

Web Application Based On Demand Home Service System

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Abstract— *The on demand home service system is incredibly useful for everybody who wants to urge home services like plumbing, electronic repair, gas range repairing, RO servicing and electrical maintenance. When an individual relocating from one area to a different because now a day's everyone wants to save lots of time and shot out their problems within time with none problem. Therefore, online home services are very beneficial for people. There are only two users in our system, first is Home Service providers and therefore the other may be a user. Home service providers have a crucial role within the project he/she can register with this website by mentioning their role and adds. The small about them by providing their contact number while the user can see an inventory of home services and get in touch with them as per their requirements. The web home service project consists of the many categories and services as mentioned before. Users who are in need of services can register with this website and look for service providers by mentioning the situation. The service provider's therein particular locations are listed to user with contact number and therefore the user can contact them. By this users can easily avail the needed home services with none difficulty and delay.*

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I. INTRODUCTION

When someone requires assistance for domestic tasks, the problem occurs due to inaccessibility of service skilled or a trustworthy provider who provides faultless service on request. Our on demand home service system affords the foremost convenient unrestricted approach to urge your household work finished [1]. This technique helps in providing finest results to all or any domestic troubles with high efficacy and ease. The system helps in connecting the skilful in-house experts and gets service done on quickly. On demand home service system aids not only the users but also the service providers to succeed in out the potential customers. To fulfil the customer requirements, the system affords various services like plumbing, electronics repair, gas stove repairing, RO servicing and electrical services, home cleaning, carpentry services, machine services, home painting [2][6].

The main objective of the on demand home services is providing the house services by one click. This paper discusses about the web home services,

several services provided and therefore the method of ordering and delivery of services [3]. On demand home services system are often accessed by registered users to seem for household services through an insightful web application. The event of web based online system helps in determining household services and collaborating interface to look the services. The system also acknowledges the confirmation of services chosen by the users [5].

II. LITERATURE SURVEY

There are many online home service systems in existence which are discussed briefly in this section.

Urban Pro is the framework which initially began their online help for connecting the scholars with the mentors, trainers and institutes [8]. This was one among the explanations for the emerging of providing the web domestic services.

Time saverz is one among the web home service system where the customer has given rewards for the services offered and a refund if the customer isn't satisfied with the services. This service is provided in Delhi, Noida, Gurgaon, Hyderabad, Bangalore, Pune, Mumbai and Chennai [9].

Urban Clap has provided various innovative services. But they have provided those services especially places like Mumbai, Delhi, Chennai and Bangalore. This technique served as a pathway for quite 10,000 professionals. Helpo is that the one stop solution for all the domestic services. This technique provides all the required services that have been demanded by the purchasers whenever required or on the annual maintenance basis with yearly charges [15].

Zimmer has provided the house services but they need enlisted the providers in order that the purchasers can rest their worries. This application provides the services only within the urban cities like Pune and Bangalore. This system acts as a platform not just for offering services but also for the hiring of professionals [10][12].

House Joy has been the fastest growing and the top players in offering home services. It was founded by Sunil

Goel and Arjun Kumar. House Joy also offers perks to its employees and customers like free insurance and free re-work which have created a loyal customer base for them. It can hire professionals for home cleaning, pest control, painting, carpentry, plumbing, and fix appliances and electrical elements. The services are mainly provided in Bangalore [14].

The application has helped in raising \$27 million in funding from different investors such as Amazon, Vertex Ventures, and Matrix Partners [11]. House Joy was able to earn revenues worth \$4.72 million in the financial year 2016. It has increased 66% of finance compared to the previous years. House Joy has its own success story by having a good business model, managed expenses and costs and efficient management. The application favourably increases the order by 4,000 per day resulting in 30 to 40% weekly growth [13].

