ONLINE HOME SERVICE WEB-APPLICATION

(By SEMESTER – V of III Year M.Sc.(CA & IT) 2022-23)

SUBMITTED BY :-

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Group ID: - 85

Name of Company: Shivaay Soft

Date of submission: 2022

Submitted To

K.S. SCHOOL OF BUSINESS MANAGEMENT M.Sc.(CA & IT)

M.Sc. Computer Application and Information Technology

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Shivaay Soft

This is to certify that Limbani Darshana Rajnikant has Scussessfully completed analysis and design of the project on Online Home Service under me. This work is original and has not submitted elsewhere.

Shivaay Soft

Signed by Project Guide
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Designation: CTO
Date: 29 November, 2022

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This is to certify that Bhuva Pratixa Pravinbhai has Scussessfully completed analysis and design of the project on Online Home Service under me. This work is original and has not submitted elsewhere.

Shivaay Soft

Signed by Project Guide
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Designation: CTO
Date: 29 November, 2022

Acknowledgement

We extend sincere to our college K S school of business management, our respected faculties for giving us the golden opportunity to work on the project of ONLINE HOME SERVICES by providing us their precious time, deep and valuable knowledge to make a project-a success.

We extend our warm thanks to our project guide Mrs. Vaibhavi Bharvad for his guidance and constant encouragement throughout the semester by providing their valuable time, advices for various problems whenever we needed for deciding the objectives of our reports.

We extend our grateful thanks to Mr. Chirag Khunt, Owner of Shivaay Soft, for providing us the opportunity to develop website based on ONLINE HOME SERVICES.

Finally, we express our thanks to our Parents, God, and all the staff members who helped directly or indirectly in our project.

<div align="right">

Ms. Darshana Limbani

Ms. Hardi Desai

Ms. Pratixa Bhuva

</div>

Contents

1. Introduction

1.1 Organization Profile

Company Name	Shivaay Soft
Mentor Name	Mr. Chirag Khunt
Address	Polaris Mall, Surat
Contact Number	+91 8000699391
Website	www.shivaaysoft.com

1.2 System Details

1.2.1 Existing System

PROCESS DISCRIPTION
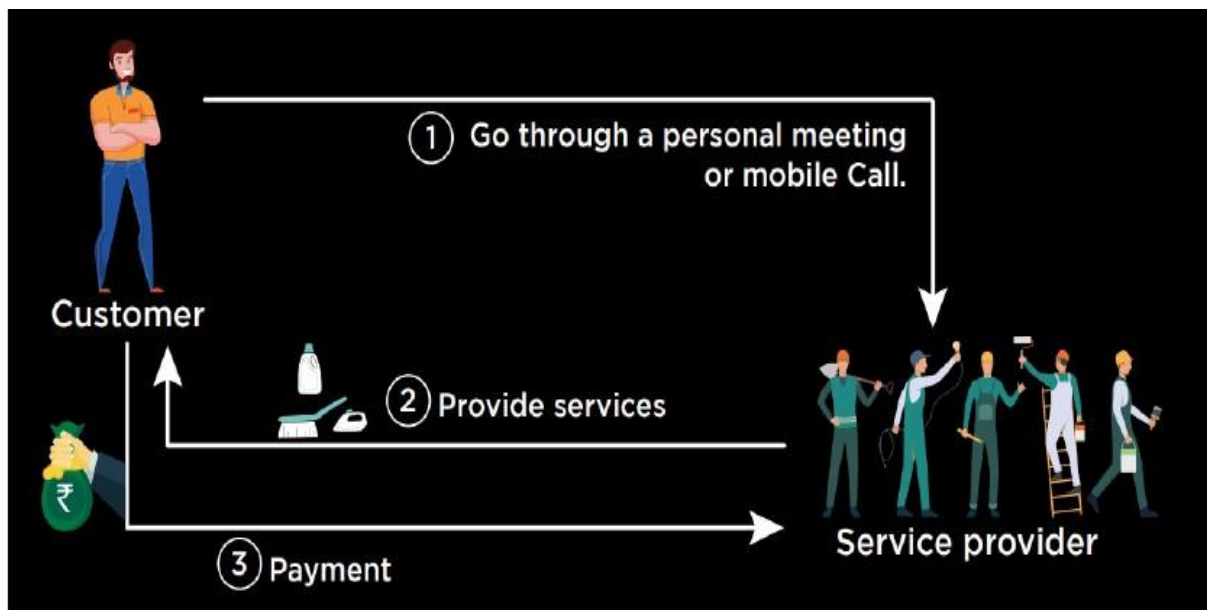
We have observed following limitations in existing system:

- Existing system is offline.
- Difficult to manage records.
- No time limit for service to be provided.
- No guaranteed service.
- 24 hours service is not available.

- No security.
- Service record stored in register.
- After meeting with customer, service provider provides service & customer make payment.
- Difficult for customer to find any service in emergency at any time or place.

1.2.2 Proposed System

A system where all service providers can register themselves and create their profile to reach a wide range of customers. Customers will directly contact the service providers without any mediator.

So, our proposed system will overcome the limitations of existing system with following features :-

- House hold services are easily available.
- To provide house hold services at any time.
- Easy online payment.
- Saving of time.
- Avail house hold services through web-application.
- Customer can book service online instead of finding manually.
- Customer can view and give, review to service provider & vice versa.
- Customers will get a chance to choose the service provider.
- Admin manage customer & service provider.

1.3 Scope Of System

➢ Our system is developed for a particular city. So, we'll modify our web-app to avail for more cities in future.
➢ We'll add map navigation feature in the future. So that service provider can reach customer's home easily.

1.4 Objectives

We often get frustrated while taking the appointment of service provider because there are many chances of problems, like the service provider is busy at somewhere else or he is not receiving our call or his cost is very high according to problem. So in this project we will remove this headache.

The main aim of the project is to provide an easy to use web-application for services provided to customer.

2. Proposed System Requirement Gathering

2.1 Stakeholders Of System

1. ADMIN

Admin deals with the system operation.

Admin manage the functionalities of system like managing inquires, managing the service provider, managing charges, booking services, service category, customers.

2. SERVICE PROVIDER

Service provider is the user of the system which offers there services to the customers.

Service provider can manage their services in the system, view customer details and requests for home services, manage booking services and can view feedback of customers of their services and showcase their service category and experience to the customers.

3. CUSTOMER

Customer is the user of the system which uses the functionalities and services provided by the system.

A customer can view service category and service provider details. He/she can request for an appointment and can give there feedback on the Service provider services.

4. VISITOR

Visitor is also the user of the system that visits the system without getting registered into the system.

Visitor can view service category, service provider's details and feedback.

2.2 Requirement Gathering Technique Used

OBSERVATION

Here, we are gathering the requirements by using Observation techniques in our system.

By observing users, an analyst can identify a process flow, steps, pain points and opportunities for improvement.

In offline system, service provider either got a call from customers through references or through the advertisement. Thus, they get less number of customers. So, an online platform is required where service provider can showcase their skill and experience and get a wider range of customers.

2.3 Consolidated List of Requirements

- For making it easy to get the home services to customers where they will get different options of service provider.
- Service provider will be providing different home services like plumbing, cleaning, painting, packing, etc. Online appointment can be booked using the system.
- Customers can get the services they are in need of.
- Customers can pay for the services through online payment option.
- Customers can also view their appointment status.
- They can also provide their valuable feedback of the home services of the service provider, they used.
- Service provider can view the details of the user.
- Service provider can also view the payment status and feedback provided by the customer.

2.4 Project Definition

- We are making a web based application of online home services.
- It provides services by providing professional service specialists at your doorstep in one click.
- It is a system where all service providers can register themselves and create their profile to reach a wide range of customers.
- Customers will directly contact the service providers without any mediator.
- Customers will select their service provider they needed.
- Due to which user will be able to save a lot of time.

3. System Management And Planning

3.1 Feasibility study

3.1.1 Technical study

➢ Online home service system is a web based application. The main technologies and tools which are going to be used in online home service are as follows:-

- HTML, CSS
- JavaScript
- PHP
- Apache
- XAMPP
- MySQL
- Diagram tool :- Draw.io

➢ Each of these technologies is freely available and the skills required are manageable. Time limitation of the product development and the ease of implementing using these technologies are synchronized.

➢ The project uses the existing technology and works with any window's OS.

➢ The project does not rely on any of the third party and has a geographical limit.

3.1.2 Economical Study

The economic feasibility study evaluates the cost of the software development against income or benefits gets from the developed system.

