

# Community-Based Local Services Platform

CS346 - Software Engineering Lab Assignment 3 - Group 1A

## User Documentation

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### 1. Introduction:

Brief overview of the Community-Based Local Services Platform.

The Community-Based Local Services Platform is a comprehensive solution designed to streamline the process of scheduling appointments between customers and service providers that offer various services like interior design, furniture, and house pent. Platform revolutionizes appointment scheduling by integrating community reviews to help customers choose the best service providers. With a streamlined interface, customers can effortlessly book appointments, while personalized recommendations ensure they find the perfect match. The platform's built-in chat feature fosters seamless communication between customers and service providers, facilitating clarifications and enhancing the overall experience.

Purpose of the software.

The purpose of the software is to facilitate the connection between users seeking local services and service providers within their community. It serves as a platform where users can easily find, evaluate, and book service providers for various needs, such as interior design, painting, event styling, and more.

Target audience.

1. Service Providers This software caters to service providers who offer services such as interior design, painting, event styling, and other related services. They can create profiles showcasing their expertise, qualifications, and services, and manage bookings and communications with clients through the platform.

2. **Users Seeking Local Services** These are individuals or businesses looking for local service providers for various needs. They can use the platform to search for service providers based on location, service type, ratings, and reviews, and book appointments directly through the platform.

## 2. Getting Started:

### Installation instructions

Since the application is distributed as an executable file, there is no formal installation process required. Follow these steps to run the software:

1. Download the executable file provided.
2. Place the executable file in a convenient location on your computer.

### System requirements

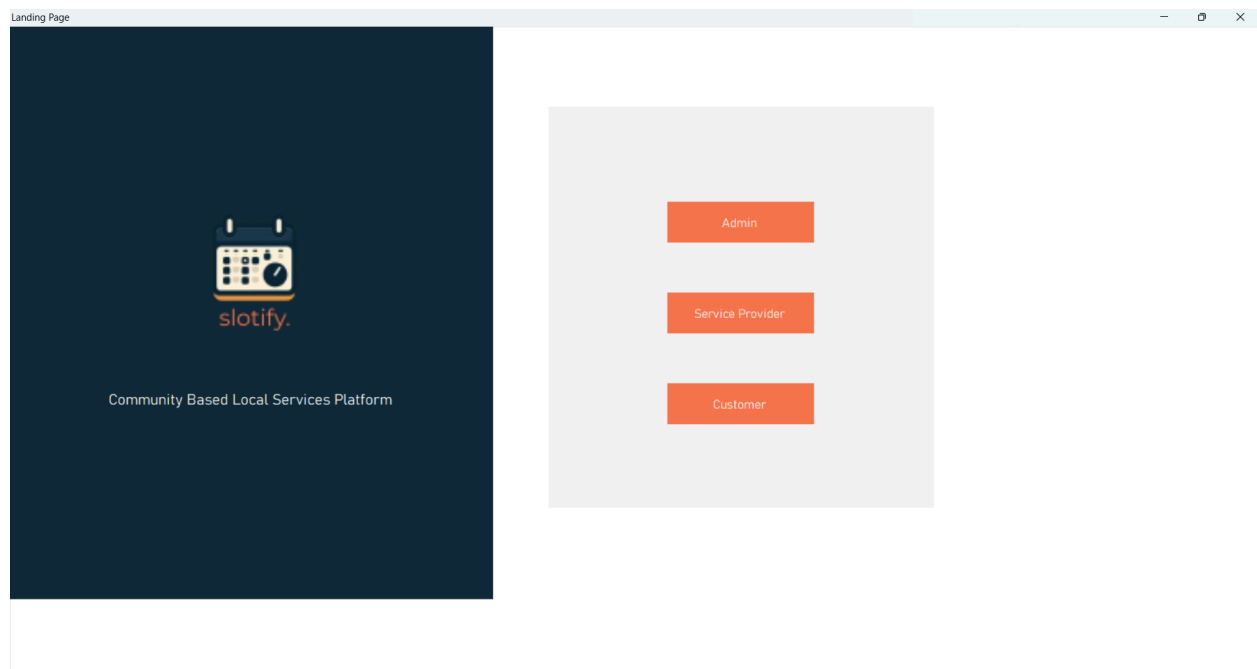
To run the Academic Section Management System, ensure your system meets the following requirements:

- a. **Operating System:** Windows 7 or later.
- b. **Processor:** Intel Core i3 or equivalent.
- c. **RAM:** 4 GB minimum.
- d. **Storage:** Sufficient free space for storing the executable file and any necessary data files.
- e. **Internet Connection:** Required for accessing the MariaDB SQL online database.

### Login process

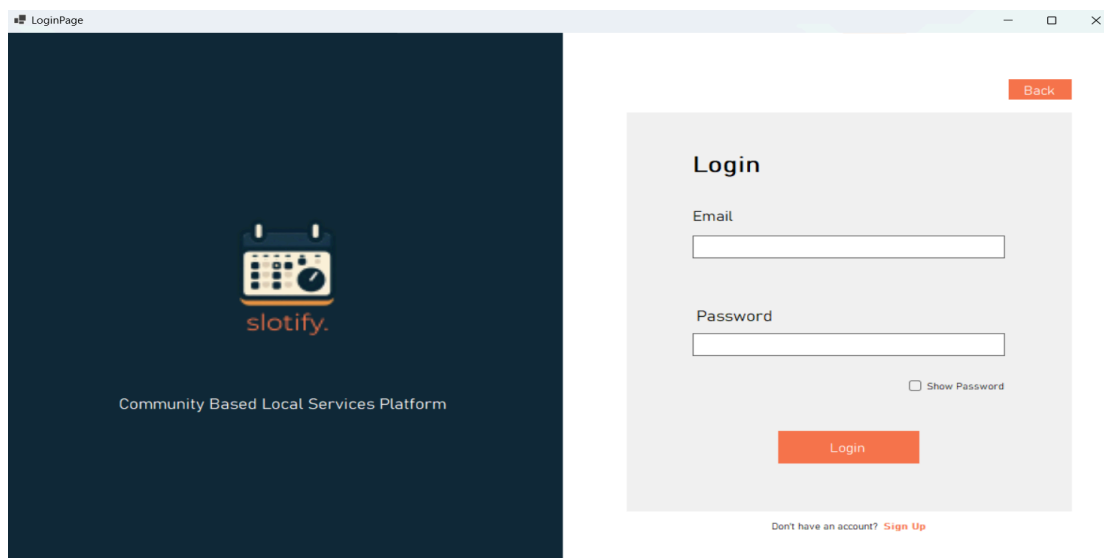
1. Launch the application by double-clicking the executable file.
2. Upon opening, you will be directed to the landing page.

