Team Name: Blue Collar
Team Leader: Gloria Muskaj
Team Members: Gloria Muskaj, Aldi Hamati, Alesia Gjana, Amanda Gaci, Erjola Avdiaj

Tasks and roles: At this moment, it is difficult to define and divide the roles and responsibilities of each group member. During the following phases, the work will be divided equally, with each member working and taking responsibility for the project's development.

- o *User requirements and application specifications:* Erjola Avdiaj, Amanda Gaci
- o *Software design and modeling:* Gloria Muskaj, Aldi Hamati, Alesia Gjana, Amanda Gaci, Erjola Avdiaj
- o *Software Development:* Gloria Muskaj, Aldi Hamati, Alesia Gjana, Amanda Gaci, Erjola Avdiaj
- o *Maintenance plan and Software Evolution:* Gloria Muskaj, Aldi Hamati, Alesia Gjana

1.1 Problem description and solution

By doing a thorough research and analysis of challenges of our daily life we came up to the conclusion that one problem that has always been an obstacle was finding a handyperson in the moment without having to ask our friends, neighbours, or relatives for a "known guy" that would offer us help. Handymen provide us with an easy-to-use service that is completed quickly and efficiently. A handyman is well-versed in a wide range of tasks and repairs. Their primary responsibilities include repairing plumbing systems, repairing company equipment or tools, and testing various company or home appliances to ensure proper operation.

The purpose of this project is to develop an application that will allow us to solve a problem we encounter in real life or provide a service through which we can facilitate the service sector. Keeping this in mind we thought that a Handyman Service Web App would be the ideal solution to offer these services with only a click away.

Our web application would offer a variety of services such as renovation, electrical services, plumbing and so on. Also, the consumer would have the option to set up a personal account to keep track of the services they require and utilize. The customer might schedule an appointment and, if necessary, make a payment.

The online application would provide a section exclusively for handy people so they could manage their appointments, add or remove features from their profiles, and make other necessary changes.

All told, we shall establish two sides, one that provides a service and one that accepts it as required.

1.2 Aim and main objectives

The aim of this project is to create a website which fulfills both customer and service providers (handymen) requirements. The website should be:

- ✓ well designed
- ✓ functional
- ✓ user-friendly
- ✓ have a responsive design.

Objectives

- ✓ Engagement: giving users a reason to return, use the app's features, and take the desired action.
- ✓ Set a clear idea of who our target audience is, if we want to make the most of our business website potential.
- ✓ Feasible: the web app should be built in a way that fits well with particular needs, activities, and plans.
- ✓ Making a good first impression and clearly communicate to the customers why our website exists in the first place.
- ✓ Pick one or two actions we want potential customers to take on our website: make it simple to contact our company (call, arrange an appointment, etc.) and include contact information on every page of the website.
- ✓ Maintaining a straightforward and uncomplicated navigation bar. Having too many navigation options will make website visitors confused.
- ✓ Make it simple to get back "home." Visitors desire a simple way to get back to the homepage.

1.3 Description of the application

This application is designed to bring together handypersons and customers in need of repair work. This includes problems with a wide variety of electric appliances and house repair problems (water or electricity for instance). The application is intended for use in the Albanian region.

The application is web based, operates on mostly any web browser and operating system and requires internet connection. The application first displays a greeting and prompts a log-in or sign-up form. When signing up you need to specify your profile as either a customer or handyman. The customer signs up with their first name, surname, email, contact information, payment details and address. The handyman profile will require: name, surname, city, payment information, contact information, email, service area, working hours and pay rate. Once the customer has signed up first and logged in, he/she is able to use the functionalities of the application. The user will be displayed a list of handymen with their respective information. The user is able to schedule the services of the desired handyman and

make the payment online if desired. On the other hand, when logged in as a handyman providing services, you will be displayed your appointments including the payment status. You may as well edit your information details as needed. The access of these respective functionalities will be with buttons and information will usually be displayed in table format, entrance of information and editing will be done using forms.

The application will be build using HTML, CSS, JavaScript, PHP and MySQL for database connection needs. As seen fit, the appearance design will be easy on the eye and response time will be adequate. The application aims simplicity and ease of use.