➢ The System will follow the freeware standards. No cost will be charged from the potential customers.

➢ We are going to use open source technologies so no cost will be incurred in the development process.
➢ As records for booking will be online, paper cost will be saved.
➢ Future updates will be integrated into the system at no cost.
➢ So, we can say that our system is economically feasible.

3.1.3 Operational Study

Operational feasibility study tests the operational scope of the system to be developed. It checks that if the system can actually be useful when implemented or not.

➢ Our system is very easy to use without any training.
➢ Our system is going to be developed by keeping in mind the Service providers and customers.
➢ The planning includes all stakeholders for the development of the system. So the system will be user friendly for all its stakeholders.
➢ Thus, our system is operationally feasible and secured.

3.2 Hardware/Software Requirement

• Client Side Requirement:-

Hardware Requirement:

Processor	Minimum Core i5 or Higher
RAM	Minimum 2 GB or Higher
Hard Disk	Minimum 200 MB or Higher

Software Requirement:-

OS	Minimum windows 8 or Higher
Browser	Mozilla v65.02 or Chrome v73.0.3683.86

Server Side Requirement:-

Hardware Requirement:-

Processor	Minimum Core i5 or Higher
RAM	Minimum 4 GB or Higher
Hard Disk	Minimum 500 MB or Higher

Software Requirements :-

OS	Minimum Windows 7 or Higher
Server	Apache Tomcat
Database	MySQL

3.3 System Planning

3.3.1 Work breakdown Structure

```
                          ┌────────────────────────┐
                          │  Online Home Service   │
                          └────────────────────────┘
```

Online Home Service

Ch.1: Introduction	Ch.2: Processed System Requirement	Ch.3: System management and planning	Ch.4: System analysis and planning
1.1 Organization profile	2.1 Stakeholder of system	3.1 feasibility study	4.1 UML (unified modelling language)
1.2 System Details	2.2 Requirement gathering technique used	3.2 Hardware Software requirements	4.2 System flow diagram
1.3 Scope of System	2.3 consolidated list of requirements	3.3 System planning	4.3 Data dictionary
1.4 Objectives	2.4 Project definition	3.4 Process model	4.4 User interface
			4.5 System navigation

3.3.2 Gantt Chart

Task		September	October	November	December	January	February	March	April
1. Starting of Project									
	Defination Submission								
	Approval of Submission								
2. Requirement Gathering									
	Defining Stakeholders								
	Interview								
	Scope of System								
3. Planning									
	Analyzing Requirements								
	Feasibility Study								
4. System Design									
	UML Diagrams								
	System Flow Diagram								
	User Interface								
	System Navigation								
5. Development [Coding]									
6. Testing and Implementation									

3.4 Process Model

- ➢ Each iteration passes through the requirements, design, coding and testing phases. And each subsequent release of the system adds function to the previous release until all designed functionality has been implemented.
- ➢ This model is more flexible – less costly to change scope and requirements.
- ➢ It is easier to test and debug during a smaller iteration.
- ➢ In this model customer can respond to each built.
- ➢ Lowers initial delivery cost.
- ➢ This process model helps to manage technical risks.
- ➢ Initial product delivery is faster.

4. System Analysis and planning

4.1 UML (Unified Modeling Language)

4.1.1 Use Case Diagrams

4.1.2 Activity Diagram

Login
(User & Service Provider)

ADMIN

Service Provider

```
              ●

              │
              ▼
      ┌─────────────────┐
      │  View Service   │
      └─────────────────┘
              │
              ▼
      ┌─────────────────┐
      │  View Pending   │◄──────────────┐
      │    Services     │               │
      └─────────────────┘               │
              │                         │
              ▼                         │
           ╱       ╲        No   ┌──────────────────┐
          ╱ Confirm ╲──────────► │   Check new      │
          ╲         ╱            │ Pending Services │
           ╲       ╱             └──────────────────┘
              │
          Yes │
              ▼
      ┌─────────────────┐
      │ Provide Service │
      └─────────────────┘
              │
              ▼
              ◉
```

