ABSTRACT

The Services Hub initiative seeks to fill the gap in today's vast digital ecosystem between regional providers and users. The idea for the project began as a result of realizing how difficult it is for regional providers to connect with potential clients.

Services Hub is a user-friendly online application that prioritizes accessibility and user-friendly layout in order to address these issues head-on. Facilitating home services through internet channels is highly demanded in our fast-paced, technologically-driven era. With our platform, clients can easily order services from the convenience of their fingertips, including installations, haircuts, cleaning,installation,repair and many more.

To address these issues, Services Hub introduces a user-friendly web application focusing on intuitive design and accessibility. Additionally, this program gives residents employment possibilities in their areas by attending to their job requirements. Our ultimate objective is to provide excellent services while promoting local economic development and empowerment. Our aim is to provide best services.

सार

सर्विसेज हब पहल क्षेत्रीय प्रदाताओं और उपयोगकर्ताओं के बीच आज के विशाल डिजिटल पारिस्थितिकी तंत्र में अंतर को भरने का प्रयास करती है। परियोजना का विचार यह महसूस करने के परिणामस्वरूप शुरू हुआ कि क्षेत्रीय प्रदाताओं के लिए संभावित ग्राहकों से जुड़ना कितना मुश्किल है।

सर्विसेज हब एक उपयोगकर्ता-अनुकूल ऑनलाइन एप्लिकेशन है जो इन मुद्दों को सीधे संबोधित करने के लिए पहुंच और उपयोगकर्ता-अनुकूल लेआउट को प्राथमिकता देता है। हमारे तेज़ गति वाले, तकनीकी रूप से संचालित युग में इंटरनेट चैनलों के माध्यम से घरेलू सेवाओं की सुविधा की अत्यधिक मांग है। हमारे प्लेटफ़ॉर्म के साथ, ग्राहक आसानी से अपनी उंगलियों की सुविधा से सेवाओं का ऑर्डर कर सकते हैं, जिसमें इंस्टॉलेशन, हेयरकट्स, सफाई, इंस्टॉलेशन, मरम्मत और कई अन्य शामिल हैं।

इन मुद्दों को संबोधित करने के लिए, सर्विसेज हब ने सहज डिजाइन और पहुंच पर ध्यान केंद्रित करते हुए एक उपयोगकर्ता-अनुकूल वेब एप्लिकेशन पेश किया है। इसके अतिरिक्त, यह कार्यक्रम निवासियों को उनकी नौकरी की आवश्यकताओं को पूरा करके उनके क्षेत्रों में रोजगार की संभावनाएं प्रदान करता है। हमारा अंतिम उद्देश्य स्थानीय आर्थिक विकास और सशक्तिकरण को बढ़ावा देते हुए उत्कृष्ट सेवाएं प्रदान करना है। हमारा उद्देश्य सर्वोत्तम सेवाएँ प्रदान करना है।

TABLE OF CONTENTS

Title **Page No.**

Abstract..... iv

सार..... v

1. Introduction..... 1

1.1. Recognition of need..... 1

1.2. Problem Identification and Requirement..... 1

1.3. Information Gathering Tools & Strategies.....2

1.4. Advantages of Services Hub.....2

2. System Analysis..... 3

2.1. Feasibility Study.....3

2.2. Data Flow Diagram..... 6

a. Level-0 DFD.....6

b. Level-1 DFD for Admin.....7

c. Level-1 DFD for Provider..... 8

d. Level-1 DFD for User.....9

3. System Design..... 10

3.1. Table Structure..... 10

3.2. ER Diagram.....13

4. Testing..... 14

4.1. Unit Testing.....14

4.2. Integration Testing..... 15

4.3. Validation Testing..... 17

5. Implementation.....18

6. Sample Forms & Reports..... 19

7. Conclusion and Future Scope..... 25

Bibliography.....26

Plagiarism Report..... 27

1. INTRODUCTION

1.1. Recognition of need:

a. Increasing Demand for Convenience: Due to their busy lifestyles, users are looking for useful solutions that can save their time and effort. By sending experts to their door, home services provide a direct solution to this requirement.

b. Unreliable Platforms: A lot of clients have trouble locating reliable local providers for a variety of services. This need is filled by a single platform that brings together certified service providers, giving clients confidence and peace of mind.

c. Need for Streamlined Processes: Using traditional techniques to look for service providers, weigh choices, and make reservations can be time-consuming for customers. By providing a one-stop shop for all of their service needs, a unified platform streamlines the entire process and makes it easier to understand.

d. Desire for Quality and Reliability: When it comes to residential services, customers place a high value on quality and dependability. The platform fulfills the demand for reliable and trustworthy service providers by employing strict quality control procedures and curating a network of recognized specialists.

1.2. Problem identification and requirements:

This Project aims at addressing the following problems faced by local businesses:

a. Authentication : Both custom and service providers can give their details to register our Platform and after registration they can simply log in with the use of user id and their password

b. Customer and Provider Dashboard : Both customers and provider have their own panels in customer panel a customer can only see their service details like date time slots provided details and many more and in provider panel a provider have access to process service requests customer details manage view and update service listing and many more.

c. Search Services : The search services enables customer too efficiently find specific service offered on platform with a wide array of services like AC maintenance, bathroom cleaning, utensils washing and many more. A user can easily choose and book their desirable surveys they want.

d. Feedback : The Feedback system facilitate communication between customer and service provider allowing for the exchange of reviews and ratings based on the quality of service provided.

e. Appointment Scheduling: Our platform's user-friendly appointment scheduling feature makes it simple for clients to reserve services for the time and day of their choice. This feature guarantees that clients enjoy convenient and timely service while also assisting businesses in effectively managing their calendars.

1.3 Information Gathering tools and strategies:

a. Physical Survey : we went to the Residential society and interact with Sanskar Jain [202,Agarwal Complex, Patankar Bazaar ,Gwalior . Phone No- 7089603630] living there and find what type of services they need in day to day life.

b. Interview : We conducted interview from those persons who use similar types of websites like Urban Company, Zimmber. We interact with Khushi Gupta, Nupur Srivas and Sanskar Jain, they told us what type of challenges they faced while using these websites.

c. Online Research : We go through the online research to find what type of service provider platform are already exist.we visited Urban Company, Zimmber and Vijay home services

d. Feedback : We go through the similar websites like Urban Company, and list out the problems through feedback and tried to overcome these.

1.4 Advantages of Services Hub:

a. **Convenient-** Customers can book a wide range of services from the comfort of their own home, eliminating the need to travel to multiple locations for different services.

b. **Time Sharing-** By offering services at home, customers save time that would otherwise be spent commuting to and waiting at services provider's location.

c. **Flexibility :** Customers can scheduled services at their preferred time slot, allowing them to manage their appointments according to their busy schedules.

d. **User Friendly :** Our Platform is designed keeping in mind, making it easy to book the services you need. With a simple interface and navigation

e. **Dependable Service Providers:** Based on their credentials, track record, and client testimonials, our platform carefully screens and chooses dependable service providers. This increases consumer pleasure and peace of mind by guaranteeing that they obtain top-notch services from reliable professionals.

