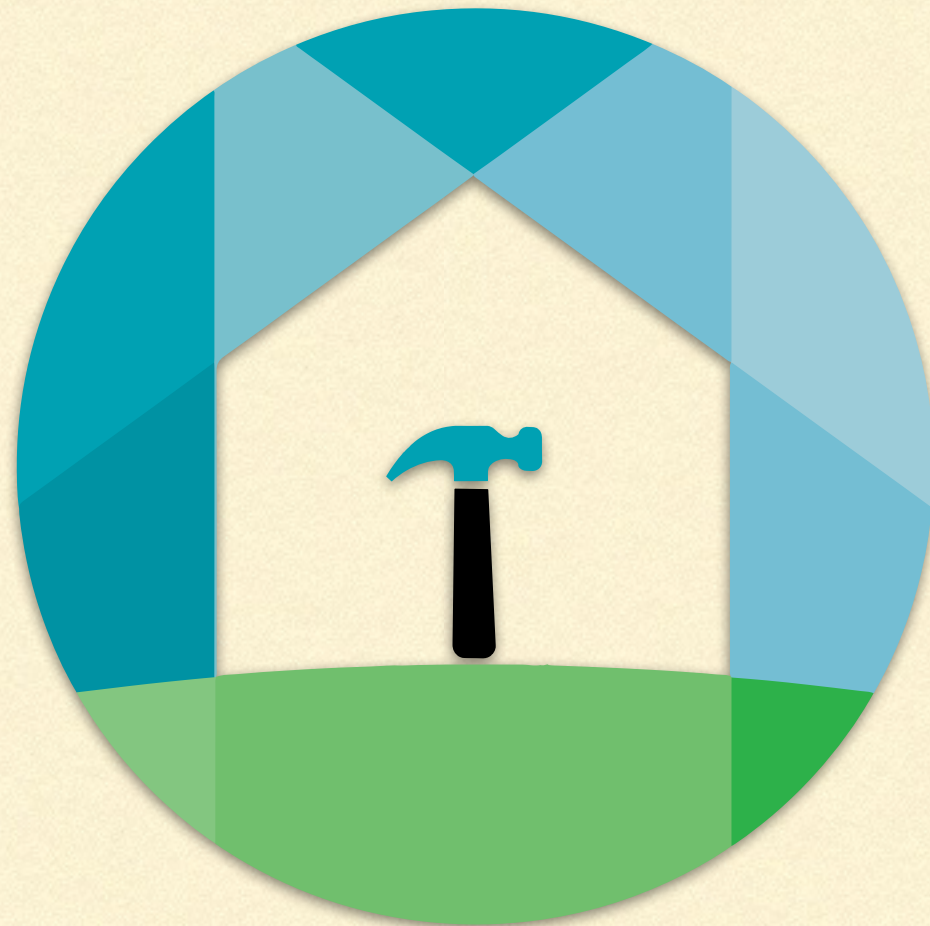# QUICKFIX

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INTRODUCTION

- Life is getting busier and busier

- Transition from computer to smart phones

- Everyday hundred's of application get published

- Finding a decent handyman ?

QUICKFIX

WHAT IS QUICKFIX ?