Customer

4.1.3 Sequence Diagram

Customer
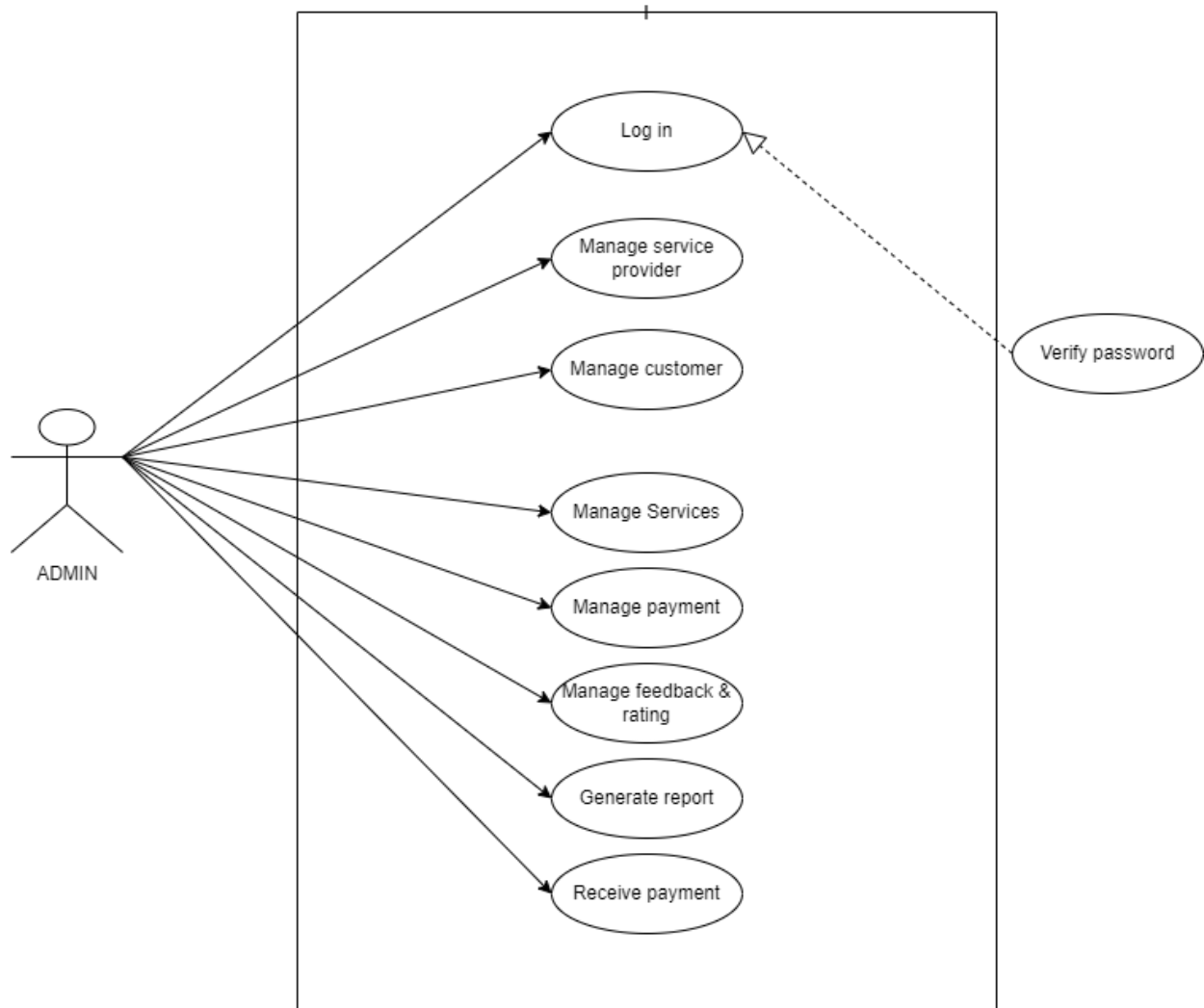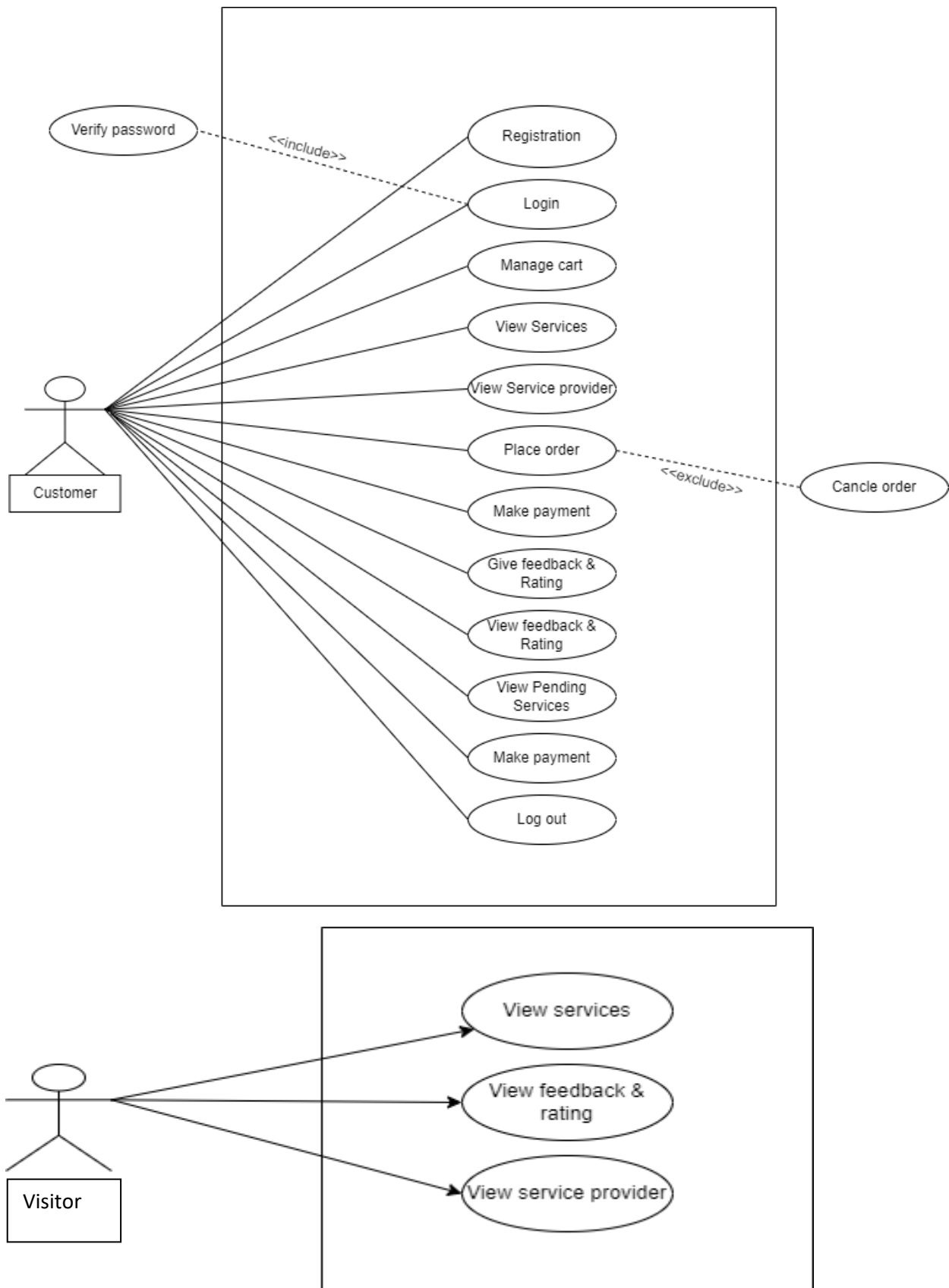