2. SYSTEM ANALYSIS

2.1. Feasibility Study:

2.1.1. Economic Feasibility-

i. Personal :-

S.NO	Title	Amount
1	Database Specialist 20 Days in (3 Months)	2,500
2	Back-end Developer 60 Days in (3 Months)	2,500
3	Front-end Developer 45 Days in (3 Months)	2,000
4	Hardware Cost	1,300
5	Software Cost	1,500

ii. Other Expenses :-

S.NO	Title	Amount
1	Workspace Facilities	1,200
2	Electricity Cost 60 unit (9rs/unit)	540
3	Stationary (for documentation)	180

Total	11,720/-

2.1.2 Technical Feasibility-

i. Programming Languages:-

S. No.	Specification	Details
1.	Front-end	CSS3, Material UI, Bootstrap5, HTML5
2.	Back-end	Node.JS, Express.JS
3.	Database	MySQL

ii. Hardware requirement:-

S. No.	Specification	Description
1	CPU	i3-8th gen and above
2	RAM	4GB and above
3	Storage	256 GB SSD and above
4	NIC Card	For internet connection

iii.Software requirement:-

S. No.	Specification	Details
1	OS	Windows 7 Professional and above or MAC
2	Browser	Chrome, Edge, Mozilla e.t.c
3	SQL Server	MySQL Workbench 8.0 CE
4	IDE	Visual Studio 2022

2.1.3. Behavioral Feasibility-

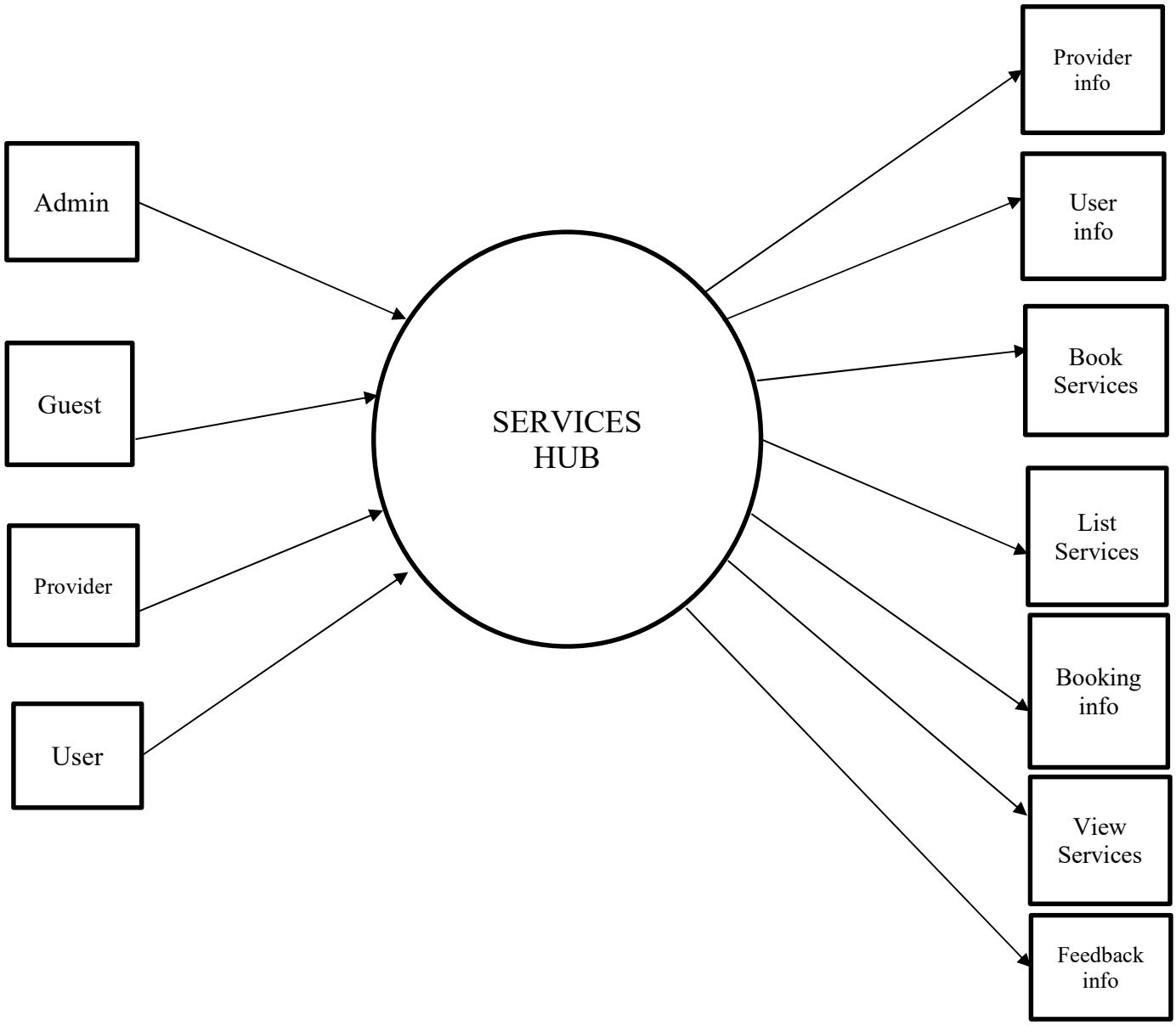
a. We will offer free training courses for three months in order to make the services hub adaptation easier.

b. We are giving warranty for 1 year and if any big and error will come during this period of time , we will ensure to resolve this.

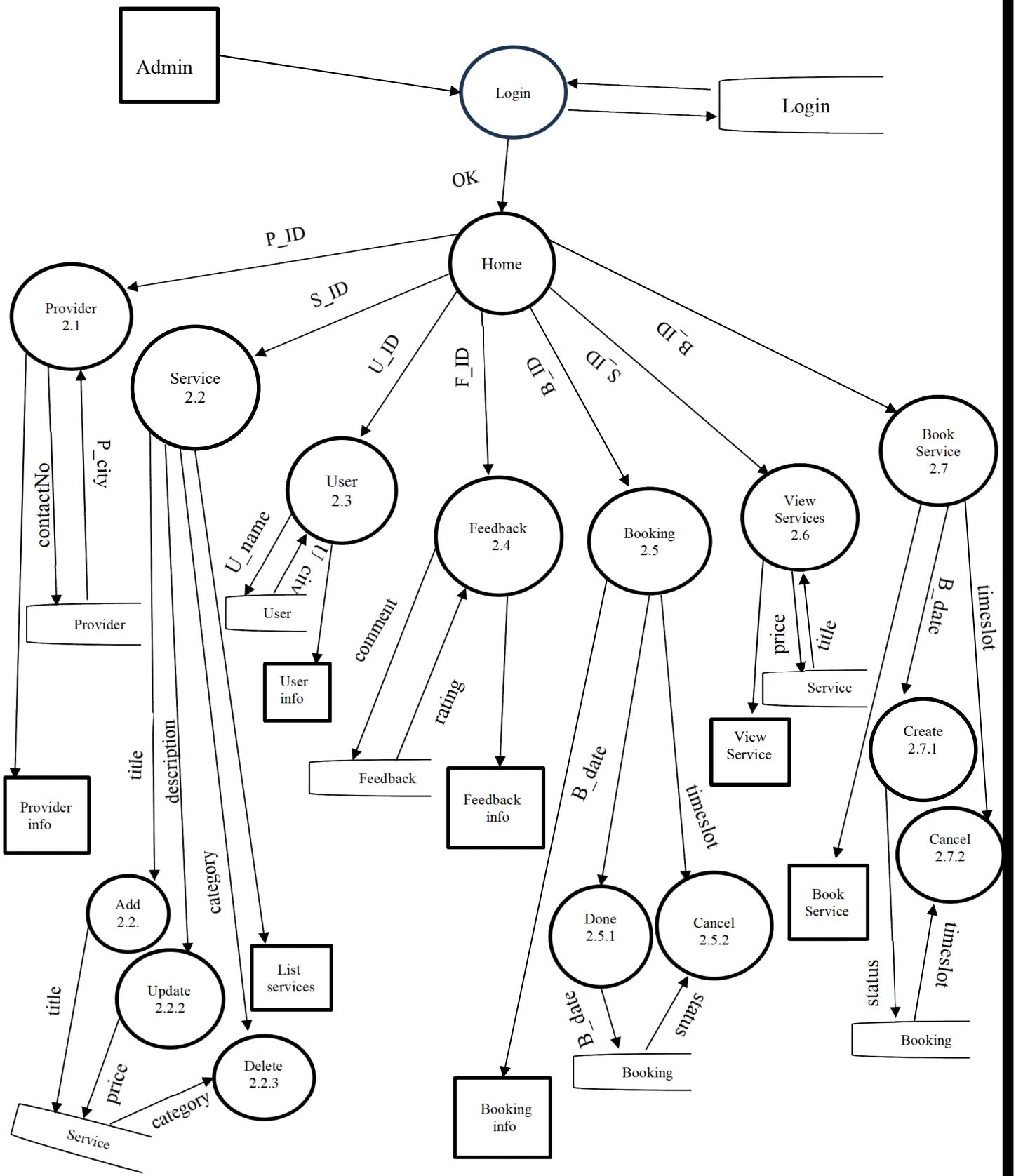
c. By establishing a 24/7 customer support support center over company which ensures that users receive timely get assistance. This initiative not only resolve user issues promptly but also empowers them with the knowledge and skills to maximize their experience on the platform**.**

