

PROJECT
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HOME APPLIANCES REPAIR SERVICES

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MINI PROJECT

This project mainly aimed at creating a digital platform to make appliance repair services accessible for homeowners. In this application users can submit repair requests including their details , location and a small description about the appliance issue. The system will assign the technicians to the users based on their availability and the distance between user and technicians location. The technicians receive the notifications and details of repair tasks. The system incorporates machine learning to virtually interact with the users. After the service the user can make the payment by online.

Modules

User :

user can register and login through username and password. user request for services and they can also cancel their request when needed.

- Receiving notifications about assigned technicians and viewing technician profiles and contact information .
- Users can view a history of their past repair service requests.
- Feedback submission and ratings
- Allow users to search available services.
- Enable users to request emergency repair services for urgent situations.

Admin:

- User management: Admin can manage user accounts, including creating, updating, and deactivating accounts.
- Technician management: Manage Technician profiles including verification and approval.
- Payment management: calculate the price based on the hours they work and the repairing parts they used to repair.
- Payment Distribute: initiate payments to technicians account after the successful service completion.

Technician:

- Technician can view the incoming repair service requests
- Accept or decline the requests
- Can manage and edit their profiles
- Technician provide an expected date and time of their service
- Technicians can set their availability status to indicate when they're ready to take on new service requests.
- Technicians can use GPS navigation tools to find the quickest route to the user's location for the repair.
- Emergency Services Handling: Technicians respond promptly to emergency service requests, providing quick assistance to users in urgent situations.
- Technicians offer technical support to users who might encounter minor issues after the repair.

MAIN PROJECT

In this a seller sells the used products to customers through a platform include the delivery boy .when a customer request based on the request the system assigns the delivery boy to each customer. It gives the address of both seller and customer.

Based on the location the delivery boy take the product from the seller and gave it to the customer. The system generate an estimated price based on the distance between seller and customer.

MODULES

Seller:

- Product Listing: Sellers can create detailed listings for their used products, including product images, descriptions ,location and price.
- Personalized Messaging: Enable sellers to communicate directly with customers through an integrated messaging system
- Sellers can manage incoming orders, mark items as sold.
- Appliance Documentation Upload: Allow sellers to upload the warranty documents, and appliance specifications to provide more information to buyers.

Customer:

- Customers can browse through listed appliances, filter by category, price, and other
- customers can view detailed information about each appliance, including images, specifications, condition, and price.
- Integrate a secure payment gateway that enables users to make transactions directly on the platform.
- Allow users to add ratings and reviews for each other after a transaction is completed.

- Develop a search and filtering module that allows users to find items based on various criteria such as category, price range, location, and item condition

Delivery:

- Manage the delivery boy profile
- QR code confirmation: Create a unique QR code for each delivery. The customer scans the QR code using their smartphone's camera. The QR code directs the customer to a confirmation page on your website . On the confirmation page, the customer digitally confirms the receipt of the delivery by clicking a "Confirm Delivery" button.
- Enable delivery boys to set their availability for deliveries

Admin:

- Admins can view and verify seller profiles to ensure the authenticity of products and sellers on the platform.
Seller performance monitoring
- Payment directly_ credit to the admin account .Then admin will give the payment to delivery boy and seller.
- Admin can view the number of orders of the delivery boy.

Chatbot for Customer Support: Develop a chatbot that uses natural language processing to provide instant responses to user inquiries

User Behavior-based Discounts : Utilize machine learning to offer personalized discounts to users based on their browsing and purchase behavior.