

Fast Fix – Service Providing Platform

Abstract

This project is about an online platform that connects all kinds of service providers like mechanics, plumbers, electricians, photographers, house cleaners etc. with customers. It allows people to find offline workers to help them with daily services. Imagine that your vehicle unexpectedly stops working in an unknown place. So you need a person to fix that problem. Now, you just need to take the website, select the services you need, schedule your service according to your time, date, and location and then you can book the service. And the servicemen can accept the request from the customer and reach the customers place to complete their task.

Customers can register on this platform to find the service providers and they can appoint skilled service providers quickly through this platform as per their requirements. The customers can select a specific service and after selecting the service users can post the description regarding the task. And they must pick the date, time, and location for the appointment. Users can pay the service charge using cash on delivery or the online payment method. They can rate and review the service providers.

The service provider is the person who actually undertakes the work required by the customer. They are willing to work for a short period for some money as freelancers. They can sign up on the platform and fill in their personal details to the category in which they are willing to work. They are then selected for tasks by the customers.

There are 5 modules

1. Admin's Side

- They can accept new service providers by checking their eligibility. They can view all complaints written by the customers.

2. Customer's Side

- **Registration** – Customers can register in this platform.
- **Choosing Service Category** - There are various categories of services on this platform. The customers can select one of the service categories according to their needs.
- **Finding Service Providers** – Once the customer has found your service category, they will be able to see the different service providers in their location. You can go through the list of these workers and their details. You can check their hourly rates as well as previous reviews before selecting one. Once you have finalized your service provider, you can select them.

- **Communication with the selected service provider** - Once you finalize a worker, you can select the confirm button. Here, you can communicate with the service provider and share any required information. Now the service provider can decide either to accept or reject your work request depending on their availability.

3. Service Provider's Side

- **Registration** - They can register on this platform and fill in their details to the category in which they are willing to work.
- **Completion of the task**- The service provider can go to the customer's location at the specified time to complete the task. They have the option to either reject or accept the request from the customers.

4. Payment

- Once completed the work, the customer can make the payment directly through this platform via cash on delivery or the online payment method.

5. Guest User

- Users can access the platform without registering. They can view the details of nearby service providers.