III. EXISTING SYSTEM

The existing systems contain the small print of the service providers which may be viewed by the users who require the household services to be done. The system provides the services like gas services, plumbing services and electrical services. User can view the services through the system and that they can contact the actual providers to urge the services. The user has got to register to utilize the service that's provided by the system. The system acts because the intermediary between the user who is in need of services and therefore the provider who offers the service. Within the present system, the users can only ready to get the small print about the service providers they are doing not have the choice to register for the services required and therefore the tracking of such services. Users can give the feedback about the services that was provided to them. Following are the modules that are available within the existing system.

A. Admin Module

This module provides the functionality that is related to admin. Admin manages all data about the services and they have the right to edit the information regarding the details of the providers.

B. Registration Module

Consumers who want to benefit the facilities are requested the registration process is completed, authorisation mail about a new account with verification link is sent to the email id that has been provided by the user during the registration. After this process, the customer is allowed to use our services once verification of account is completed.

C. User Module

This module gives details about the services that are offered. For the services that has provided, the purchasers can ready to access the address of the service provider. The

users also can bookmark the services then they will ready to view the services whenever they have.

D. Feedback Module

Customers can able to give their feedbacks and complaints regarding the services that has been offered and about the service providers. Based on the grievances and opinions that have received from the users, admin can take the required actions over it.

IV. PROPOSED SYSTEM AND ARCHITECTURE

Our proposed work is a web application developed using PHP as front end and SQL server as back end to assist the users in getting the essential services like plumbing, electronic repair, gas stove repairing, RO servicing and electrical maintenance. Home service providers can register with this website and add their basic details with their contact number. User can register with this website by providing the basic details like name, age, gender, address, mobile number and mail id. After this they can login by providing their username and password to avail the needed services.

User can look for service provider by mentioning the location. Once the user needs a particular service, they can send a request. The request sent by the user is received by the admin. The admin here acts as the intermediary between the provider and the user. Admin contacts the particular provides and he sends the status of the requested service to the customers through mail. This helps the user in getting their services without any delay and need not depend on anyone to know the service providers.

The user can post their grievances and feedbacks about the offered services. The reviews that are posted can be viewed by the admin and the necessary actions can be taken over the complaints. If the user has any queries and then it can be raised by the users via chat bot shown in fig.1.

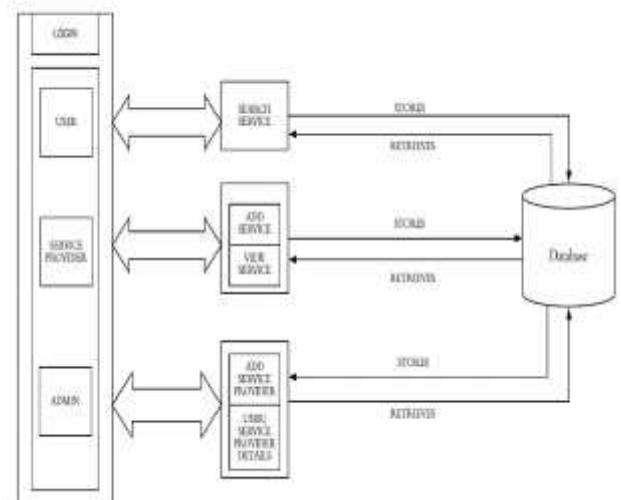


Fig.1 Architecture for On Demand Home Service System

The system consists of login for user, service provider and admin. When the user log in with his credentials they can able to search the service and retrieve it from the database. When the service provider log in with their credentials they can able to add and view the service. Once the service is added it is stored into the database and it can be retrieved when the service want to be viewed. The admin has the right to add the service provider and he can able to view the details of the users.

V. MODULES IN PROPOSED SYSTEM

There are three modules in the proposed system. The functionalities of these three modules are discussed in this section.

A. LOGIN PAGE FOR ON DEMAND HOME SERVICE SYSTEM

The system consists of login for admin, user and service provider. To access the various functionalities, the registration process has to be completed first. Once the registration process is completed, the various features available in the system can be accessed are shown in flow diagram and login page in fig 2 and fig 3.