## Landing Page



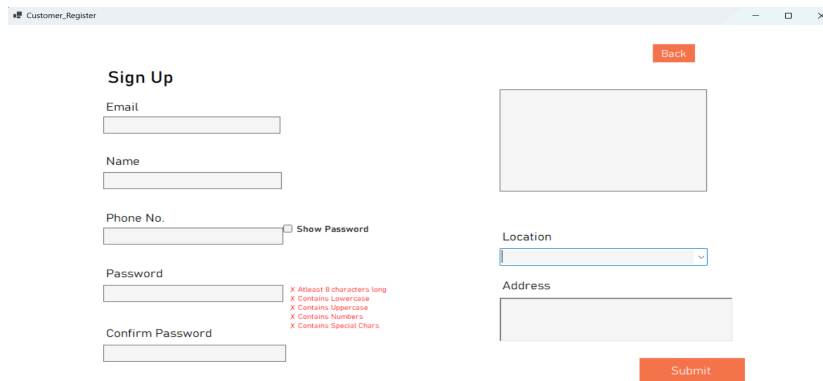
1. On the landing page, you have to choose your role whether you are a service provider, customer, or admin.
2. Once you choose your role you will be directed to the login page.
3. If you are already signed up, proceed to log in.
4. If you are a new user, you must sign up first.

## Login page



## User Sign Up

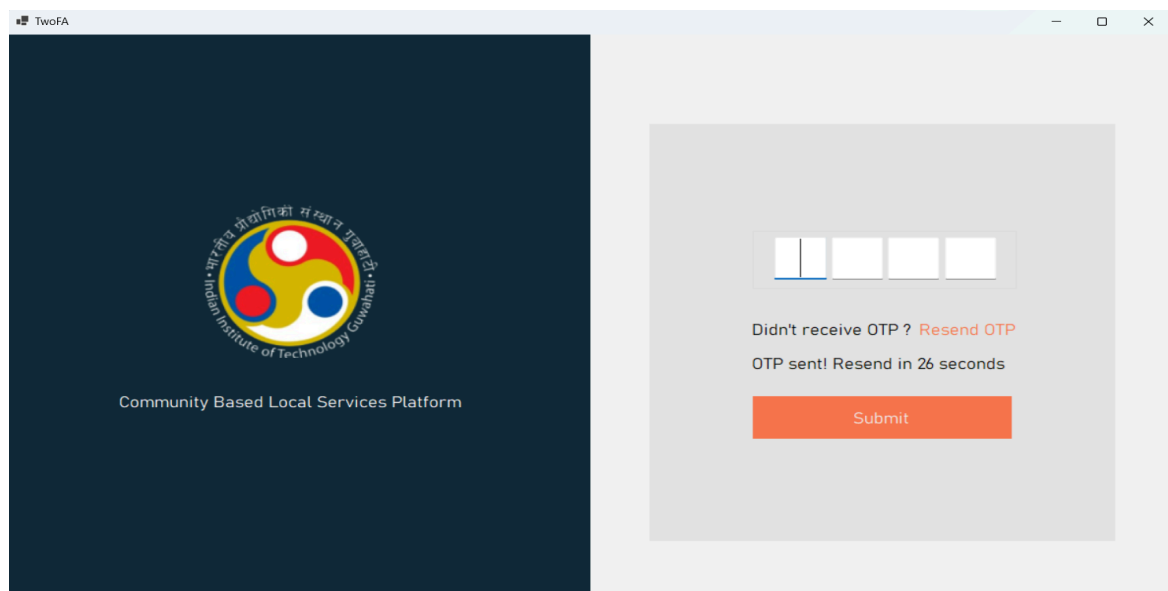
1. Click on the "sign up" button to initiate the registration process.
2. Fill out the required information, including name, email, and password.
3. After completing the registration form, submit your details.



The screenshot shows a web browser window titled "Customer\_Register". Inside, there is a "Sign Up" form. The form includes fields for "Email", "Name", "Phone No.", "Password", and "Confirm Password". There is a "Show Password" checkbox next to the "Phone No." field. To the right of the "Password" field, there are four red error messages: "X Atleast 8 characters long", "X Contains Lowercase", "X Contains Uppercase", and "X Contains Numbers". Below the "Password" field, there is a "Location" dropdown menu and an "Address" text field. A "Back" button is located at the top right, and a "Submit" button is at the bottom right.

## Approval Process

1. Once you submit the registration form you will receive the OTP and you will be directed to the OTP verification page.
2. Fill in the OTP that you get and you will be signed up.
3. On successful sign up, you can proceed to log in using your email, and password.



The screenshot shows a web browser window titled "TwoFA". The left side of the window has a dark blue background with a logo for "Community Based Local Services Platform" and the text "Community Based Local Services Platform". The right side of the window is light gray and contains an OTP verification form. The form has a row of five input boxes for the OTP. Below the input boxes, there is a link "Didn't receive OTP ? Resend OTP" and a message "OTP sent! Resend in 26 seconds". A "Submit" button is located at the bottom right of the form.

## Login

1. Enter your email and password in the respective fields.
2. Click on the "Login" button to access the system.

Note: If you encounter any issues during the registration or login process, please contact the system administrator for assistance.