- Mobile application for iOS and Android

- Service Oriented App

- Platform to connect service provider and customer

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

FUNCTIONAL REQUIREMENTS

Process

- Filtering SP's

- Data sharing with SP's for problems

- Registering a complaint for service

- Payment mode selection

Information

- Access to schedule of appointments

- History of completed works can be seen

NON FUNCTIONAL REQUIREMENTS

Operational

- System should run on all mobile devices

- Support to last 3 versions of OS

Performance

- Load time of 2-3 seconds

- 24x7x365 availability

Security
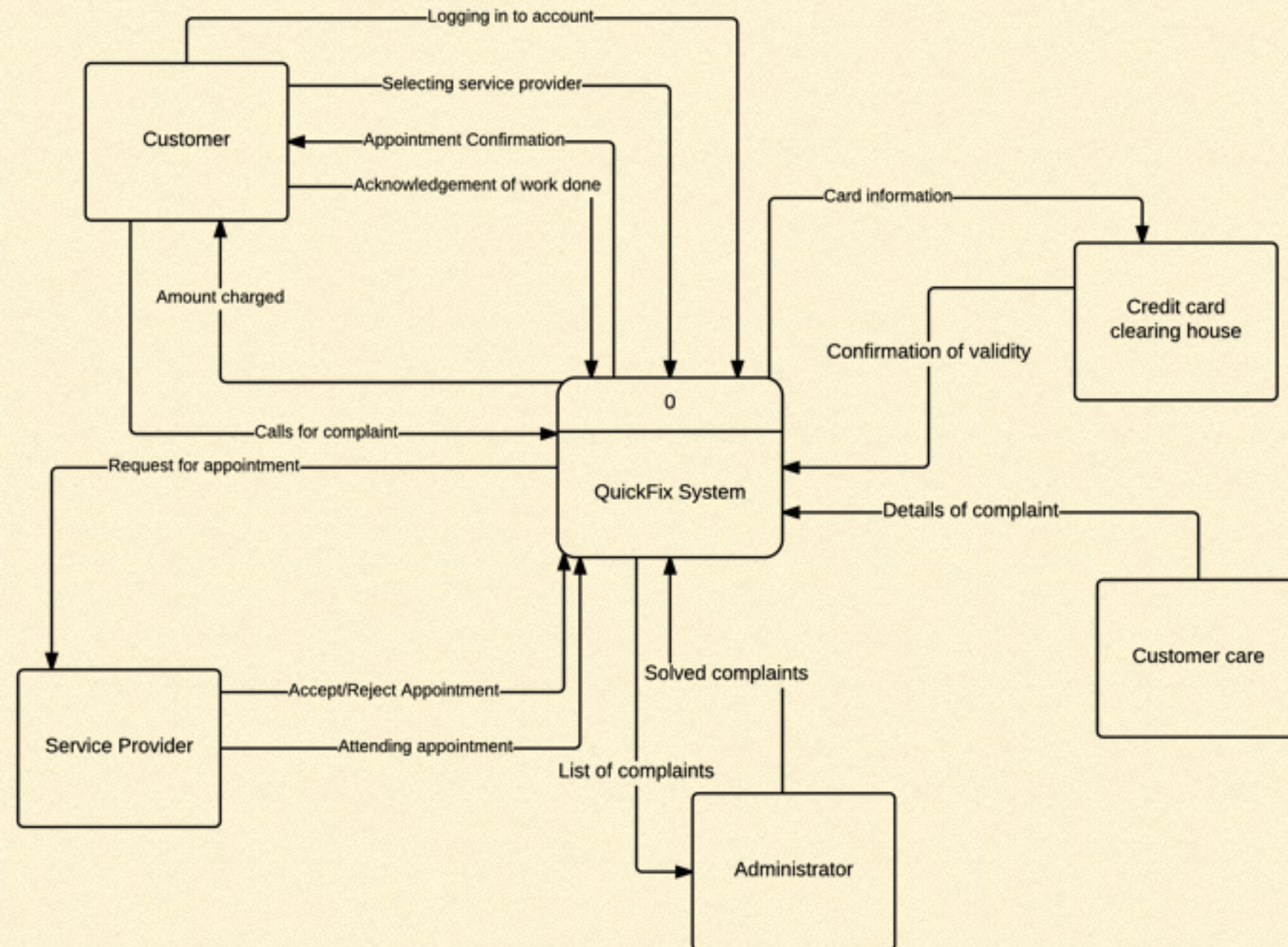
- Norton secured

- TRUSTe validated

Cultural and Political

- Protection of personal information as per data protection act
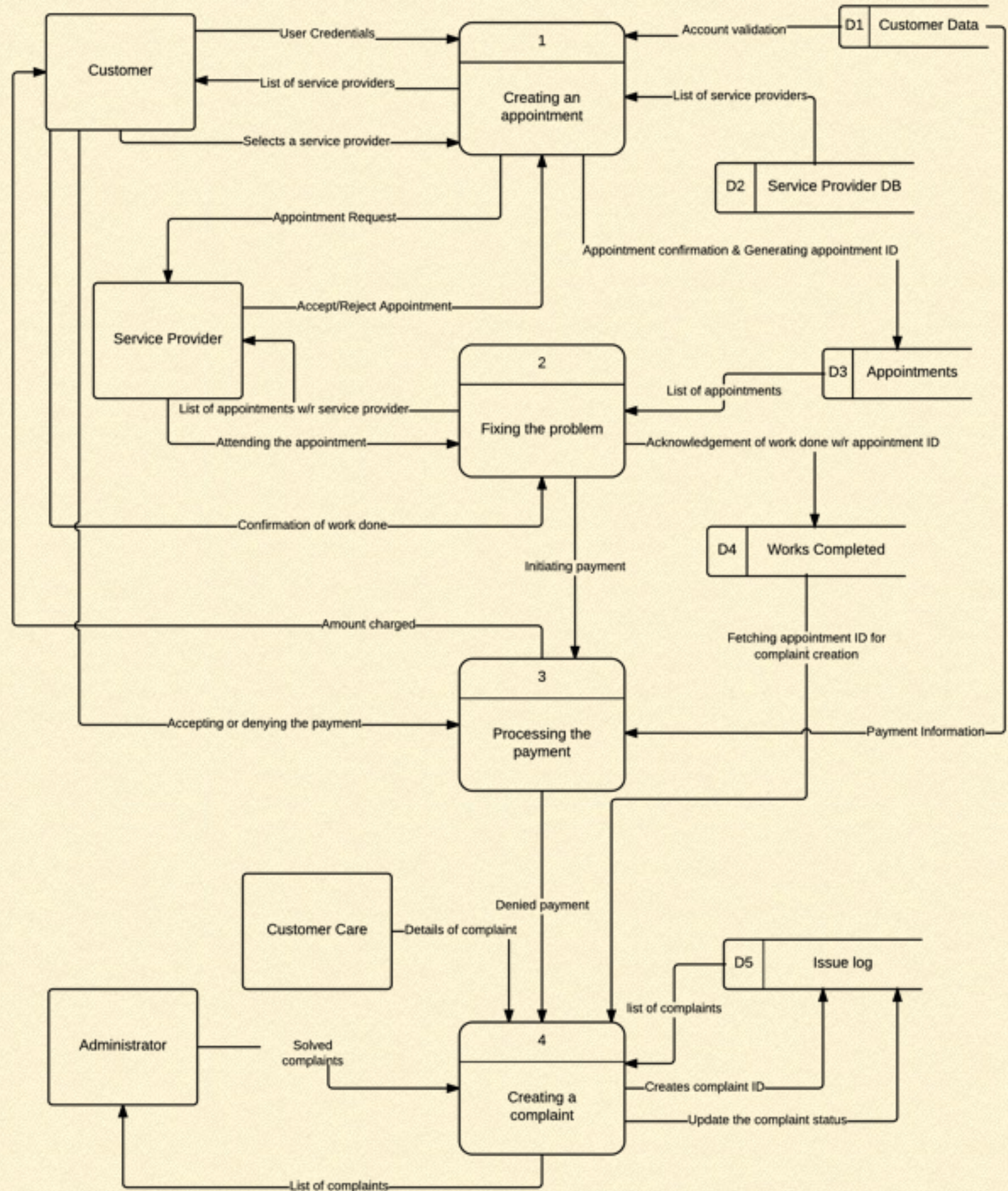
CONTEXT DIAGRAM