2.2 Data Flow Diagram

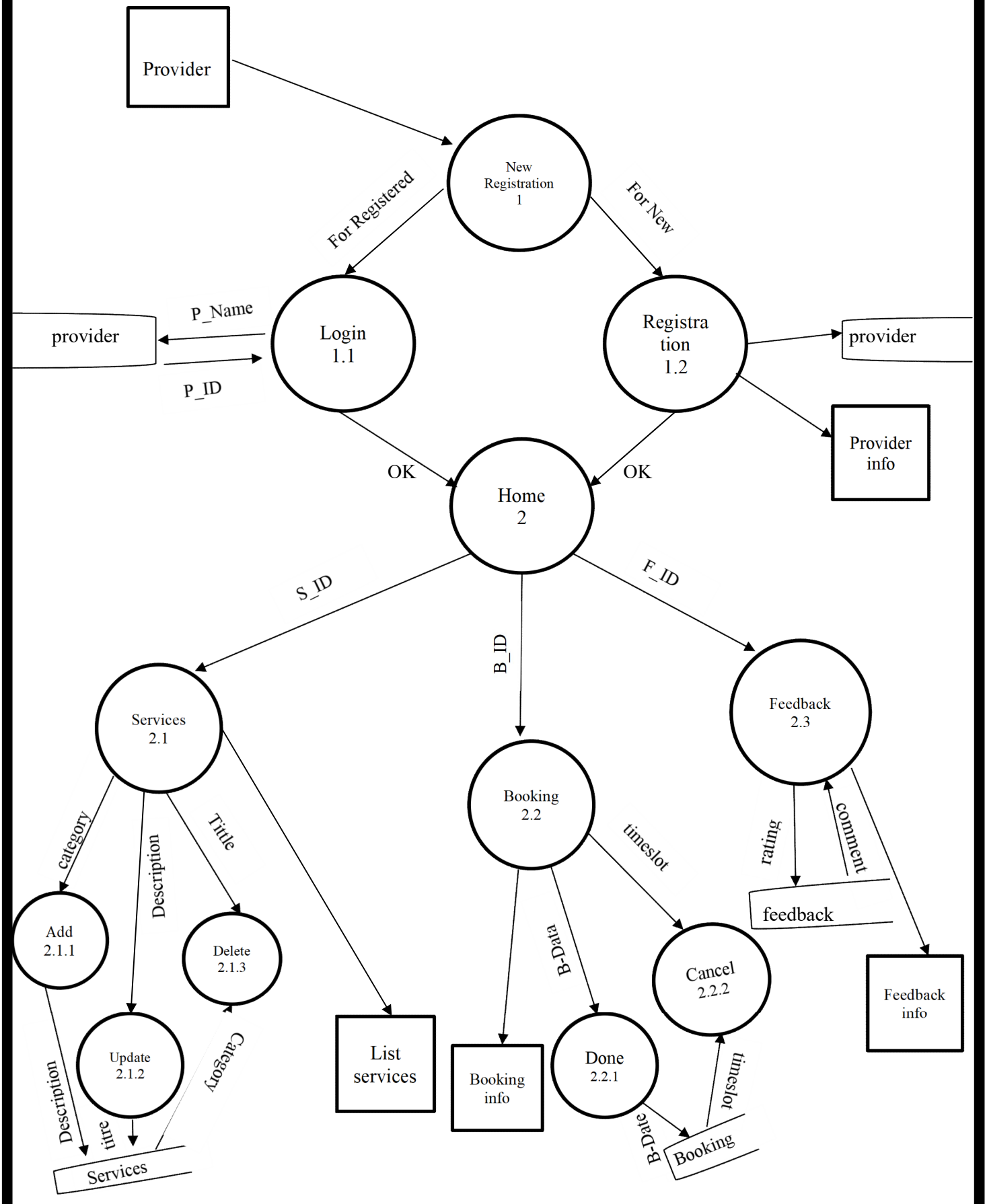
a. Level – 0 DFD:-



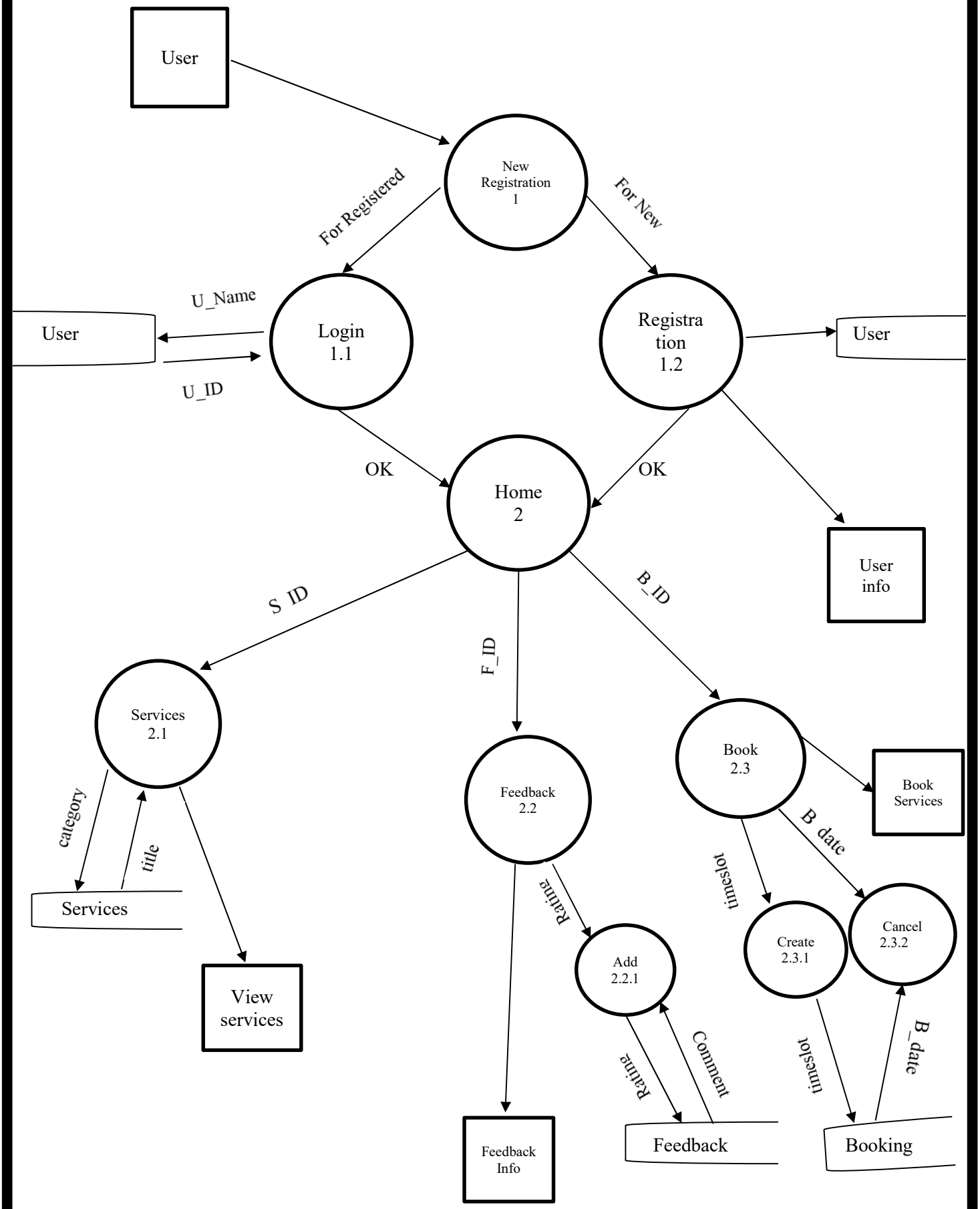
b. Level – 1 :- DFD For Admin



c. Level – 1 :- DFD For Provider



d. Level – 1 :- DFD For User



3. SYSTEM DESIGN

3.1 Table Structure

i. USER:-

S.NO	Field	Data Type	Null	Key
1	u_id	varchar(25)	no	primary
2	u_Name	varchar(50)	no	-
3	u_city	varchar(40)	no	-
4	phone	Bignit(10)	no	-
5	u_password	varchar(40)	no	-
6	u_emailId	varchar(100)	no	-
7	u_Address	varchar(250)	no	-

ii. PROVIDER:-

S.NO	Field	Data Type	Null	Key
1	p_id	varchar(25)	no	primary
2	p_Name	varchar(50)	no	-
3	p_City	varchar(40)	no	-
4	p_Address	varchar(250)	no	-
5	Contact_no	Bigint(10)	no	-
6	p_password	varchar(40)	no	-