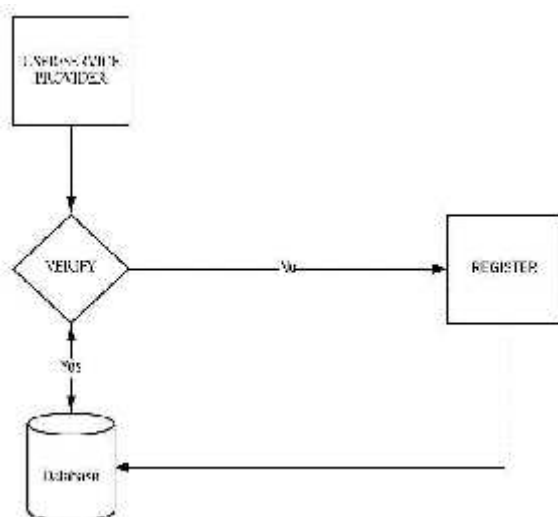


Fig. 2 Flow Diagram for Login page



Fig.3 Login Page for On Demand Home Service System

B. ADMIN PAGE FOR ON DEMAND HOME SERVICE SYSTEM

The admin module consists of the details about the users, services available and the service providers. Admin have the right to modify or add or delete the particular services or service providers once they violate principles. They map the user with the provider based on the request by the customer. Admin act as intermediate between the providers and users by sending the status of the requested service shown in fig. 3 and fig.4. This helps the users to urge instant updates.

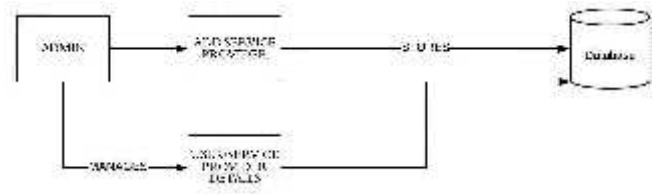


Fig. 3 Flow Diagram for Admin page



Fig.4 Admin Page for On Demand Home Service System

C. SERVICES PAGE FOR ON DEMAND HOME SERVICE SYSTEM

When customers services required are shown in fig.4. If required, customers clarify their doubts of particulars through chat bot. When service made, the request is submitted and it is fig.5 and fig.6.

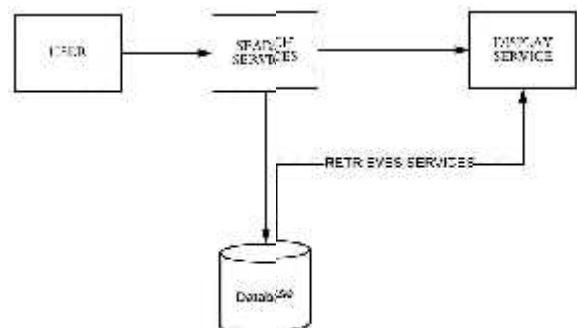


Fig. 5 Flow Diagram for Services page



Fig.6 Service Provider Page for On Demand Home Service System

VI. RESULT

The proposed system helps the users to trace the status of the service they demanded. The tracking functionality in this system makes the user to verify whether the service request has been processed or not are shown in fig.7 and fig.8.



Fig.7 Service Provider Page for On Demand Home Service System

In the above screenshot, the information about the service provider is given which can be viewed by both admin and the users. This helps the users as well as the admin to know the available providers for requesting the service and make the admin to get connect the proper provider to customers.



Fig.8 Service Provider Page for On Demand Home Service System

The details of the services are stored within the database and it can be viewed by the admin as they act as an intermediate between the service provider and the customer. The availability of these details helps the admin to know the appropriate type of services for the service requested by the customers.

VII. CONCLUSION

To reduce the burden in finding apt service providers this application provides the detailed information which helps the users to get their services fulfilled instantly. Unlike the other application, the application consists of the chat bot which helps the users to clarify the queries posted. Thus, this application appears to be livelier than the prevailing system.

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