External Entities

- Customer
- Service Provider
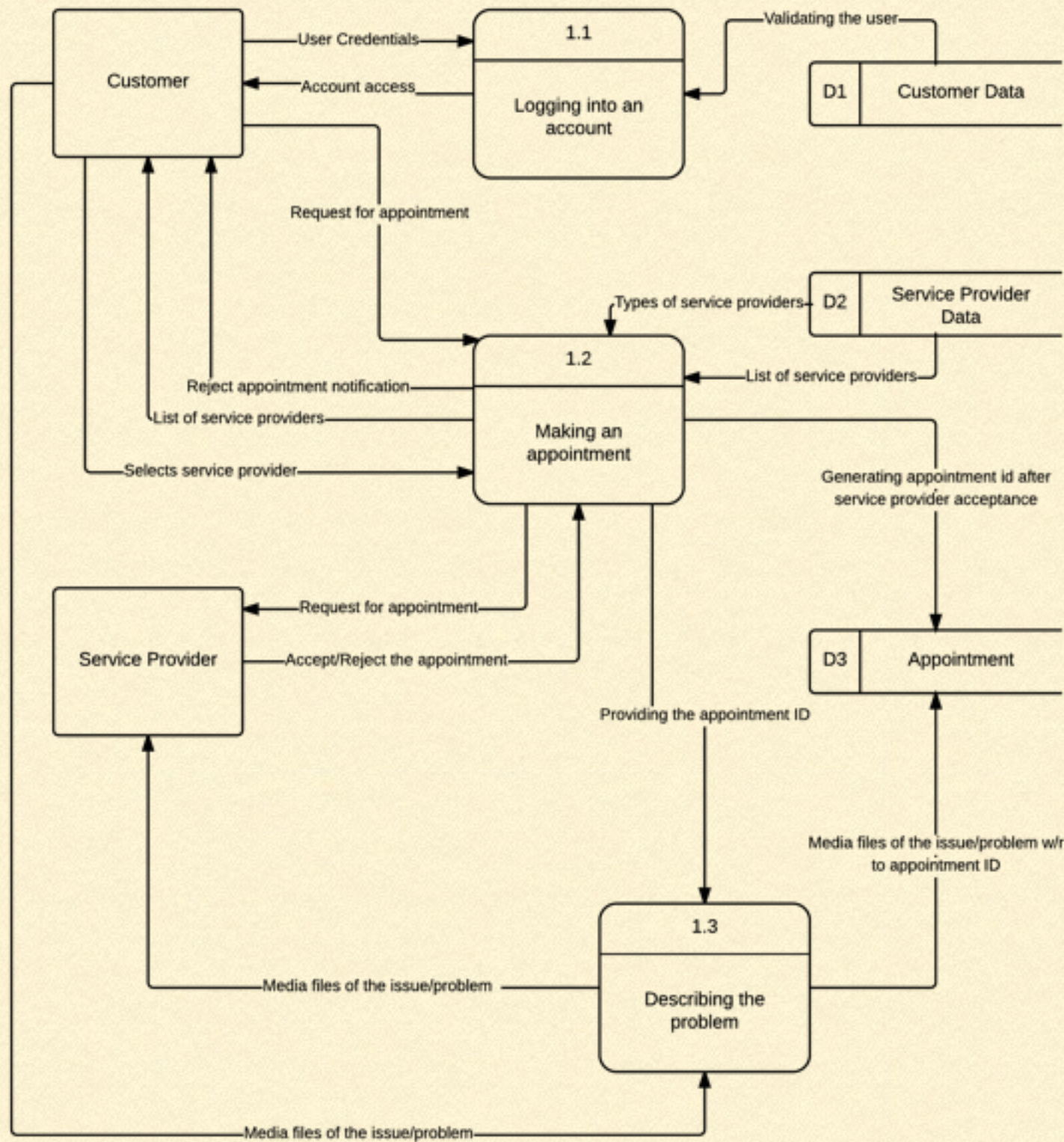- Customer Care
- Administrator
- Credit card clearing house

LEVEL 0

4 Major Use cases

- Creating an appointment

- Fixing the problem

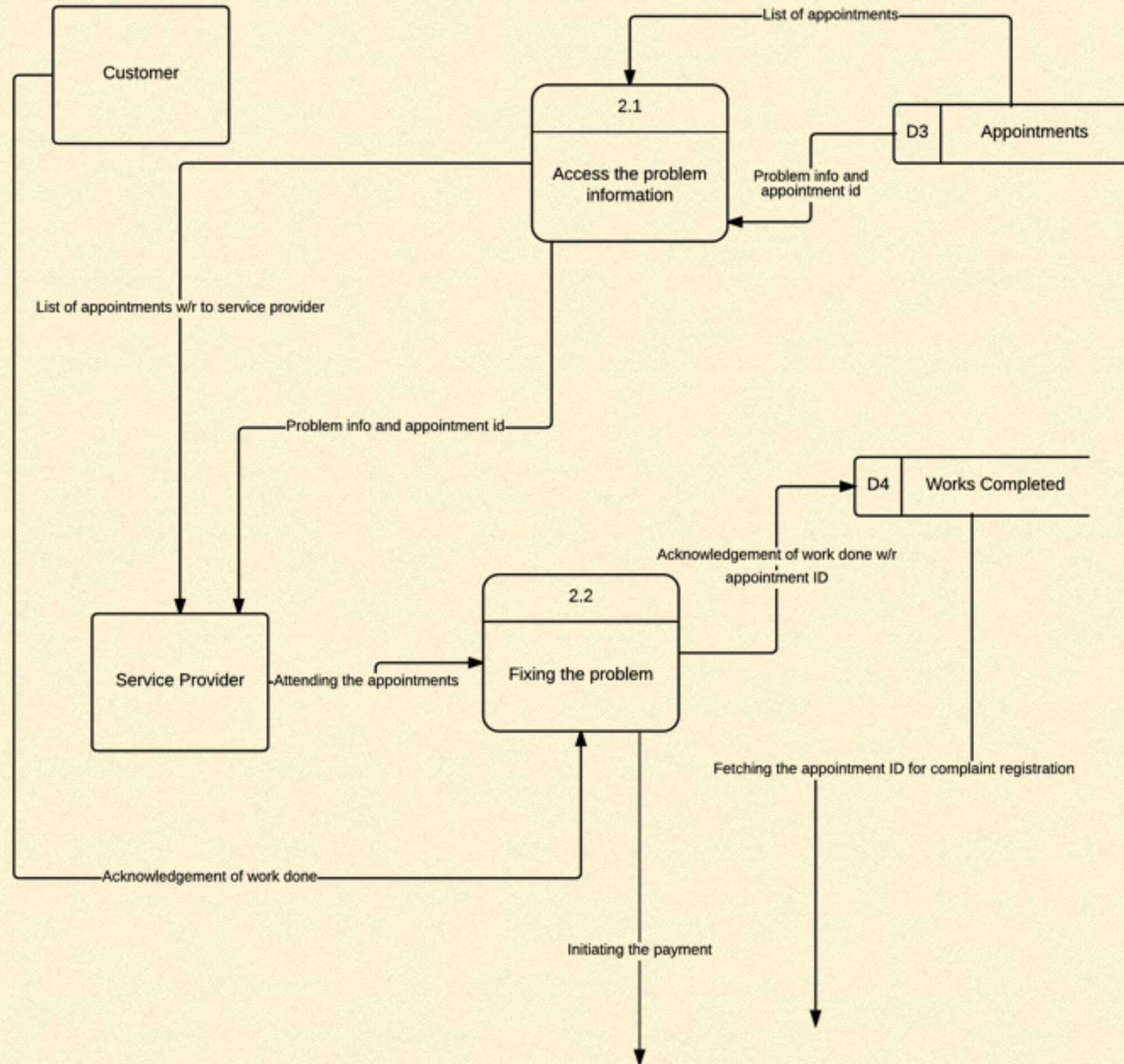- Processing the Payment

- Resolving complaint

Customer

User Credentials
Account access

1.1
Logging into an account

Validating the user

D1 Customer Data

Request for appointment

Types of service providers — **D2** Service Provider Data

1.2

Reject appointment notification
List of service providers
List of service providers

Making an appointment

Selects service provider

Generating appointment id after service provider acceptance

Request for appointment

Service Provider

Accept/Reject the appointment

Providing the appointment ID

D3 Appointment

Media files of the issue/problem w/r to appointment ID

1.3
Describing the problem

Media files of the issue/problem
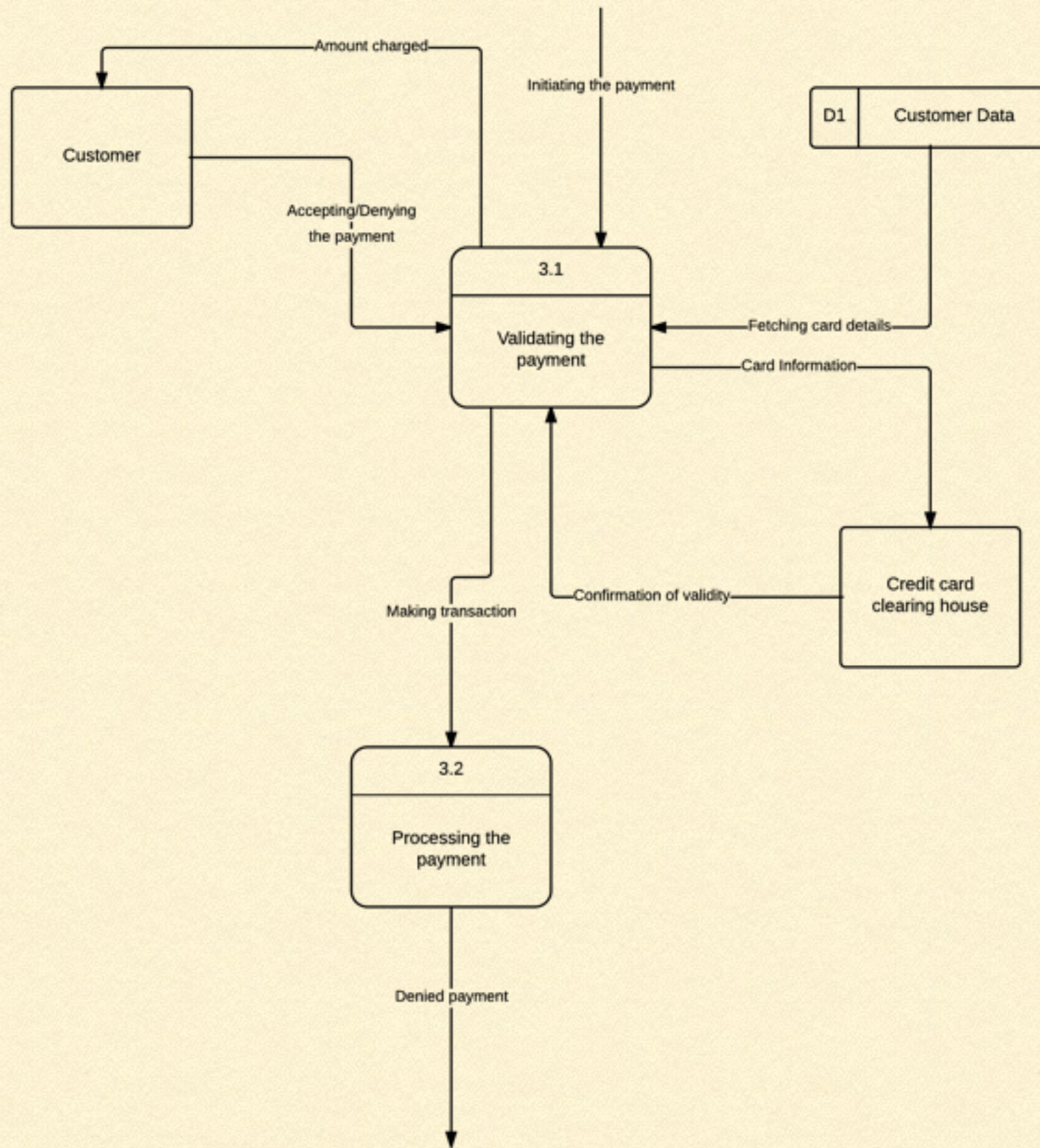
Media files of the issue/problem

- Primary users - Customer, Service Providers

- Data Stores - Customer data, Service Provide data, Appointment

DFD LEVEL 1 - FIXING THE PROBLEM

- Primary users - Customer, Service Providers
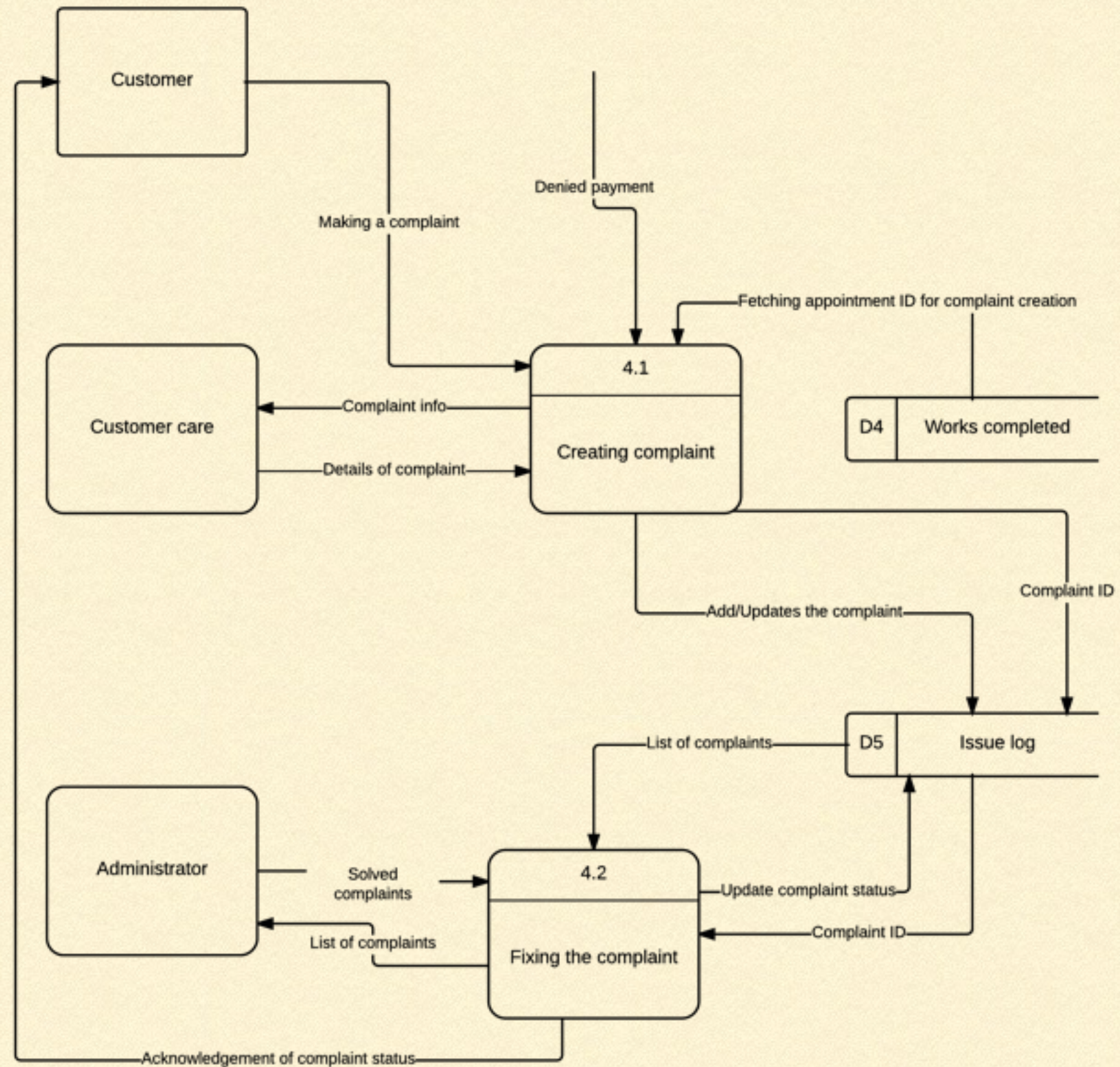
- Data Stores - Appointment, Works