## 3. User Interface Overview:

### Description of main features

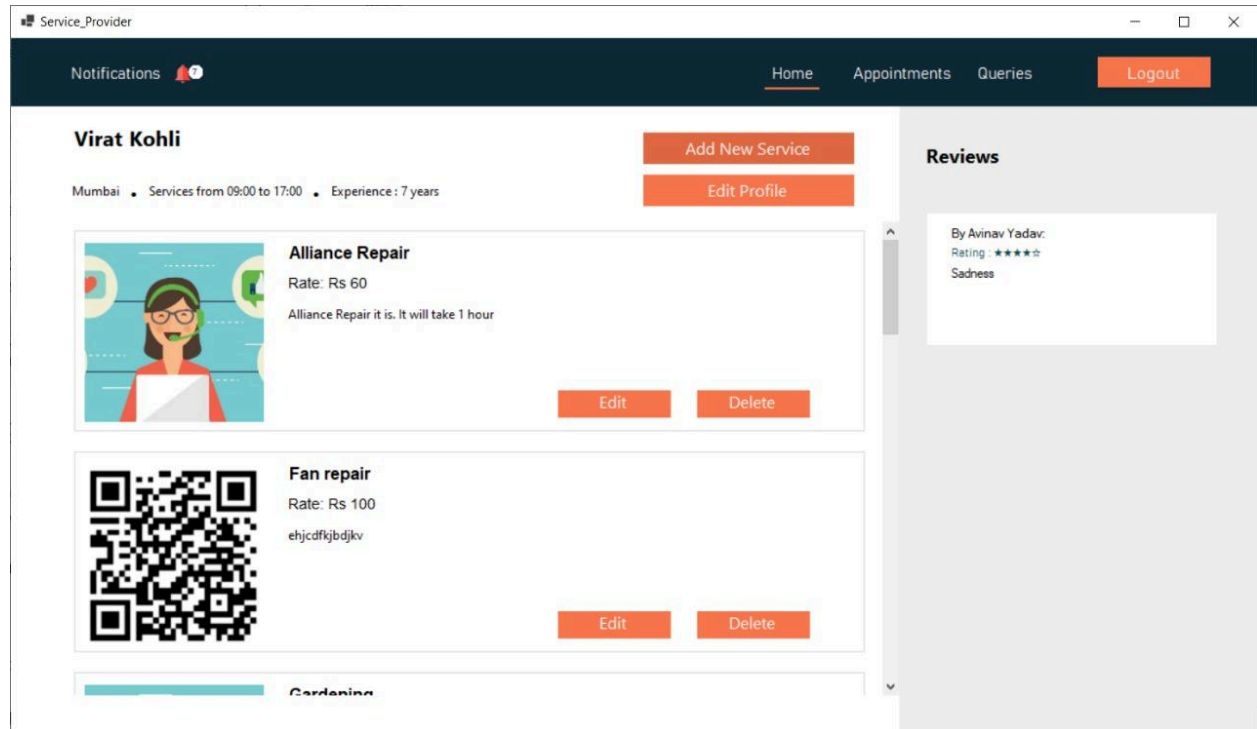
The user interface of the Community Based Service Platform is designed to provide intuitive access to its key features. The main features include:

1. **Landing Page:** The landing page where users are greeted, choose their role, and are prompted to log in or register.
2. **Login/Sign up:** Options for existing users to log in and new users to sign up for access.
3. **Home page:** Upon logging in, users are presented with a homepage providing information about trending services, most trusted service providers, and searching space for a service(for customer).
4. **Navigation bar:** The upper navigation bar provides access to various modules and functionalities of the system.

### Navigation Guide

1. To access different features and functionalities, use the navigation menu located at the top of the application window.
2. Click on the corresponding menu items to navigate to specific modules or pages within the system.
3. Use buttons, links, and input fields as indicated on each page to interact with the system and perform tasks.

## 4. Functionality for Service Provider:



### ❖ Service Provider HomePage

This is the profile page for the service provider. Whenever the service provider logs in he will be directed to this page which has all the information and statistics of the service provider.

#### 1) List of Services Provided:

- The service provider profile page prominently displays a comprehensive list of services offered by the provider.
- This list encompasses all the services that the provider specializes in, ensuring that potential clients have a clear understanding of the scope of offerings.

#### 2) Rating of the Service Provider:

- The profile includes a rating system that reflects the overall satisfaction level of previous clients who have utilized the services of the provider.
- This rating system typically employs a scale, such as stars or numerical ratings, allowing users to quickly gauge the quality of service provision.

#### 3) Location, Availability, and Experience:

- Location: The profile prominently displays the physical location(s) where the service provider operates. This information is crucial for potential clients to assess the provider's proximity to their own location or project site.
- Availability: The page includes details about the service provider's availability, including operating hours, days of the week, and any specific scheduling information. This ensures that clients can plan appointments or engagements accordingly.
- Experience: The profile highlights the service provider's experience in the industry or field. This may include the number of years the provider has been in business, relevant qualifications, certifications, or notable projects completed. By showcasing the provider's expertise and track record, potential clients can gain confidence in their abilities.

#### 4) Customer Reviews Panel:

A dedicated section on the profile page aggregates customer reviews and testimonials, providing valuable feedback from past clients. Each review may include details such as the client's name, date of service, and a narrative of their experience with the provider. Additionally, reviews may be accompanied by a rating or endorsement, further enhancing their credibility. This customer reviews panel serves as a powerful tool for building trust and credibility, as prospective clients can gauge the quality of service based on the experiences of others.

