Documentation

ServEase

Seamless Service Booking with Servease[link]

1. **Project Overview**

   Date: March 23rd, 2025

   Team Members:

   Atharva Dixit(24BCE10677) - Team Lead
   Diva Chandra(24BSA10066)
   Rudra Narayan Mishra (24BCE10780)
   Aditya Kumar(24BCE10074)

   Problem Statement:

   Service & Appointment Management
   •   Scheduling and managing appointments for service-based businesses
   •   Providing an online platform for booking home services
   •   Aggregating verified home service providers for easier bookings

<u>Solution:</u>

Our platform connects homeowners with verified service providers through a centralized booking system. Users can search services, view provider profiles with ratings, and schedule appointments instantly. Service providers manage their availability and client interactions through a dedicated dashboard. The system eliminates scheduling conflicts while expanding business opportunities for professionals and saving time for customers seeking reliable home services.

<u>Target audience:</u> Service providers and Customers

2. Features & Functionality

<u>Core Features:</u>
- Booking System
- Service Provider Registration
- Live Calendar
- Real-Time Email Response
- Email Based Service Reminder
- User/Service Provider Login
- Customer Ratings
- Location based Service

3. Working

    a)   For Client

Atharva wishes to get his lawn mowed. He got to know about a cool website- ServEase- and proceeded to book a service appointment from there. This is the home page he encounters. He clicks on the login button.
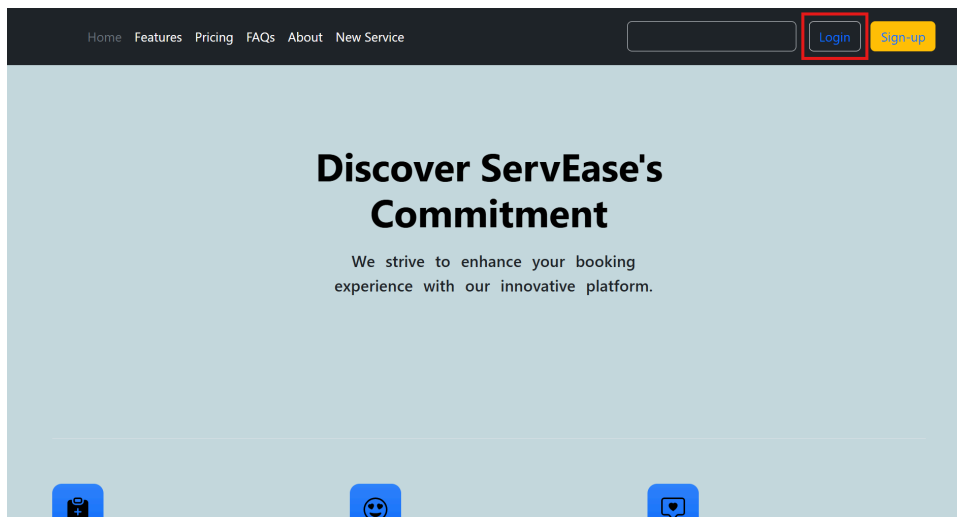
He gets redirected to the website's login page. But since Atharva is a new customer. He clicks on "Create Account" and creates his new ServEase account.
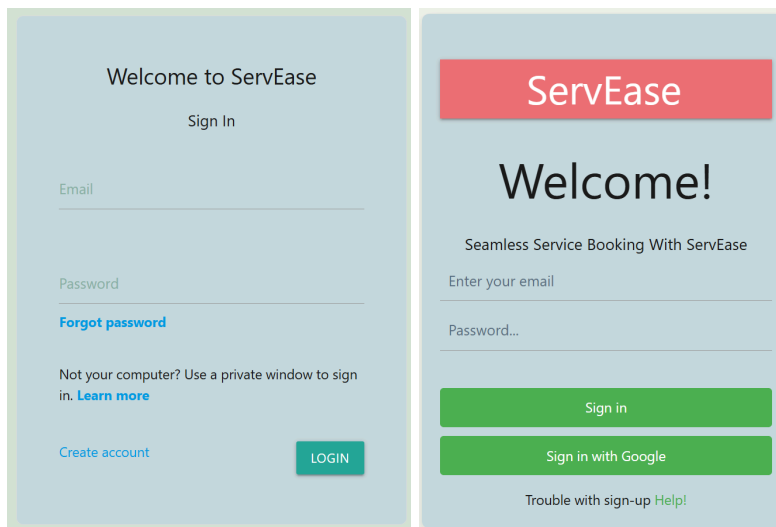

Fig- User login   Fig- User Sign-up for new users

Now, Atharva scrolls down the website. He checks for availability on the calendar and clicks on "Book Now".
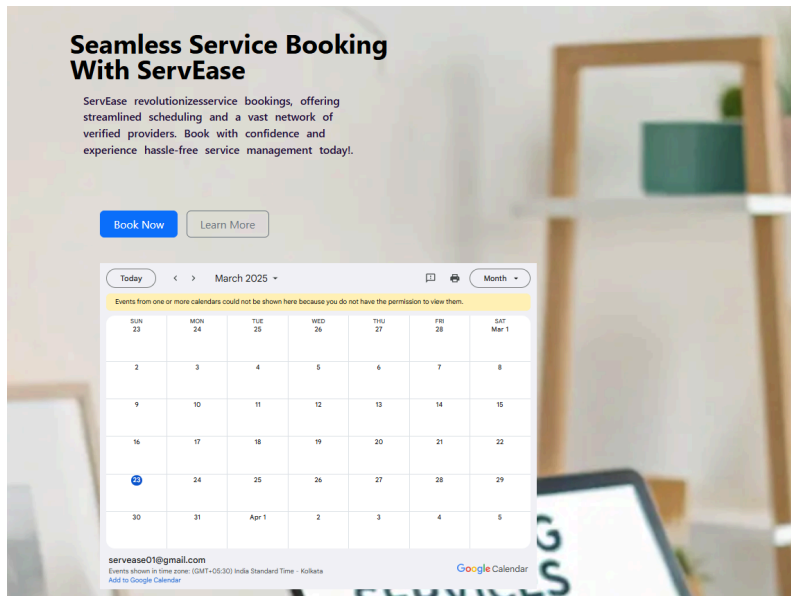

Fig- Service booking via ServEase website

He is then redirected to User registration form where he selects "Lawn Maintenance" on "24th March,2025" from " 4:00P.M. - 5:00P.M." and proceeds to pay the amount.