7	p_email	Varchar(100)	no	-

iii. SERVICES:-

S.NO	Field	Data Type	Null	Key
1	s_id	varchar(45)	no	primary
2	Tittle	varchar(80)	no	-
3	Price	int	no	-
4	Description	varchar(500)	no	-
5	Category	varchar(45)	no	-
6	p_id	varchar(25)	no	foreign
7	ImageLink	varchar(255)	no	
8	s_status	Varchar(20)	no	

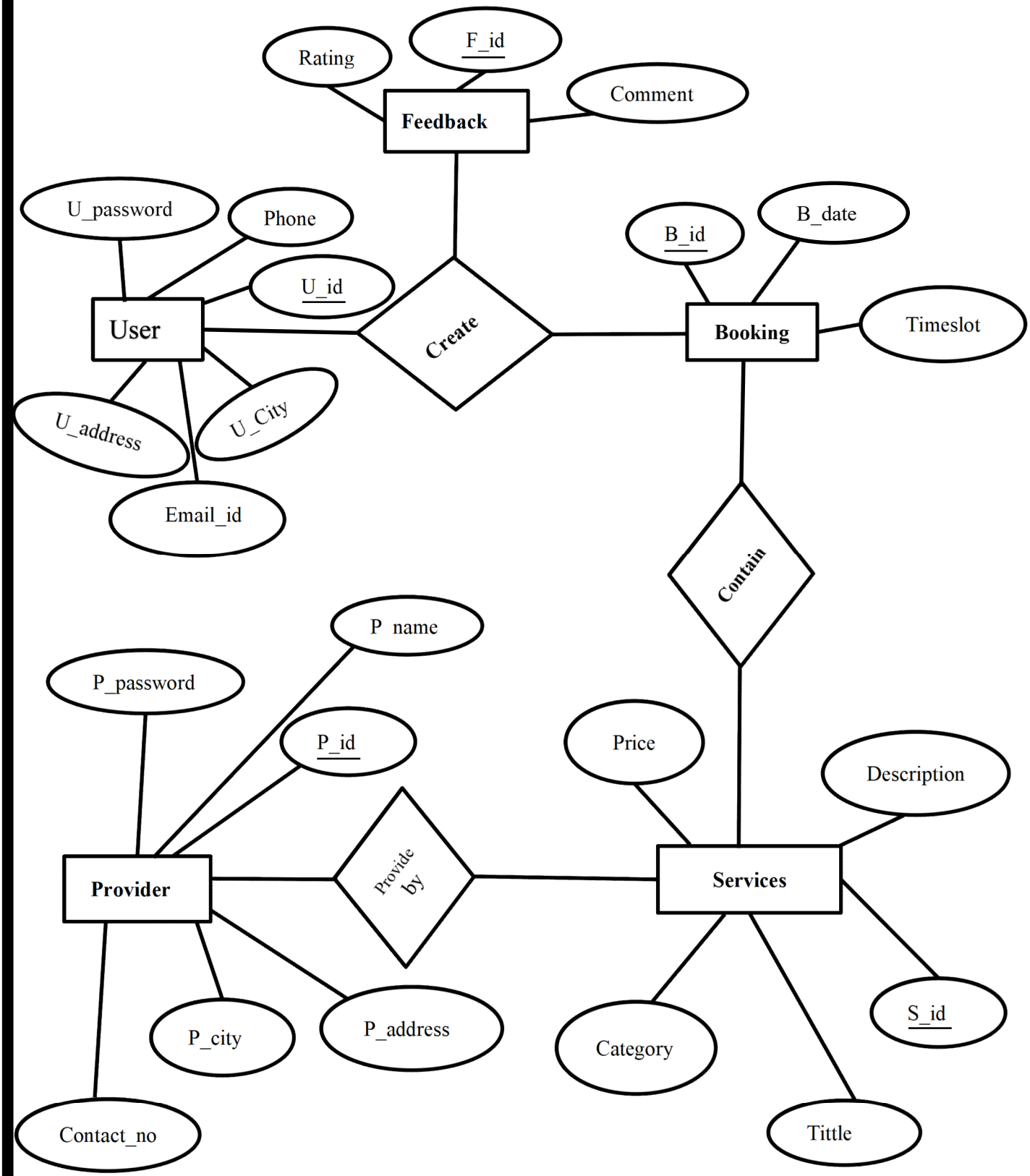
iv. BOOKING:-

S.NO	Field	Data Type	Null	Key
1	B_id	varchar(45)	no	primary
2	B_date	date	no	-
3	Timeslot	Varchar(50)	no	-
4	U_id	varchar(25)	no	foregin
5	S_id	varchar(25)	no	foreign
6	status	varchar(20)	no	

v.FEEDBACK:-

S.NO	Field	Data Type	Null	Key
1	F_id	Varchar(10)	no	primary
2	Comment	Varchar(200)	yes	-
3	Rating	int	no	-
4	B_id	Varchar(10)	no	foregin