Service\_Provider

Notifications

Home Appointments Queries Logout

Back

### Add New Service

Service Name

Cleaning

Service Type

Carpet Cleaning

Plumbing

Electrician

House Cleaning

Gardening

Painting

Carpet Cleaning

Appliance Repair

Moving Services

Pest Control

Handyman Services

Clear Add

Upload Photo

Price

Submit

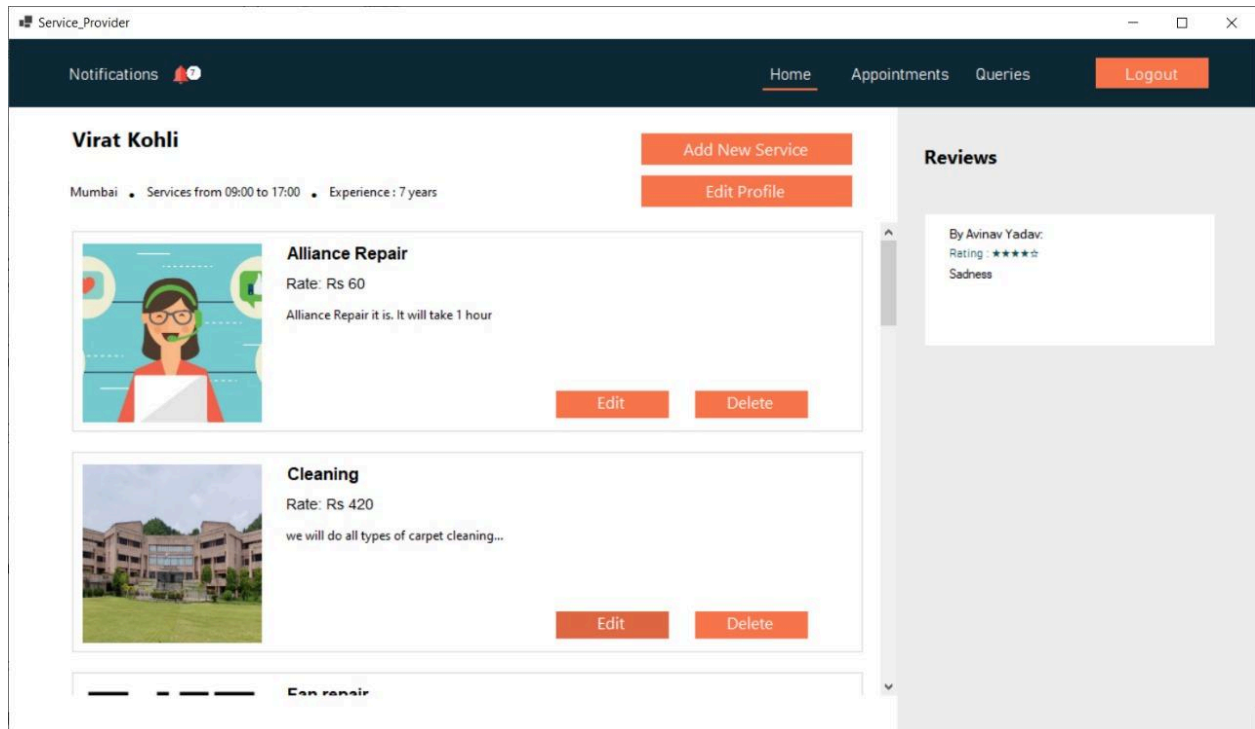
#### ❖ Add Service Page

The add service page is a fundamental aspect of our community-based local services platform, facilitating service providers in adding new offerings to their profiles. The SP uploads various information details about himself. Upon

#### ❖ Update Service Page

The update service page serves as a crucial component within our community-based local services platform, enabling service providers to maintain accurate and up-to-date information about their offerings. This report provides a detailed overview of the functionalities and features incorporated into the update service page.





### 1. Service Provider Name Input:

- Purpose: The input field allows service providers to enter their name or business name.
- Functionality: Service providers can update their name as needed, ensuring accurate identification within the platform.
- Importance: Accurate identification is essential for users seeking specific service providers and for maintaining credibility within the platform.

Service\_Provider

Notifications

Home

Appointments

Queries

Logout

Back

Update Service

Service Name

Cleaning

Service Type

House Cleaning

Description

hello 1234

Location

Guwahati

Price

420.00


Chennai

Banglore

Clear

Add

Submit



## 2. Service Type Dropdown Input:

- Purpose: The dropdown menu enables service providers to select the type of service they offer.
- Functionality: Service providers can categorize their services, making it easier for users to find relevant services based on their needs.
- Importance: Categorization helps streamline the search process for users, improving overall user experience and platform usability.

## 3. Description Input:

- Purpose: The input field allows service providers to provide a detailed description of the services they offer.
- Functionality: Service providers can highlight their expertise, unique selling points, and any additional information relevant to potential clients.
- Importance: A well-crafted description can attract users and provide them with valuable insights into the service provider's offerings, leading to increased engagement and bookings.

## 4. Service Areas Dropdown Input:

- Purpose: The dropdown menu allows service providers to specify the areas where they offer their services.
- Functionality: Service providers can indicate their service radius or specific locations where they operate, helping users determine if their location falls within the service provider's coverage area.

- Importance: Clear communication of service areas helps manage user expectations and reduces confusion regarding service availability.

#### 5. Upload Photo Input:

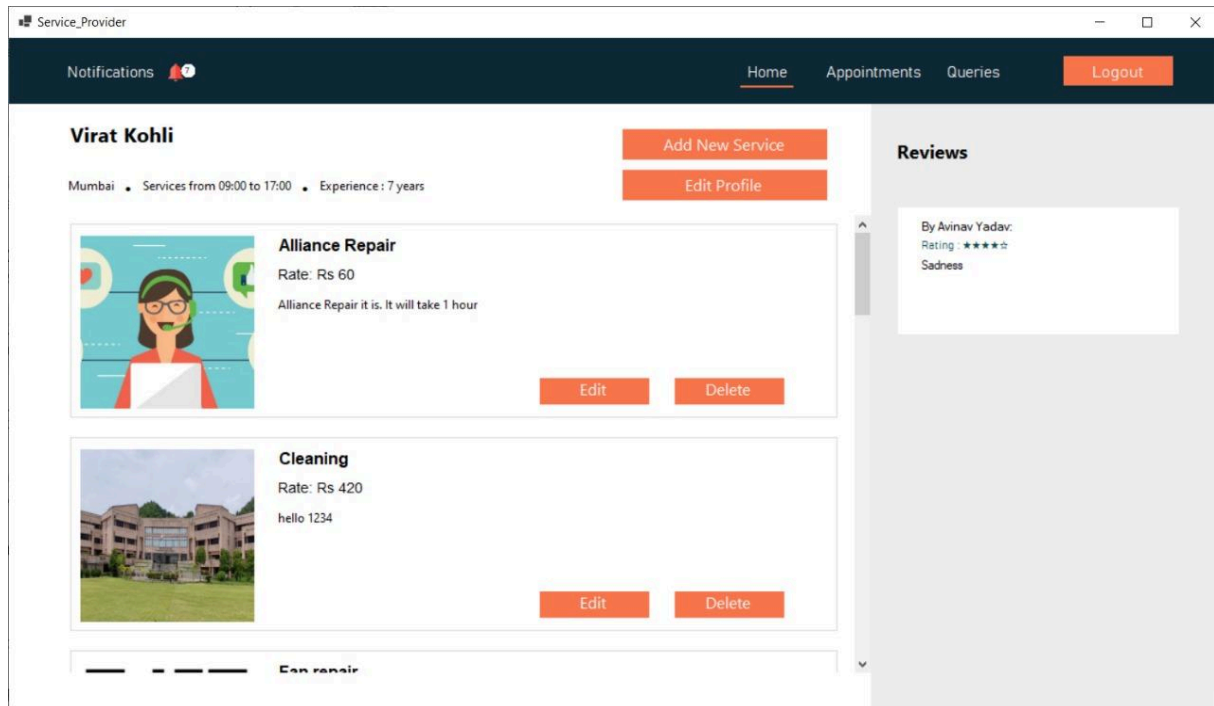
- Purpose: The upload photo input enables service providers to upload a profile photo.
- Functionality: Service providers can personalize their profiles with a professional image, enhancing their visibility and credibility.
- Importance: A visually appealing profile photo can make a positive first impression on users and increase trust in the service provider's professionalism.

