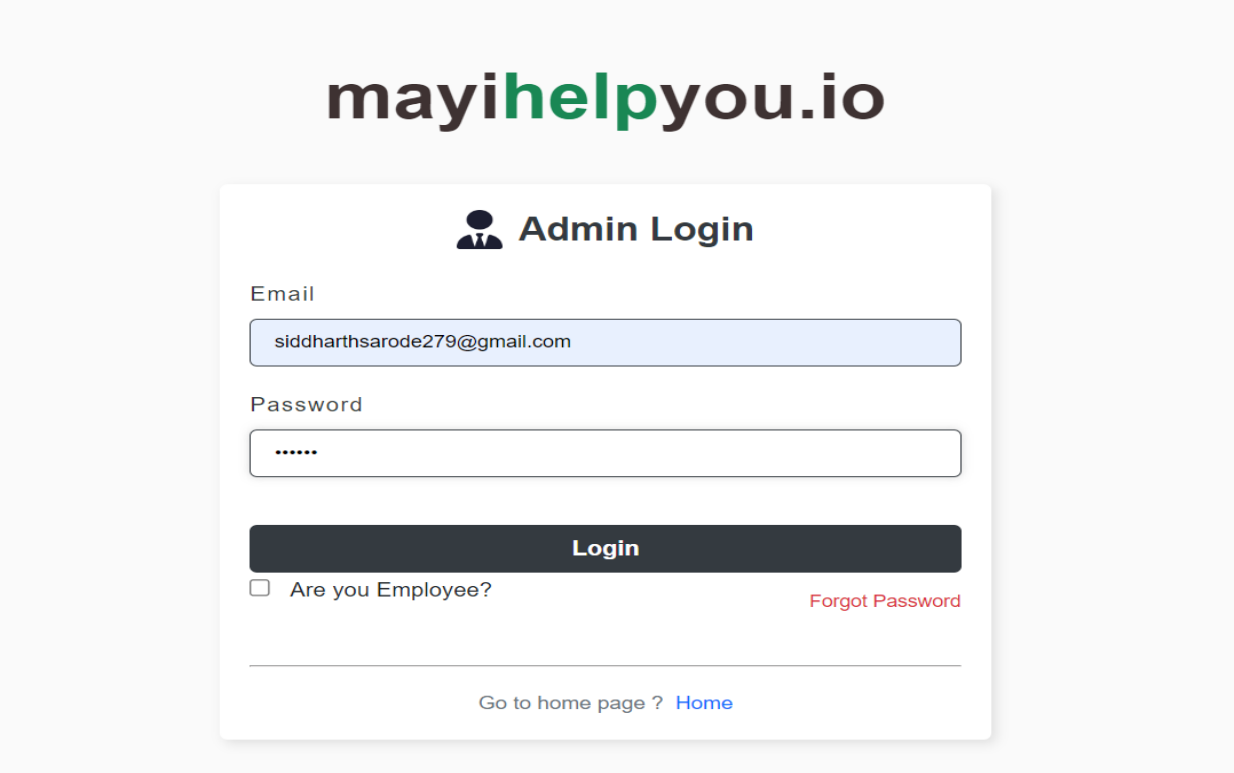


11. Confirmed Order display page:

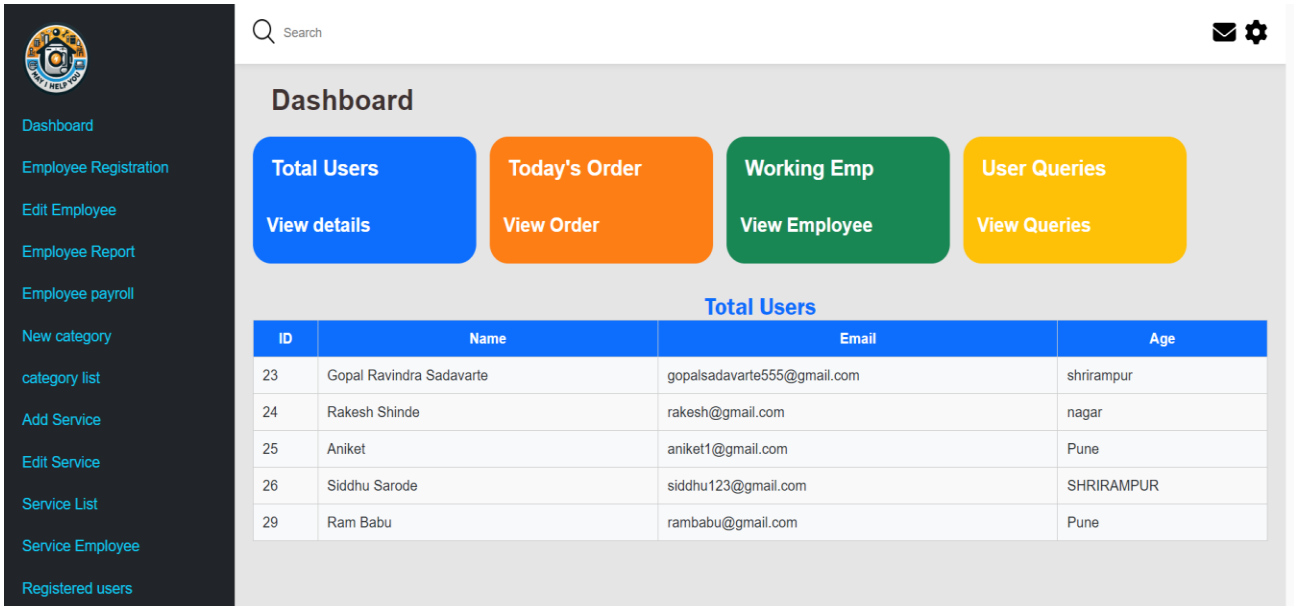


Admin Section

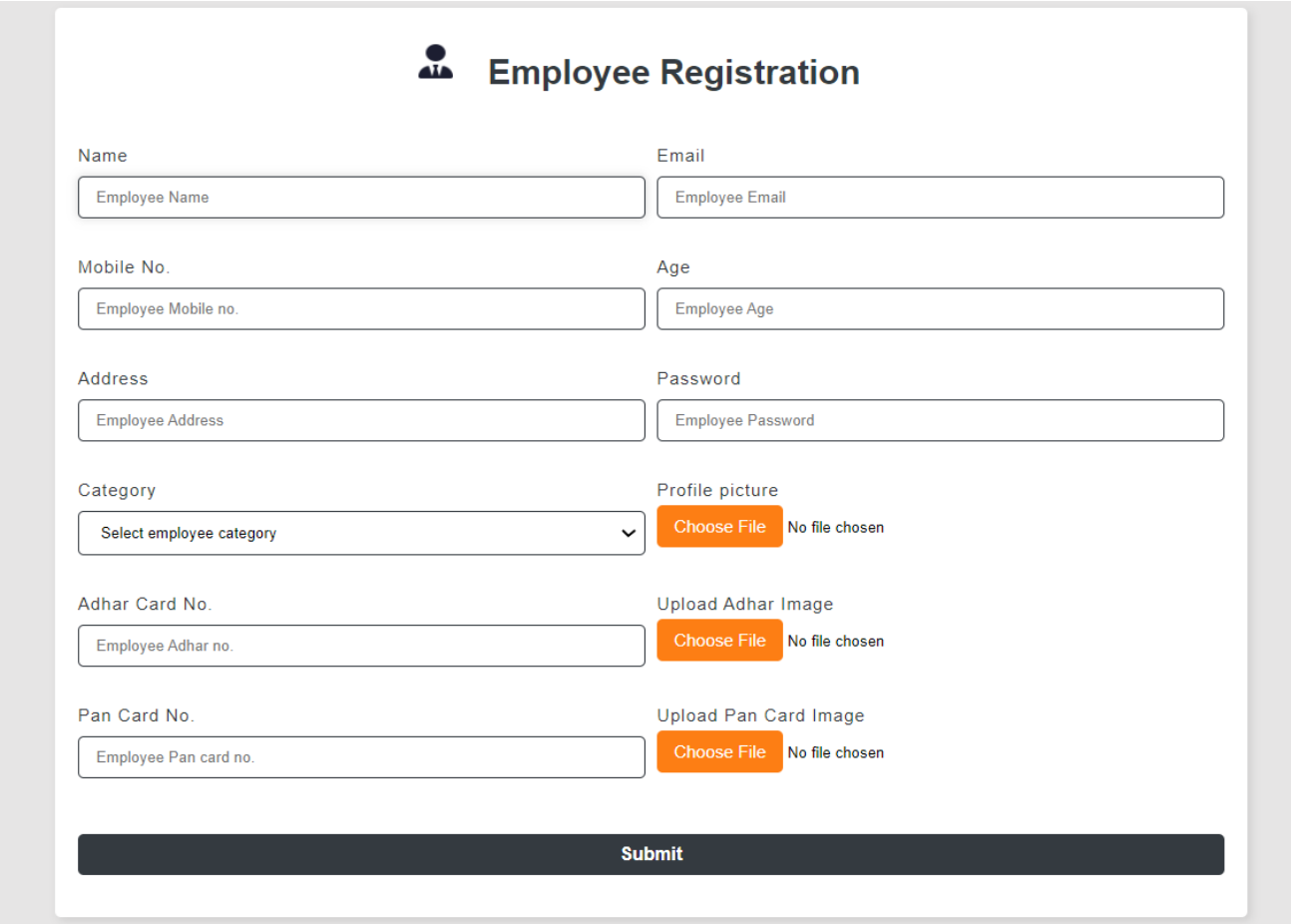
1. Admin login:



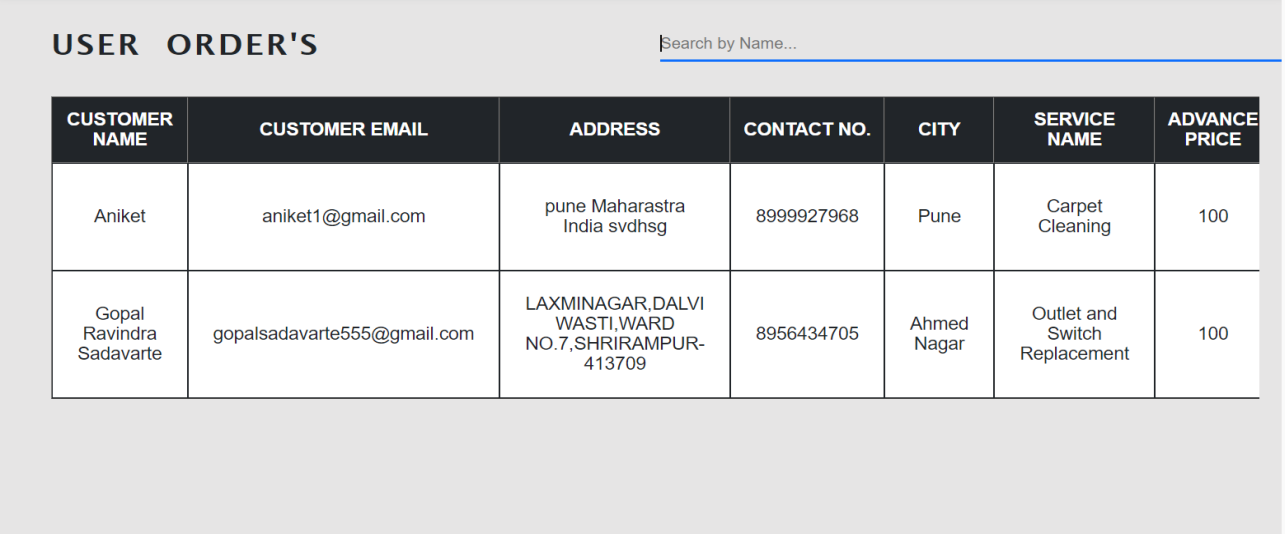
2. Admin Dashboard:



3. Employee Registration Form

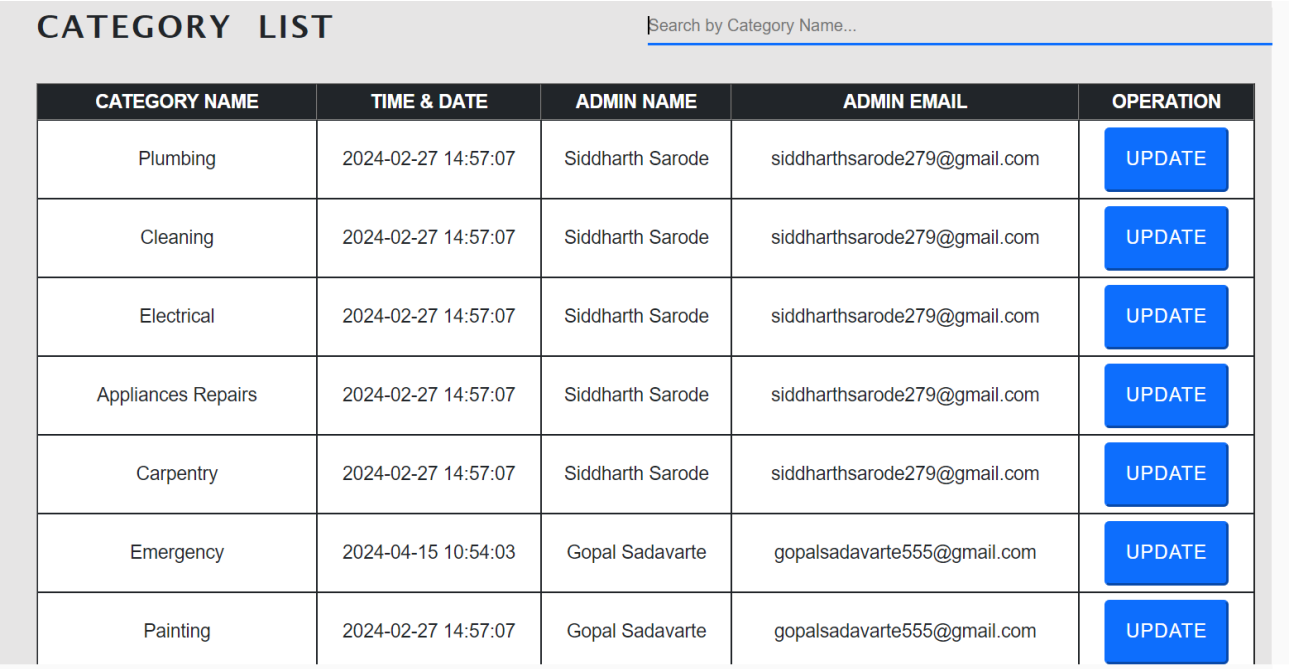


4. User Orders (admin):



CUSTOMER NAME	CUSTOMER EMAIL	ADDRESS	CONTACT NO.	CITY	SERVICE NAME	ADVANCE PRICE
Aniket	aniket1@gmail.com	pune Maharastra India svdhsg	8999927968	Pune	Carpet Cleaning	100
Gopal Ravindra Sadavarte	gopalsadavarte555@gmail.com	LAXMINAGAR,DALVI WASTI,WARD NO.7,SHRIRAMPUR-413709	8956434705	Ahmed Nagar	Outlet and Switch Replacement	100

5. Category list (admin):

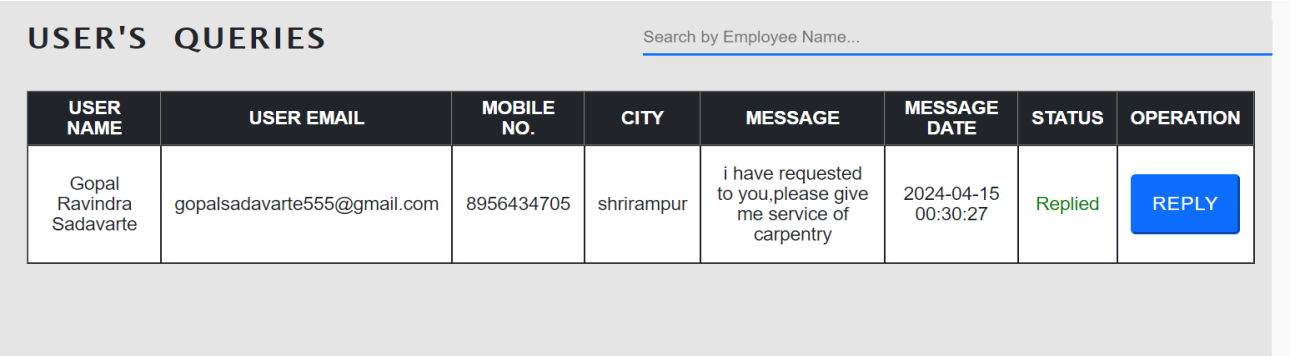


CATEGORY LIST

Search by Category Name...

CATEGORY NAME	TIME & DATE	ADMIN NAME	ADMIN EMAIL	OPERATION
Plumbing	2024-02-27 14:57:07	Siddharth Sarode	siddharthsarode279@gmail.com	UPDATE
Cleaning	2024-02-27 14:57:07	Siddharth Sarode	siddharthsarode279@gmail.com	UPDATE
Electrical	2024-02-27 14:57:07	Siddharth Sarode	siddharthsarode279@gmail.com	UPDATE
Appliances Repairs	2024-02-27 14:57:07	Siddharth Sarode	siddharthsarode279@gmail.com	UPDATE
Carpentry	2024-02-27 14:57:07	Siddharth Sarode	siddharthsarode279@gmail.com	UPDATE
Emergency	2024-04-15 10:54:03	Gopal Sadavarte	gopalsadavarte555@gmail.com	UPDATE
Painting	2024-02-27 14:57:07	Gopal Sadavarte	gopalsadavarte555@gmail.com	UPDATE

