

# Project Title

## **Samarth Services**

### HVAC Services Booking App

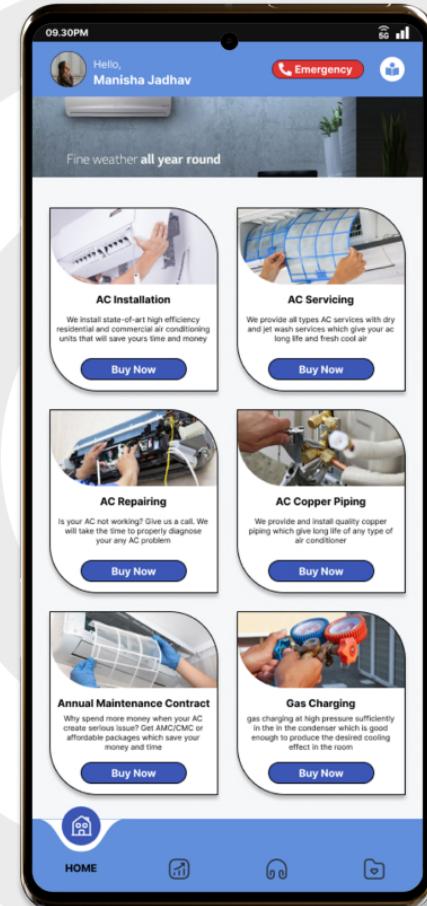


# Project Overview :-

This project aims to develop a user-friendly mobile application for booking HVAC services. The app will connect homeowners and businesses with qualified HVAC technicians, streamlining the service request process.

## Key Features :-

- Easy Booking:** Users can easily book a wide range of HVAC services, including installation, repair, maintenance, and cleaning.
- Real-time Tracking:** Track service requests in real-time, from booking to completion.
- Secure Payments:** Integrate with secure payment gateways for convenient online payments.
- Technician Profiles:** View technician profiles, ratings, and reviews.
- Customer Support:** 24/7 customer support available through in-app chat and phone.



# Problame Statement :-

## Problem:

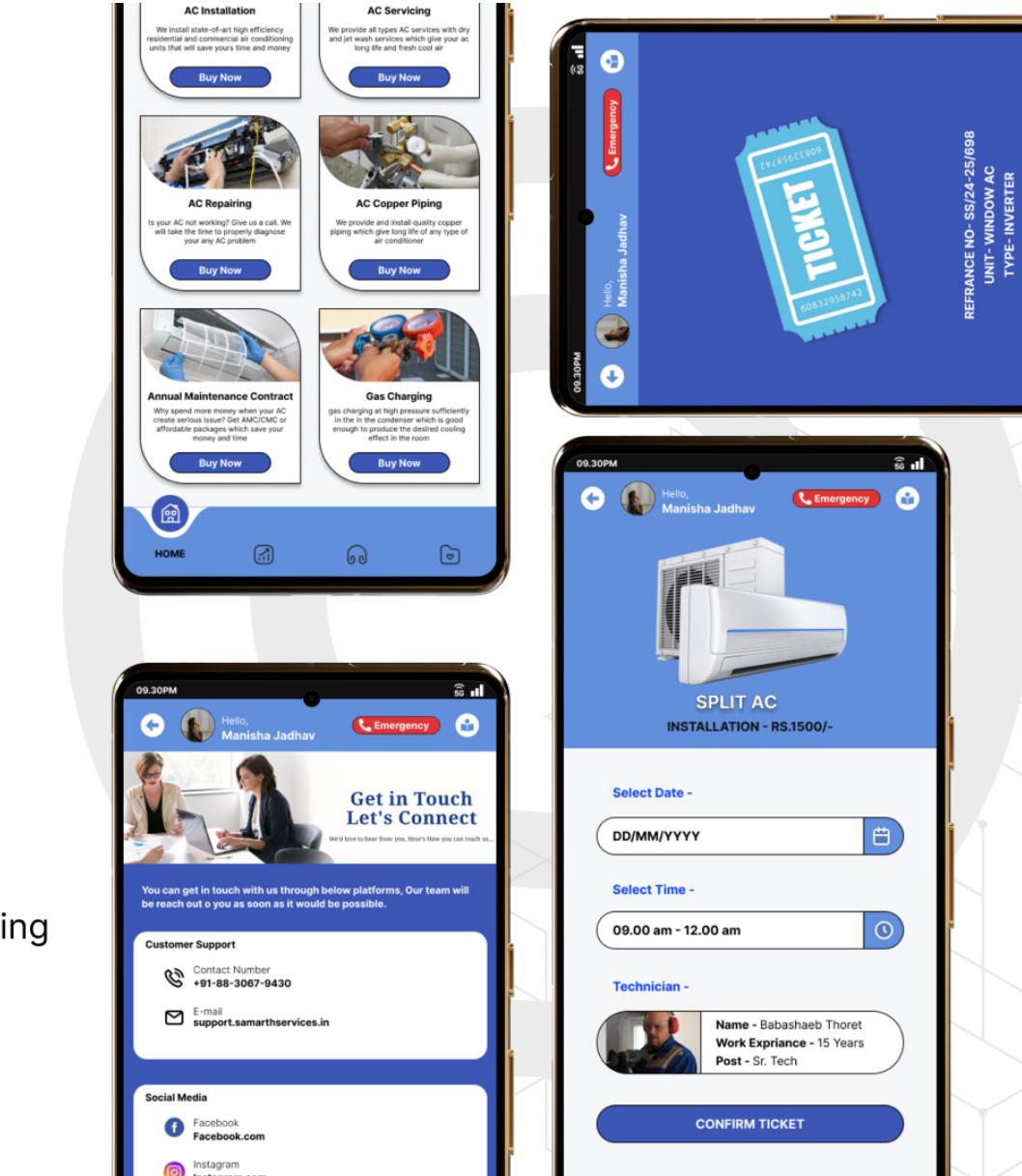
- Difficulty scheduling HVAC services
- Lack of transparency in service bookings
- Inefficient communication between customers and technicians
- Finding reliable HVAC professionals is challenging

## Solution:

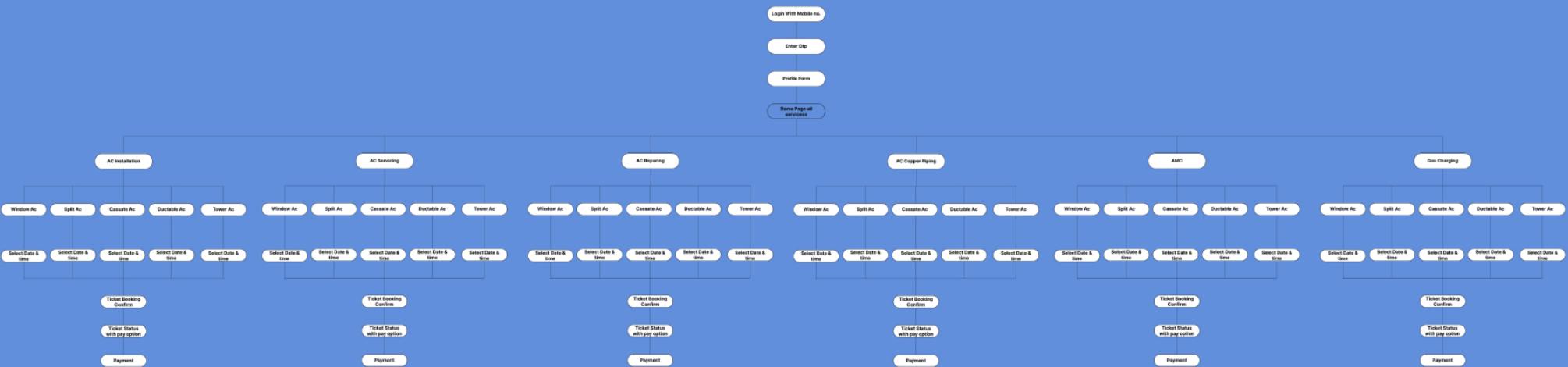
An app that simplifies scheduling, enhances transparency, improves communication, and connects users with reliable HVAC professionals.