#### 6. Price Input:

- Purpose: The input field allows service providers to specify the price of their services.
- Functionality: Service providers can update their pricing information to reflect current rates or special offers.
- Importance: Clear and transparent pricing helps users make informed decisions and prevents misunderstandings or disputes regarding service costs.

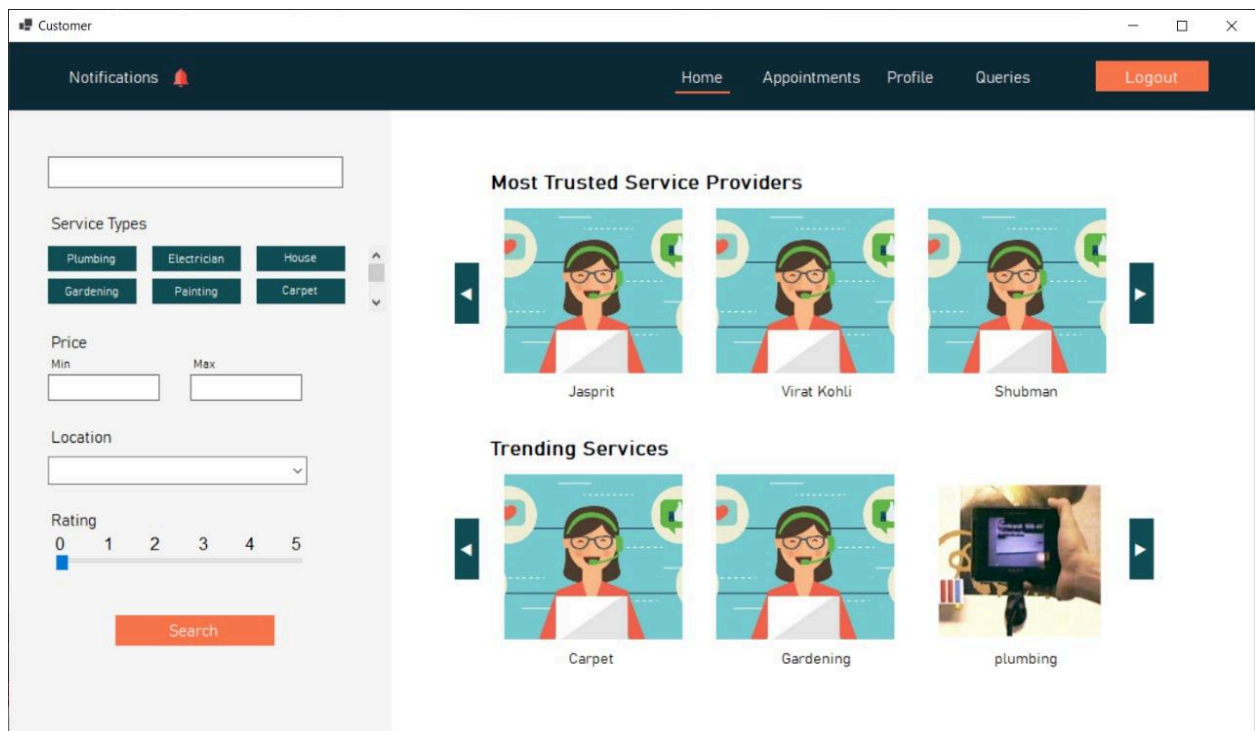
#### 7. Submit Button:

- Purpose: The submit button allows service providers to save and apply the changes made to their service profile.
- Functionality: Service providers can finalize their updates and ensure that their profile reflects accurate and current information.
- Importance: The submit button streamlines the update process, making it easy and convenient for service providers to manage their profiles effectively.