6. User Queries:

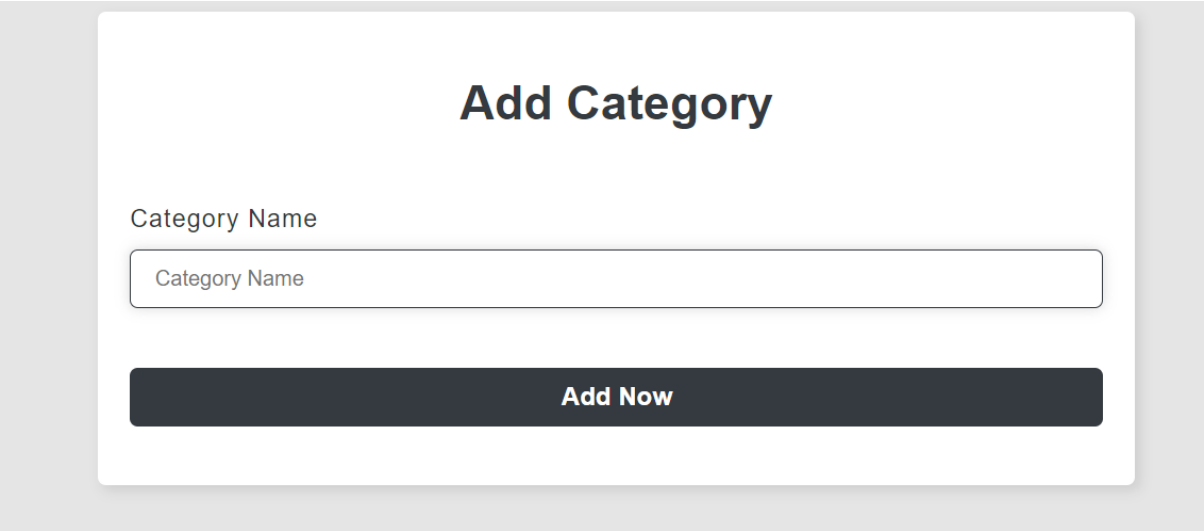


USER'S QUERIES

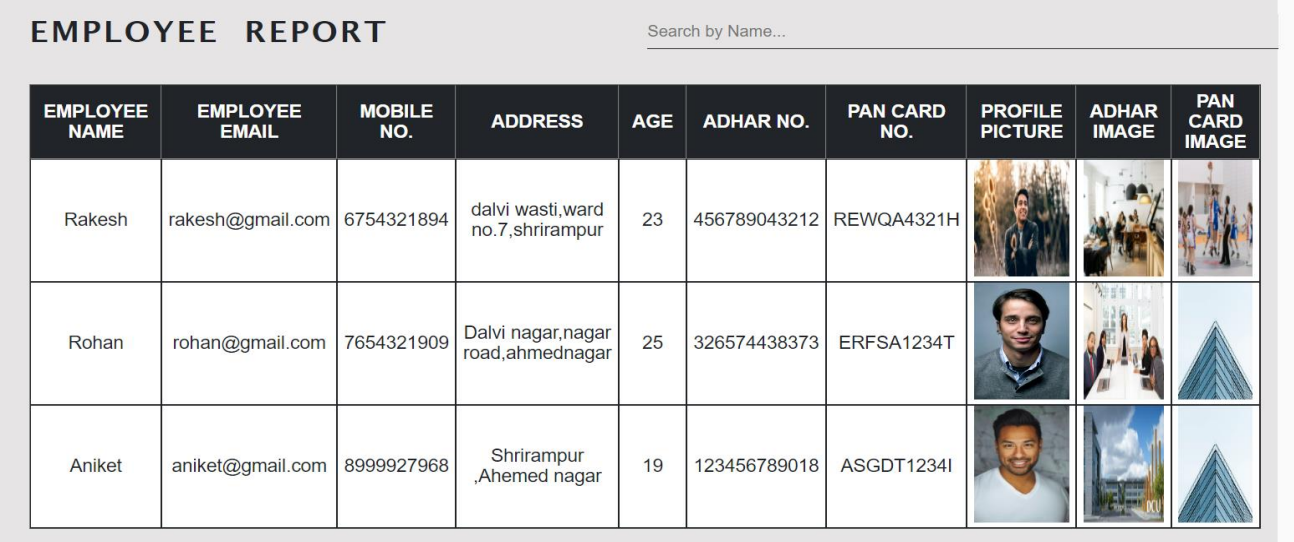
Search by Employee Name...

USER NAME	USER EMAIL	MOBILE NO.	CITY	MESSAGE	MESSAGE DATE	STATUS	OPERATION
Gopal Ravindra Sadavarte	gopalsadavarte555@gmail.com	8956434705	shrirampur	i have requested to you,please give me service of carpentry	2024-04-15 00:30:27	Replied	REPLY

7. Add new category form:

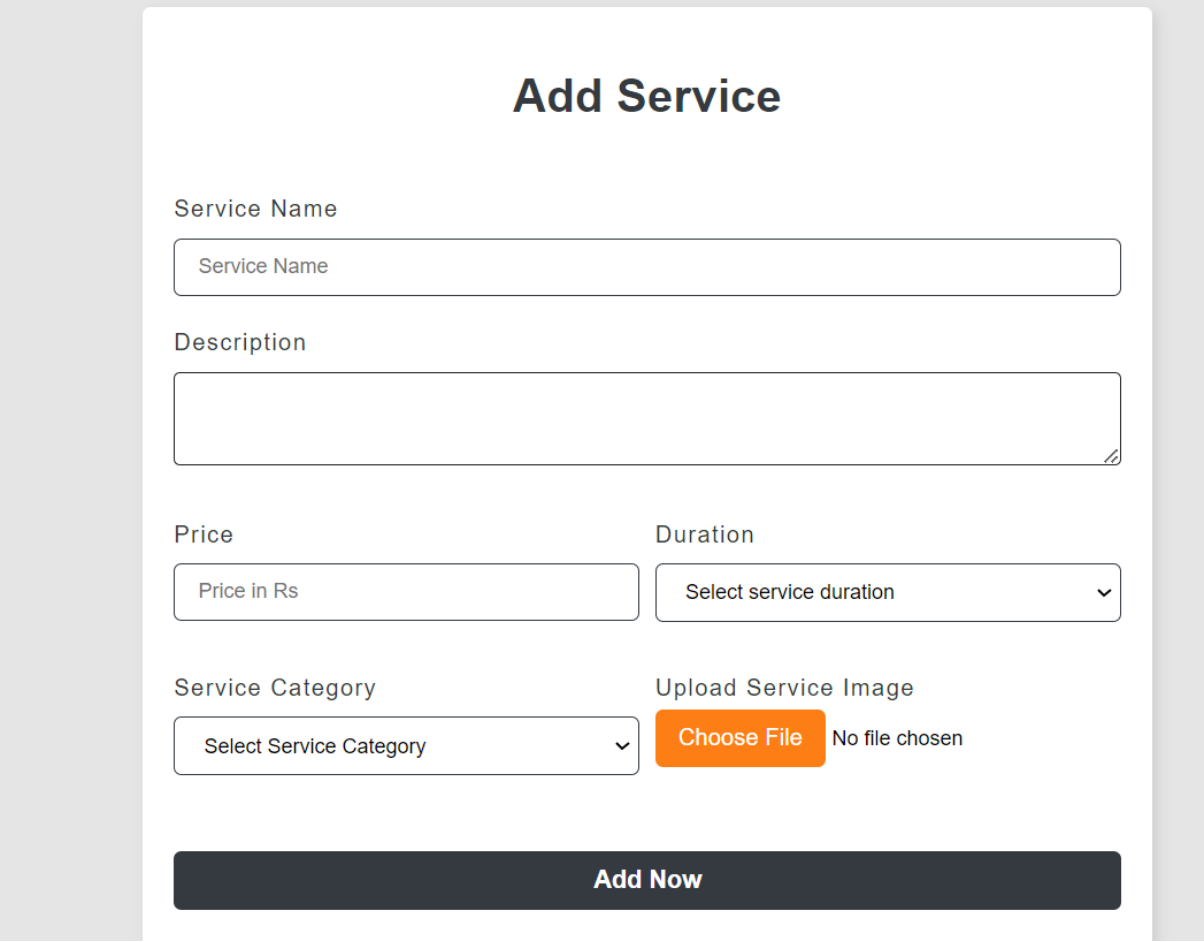


8. Employee Report:

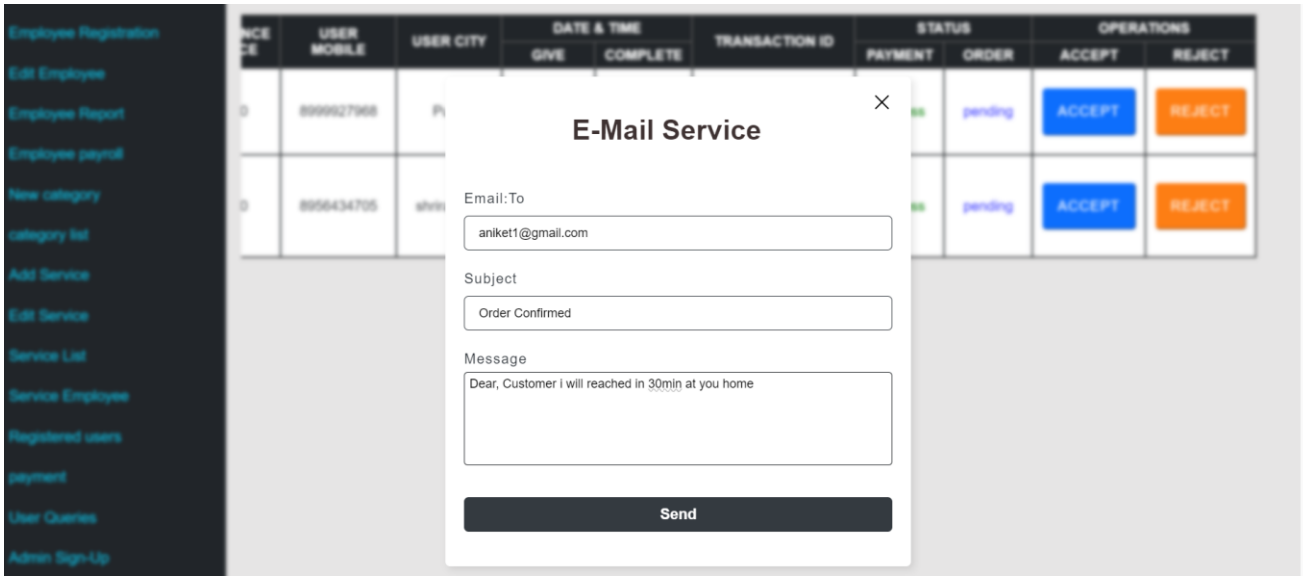


EMPLOYEE NAME	EMPLOYEE EMAIL	MOBILE NO.	ADDRESS	AGE	ADHAR NO.	PAN CARD NO.	PROFILE PICTURE	ADHAR IMAGE	PAN CARD IMAGE
Rakesh	rakesh@gmail.com	6754321894	dalvi wasti,ward no.7,shrirampur	23	456789043212	REWQA4321H			
Rohan	rohan@gmail.com	7654321909	Dalvi nagar,nagar road,ahmednagar	25	326574438373	ERFSA1234T			
Aniket	aniket@gmail.com	8999927968	Shrirampur ,Ahemed nagar	19	123456789018	ASGDT1234I			

9. Add new services:



10. Sending E-mail:



4.Implementation Details:

4.1 Software/Hardware Specification:

- **Device:** Acer DESKTOP-C7KL3CM
- **Processor:** 11th Gen Intel(R) Core(TM) i3 gen.
- **Input Devices:** Basic keyboard and touch pad or mouse.
- **Output Devices:** Standard colour monitor
- **Operating System:** 64-bit Windows 11
- **Front-End:** HTML, CSS and JavaScript.
- **Back-End:** PHP, MYSQL

#Needed Configuration:

- **RAM:** At least 2GB
- Windows or iOS latest version will make smooth experience.
- **Hardware**: hard-disk should be greater than 200MB
- **Internet Browser**: Google Chrome Version 4(different for different browsers)
- XAMPP version: 1.7.7

5. Outputs and Reports Testing

5.1 Output

The "May I Help You" project creates a handy online platform that connects people with professionals who can quickly fix household problems. It's easy to use, with features like chatting in real-time and a smart system that finds the right professional fast. The result? A website or app that works well, a list of trusted pros, and guides to help everything run smoothly when it's launched.

5.2 Data Validation

- Check for completeness of required fields in the registration form.
- User registration data is checked for completeness and correctness.
- Validate the functionality of real-time communication tools such as chat or messaging systems to ensure they work as expected.
- Validate the information stored for each professional in the database, including qualifications, expertise, and availability.
- Ensure that updates to professional profiles are reflected accurately in the system.
- Effectiveness of support in addressing user queries or issues.

