



# Service Nest

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## Overview

We have decided to build a system that serves as an intermediary for the people who require services and people who provide these services. One can choose from 7+ services and even book home services on the app based on the pre-approved prices. We have chosen New-Delhi as our domain and have divided it further into five subdomains (North, South, East, West, Central).

## Stake-Holders

1. Customers
2. Health(Doctors, Nurses, Laboratories)
3. Education(Tutors, Book Stores)
4. Household(Plumbers, Electrician, Housekeeping)

## Stake-Holder's purposes

### Customers:

1. Can request the services of three types (Health, education, household) from our system.
2. Can see all the available service providers.
3. Can even sort the service providers based on ratings.
4. Can give reviews to the services they have requested.
5. Can look up the service provider's past work to know about their skills, behaviour, etc.

### Health(Doctors, Nurses, Laboratories):

1. One can register on our system for providing services to patients and earn money.
2. Can see, who are the patients on the waiting list, their locations, etc.
3. Can visit our daily services for their clinic maintenance (for home as well ) section.
4. They can also contact the nurses if they have requirements for patients.
5. They can also make complaints and reviews for patients.
6. They can know the patients in advance from reading the requester's review. So, they can accept or reject their appointments.

### Education(Private tutors, Book stores):

1. Tutors can request the list of students who require their services.
2. Students can look for all the available teachers in their preferred timings and can even sort them based on their experience and ratings.
3. Tutors and students can also look for books they need from the book stores.

4. Students can rate bookstores, books, tutors and tuition.
5. Students can enquire about tutors they need for a particular subject.

### Household(Plumbers, Electrician, Housekeeping):

1. Can register on our system for providing basic household services to earn money by providing their services to the requesters on their demanded wage.
2. Can see a list of all customer's requests and their addresses so that they can form the schedule for the whole day accordingly.
3. Can even rate the customers according to their behavior towards them.
4. Can also form a group if the service request is big and demand more work-force.
5. Can also request particular equipment from the client for the job before accepting the requests.

## The need for this app


In this busy schedule, this is an excellent option for getting the work done in a seamless way without finding several service providers. A user can post their required service and service providers can reply to that with budget & timeline to complete the appropriate job. People can easily connect service providers nearby neighborhoods or from the selected location and allow the work with professional charges. App users will get all the details as well as the past records of the service providers before accepting its requests and thus increasing the chance of getting an accurate match. This app is a hassle-free experience for getting your work done.

## Framework and Working

We have developed the following tables:

1. Services
2. Customers
3. Doctors
4. Nurses
5. Laboratories
6. Tests
7. Plumbers
8. Electrician
9. Housekeeping
10. BookStores
11. Tutors

The Service table will consist of all the ongoing, completed, and pending services. We have made efficient use of the properties of check clause, referential integrity, primary keys,



foreign keys to make the app more easily accessible and object-oriented. Once the user registers with his service request, the request gets added to the service table where all the service providers can view it. All the interested service providers bid for the service to the customer and it is now the customer's choice to decide the service provider, he/she can see all details and past records of the service provider before choosing one. When the service provider is decided, the request status gets changed to ongoing and when it gets completed the customer and the service provider has to give a review to each other and complete the payment process. Once all this is done the service status gets changed to completed.

## How to use the Service Nest app?

Anyone who wants to use this app has to sign up first. You need to register as a customer or a service provider. Once you sign up, you will receive an OTP on the email you registered with, you will have to enter this OTP to sign in.

If you registered as a customer, you will see all our services at your disposal and can choose whatever you want, in the location you want it, and at a time you want it at a pre-approved cost. Payment is secure and can be done through the app or by cash.

You essentially choose from a list of pre-screened experts, as per your demands and necessity. Look at their profiles and reviews for each and professional, analyze quotes and hire the best one for your liking.

Else if you choose to register as a service provider, you will be asked your location, your area of work and then your profile will be added to the database for customers to choose from.

## ER Diagram:

