
QUICKFIX

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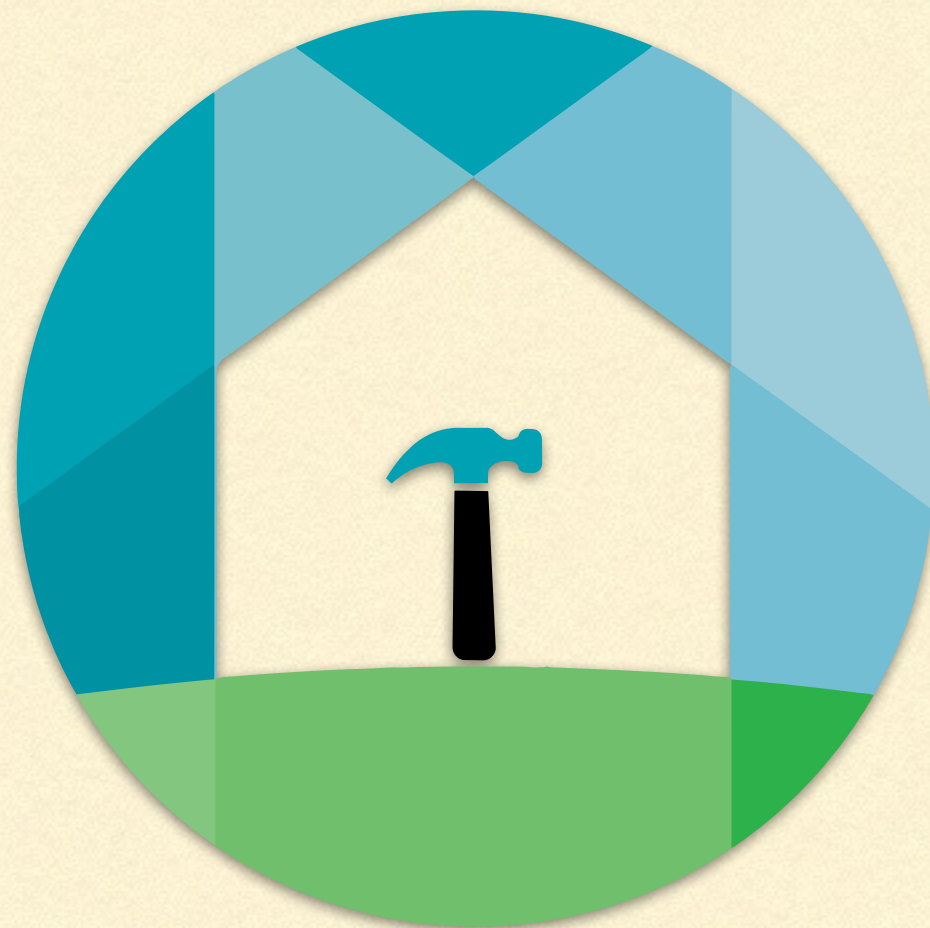
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INTRODUCTION

- Life is getting busier and busier
 - Transition from computer to smart phones
 - Everyday hundreds of applications get published
 - Finding a decent handyman ?
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QUICKFIX

WHAT IS QUICKFIX ?

- Mobile application for iOS and Android
 - Service Oriented App
 - Platform to connect service provider and customer
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BUSINESS REQUIREMENTS

- Providing pool of service providers
 - 24x7 availability
 - Easy and efficient communication between customer and service provider
 - Robust platform for service provider
 - Transparency of payments
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TYPES OF USERS

- Customer
 - Service Provider
 - Customer Care
 - System Administrator
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USE CASES

Customer

- Selecting a service provider
- Fixing the appointment with the service provider
- Sharing the problem in the form media files
- Sharing his feedback and rating of a service provider