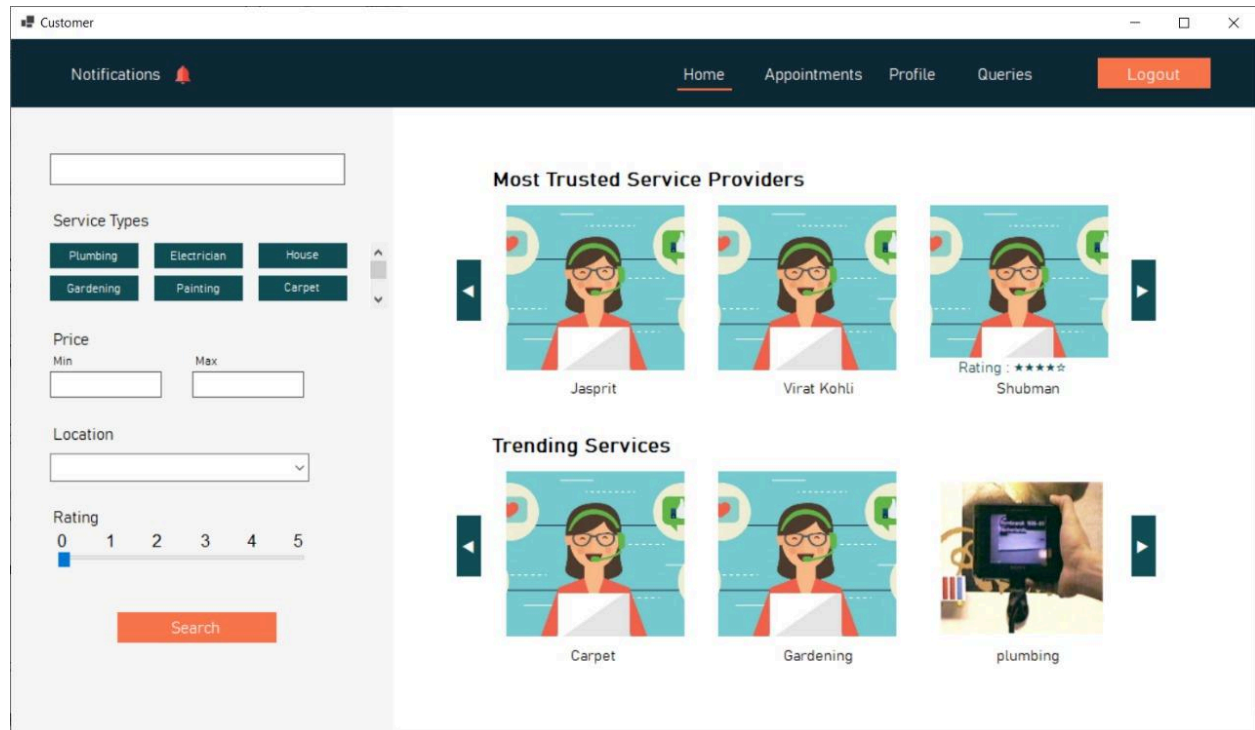


## 7. For the Customer:

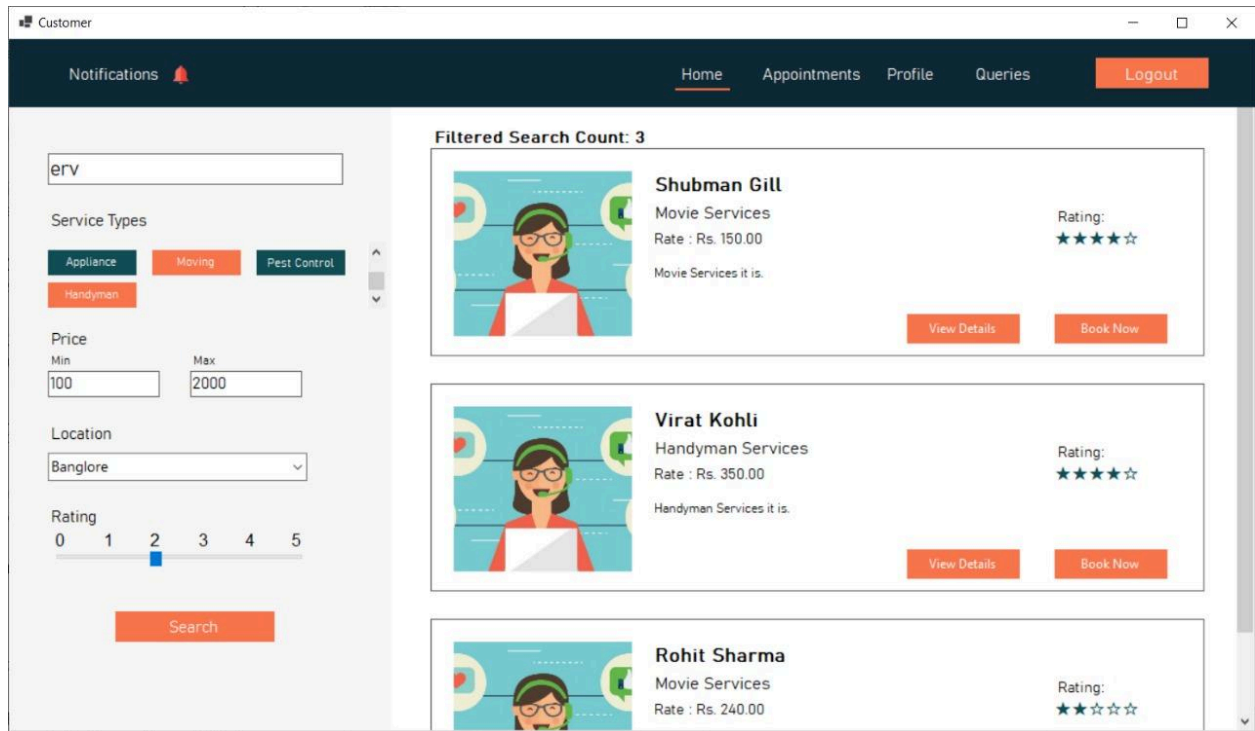
### ❖ Customer landing pages:



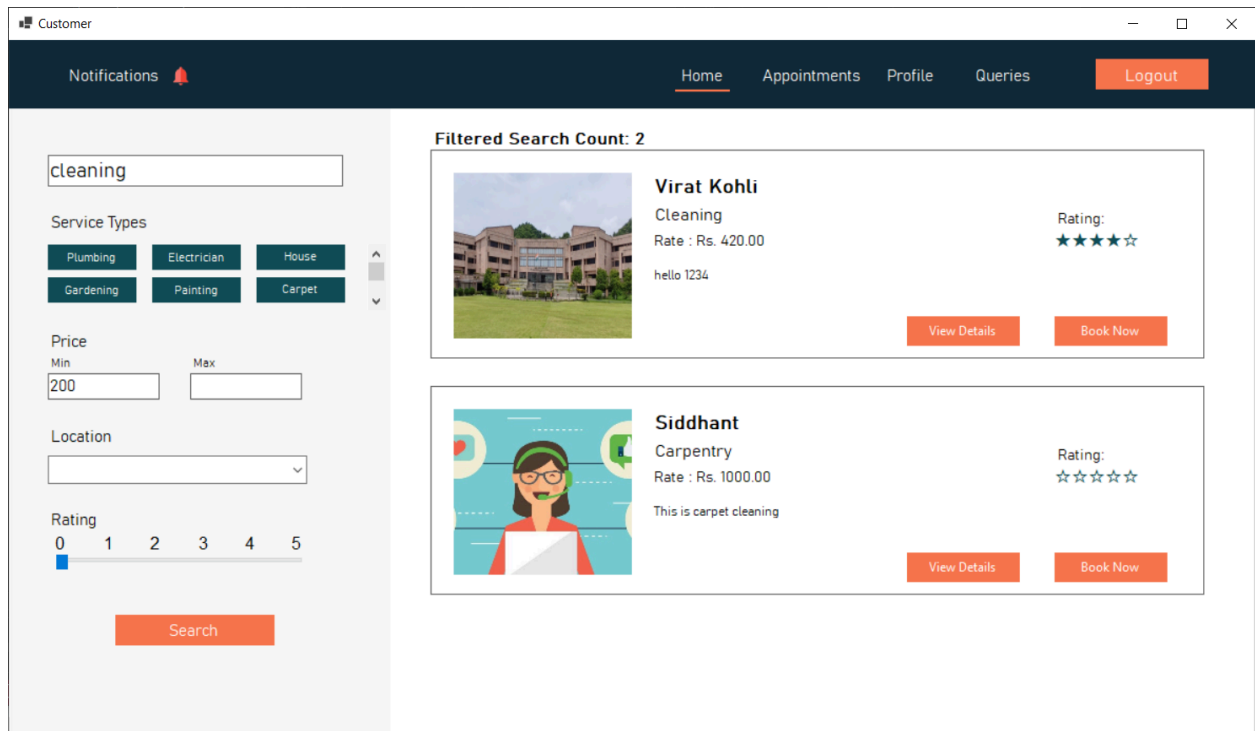
- Homepage Showcase: Delight in our handpicked selection of premier service providers (SPs) and trending services, accompanied by captivating images sourced directly from our expansive database.
- Interactive Menu: Embark on a journey of discovery with our sleek scrollable menu, spotlighting 12 featured services and SPs for effortless exploration.