5.3 Test cases

Test case for admin login:

TC No.	Description	Test steps	Expected Result	Pass/Fail
1	Verify valid admin credentials login successfully	1. Enter valid admin Username 2. Enter valid Password 3. Click on the login button	Admin dashboard is displayed	Pass
2	Verify login with invalid admin username	1. If enter invalid admin Username 2. Enter valid Password 3. Click on the login button	Error message indicating invalid username is displayed	Pass
3	Verify login with invalid admin password	1. Enter valid admin Username 2. If enter invalid password 3. Click on the login button	Error message indicating invalid password is displayed	Pass

Test case for User login:

TC No.	Description	Test steps	Expected Result	Pass/Fail
1	Verify valid user credentials login successfully	1. Enter valid Username 2. Enter valid Password 3. Click on the login button	User dashboard is displayed	Pass
2	Verify login with invalid user username	1. If enter invalid Username 2. Enter valid Password 3. Click on the login button	Error message indicating invalid username is displayed	Pass
3	Verify login with invalid user password	1. Enter valid Username 2.If enter invalid Password 3. Click on the login button	Error message indicating invalid password is displayed	Pass

Test case for Employee login:

TC No.	Description	Test steps	Expected Result	Pass/Fail
1	Verify valid employee credentials login successfully	1. Enter valid employee Username 2. Enter valid Password 3. Click on the login button	Employee dashboard is displayed	Pass
2	Verify login with invalid employee username	1. Enter invalid employee Username 2. Enter valid Password 3. Click on the login button	Error message indicating invalid username is displayed	Pass
3	Verify login with invalid employee password	1. Enter valid employee Username 2. Enter invalid Password 3. Click on the login button	Error message indicating invalid password is displayed	Pass

6. Conclusion and Recommendations

6.1 Conclusion

The "May I Help You" project has successfully developed an efficient online platform that connects users with skilled professionals for the rapid resolution of household issues. With user-friendly interfaces, real-time communication features, and a robust matching algorithm, the platform ensures swift assistance to users in need. Through thorough testing and validation, the platform has been proven to be reliable and effective in its functionality.

6.2 Recommendations

1. **Continuous improvement:** Regular updates and enhancements to adapt to user needs and technological advancements.
2. **Expand service offerings:** Consider offering a broader range of services by partnering with additional professionals.
3. **Enhanced security measures:** Implement robust security protocols to protect user data and privacy.
4. **User feedback mechanism:** Establish a system for gathering user and professional feedback to inform future improvements.
5. **Marketing and outreach:** Invest in marketing efforts to increase platform awareness and attract more users and professionals.
6. **Training and support:** Provide comprehensive resources for user and professional training to maximize platform utilization.

7. Future Scope

- **Geographical Expansion:** The project can explore expanding its services to new geographical regions or even international markets to reach a broader audience and serve more users.
- **Diversification of Services:** Beyond household issues, the platform can diversify its services to include other areas such as automotive, healthcare, or personal finance, catering to a wider range of needs.
- **Integration of Emerging Technologies:** Embrace emerging technologies like artificial intelligence (AI) and Internet of Things (IoT) to offer more advanced and personalized solutions to users.
- **Partnerships and Collaborations:** Form strategic partnerships with industry players, local businesses, or government agencies to enhance service offerings and reach new customer segments.
- **Subscription Models and Premium Services:** Introduce subscription-based models or premium services for users who require additional features or priority assistance.
- **Data Analytics and Predictive Maintenance:** Utilize data analytics to gain insights into user behavior and preferences, enabling proactive maintenance and personalized recommendations.

8. Bibliography and References

8.1 Bibliography

1. **Web technology** – by bhupesh tanuk and aniket nagane (published by nirali publication)
2. **Advance PHP** – by swathi jadhav ,gajunan deshmukh & sarita batgar (pulished by nirali publication)
3. **Software Engineering** - by Manish Suryawanshi and A. B.Nimbalakar(Published by Nirali Publications)

8.2 References

- Study javaScript : https://www.youtube.com/playlist?list=PLu0W_9lII9ahR1blWXxgSlL4y9iQBnLpR
- Study PHP : https://www.youtube.com/playlist?list=PL0b6OzIxLPbyrzCMJOFzLnf_-_5E_dkzs
- UI for website : https://www.handy.com/services
- PHP with JSON : https://www.youtube.com/watch?v=jd6KSMpc9F4