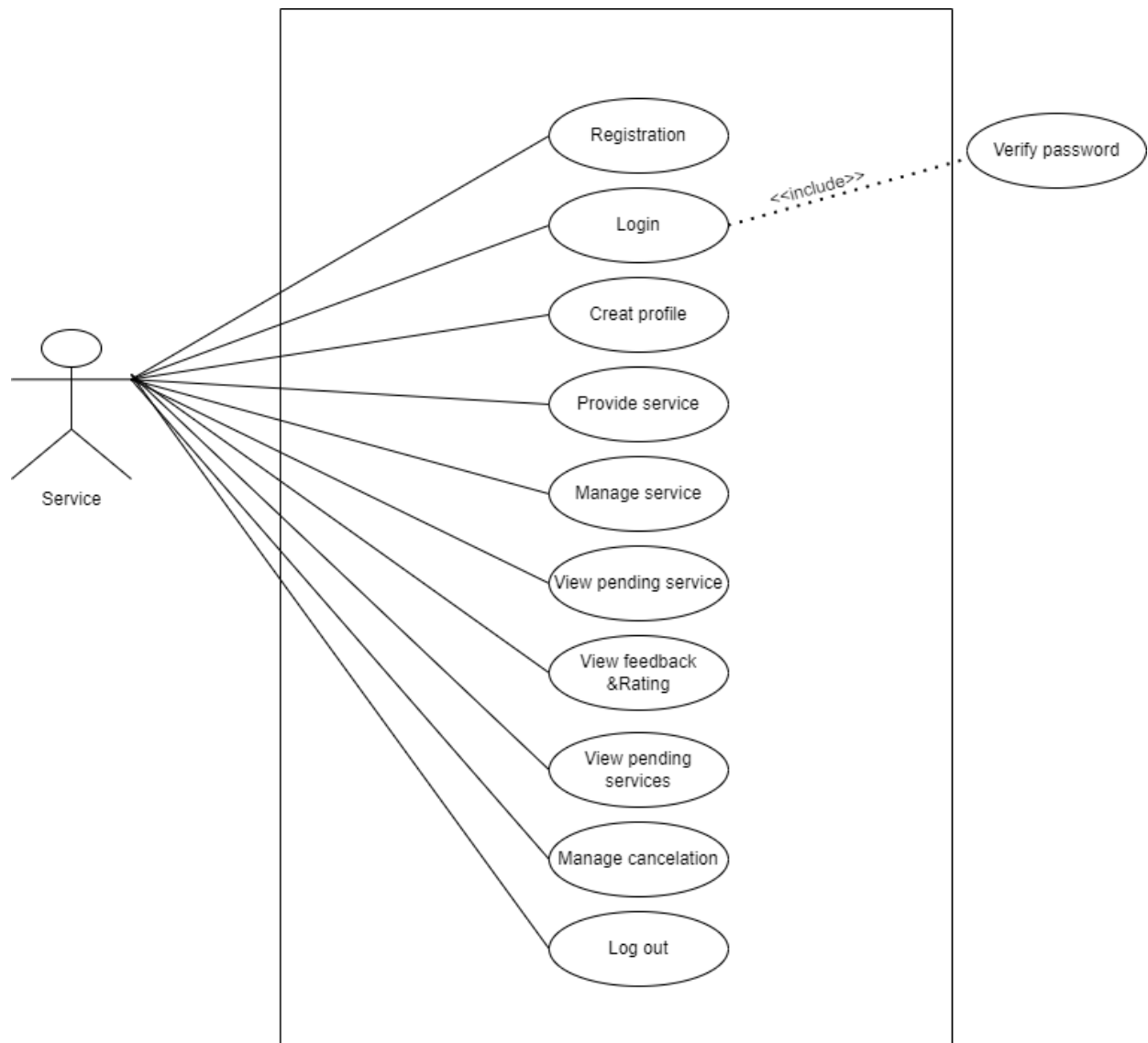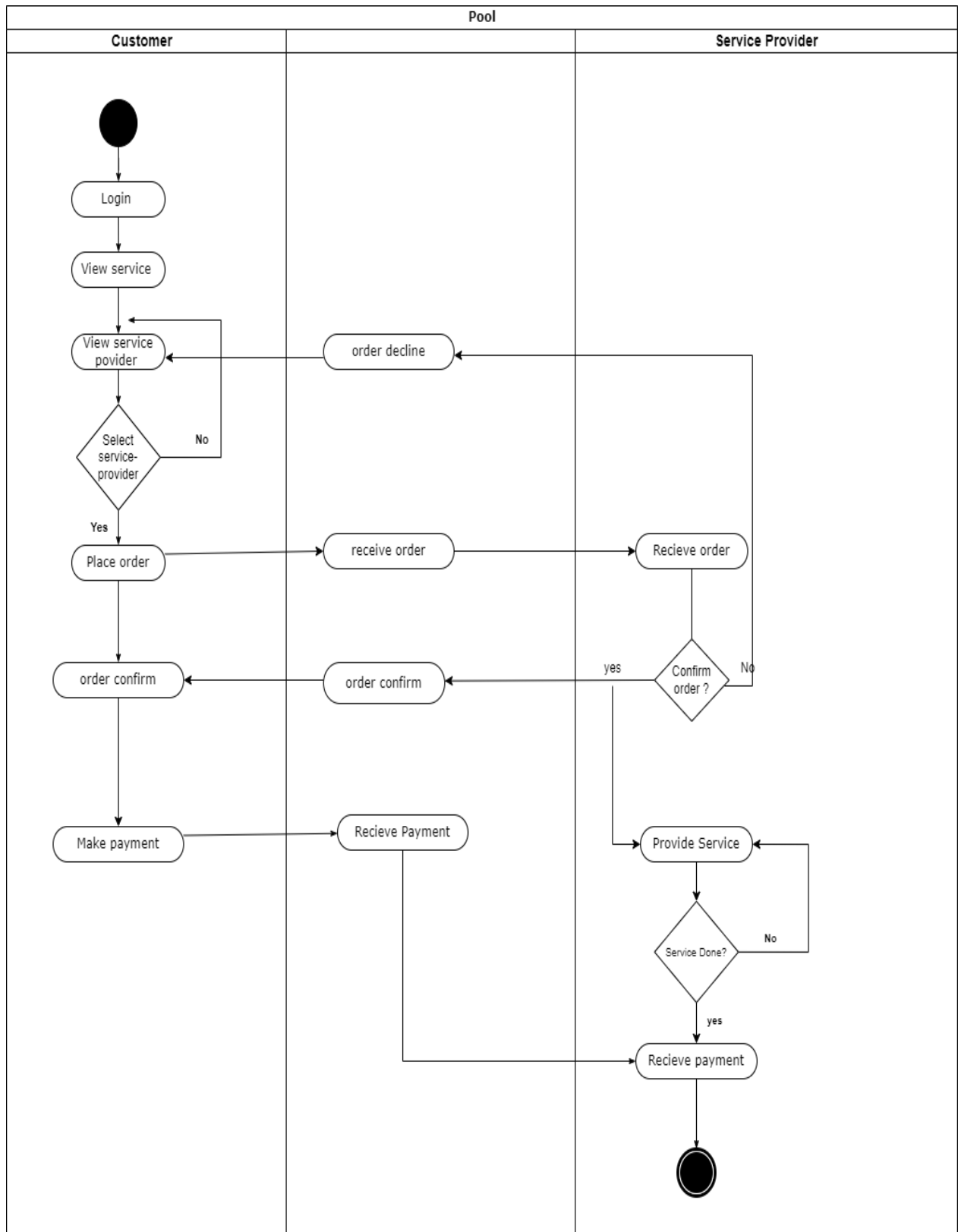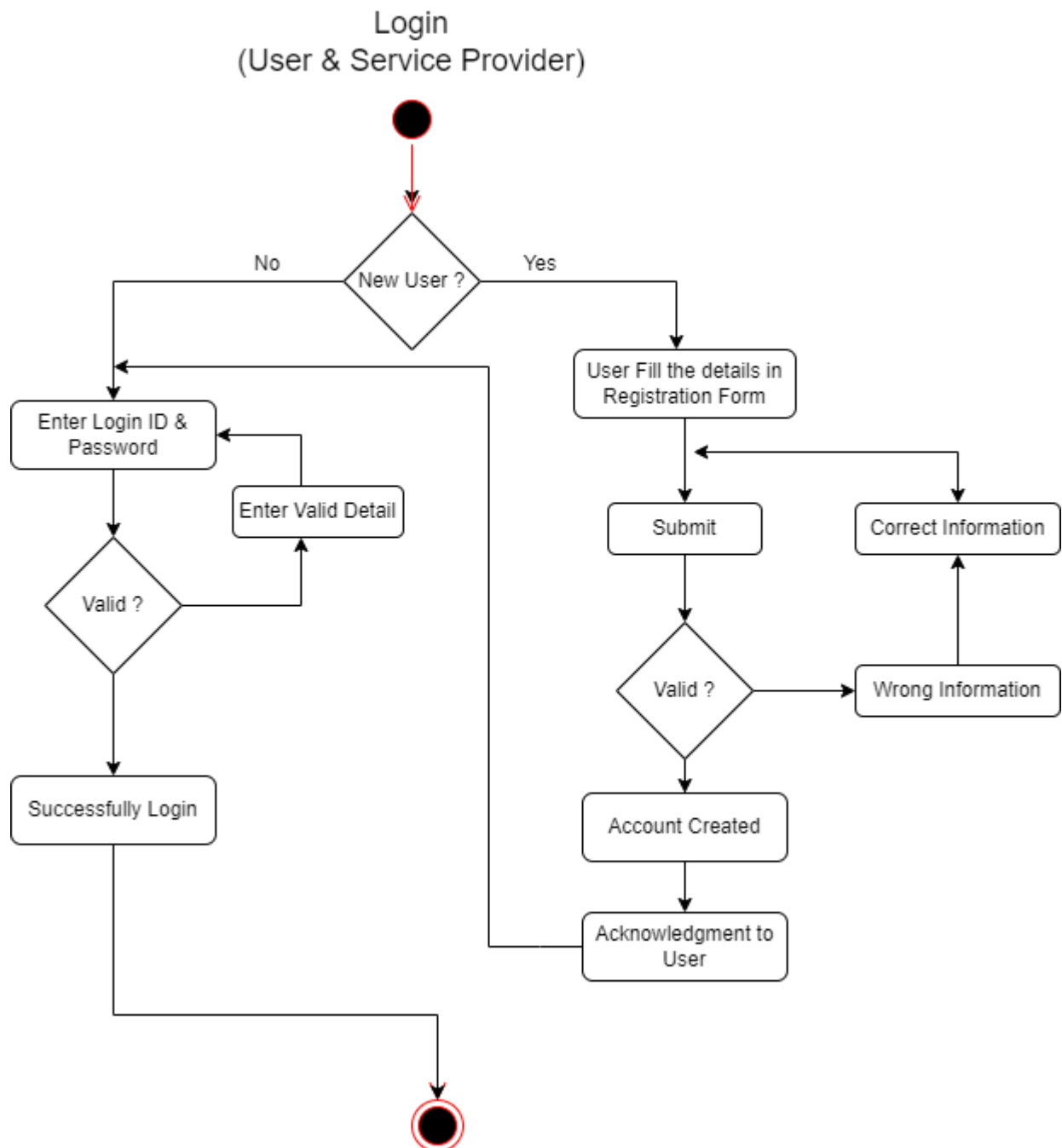