3.2 ER Diagram



4.TESTING:-

4.1. Unit Testing:- We perform unit testing on each website component using various test data to ensure functionality we validate input types against corresponding outputs for admin , login, provider login/sign up, user login/sign up ,listing addition and feedback forms additionally we separately test users , admin and provider modules.

Test Case id	Section	Element name	Test data	Expected result	Actual Result
TC-001	Admin login	Username, Password	No Data	Please fill out this field.	Test case passed.
			Username/ **********	Invalid details	Test case passed.
			Admin/ ********	Successfully Logged in.	Test case passed.
TC-002	Provider Registration	Username, Password , city, Address, EmailID, PhoneNo , Name	No Data	Please fill out this field.	Test case passed.
			Shiv123,**** , Gwalior , Danaoli,abc,7223018695, Shivam Rathi	Invalid Details	Test case passed.
			Shiv@123 , ****, Gwalior Danaoli ,Shivam123@gmail.com , 7223018695, Shivam Rathi	Successfully Registered Logged in.	Test case passed.

TC-003	Provider Login	Username , Password	No Data	Please fill out this field.	Test case passed.
			Username/ *******	Invalid Details	Test case passed.
			Raj@gamil.com, ********	Successfully Logged in.	Test case passed.
TC-004	User Login	Username, Password	No Data	Please fill out this field.	Test case passed.
			Username/ ********	Invalid Details	Test case passed.
			Om@gmail.com, *****	Successfully Logged in.	Test case passed.
TC-005	User Registration	Name , EmailID , PhoneNo, City, Address,Password , Username	No Data	Please fill out this field.	Test case passed.
			Shivam , abc, 7223018695, Gwalior, Chetakpuri,****** , Shiv12	Invalid Details.	Test case passed.
			Shivam, Shivam@gmail.com, 7223018695, Gwalior, Chetakpuri, ****** , Shiv12	Successfully Logged in.	Test case passed.

4.2. Integration Testing: It was conducted to ensure seamless interaction between various modules of the website. Each individual unit, including the admin module, user module, service provider module, and homepage functionalities, was integrated to assess the overall functionality of the web application.

During integration testing, we verified the communication and data flow between different modules, ensuring that they work harmoniously together to achieve the desired functionalities. By integrating the admin, customer, and service provider modules into a unified web application, we evaluated the overall performance and usability of the platform**.**

4.3. Validation Testing: These tests are performed on the final design to validate the system's ability to operate as specified.We perform these tests to check various functionalities:

a. Admin Login - Admins can log in and perform privileged operations on the website, such as managing user accounts, viewing analytic, and updating site content .

b. Provider Registration - Providers can register themselves by providing necessary information such as contact details, services offered, and pricing.

c. Provider Login - Only already registered providers can log in to the website, but only with correct login credentials. Upon login, providers gain access to their dashboard, where they can manage their services and bookings.

d. Add Service - Providers can add services only after logging into the website. They can specify service details, upload images, and set pricing information.

e. Manage Service - Providers can edit and delete service listings as per their needs. They can easily edit the data without any requests if they wish to.

f. User Registration- User can register themselves.

g. User Login- Only already registered User can login to the website that too only with correct login credentials.

h. Book Services - To book services, users need to first log in or register. Once logged in, users can browse through available services and book appointments based on their preferences and availability

5.IMPLEMENTATION

Firstly, we need to install some IDE software's for implementing our project which are as follows:-

5.1.Visual Studio Code:-

a. Go to the official Visual Studio website: https://visualstudio.microsoft.com/downloads/

b. Select the Visual Studio version that you wish to install by clicking the "Download" button.

c. Choose the components you want to install, such as languages, frameworks, and tools.

d. To start the installation procedure, click the "Install" button.

e. Follow the installation wizard and select the options that suit your needs.

5.2.MySQL Workbench:-

a. Go to the official Go to the official MySQL Workbench website: https://dev.mysql.com/downloads/workbench/

b. Select the appropriate version of MySQL Workbench for your operating system.

c. Click on the "Download" button to start the download.

d. Once the download is complete, run the installer. Follow the installation wizard and select the options that suit your needs.

5.3.NodeJS:-

a. Go to the official Node.js website: https://nodejs.org/en/download/

b. Select the appropriate version of Node.js for your operating system (e.g., Windows, mac-OS, or Linux).

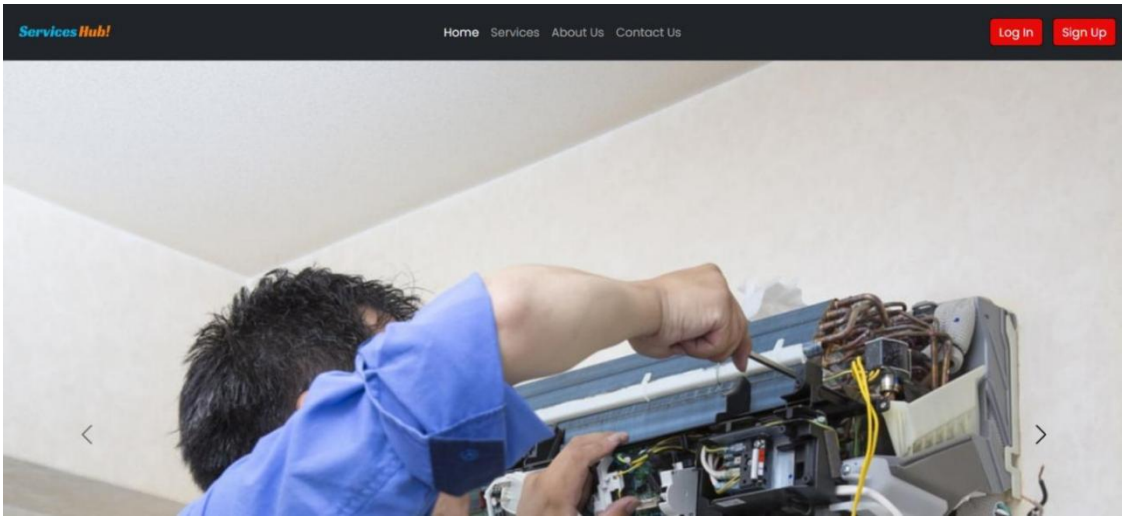
c. Click on the "Download" button to start the download.

d. Once the download is complete, run the installer. Follow the installation wizard and select the options that suit your needs.

