

## **Sayyara**

### **Software Engineering SFWRENG4G06 Capstone Group 31**

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Sayyara is a web application designed for the automotive service industry. It is an application that is designed for both customers as well as shop owners and their employees in mind. Scheduling an appointment with an automotive shop can be time-consuming for both a customer and a shop. There is a need for a solution to make the process more well-defined, more automated, and more efficient. Additionally, while there are other automotive service applications on the market, they do not offer the vast features that the Sayyara application provides to both customers and shops. Many of these applications tend to focus on offering specific services or only allow specific types of automotive shops. The Sayyara application combines all these features into one platform, eliminating the need for a customer to browse through multiple different websites and Google searches to find the results they are looking for.

Sayyara strives to provide shops with a seamless experience to advertise their services to potential customers, regardless of what services they offer, as well as allow these shops to manage their employees, quotes, appointments, and work orders, all in one application. Sayyara also strives to ensure the customer can easily discover potential shops that provide the services their vehicle needs or allows them to discover nearby shops that they can send their vehicle issues to. Shops can read and reply to these issues in the form of a quote request that the customer has the option to either accept or reject. Once a customer accepts a quote from a shop they have submitted their request to, the shop is able to assign an appointment based on the customer's availability as well as the shop employees' availability.

While Sayyara does offer many valuable features for both customers and shops alike, it has room for improvement in future iterations of the application. One major feature the team would like to implement is a review system similar to Google Reviews. While a shop may have its services advertised on Sayyara, it can be difficult to tell if the shop is reputable without any reviews as evidence. Adding a review system for each shop and allowing customers who have had work done by said shop to leave a review allows for shops to gain more clientele as customers are more likely to request quotes from shops that have high reviews from other verified customers. The team would also like to expand upon the compatibility of the application, allowing the application to be used on various different types of mobile devices.

Sayyara is an important application for the automotive service industry, because currently, there is no application like it. A lot of automotive shops still deal with these processes manually, and it can be time-consuming and frustrating. Having an application like Sayyara be able to do the heavy lifting for them would save a lot of time and would allow for shops to gain more traction through customers that are able to easily see these shops advertised on the application.