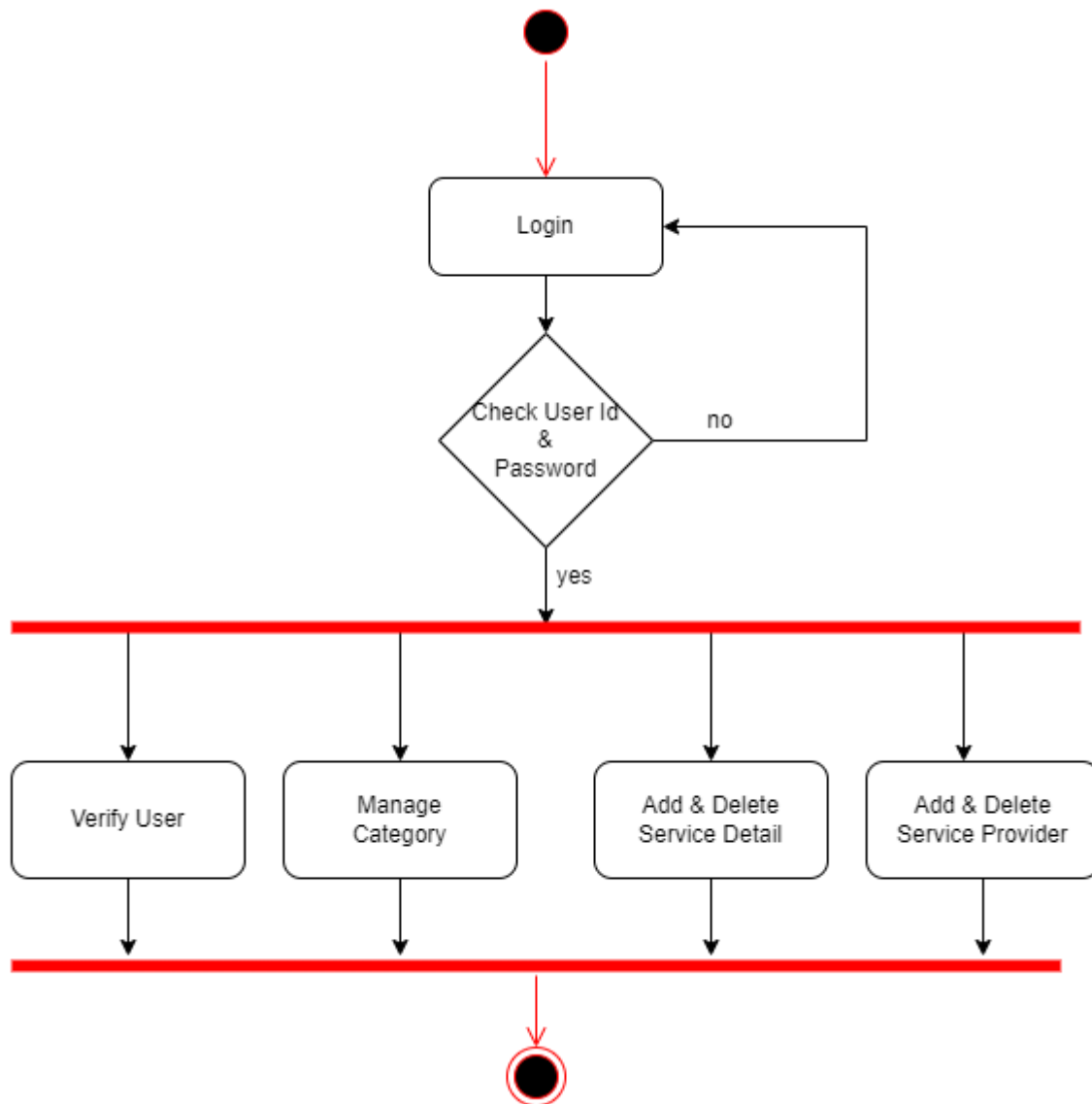
Service Provider
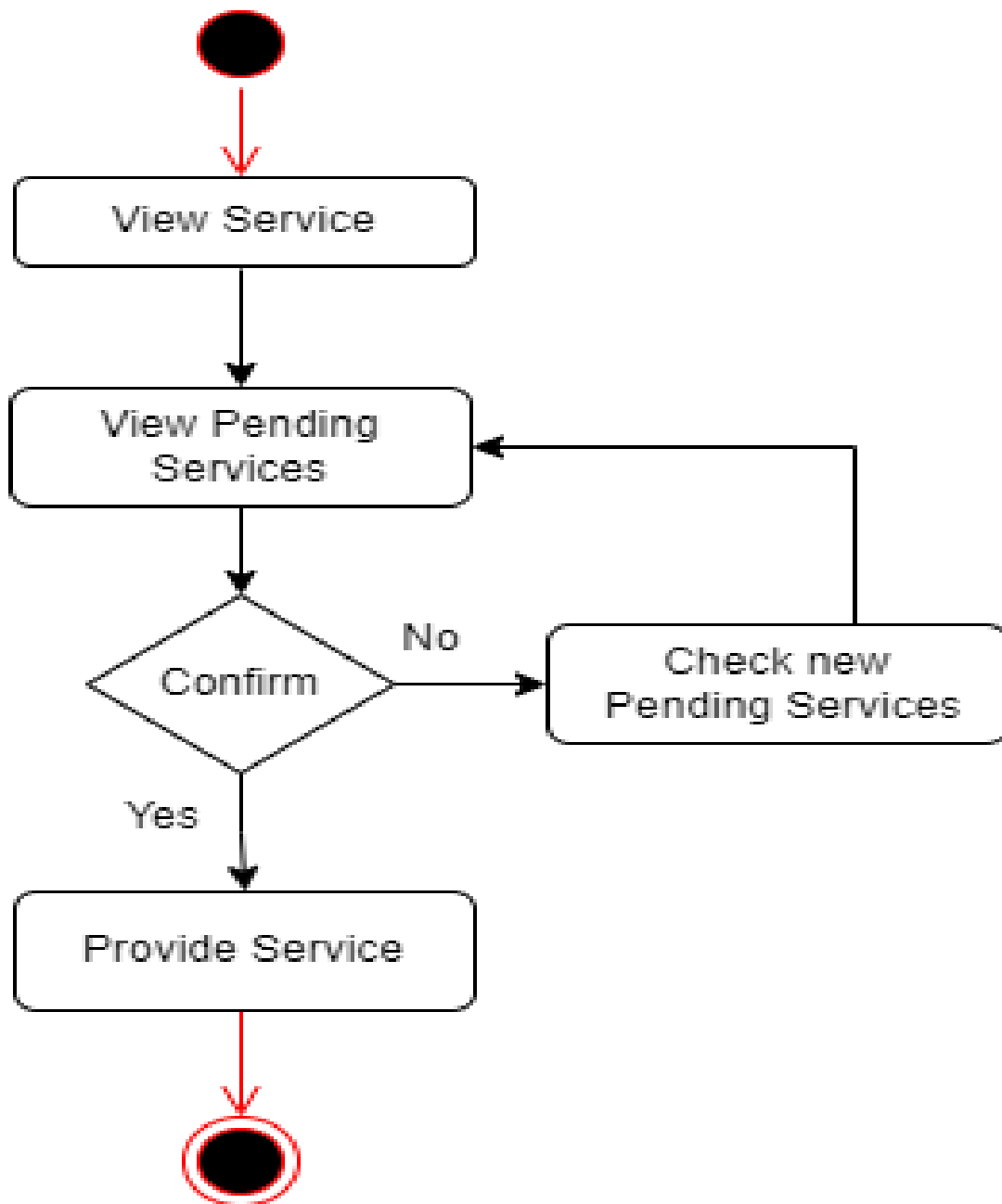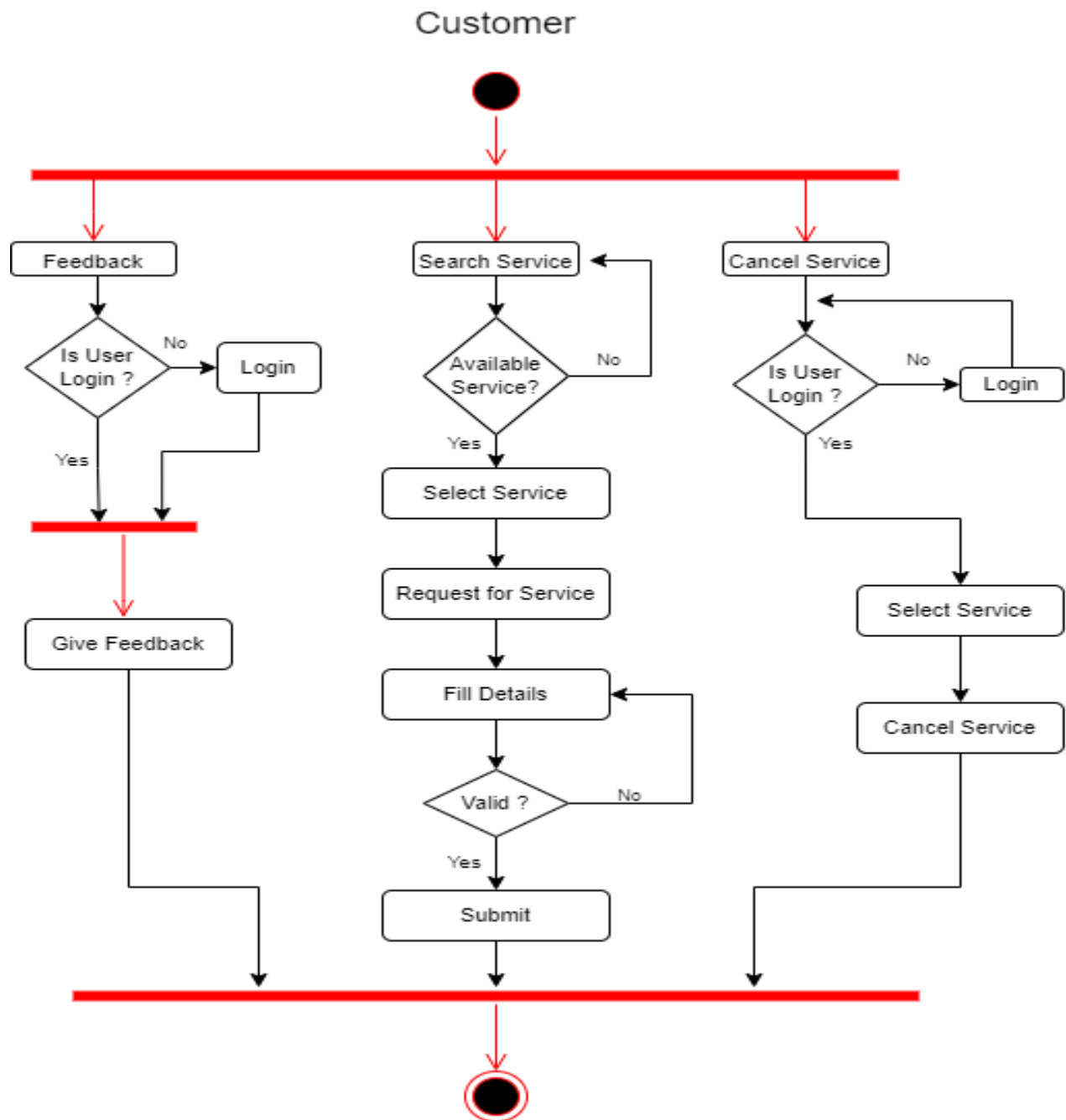