# Target Audience :-

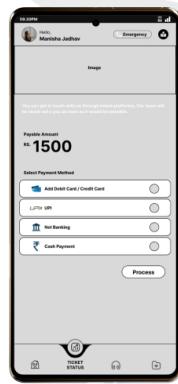
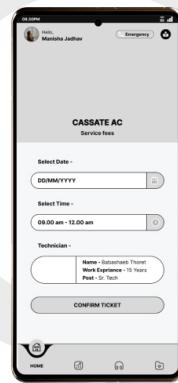
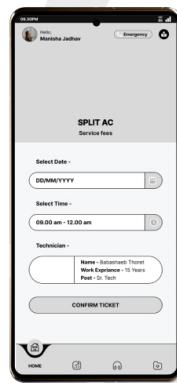
Homeowners, businesses, and other establishments requiring HVAC services.



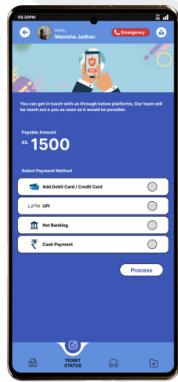
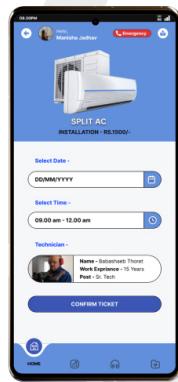
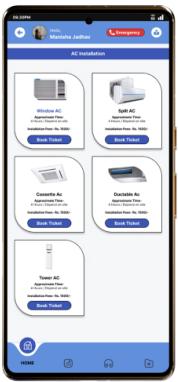
# User Flow :-



# -- Wireframe --



# -- App Screen --



# User Journey Map :-

- **Onboard:** Login, Profile
- **Discover:** Browse, Filter, Offers
- **Book:** Select, Schedule, Confirm
- **Track:** Status, ETA, Communicate
- **Complete:** Service, Payment, Rate

**Focus: Easy, Efficient, Transparent, Personalized**

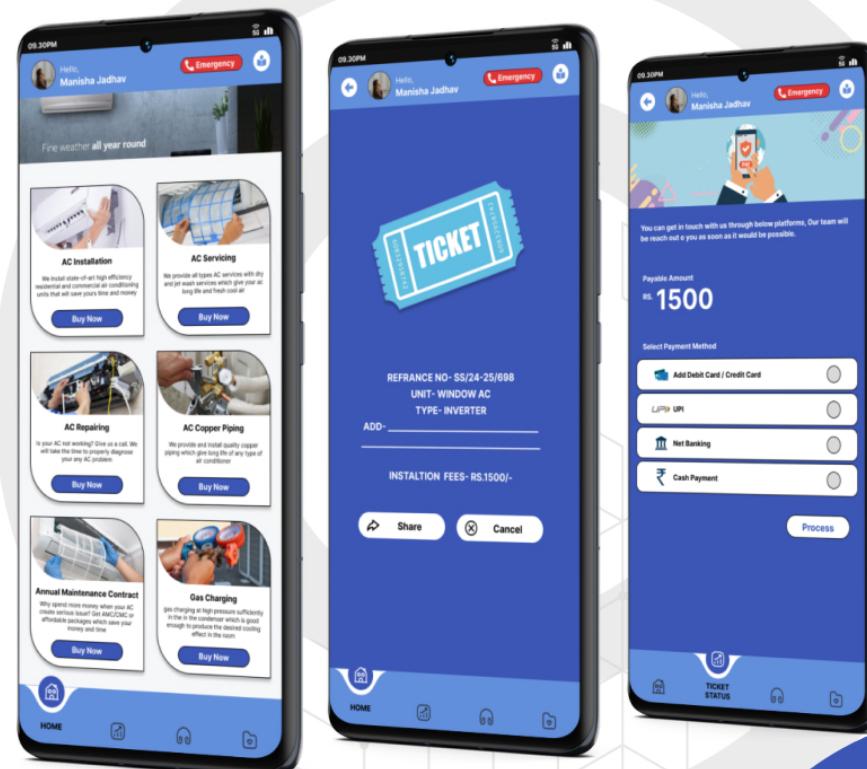


## My Role

Solo UX/UI Designer



## Tools



# -- User Persona --

## Mrs. Manisha Jadhav



**Age:** 62

**FAMILY:** Married

**LOCATION:** Pune, India

**EDUCATION:** Pune University

**OCCUPATION:** Owner of Samarth Services

### Bio

Mrs. Manisha Jadhav - CEO of Samarth services . Leading the way in HVAC Industry with innovative solutions, customer-centric approach, customer satisfaction, social impact.