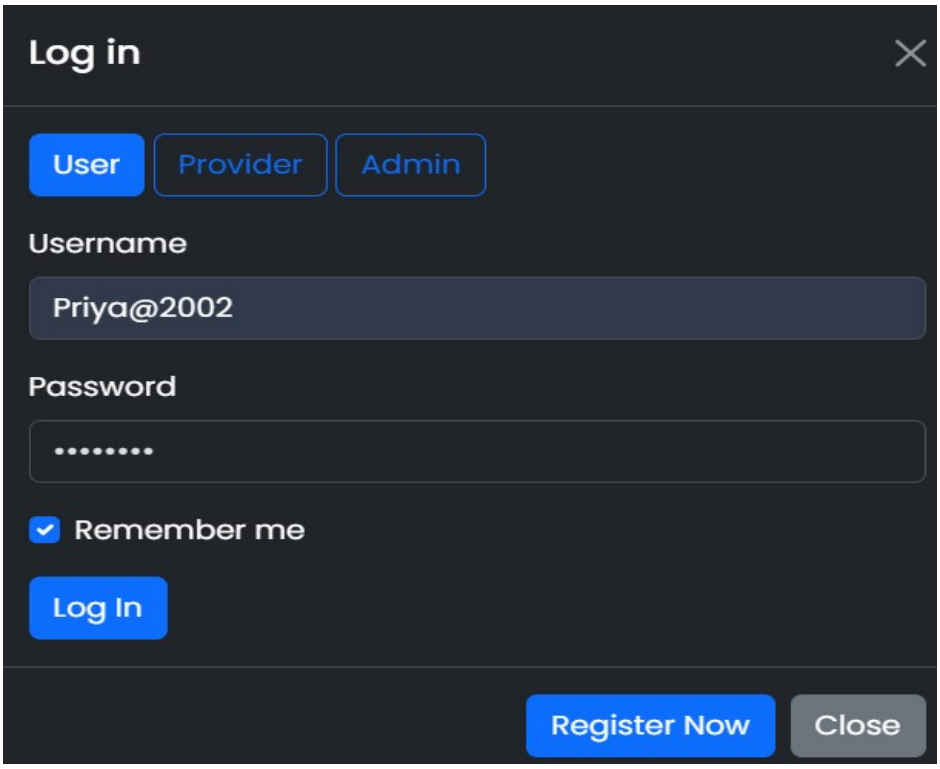
e. After the installation is finished, you can verify that Node.js is installed successfully by opening a terminal or command prompt and typing node -v. The version of Node.js that you just installed will be shown there.