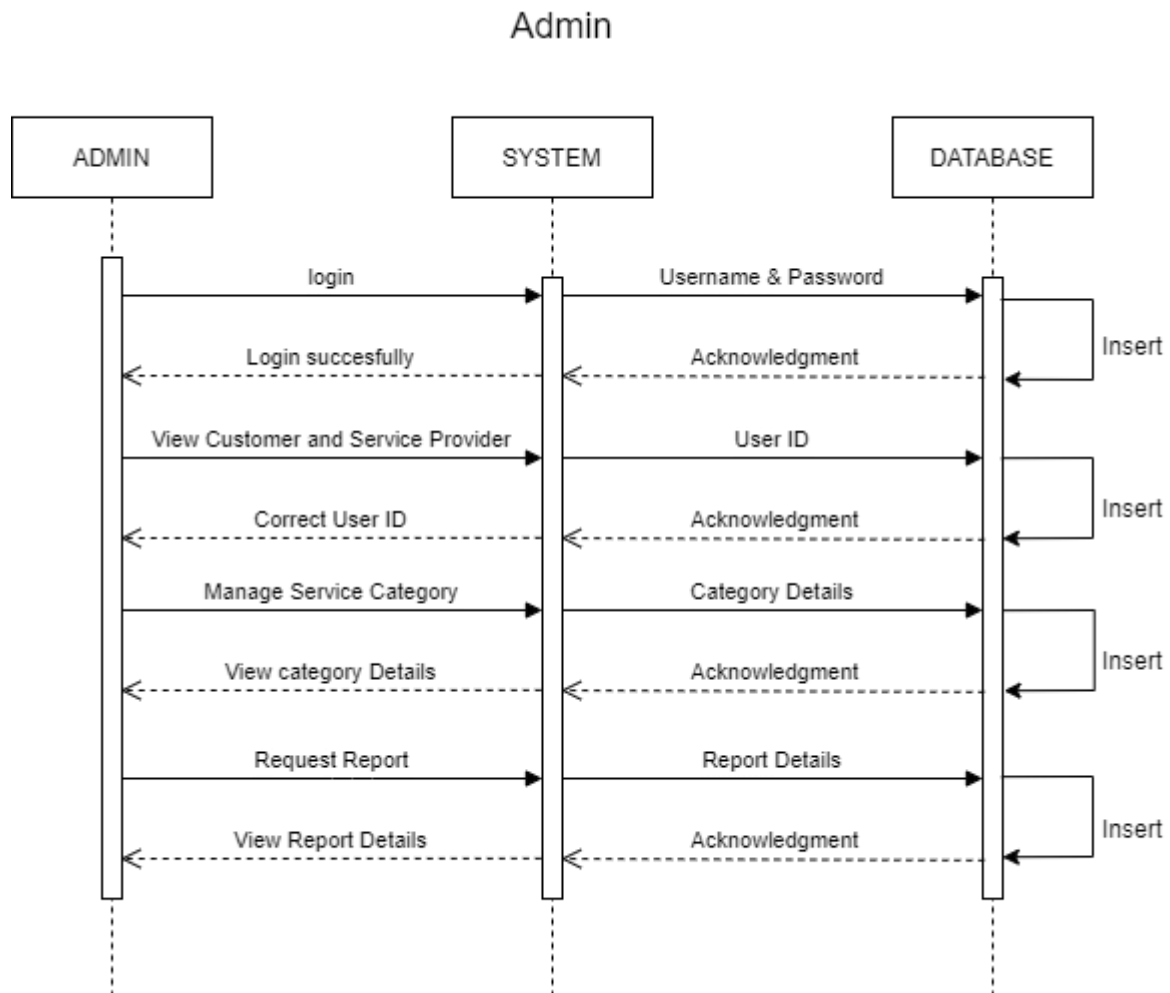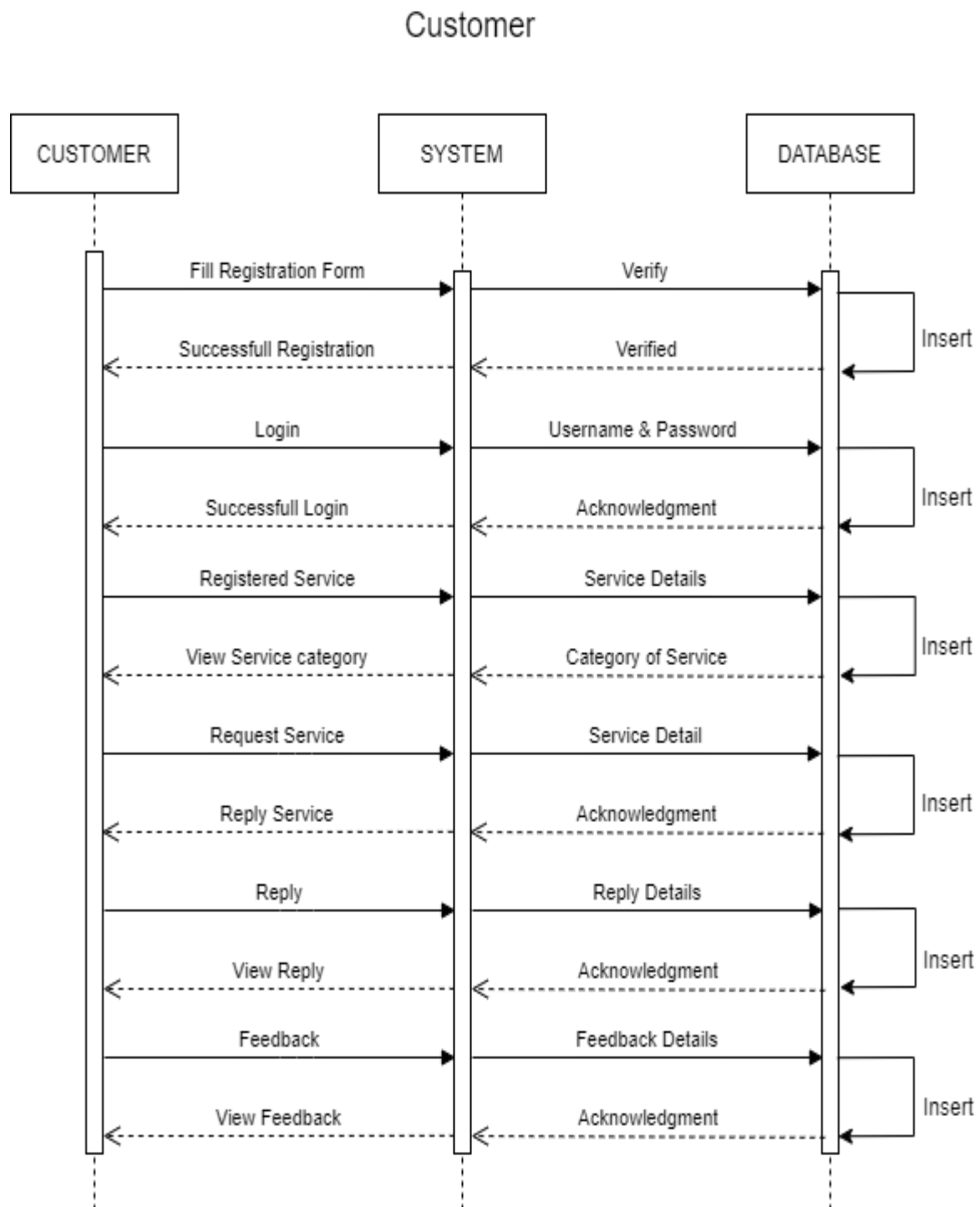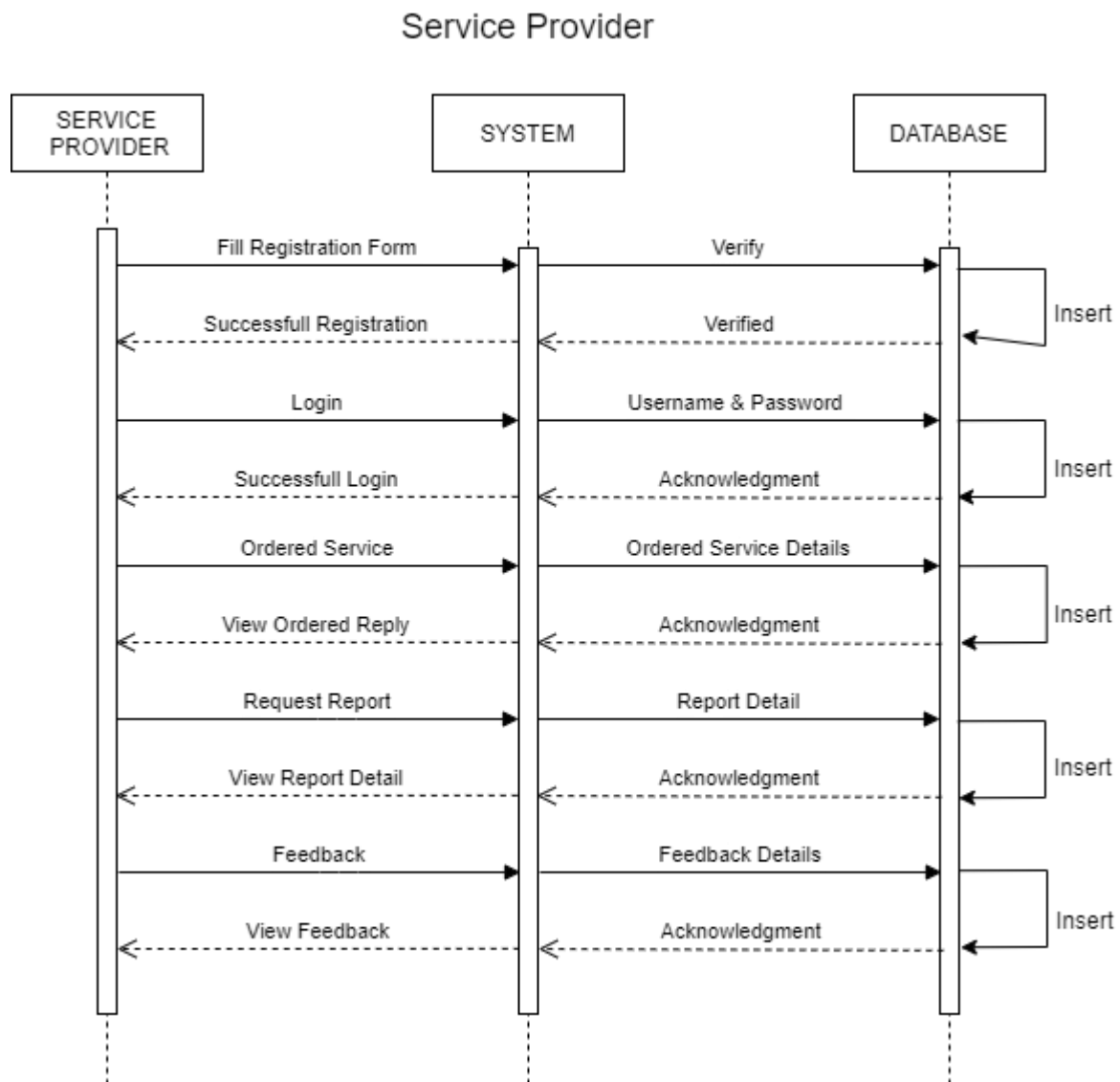
4.1.4 Class Diagram