### Motivations

Ease					
Price					
Speed					
Comfort					
Flexibility					

### Preferred Medium

Phone					
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### Frustrations

- Difficulty scheduling HVAC services
- Lack of transparency in service bookings
- Inefficient communication between customers and technicians
- Finding reliable HVAC professionals is challenging

### Goals

#### **Simplified Scheduling:**

- Book appointments online at your convenience, 24/7.
- No more phone tag or waiting on hold.

#### **Enhanced Transparency:**

- Upfront pricing and clear service descriptions.
- No hidden costs or surprises.

#### **Improved Communication:**

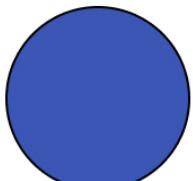
- Easy in-app messaging with HVAC professionals.
- Receive real-time updates on technician arrival.

#### **Access to Reliable Professionals:**

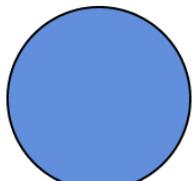
- Connect with vetted and highly-rated HVAC technicians.
- Find professionals with the expertise you need.

# Style Guide :-

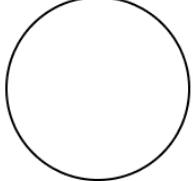
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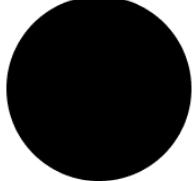
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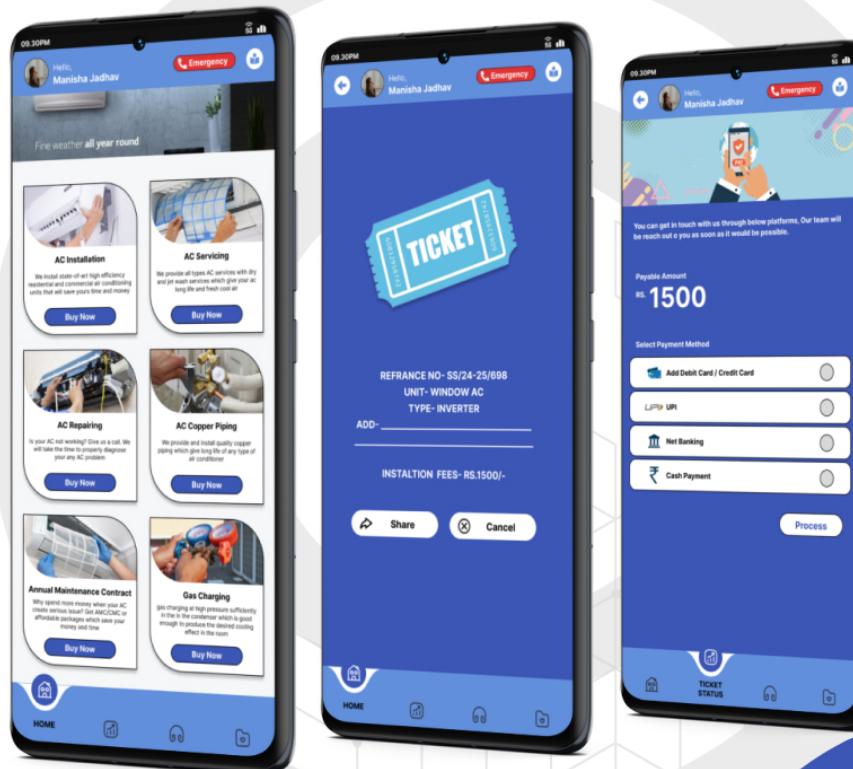
## Typefaces -

Font Family - Inter

Headings - Aa

Headings - Aa

Headings - Aa



# THANK YOU