Service Provider

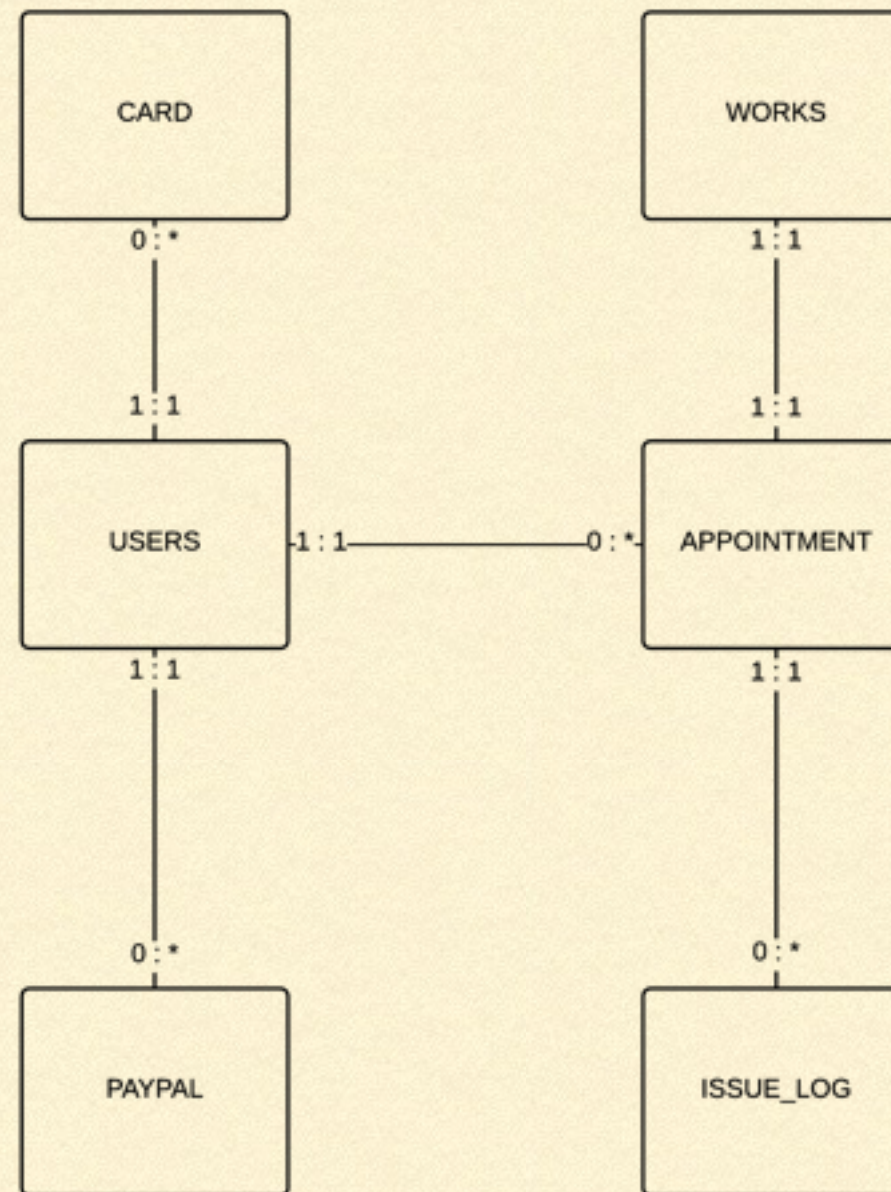
- Fixing an appointment with the customer
 - View the media files shared by the customer
 - Attending the appointment for fixing the issue
 - Update the checkin and checkout time for the appointment
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USE CASES

- Customer Care
 - Checking the no of messages received from the customer and service provider/ handyman
 - Answering the calls from the customer or service provider
 - Assisting customers and primary user
 - System Administrator
 - Solving the complaints from issue log
 - Monitoring users activity
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USER INTERFACE

LOGICAL SCHEMA - UML



PHYSICAL MODEL - DATA DICTIONARY

USERS		
PRIMARY	UID	NVARCHAR
Key	NAME	NVARCHAR
Key	DOB	DATE
Key	ADDRESS	NVARCHAR
Key	CITY	NVARCHAR
Key	ZIP	INT
Key	STATE	NVARCHAR
Key	PHONE_NUMBER	NVARCHAR
Key	EMAIL_ID	NVARCHAR
Key	MIN_WAGE_IN_USD	INT
Key	TIME_IN	TIME
Key	TIME_OUT	TIME
Key	MONDAY	BIT
Key	TUESDAY	BIT
Key	WEDNESDAY	BIT
Key	THURSDAY	BIT
Key	FRIDAY	BIT
Key	SATURDAY	BIT
Key	SUNDAY	BIT
Key	AOE	VARCHAR