- Refined Filtering Options: Elevate your search experience with our refined filtering options, thoughtfully arranged on the left panel. From keyword search to tags, location, ratings, and price criteria, our comprehensive toolkit empowers you to pinpoint the perfect match for your needs.



- Seamless Search Navigation: Seamlessly transition to our dynamic search results page upon clicking the search button. Here, you can fine-tune your preferences while the left panel remains your trusty guide, housing the filtering options for swift adjustments.



Customer

Notifications

Home

Appointments

Profile

Queries

Logout

Service Types

Plumbing

Electrician

House

Gardening

Painting

Carpet

Price

Min

1000

Max

20000

Location

Banglore

Rating

0

1


2

3

4

5

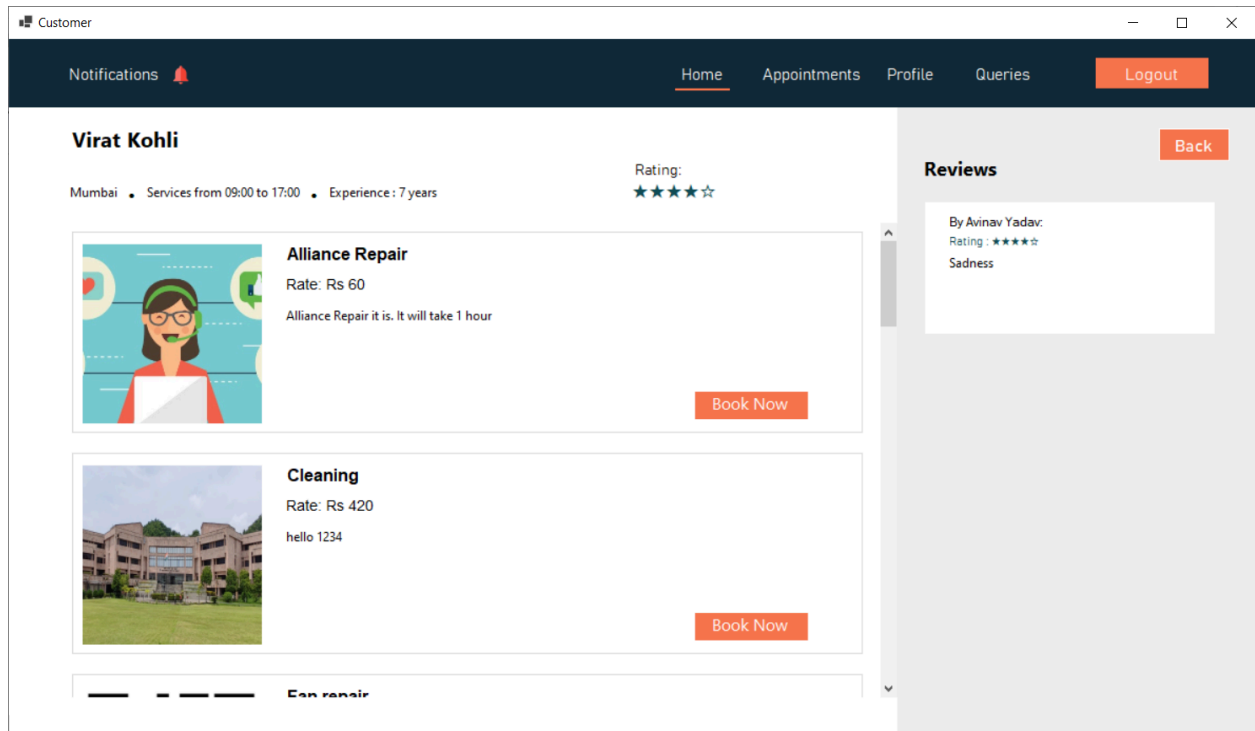
Search



**SORRY!**

Your Search Not Found

- Detailed Provider Profiles: Immerse yourself in detailed provider profiles accessible with a simple click. Whether on the homepage or the search results page, delve deeper into the offerings of each SP by exploring their images or 'view details' buttons.



- Effortless Booking Experience: Streamline the booking process with a single click of the 'book now' button, ensuring a seamless and hassle-free journey from discovery to appointment confirmation.



## ❖ Appointment Booking System Use

Welcome to the Appointment Booking System! This system allows you to schedule appointments for services offered by various service providers. Below is a guide to help you navigate through the booking process.