6. SAMPLE FORMS AND REPORTS

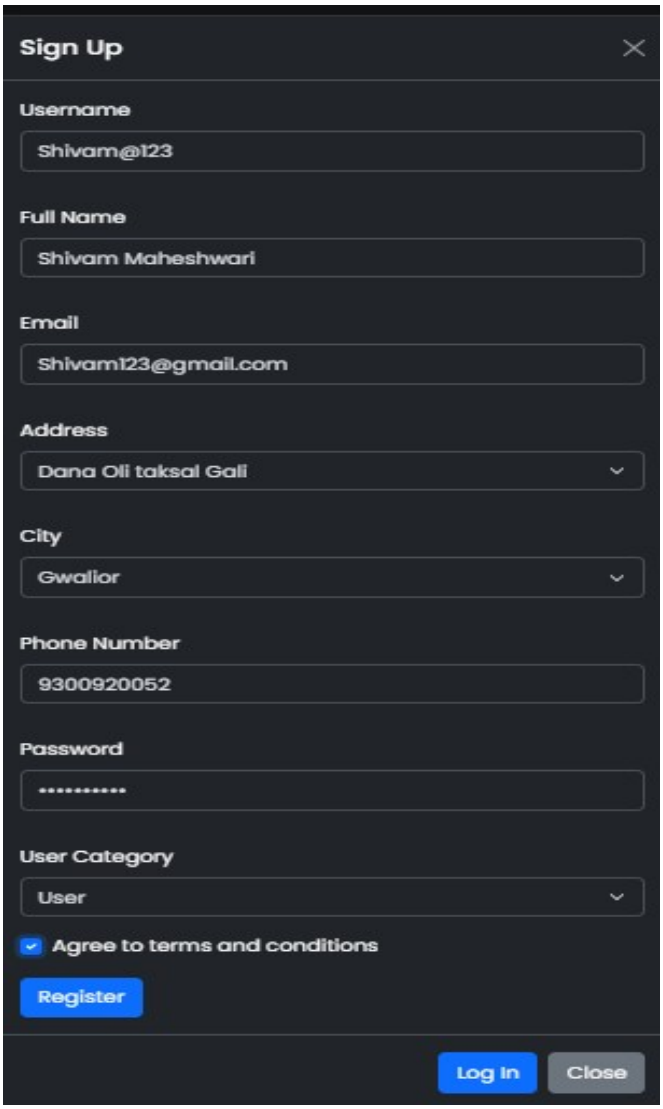
6.1.Homepage



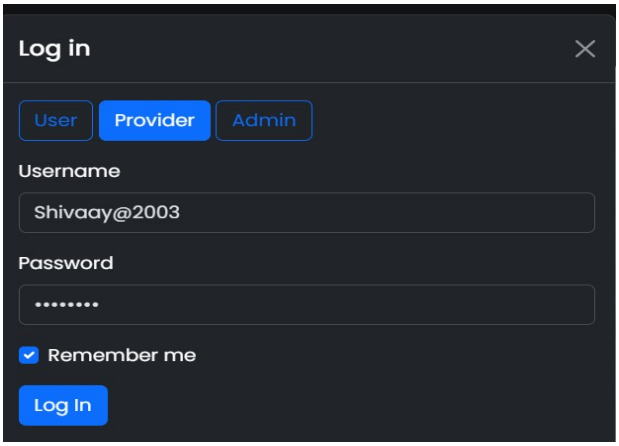
6.2. User



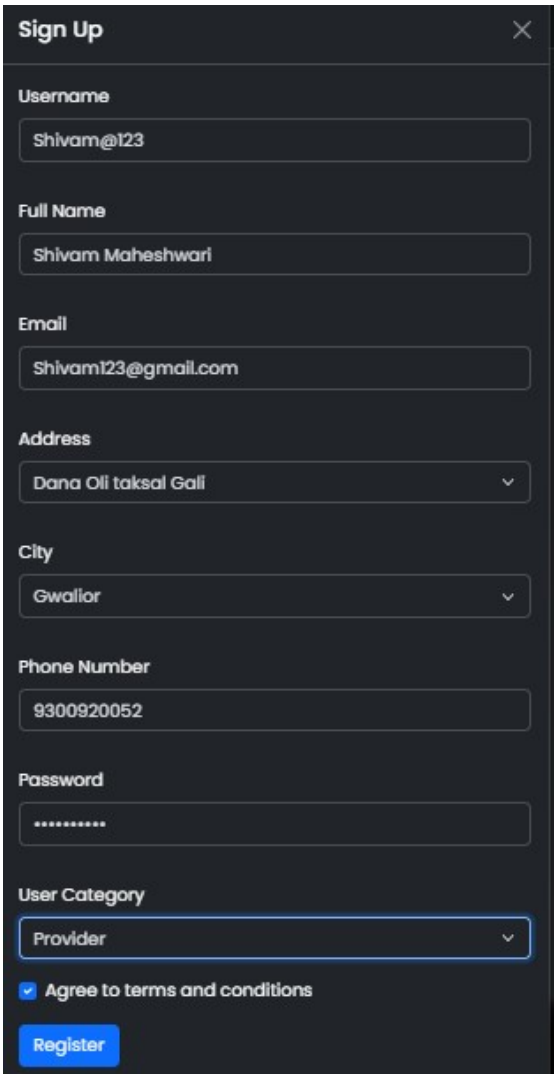
6.3. User Registration



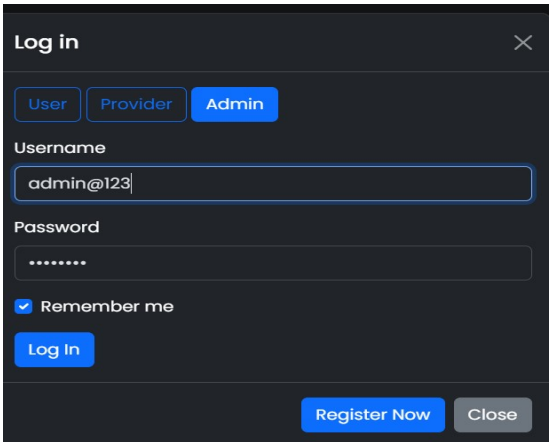
6.4. Provider Login



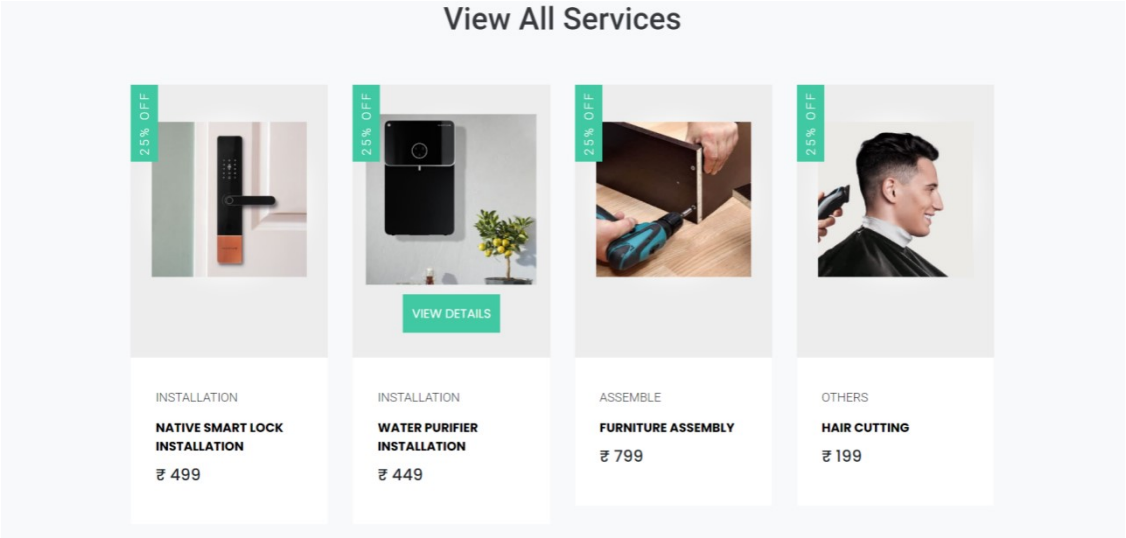
6.5. Provider Registration



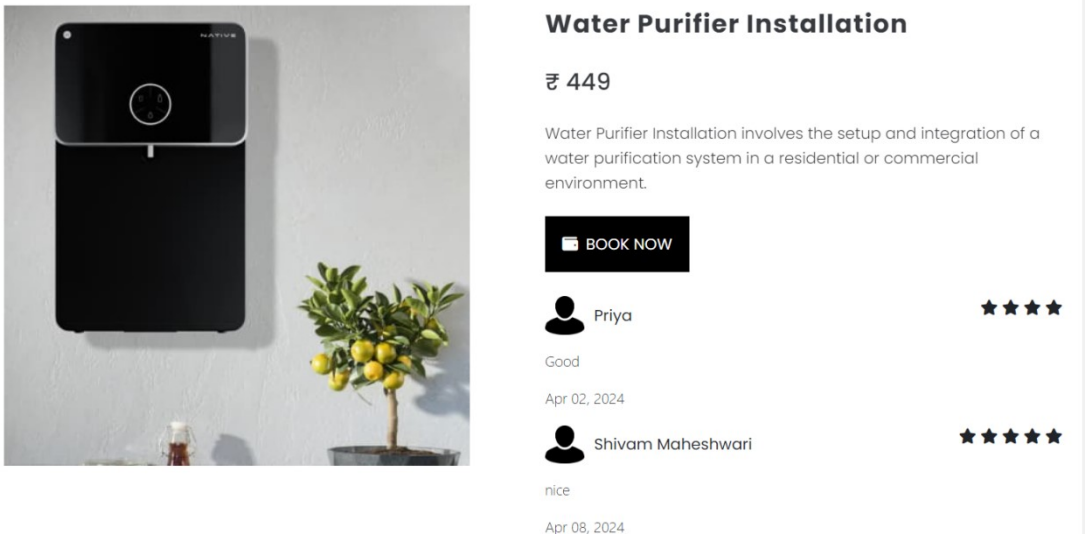
6.6. Admin



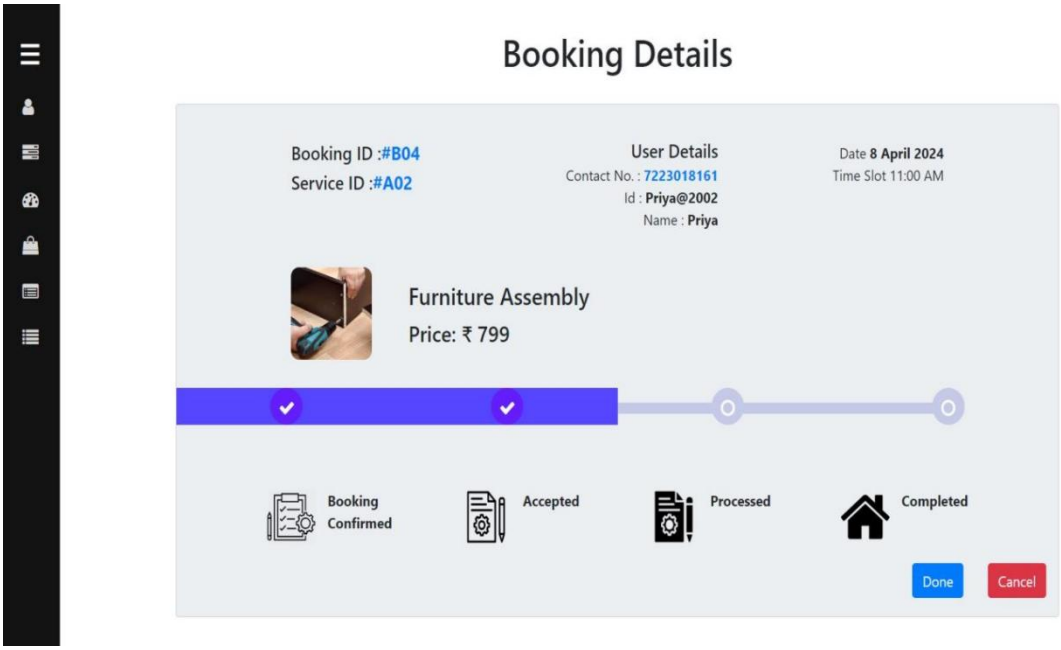
6.7. Services



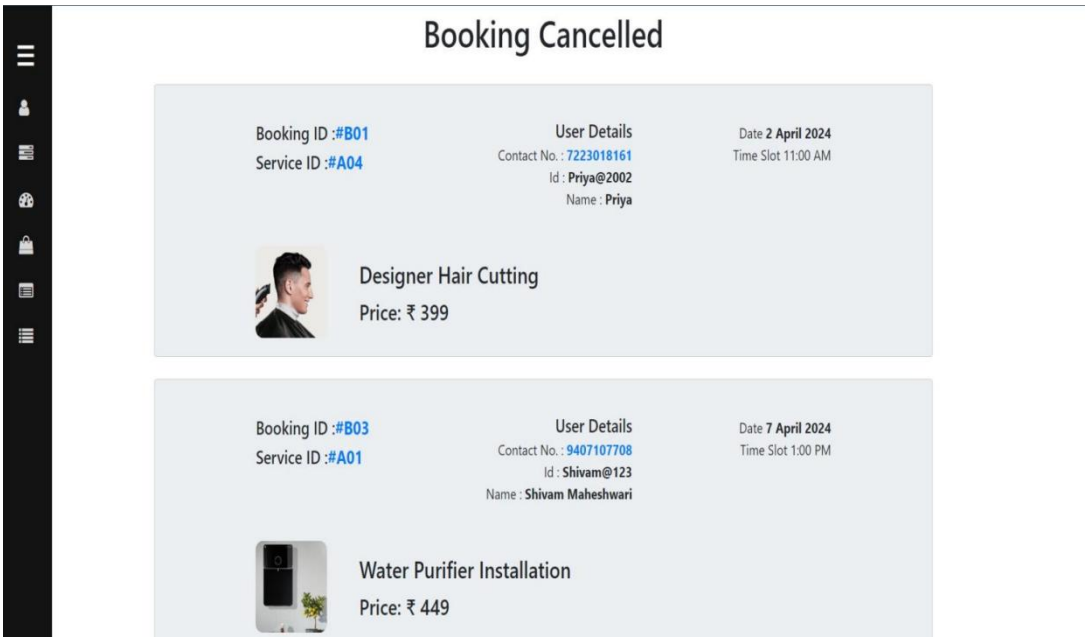
6.8. Services Detail Page



6.9. Book Services

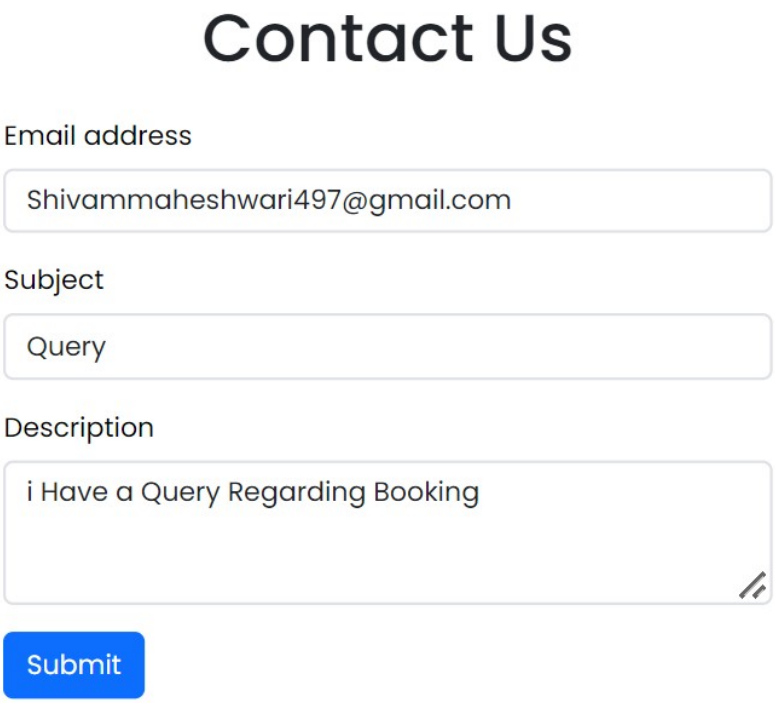


6.10. Booking Cancelled



6.11. About us

6.12. Contact Us



7. CONCLUSION AND FUTURE SCOPE

In conclusion, the Services Hub initiative proves to be a crucial response to the numerous difficulties local suppliers and consumers encounter while navigating the digital environment. This project supports local merchants and improves customer convenience and accessibility of services, all while promoting a feeling of community togetherness by creating smooth interactions between service providers and searchers.

With its user-friendly online application interface and focus on accessibility, Services Hub provides a simplified platform that allows customers to take use of a variety of home services, from cleaning and personal grooming to installations. The project successfully responds to the changing needs of contemporary consumers by utilizing technology to close the gap between offline service delivery and online interactions.

The project's economic viability is underscored by a comprehensive analysis of costs and resources, demonstrating its practical feasibility. Leveraging state-of-the-art technologies and platforms ensures the technical feasibility of Services Hub, promising a seamless experience for both vendors and customers alike. Moreover, the project's user-centrist design emphasizes ease of use, accessibility, and ongoing support, enhancing its behavioral feasibility and ensuring widespread adoption.