CARD		
FOREIGN(USERS)	UID	NVARCHAR
Key	EMAIL_ID	NVARCHAR
PRIMARY	CARD_NO	INT
Key	EXP_DATE	DATE

PAYPAL		
PRIMARY	EMAILD_ID	NVARCHAR
FOREIGN(USERS)	UID	NVARCHAR

PHYSICAL MODEL - DATA DICTIONARY

APPOINTMENT		
PRIMARY	APT_ID	NVARCHAR
FOREIGN	CID	NVARCHAR
KEY	SID	NVARCHAR
Key	DATE	DATE
Key	TIME_FROM	TIME
Key	TIME_TO	TIME

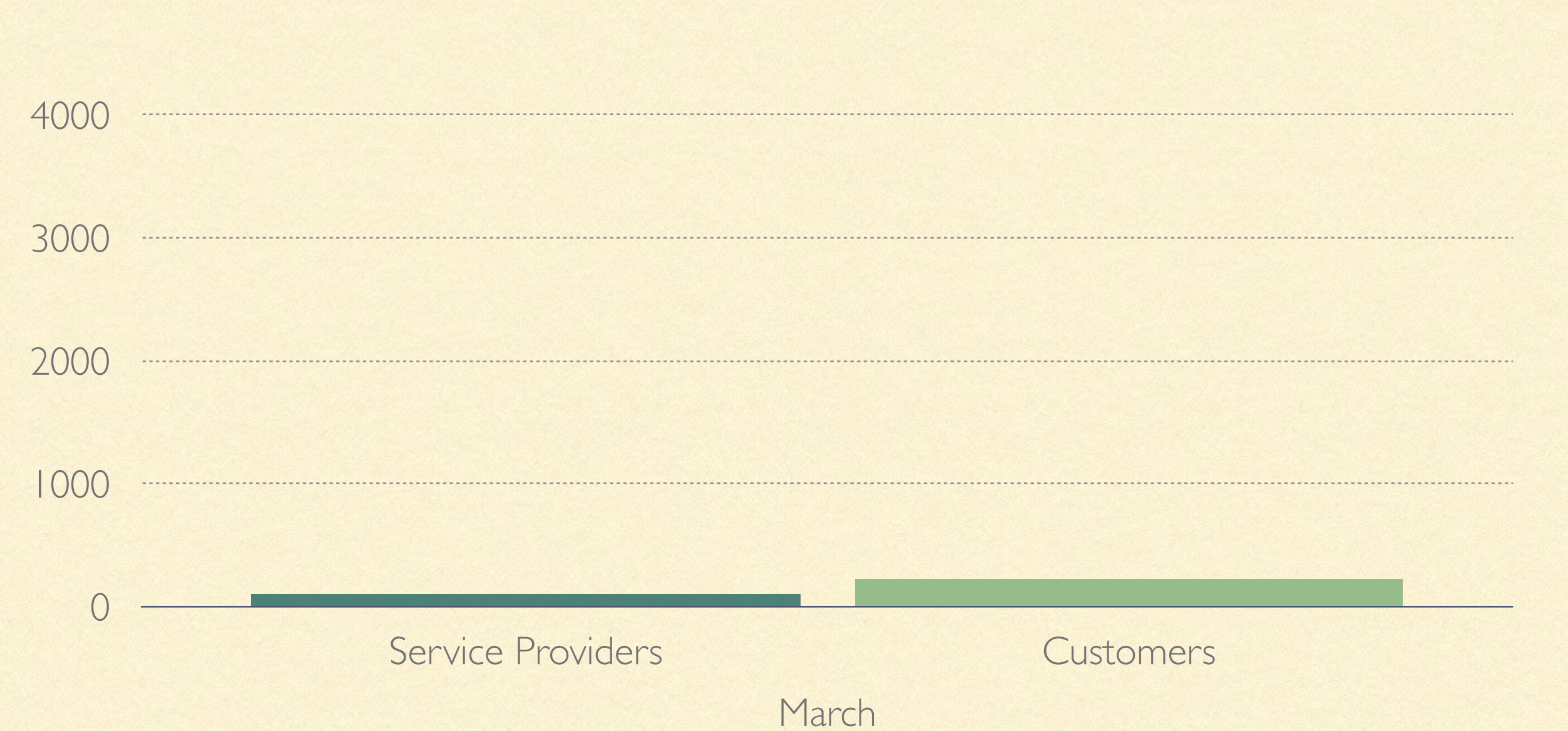
WORKS		
PRIMARY	PAYMENT_ID	NVARCHAR
FOREIGN	APT_ID	NVARCHAR
Key	AMT_CHRG	FLOAT
Key	SERVICE_RATINGS	FLOAT
Key	FEEDBACK	NVARCHAR
Key	STATUS	NVARCHAR