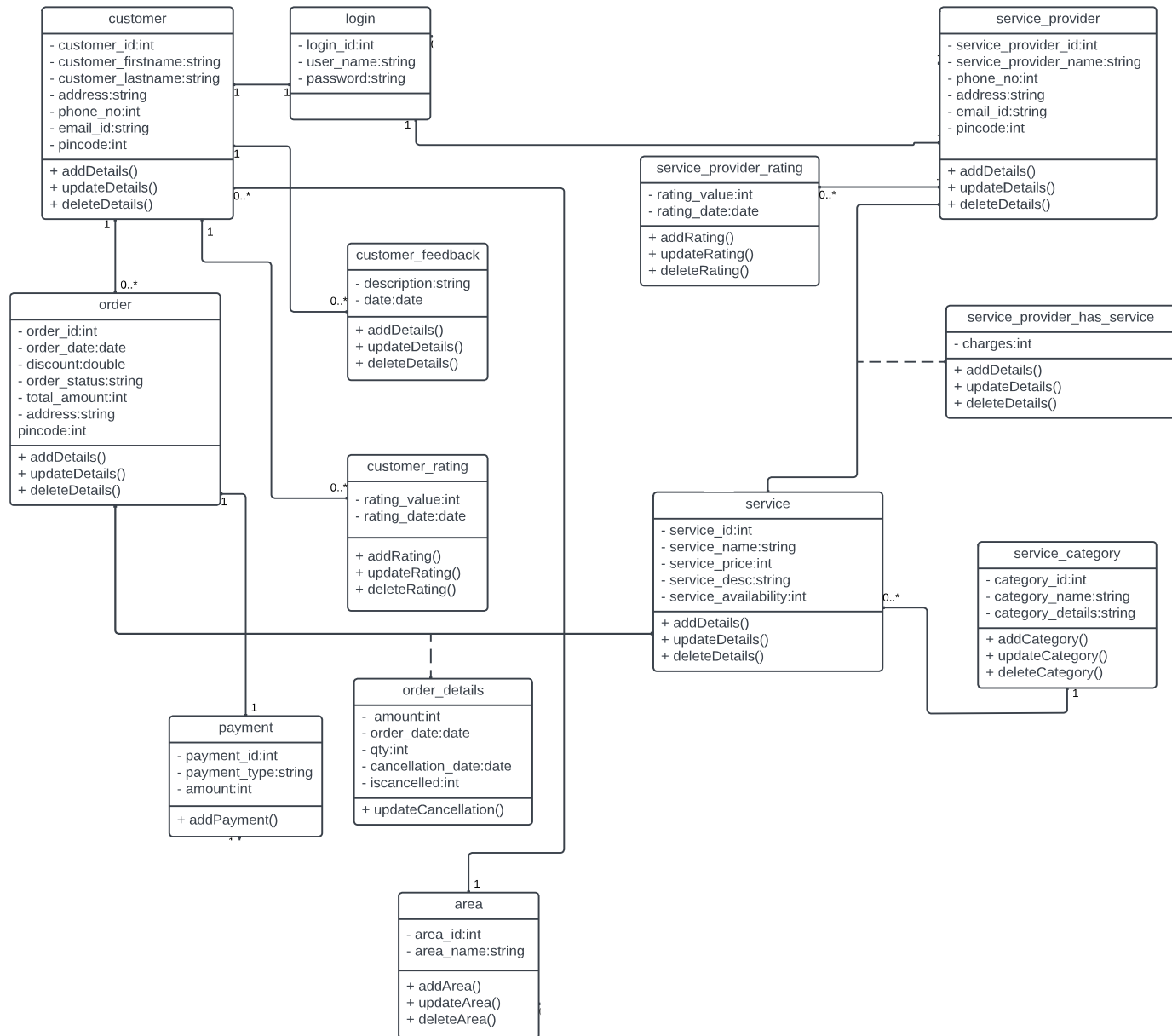
4.2 System flow Diagram
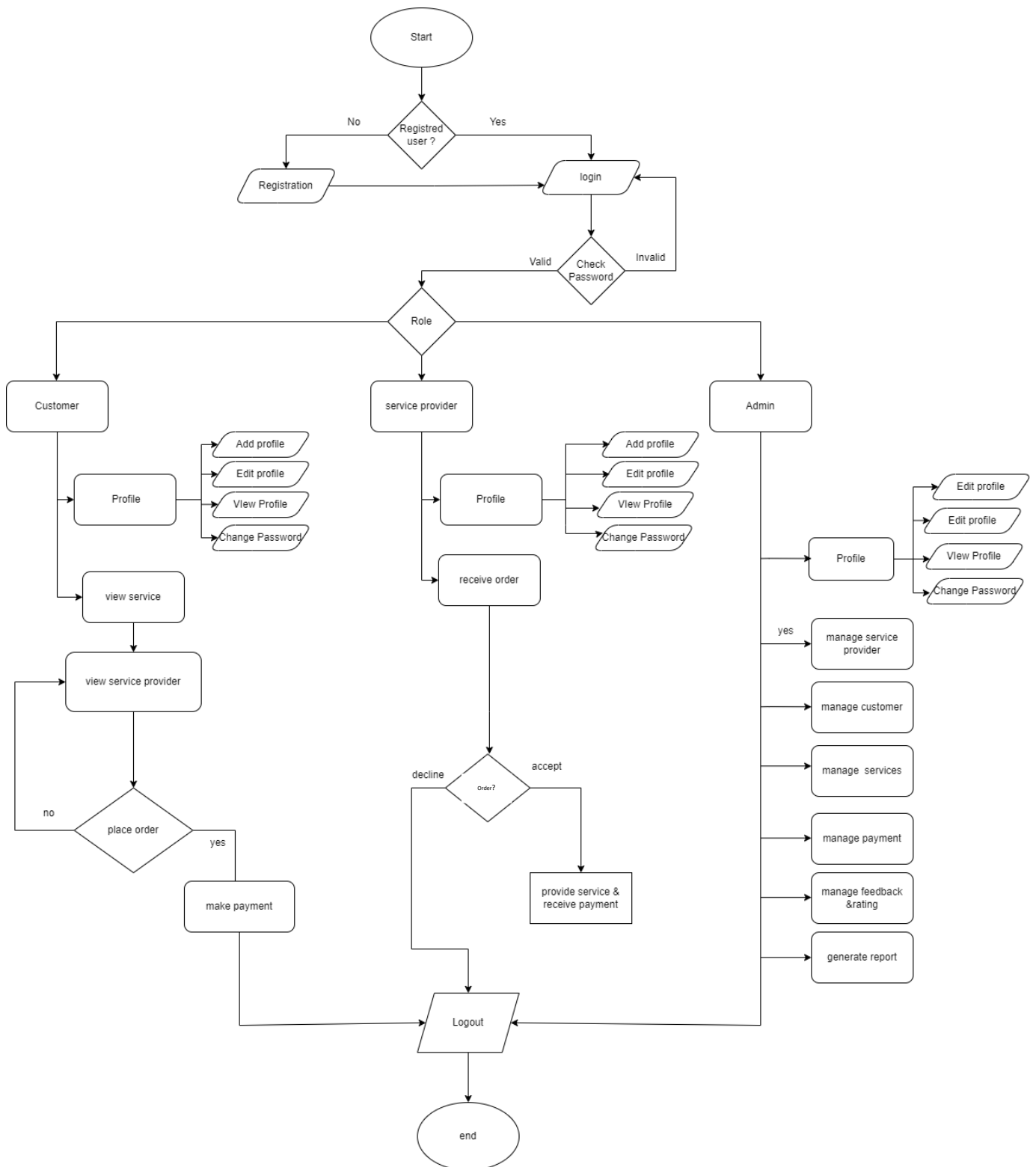
4.3 Data Dictionary