Beyond its technical and economic merits, Services Hub fosters positive social change by promoting sustainable consumption practices, preserving local livelihoods, and nurturing entrepreneurship within communities. By championing the interests of local businesses and facilitating meaningful connections between vendors and customers, the project catalyzes economic growth, job creation, and community development.

In essence, Services Hub transcends its role as a mere digital platform; it embodies a catalyst for societal transformation, a facilitator of meaningful connections, and a driver of community well-being. By embracing the intersection of technology and traditional service provision, this initiative charts a path towards a more connected, inclusive, and economically vibrant local ecosystem. Through Services Hub, communities don't just transact; they forge relationships, preserve heritage, and lay the groundwork for a sustainable future.

7.1 FUTURE SCOPE

A number of features might be added if this project needs to be improved and expanded upon in the future. First off, if chat were integrated within the site itself, users could contact with vendors easily and wouldn't need to rely on other programs. The purchasing process would be streamlined and consumer engagement would increase with this direct messaging solution. Furthermore, concentrating on UI/UX innovations would be essential to enhancing the general website experience. The site would become more visually appealing and user-friendly with layout and design improvements, which would increase user happiness and retention. Additionally, adding filter options to the website's product listings will improve search performance by enabling customers to locate relevant goods fast depending on their preferences.

Bibliography

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i.	https://www.w3schools.com/html/default.asp
ii.	https://www.w3schools.com/css/default.asp
iii.	https://www.w3schools.com/js/default.asp
iv.	https://nodejs.org/en/download
v.	https://getbootstrap.com/
vi.	https://dev.mysql.com/downloads/installer/
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