ISSUE_LOG		
PRIMARY	COMPLAINT_ID	NVARCHAR
FOREIGN	APT_ID	NVARCHAR
Key	CID	NVARCHAR
Key	CMPT_DATE	DATE
Key	COMPLAINT_TYPE	NVARCHAR
Key	CMPT	NVARCHAR
Key	STATUS	NVARCHAR

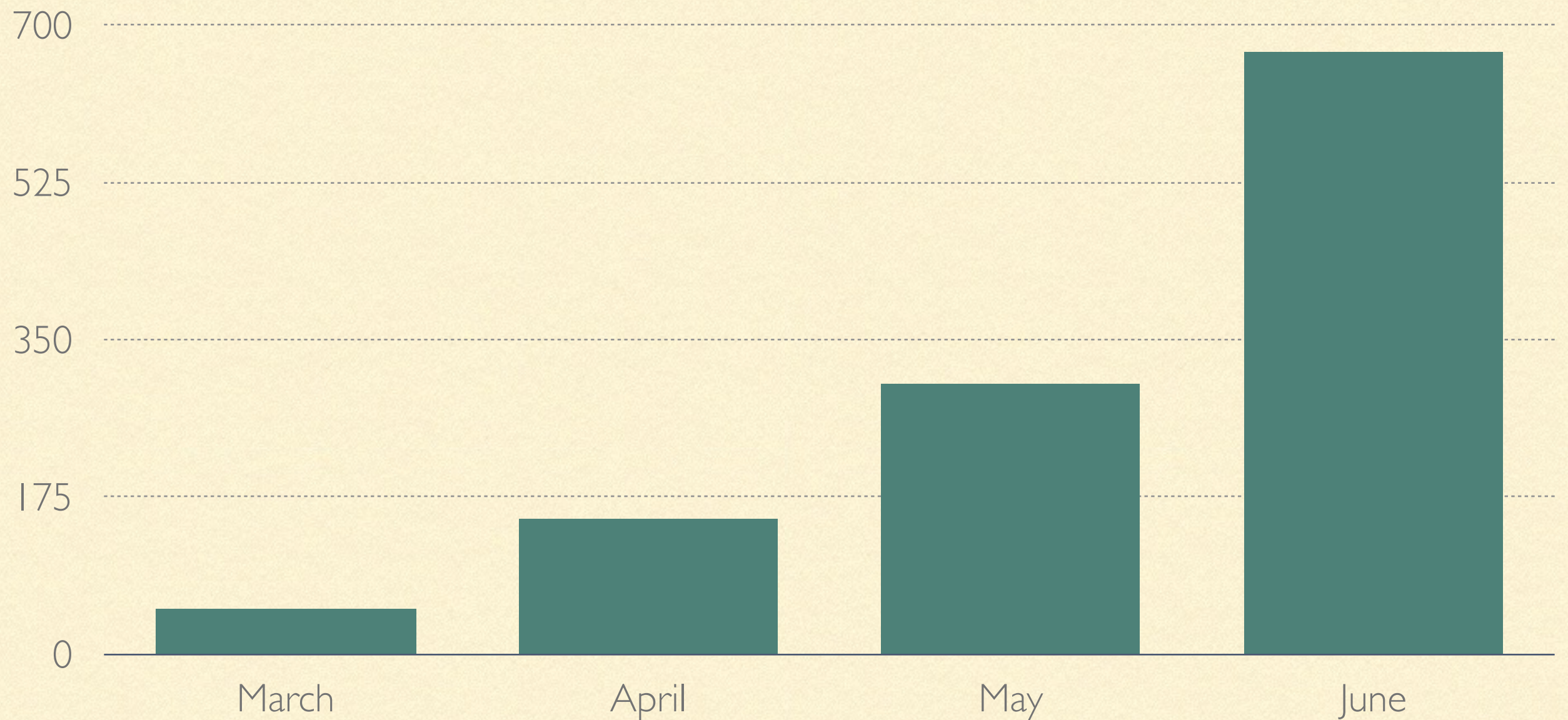
BUSINESS METRICS

- Registrations per month