Select location:

The screenshot shows a web application interface for booking appointments. At the top, there is a dark blue navigation bar with the text 'Customer' on the left and links for 'Home', 'Appointments', 'Profile', 'Queries', and a 'Logout' button on the right. Below the navigation bar, the main content area is titled 'Book Appointment' and shows 'Handyman Services, Jasprit Bumrah'. There is a 'Back' button in the top right corner. The form includes a 'Select Location' dropdown menu with options 'Pune', 'Pune', 'Chennai', and '2024-04-17'. Below this is a 'Select Date' field. The 'Select Time' section has four rows: 'Morning' with slots '08 AM', '09 AM', '10 AM', and '11 AM'; 'Afternoon' with slots '12 PM', '01 PM', '02 PM', '03 PM', and '04 PM'; 'Evening'; and 'Night'. To the right of the time slots, there is a 'Price' section with a '-' sign and an 'Advance to be paid' section with a '-' sign. At the bottom of the form is a 'Proceed to Pay' button.

- 
- 
- Use the dropdown menus to choose all the locations available for that service by that service Provider.
- Once selected, available time slots will be displayed for booking.

Choose Date and Time:

Customer

Notifications

Home Appointments Profile Queries Logout

### Book Appointment

Handyman Services, Jasprit Bumrah [Back](#)

Select Location

Select Date

Select Time

Morning

Afternoon

Evening

Night

Price -

Advance to be paid -

[Proceed to Pay](#)

- Use the date picker to select your preferred date for the appointment.
- As there is a Notice Period set by the service provider while listing the service , a user can only select the dates which are ahead of the current date by the notice period hours.
- Available time slots for the selected date will be displayed below.

## Book Appointment:

The screenshot shows a web application interface for booking an appointment. At the top, there is a dark blue navigation bar with a 'Customer' label, a 'Notifications' bell icon, and links for 'Home', 'Appointments', 'Profile', 'Queries', and a 'Logout' button. The main content area is titled 'Book Appointment' and shows 'Handyman Services, Jasprit Bumrah'. There is a 'Back' button in the top right. The form includes a 'Select Location' dropdown set to 'Pune', a 'Select Date' calendar set to '2024-04-17', and a 'Select Time' section with buttons for Morning (08 AM, 09 AM, 10 AM, 11 AM), Afternoon (12 PM, 01 PM, 02 PM, 03 PM, 04 PM), Evening, and Night. The 09 AM slot is highlighted. To the right, the pricing is shown: 'Price Rs. 150.00' and 'Advance to be paid Rs. 75.00'. A 'Proceed to Pay' button is at the bottom center.

- Click on the available time slot buttons to book your appointment , the time slot buttons start according to the notice period as mentioned above.
- If a button is clickable, it means the slot is available, i.e. there is no appointment with the status as Scheduled on that time, date , location for that service and service provider. Otherwise, it's already booked.
- Basically an appointment has four types of status namely, pending, scheduled, canceled & completed. So, if a timeslot has appointment status as pending , canceled or completed that slot will still be available.
- Once clicked, the button will indicate your chosen time slot.

## Payment:

- After selecting a time slot, you can proceed to the payment section.

- The price of the service will be displayed, along with a 50% advance payment option upon selecting the location, date and time slot..

Confirm and Pay:

- Review your appointment details and click on the "Pay Now" button to confirm your booking.
- If you haven't selected a time slot, you'll be prompted to do so before proceeding.

Additional Information:

- Make sure to select a location from the dropdown menu before choosing a date.

## 5. For the Administrator:

Functionality Overview

1. Home Page:
  - a. On the home page, you can find a table of 6 latest queries that the different users have. These queries can be opened for full details using the "View" button beside each query.
  - b. You can see some requests for registrations by different service providers as well as the names of the registered service providers.
  - c. Click the "See All" besides any of the 3 sections to expand.
2. All Queries
  - a. You can see all the queries raised by the different users including the resolved ones.
  - b. You can click "View" and reply to any query as well as resolve and delete them.
  - c. This pops up a new window where all the details of the query are mentioned. You get a text box where you can add comments and reply to the query and mark it as resolved or delete it.
  - d. The user will be notified of any action like reply, resolve, or delete.
3. Registration Requests:
  - a. You can see the details of new service providers who have applied to be a part of the platform.

- b. You can verify these details and accept or reject the request of the service provider.
- c. The following information is provided for each service provider:
  - i. Service Provider's Name
  - ii. Profile photo of the service provider.
  - iii. Location, Contact, and Experience Details of each service provider.
  - iv. The starting and ending times of services provided by the service providers.
  - v. Description provided by the service provider of itself.
  - vi. A button to either accept or reject the Registration request.
- 4. All service providers:
  - a. This page shows the details of all the currently registered service providers for the reference of the admin.

## 8. Troubleshooting:

### Common issues and their solutions

#### Login Issues:

**Issue:** Unable to login due to incorrect username or password.

**Solution:** Verify the entered credentials and ensure they are correct. Verify that the correct user type is selected.

#### Performance Issues:

**Issue:** Slow response time or lagging while navigating through the application.

**Solution:** Check internet connectivity.

#### Data Entry Errors:

**Issue:** Errors encountered while entering or updating data.

**Solution:** Double-check the entered information for accuracy. Review input requirements and formats. Seek guidance from administrators or refer to user documentation for data entry guidelines.

#### **System Errors or Crashes:**

**Issue:** Application crashes or displays error messages unexpectedly.

**Solution:** Restart the application and try again.

## 9. Frequently Asked Questions (FAQs):

1. **How do I register for access to the Community Based Service Platform?**
  - To register, click on the "Sign up" button on the Login page and fill out the registration form with your details. Once submitted, you will get an OTP , enter it in the OTP page and you will be registered.
2. **How can I view my appointments ?**
  - To view all your appointments, log in to the system and navigate to the "Appointments". You will find a list of your appointments along with the corresponding information like appointment id, slot, service category , status, and service provider name.
3. **Is there a mobile app available for the Community Based Service System?**
  - Currently, there is no dedicated mobile app available for the system. However, you can access the system through our desktop application on PC for convenient access to its features and functionalities.
4. **How can I update my personal information, such as my contact details?**
  - To update your personal information, log in to the system and navigate to the "Profile" section. You can then edit your contact details and other personal information as needed.
5. **How do I contact my service provider or customer through the system?**
  - When you book an appointment and the appointment is accepted by the service provider you will be able to chat with the service provider or customer in the page corresponding to that appointment that you can view from the "Appointments".

