CS 387 Database and Information Systems Lab
Project Proposal - ConsumerConnect

Astha Agarwal (110050018)
Anmol Garg (110050020)
Deepali Adlakha (11D170020)

September 25, 2013

1 Introduction - Application Domain

As our CS 387 project, we have planned to make an online service portal, whereby people can interact with service providers and other customers to seek opinion and decide the appropriate service provider. On the other side, service providers will also be able to interact with users to know their potential customers.
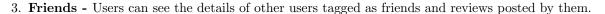
The project involves crowdsourcing, gamification, search and social networking.

2 Application Specification

Broadly, there are two types of users of our application - customers and service providers. We plan to provide a portal for them to interact. Here is a brief description of the facilities which will be provided to the users:

2.1 Customer

1. **Personal Details -** Users can provide their personal information like name, address, age, gender etc.

2. **Reviews -** Users can provide reviews and rate the service providers according to their experience. (Validating the experience can be seen as a further extension of the project.)

3. **Friends -** Users can see the details of other users tagged as friends and reviews posted by them.

4. **Past Experiences -** User can refer to his appointments in the past, and make an informed decision accordingly.

5. **Wishist -** User can maintain a wishlist of the services required by him (and other details required) which can bee seen by a relevant service provider, so that he can contact the user.

2.2 Service Provider

1. **Personal Details -** Users can provide their personal information like name, address, age, gender etc.

2. **Service Details -** User can add the details of service provided by him such as service specifications, rates, availability etc.

3. **Rating -** An average rating based on people who have reviewd the provider.

4. **Reviews -** The reviews given by his customers will be visible to other willing customers for reference.

3 Expectations

3.1 Goals

Apart from the above mentioned facilities, we plan to add some other features:

1. **Question and Answers -** Customers must have a portal where they can question the service providers about specific details of the services.

2. **Gamification -** To encourage users to provide correct reviews, we will have a point system for customers (as opposed to rating for service providers). Users will earn points when their reviews are upvoted. Their rank improves as the number of points increases.

3.2 Future Extensions

Other than the above mentioned, we will aim to model the following aspects if time permits.

1. **Customisation based on kind of service -** Depending on the kind of service one provides, he might want to have a customised profile through which he can properly showcase the facilities available to him. But at present, we are keeping a general information area for the same.

2. **Authentication of Service Provider -** How to know whether a service provider actually exists, or is it fake profile?

3. **Authentication of Reviews -** Did the customer actually receive a service? Or is he providing fake reviews (Note that this is partly handled by the concept of customer rating which we are inculding in the project.)

4. **Private Messaging -** We are also not including a chat system to connect people. Interaction can only occur through reviews and Question-Answers.

5. **Followers of a Service Provider -** We have also thought of the concept of "following" a service provider, i.e. receive his updates, reviews etc. via notifications.

6. **Integration with Social Platforms -** We can integrate it with existing social networks like Twitter, Facebook etc.

4 Member Specific Roles

We haven't yet decided upon specific goals that will be assigned to each member. In general, we will all be helping out each other in accomplishing short term goals.