 - Average rating of total service providers
 - No of registration per month
 - No of appointments fixed per month
 - Types of issues occurred
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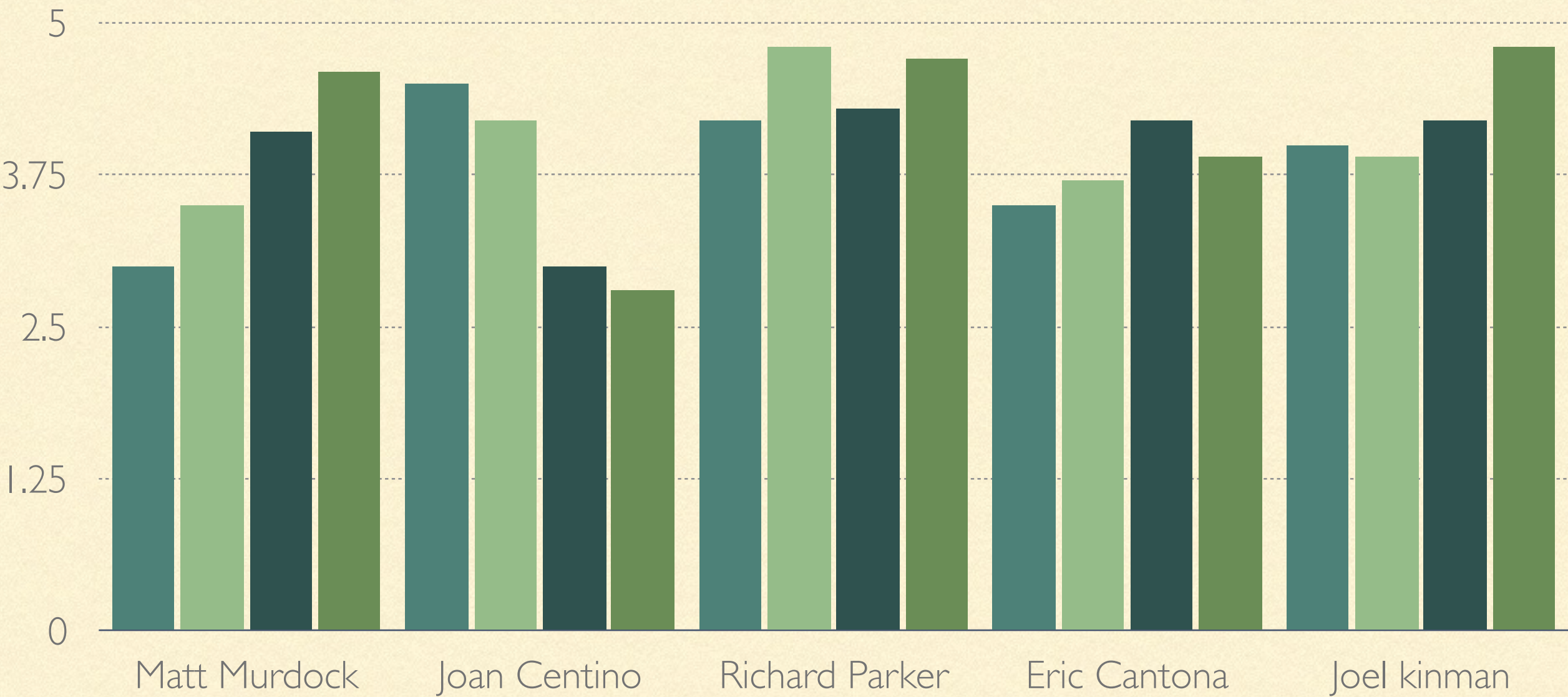
BM - REGISTRATIONS PER MONTH