DFD LEVEL 1 - PROCESSING PAYMENT

- Primary users - Customer,

- Data Stores - Appointment, Works

- Third party - Credit Card clearing house

DFD LEVEL 1 - RESOLVING COMPLAINT

- Primary users -
  Customer,
  Customer care,
  Administrator

- Data Stores -
  Works, Issue log

USER INTERFACE
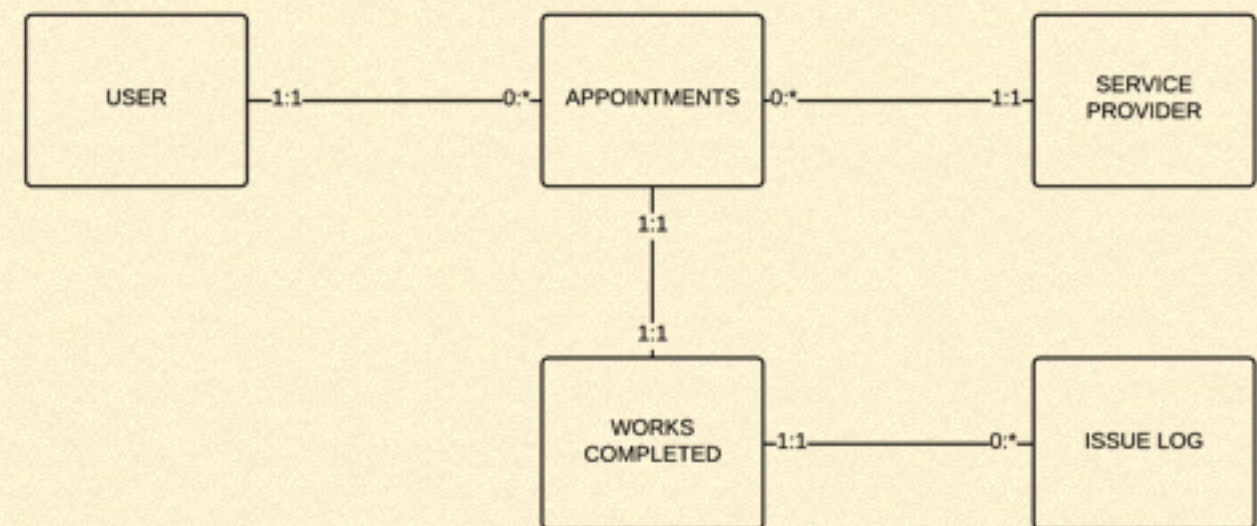
DATA DICTIONARY & CARDINALITIES

SERVICE_PROVIDER

PRIMARY	SID	VARCHAR
Key	NAME	VARCHAR
Key	DOB	DATE
Key	ADDRESS	VARCHAR
Key	CITY	VARCHAR
Key	ZIP	INT
Key	STATE	VARCHAR
Key	PHONE_NUMBER	VARCHAR
Key	EMAIL_ID	VARCHAR
Key	MINIMUM_WAGE_IN_USD	INT
Key	WORKING_HOURS	VARCHAR
Key	WORKING_DAYS	VARCHAR
Key	AREA_OF_EXPERTISE	VARCHAR

CUSTOMER

Primary	CID	VARCHAR
Key	NAME	VARCHAR
Key	DOB	DATE
Key	ADDRESS	VARCHAR
Key	CITY	VARCHAR
Key	ZIP	INT
Key	STATE	VARCHAR
Key	PHONE_NUMBER	VARCHAR
Key	EMAIL_ID	VARCHAR
Key	CARD_NO	INT
Key	EXP_DATE	DATE

APPOINTMENT

FOREIGN(SERVICE_PROVIDER)	SID	VARCHAR
PRIMARY	APT_ID	VARCHAR
Key	DATE	DATE
Key	TIME_FROM	TIME
Key	TIME_TO	TIME
FOREIGN(CUSTOMER)	CID	VARCHAR

ISSUE_LOG

PRIMARY	COMPLAINT_ID	VARCHAR
FOREIGN(APPOINTMENT)	APT_ID	VARCHAR
Key	COMPLAINT_TYPE	VARCHAR
Key	COMPLAINT	VARCHAR
Key	CS_FEEDBACK(1-5)	INT
Key	STATUS	VARCHAR
Key	COMPLAINT_DATE	DATE

WORKS

FOREIGN(APPOINTMENT)	APT_ID	VARCHAR
PRIMARY	PAYMENT_ID	VARCHAR
Key	AMT_CHARGED	INT
Key	SERVICE_RATING(1-5)	INT
Key	FEEDBACK	VARCHAR
Key	STATUS	VARCHAR

USER —1:1———0:*— APPOINTMENTS —0:*———1:1— SERVICE PROVIDER

APPOINTMENTS —1:1———1:1— WORKS COMPLETED —1:1———0:*— ISSUE LOG

LIMITATIONS OF THE SYSTEM

- Service provider may not be in the desired area.

- Service provider may reject the appointment.

- User cancels for request for job when service provider reaches destination.

- Service provider leaves the work half done.

- Application available on in one language.

- Only for iOS and android users.

- User needs to have Credit/Debit card

FUTURE SCOPE & CONCLUSION

- Expanding to different markets

- Introducing widely spoken languages

- Cash payment option

- Made available on different platforms

- Coming up with own database instead of parse.com