

Team Project Proposal

Due date: February 3, 2026

Course Name and Number : ADVANCED SOFTWARE ENGINEERING – COSC-6370-001

Proposal Date : 02/01/2026

Team Name : ServiceBridge

Application Name : ReliServe

Team Members : Jaya Sankar, Belal Shubaibar, Nyo Me Han, Guptha

| Team Member Name | Team Member Role |
|-------------------------|-------------------------------|
| Sri Jaya Sankar Punati | Project Manager |
| Belal Shubaibar | Project Technical Manager |
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| Sri Jaya Sankar Punati | Project Design Manager |
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Application Description :

ReliServe is an advanced local service marketplace built on an artificial intelligence platform that addresses major issues seen with existing local service marketplaces: high cancelation rates, low accountability, inflated ratings, and inadequate response times for emergencies. Overall, this proposal outlines our strategy to develop the trust-first platform that values reliability over popularity and uses artificial intelligence to help prevent failures from occurring, as well as securing both service providers and customers should hold each other mutually accountable.

Application Customers / Users :

Primary Users:

- Homeowners and renters seeking local services
- Freelance service providers (cleaners, plumbers, electricians, handymen)
- Students and local individuals offering services

Secondary Users:

- Property managers overseeing multiple units
- Small service businesses seeking reliable job flow
- Emergency responders (future expansion opportunity)

Application Goals:

1) Reliability-first decision making:

Our goal is to help users to choose workers based on proven reliability but not hype or high-level claims. We display the reliability percentage in the user interface as our main trust indicator which appears throughout all dashboards and workers lists and individual profiles. We create users experience which shows workers' reliability scores through their complete understanding of all elements that make up the scores.

2) Make job posting fast but unambiguous:

We want to decrease cancellations and disputes through our work which requires users to present their job requirement in a precise manner that does not create obstacles. We designed the “Post a job” process to deliver fast and intuitive user experience because it uses AI-generated question to guide users and shows a final summary screen that confirms their input before proceeding. The success metric requires users to complete job posting within two minutes while creating a ‘Locked job summary’ that needs to be established before matching starts.

3) Emergency help must feel instant and controlled:

Our objective is to develop the Emergency tab into a user-friendly feature which provides immediate emergency assistance through its location-based function and helps users their confidence. The user interface we create provides a straightforward pathway which begins at the Emergency page and progresses through the ‘Finding workers’ state to live tracking of accepted works. The system achieves successful operation when emergencies begin with basic user input, and the system locks the job to the first accepting worker while tracking starts in real time.

4) Matching should be explainable and calm:

The application should provide users with intelligent decision-making capabilities which maintain full transparency of its operations. The user interface displays amp-based matching together with distinct worker cards and “best match” ordering system to show users their most relevant options. Users SChieve success when they

understand the reasons behind match results which show estimates time of arrival and reliability and availability and when rankings present clear signals instead of confusing star only ratings.

5) Mutual accountability is visible (customer + worker):

Our goal is to encourage better behaviour on both sides by making reliability a shared, visible responsibility. The system tracks reliability for both customers and workers, and this directly influenced future access and priority. The user interface displays profile reliability together with review data and employment history, which directly affects system results. Success is evidence when customer reliability is visible on profile and when cancellation penalties are reflected in the UI through clear warning and reduced visibility.

6) Simple, fair pricing guidance (no negotiation pain):

Our goal is to provide a clear price range up front and reduce pricing related arguments. The user interface displays estimated job completion time and work requirements together with a recommended price range to establish precious user expectations. Success is reflected when users see a recommended price range with acceptance likelihood. And when obviously under-pricing is flagged before the job is posted.

7) Track the job like a delivery app:

Our goal during active jobs, especially emergencies, is to make users feel confident and informed with a clear sense of “I know what is happening”. The user interface displays a live tracking screen which shows distinct progress status elements. The system success is when user can track each stage from accepted true and root and arrive an in progress until they reach completion while receiving real time, ETA, update and accessible. Contact options are spart off, V2 enhancement.

8) Close the loop with outcome-based trust updates:

Our goal after job completion is to ensure reliability updates are based on what happened, not subjective options alone. The UI enables me to use the completion page

and review flow for the capturing user behaviour through three steps to field marks in which show whether the scope matched the workers was on time or there was a cancelation or no-show. So, the system achieves successful when reliability updates occur because of the behaviour-based inputs, while start ratings functions as optional second elementaries.

9) Make the app demo-ready and investor/interview-ready:

The application needs to show its entire story to an intuitive presentation which lasts under three minutes. The current web page setup already established a solid demonstration pipeline which enables this operation. The project achieves success when all websites display authentic empty status and loading indicators and error messages and when. Complete demonstration script operation correctly with pre-established data in version one.

| Metric | Target |
|------------------------------------|-------------|
| Job completion rate | >90% |
| Emergency response acceptance time | <10 minutes |
| Cancellation rate | <15% |
| Dispute rate | <5% |

Main Application Features :

1) AI-Powered Job Clarity System

A customer can interact with an AI Assistant through structured questions, photo/video analysis, and automated job classification to create a clear scope agreement before a job starts, which will generate a locked job summary that both parties can see. This reduces disputes and provides a point of reference for both parties.

2) Fair Pricing Intelligence

AI-generated pricing recommendations based on job type, location, duration, urgency level and time of day will provide suggested price ranges, acceptance probability indicators, market insights and flags for unrealistic pricing.

3) Reliability Score System

Reliability scores provide an objective measure of a worker's reliability, using metrics such as on-time rate, cancellation rate, completion consistency, scope of adherence, and emergency performance. AI will predict the probability of cancellation and the rate of reliability decay based on historical trends.

4) Mutual Accountability Framework

Both customers and workers will receive reliability scores. Customer late cancellations will result in a lower job visibility rating, and repeated customer abuse will limit emergency access to workers. Workers will incur penalties for no shows and will be flagged for scope violations. This will create a marketplace that is self-improving.

5) Emergency Response Tab

One-click emergency job creation using automatic location detection, proximity-based matching, AI prioritization based on distance/ETA/reliability, locking job first who accepts and live tracking to provide immediate assistance when an emergency occurs.