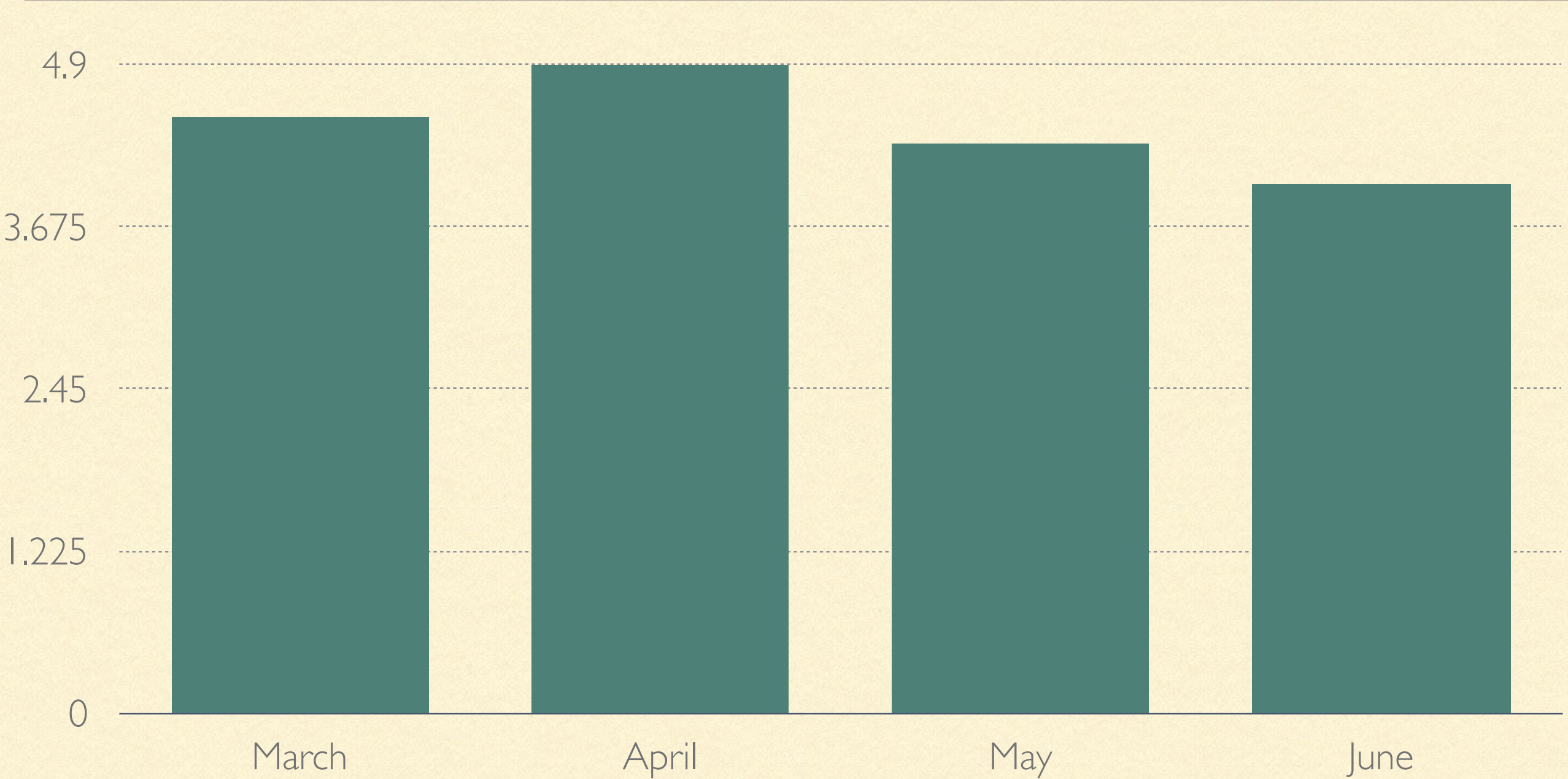
BM - APPOINTMENTS PER MONTH



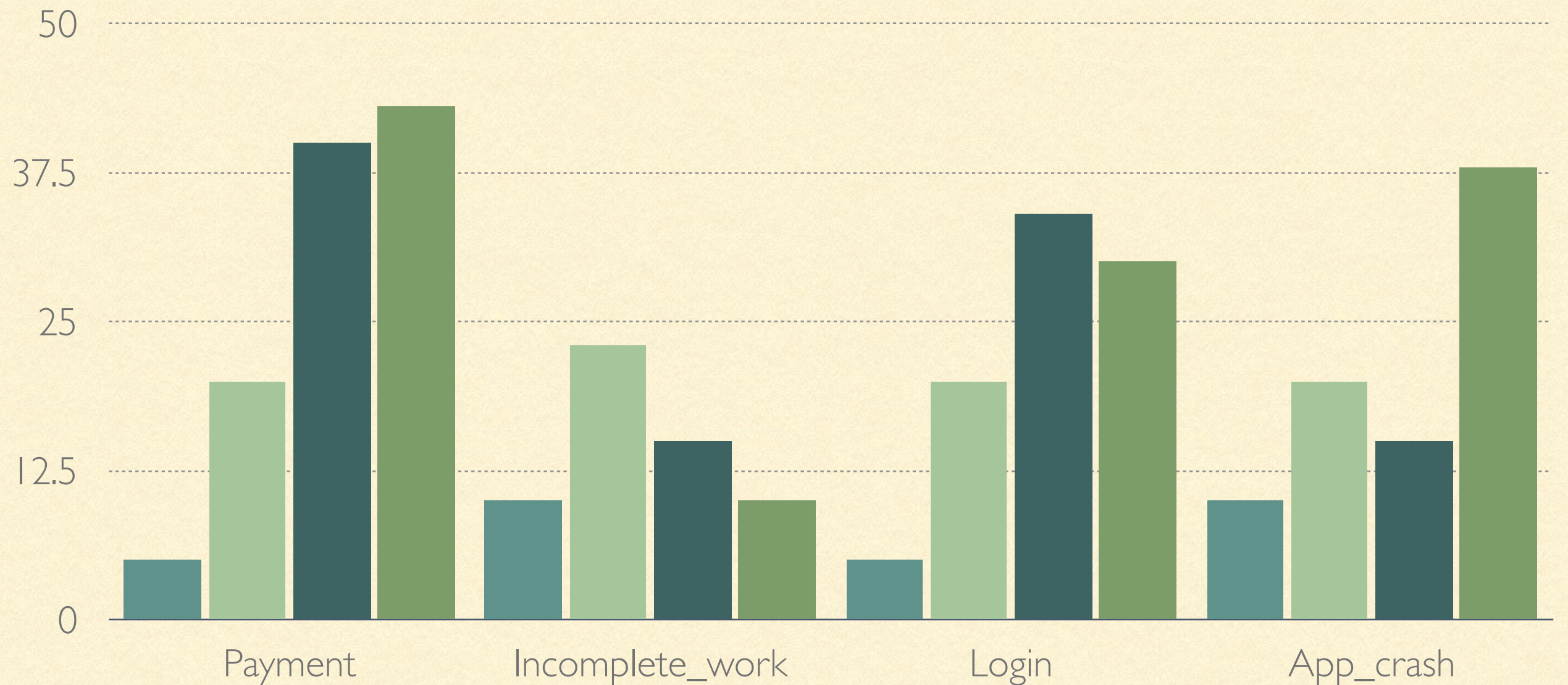
BM - AVG. RATING OF A SERVICE PROVIDER



BM - AVG. RATING ALL SERVICE PROVIDERS



BM - TYPES OF COMPLAINTS



SUMMARY

Experience

- Comprehending vivid ideas from all the team mates
- Understanding and Handling different types of data

Hardest part

- Implementing real time problems (What if scenarios)
 - Importing the tables from excel and managing data types
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SUMMARY

Problems

- Designing the schema and logical flow

Solving those problem

- Yelp, Uber, Angieslist

Do this again

- More R&D, Attributes selection, Normalizing the table

Suggestion

- Understand the business model completely before designing the schema
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OUR BUSINESS PARTNERS