Fig- User registration via Google forms

After he completes his payment, Atharva receives the confirmation/reminder email.

Reminder: Your Upcoming Appointment with Lawn maintenance (200 Rs) on 3/24/2025 Inbox ×

servease01@gmail.com
to me ▾

2:55 PM (1 minute ago)

Dear Atharva,

This is a friendly reminder from ServeEase.pro about your upcoming appointment for Lawn maintenance (200 Rs).

📅 Date: 3/24/2025
⏰ Time: 9:00 AM - 10:00 AM
📍 Location: Hyderabad

Please ensure someone is available at the scheduled time. If you need to reschedule or have any questions, you can manage your appointment via your ServeEase.pro account.

Thank you for choosing ServeEase.pro!

Best regards,
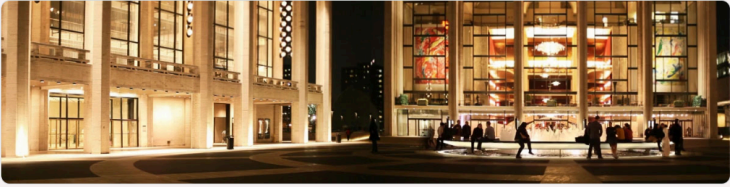ServeEase.pro Team
servease01@gmail.com

Fig- Service Reminder For customer via Gmail

b) For Service provider

Aditya is a professional lawn maintainer. He wishes to provide his services. His friend, Rudra, suggested him about ServEase which enables service providers to directly manage their availability and client interactions through a dedicated dashboard. He clicks "Add Services".

Get to your customer's doorstep with ease using ServEase

Join ServEase to connect with a wide range of customers across cities, expand your reach, and grow your business effortlessly. Showcase your services, manage appointments with ease, and become part of a trusted network of verified professionals today! With streamlined scheduling tools and a platform built for visibility, providers can focus on delivering quality services while we handle the logistics. providers. Book with confidence and experience hassle-free service management today!.

Add Service   Learn More

And gets redirected to Service Provider Registration where he applies his expertise in the form.

Fig- Service provider registration via google forms

When Atharva chose lawn maintenance, Aditya got an Email about his appointment.
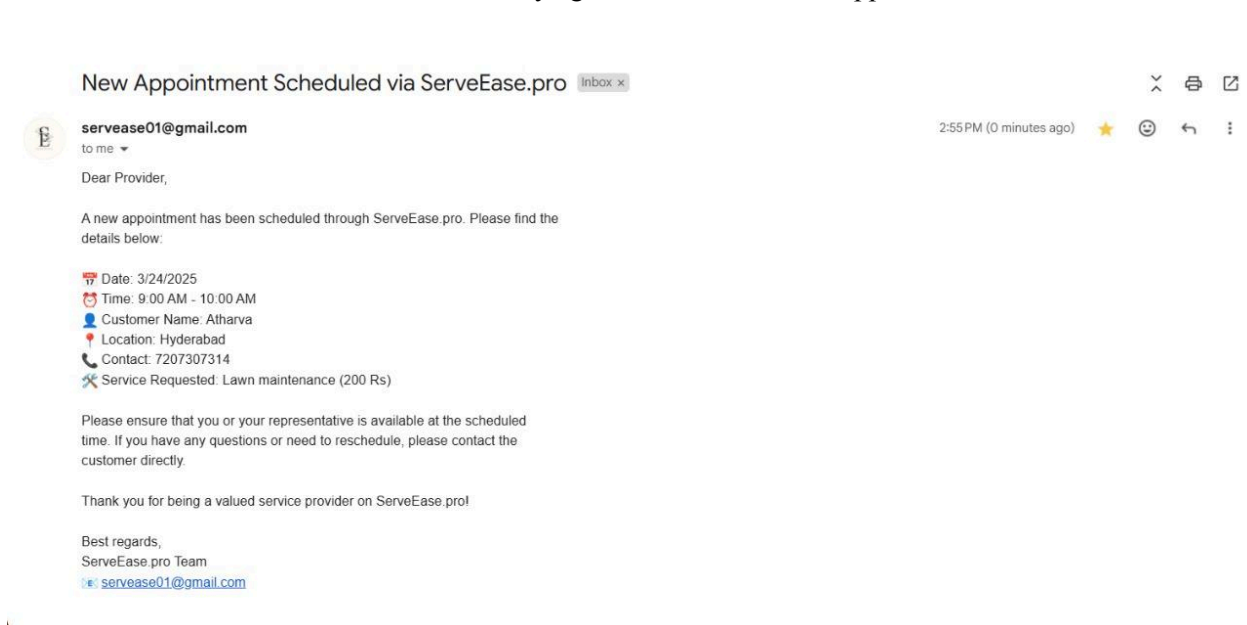

Fig- Real-time Email for service provider via Gmail

4. Technical Implementation

Technologies used:
      Frontend- HTML,CSS
      Backend- Python, JS
      Database- Excel
      Version Control- Git & GitHub
      API- Google Drive API & Google Sheets API