Login

Field name	Data type	Contraints	Description
Login_id	Integer	Primary key	Id of login
User_name	Varchar(45)	Not null	Name of user
Password	Varchar(45)	Not null	Password of user
Role_id	Integer	Foreign key	Id of role

Area

Field name	Data type	Constraints	Description
Area_id	Integer	Primary key	Id of area
Area_name	Varchar(45)	Not null	Name of area
City_id	Integer	Foreign key	Id of city

Customer

Field name	Data type	Constraints	Description
Customer_id	Integer	Primary key	Id of customer
Login_id	Integer	Foreign key	Id of login
Area_id	Integer	Foreign key	Id of area
Customer_first-name	Varchar(30)	Not null	Customer firstname
Customer_last-name	Varchar(30)	Not null	Customer lastname
Address	Varchar(50)	Not null	Customer address
Phone_no	Integer	Not null	Phone no of customer
Email_id	Varchar(45)	Not null	Email of customer
Pincode	Interger	Not null	Pincode of customer

Service_category

Field name	Data type	Constraints	Description
ServiceCategory_id	Integer	Primary key	Id of service category
ServiceCategory_ name	Varchar(45)	Not null	Name of category
ServiceCategory_ datails	Varchar(45)	Not null	Details of category

Service provider

Field name	Data type	Constraints	Description
ServiceProvider_id	Integer	Primary key	Id of service-provider
Service_id	Integer	Foreign key	Id of service
Login_id	Integer	Foreign key	Id of login
Area_id	Integer	Foreign ley	Name of service-provider
ServiceProvider_name	Varchar(45)	Not null	Name of service-provider
Phone_no	Integer	Not null	Phone_no of service provider
Address	Varchar(250)	Not null	Address of service-provider
Email_id	Varhar(45)	Not null	Email of service-provider
Pincode	Integer	Not null	Pincode of service-provider

Service

Field name	Data type	Constraints	Description
Service_id	Integer	Primary key	Id of service
Service_name	Varchar(45)	Not null	Name of service
Service_price	Integer	Not null	Price of service
ServiceProvide_id	Integer	Foreign key	Id of service-provider
Service_availibility	Integer	Not null	Availibity of service
Service_description	Varchar(300)	Not null	Description of service
ServiceCategory_id	Integer	Foreign key	Id of service category
Service_availability	Integer	Not null	Availability of service

Order

Field name	Data type	Constraints	Description
Order_id	Integer	Primary key	Id of order
serviceProvicer_id	Integer	Foreign key	Id of service-provider
Customer_id	Integer	Foreign key	Id of customer
Order_date	Date	Not null	Date of order
Discount	Float	Not null	Order discount
Order_status	Varchar(45)	Not null	Order status
Total_amount	Integer	Not null	Total amount of order
Address	Varchar(100)	Not null	Address of delivery
Pincode	Integer	Not null	Pincode of address

Order_details

Field name	Data type	Constraints	Description
Service_id	Integer	Primary key	Id of service
ServiceProvider_id	Integer	Primary key	Id of service-provider
Order_id	Integer	Foreign key	Id of order
Amount	Integer	Not null	Amount of order
Order_date	Date	Not null	Date of order
Qty	Integer	Not null	Quantity of order
Cancellation_date	Date	Not null	Date of cancellation
Iscancelled	Integer	Not null	Status of cancellation

Service_provider_has_service

Field name	Data type	Constraints	Description
ServiceProvider_id	Integer	Primary key	Id of service-provider
Service_id	Integer	Primary key	Id of service
Charges	Integer	Not null	Charges of services

Customer_feedback

Field name	Data type	Constraints	Description
Customer_id	Integer	Foreign key	Id of customer
ServiceProvider_id	Integer	Foreign key	Id of service-provider
Description	Varchar(45)	Not null	Description of feedback
Date	Date	Not null	Date of feedback

Service_provider_rating

Field name	Data type	Constraints	Description
Customer_id	Integer	Foreign key	Id of customer
ServiceProvider_id	Integer	Foreign key	Id of service-provider
Rating_value	Integer	Not null	Value of rating
Rating_Date	Date	Not null	Date of rating

Customer_rating

Field name	Data type	Constraints	Description
Customer_id	Integer	Foreign key	Id of customer
ServiceProvider_id	Integer	Foreign key	Id of service-provider
Rating_value	Integer	Not null	Value of rating
Rating_Date	Date	Not null	Date of rating

Payment

Field name	Data type	Constraints	Description
Payment_id	Integer	Primary key	Id of payment
Order_id	Integer	Foreign key	Id of order
Amount	Integer	Not null	Amount of payment

4.4 User Interface

| Logo | **Online Home Service** | | HOME | LOGIN | CONTACT |

REGISTRATION

Name

Mobile

Email

Password

City

Address

Experience

ID Proof

Photo Of Selected ID Proof

| Choose file |

Work Type

Upload Your Picture

| Choose file |

| Register |

| Logo | **Online Home Service** | | | HOME | LOGIN | CONTACT |

REGISTRATION

Name

Mobile

Email

Password

City
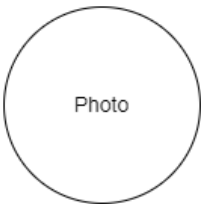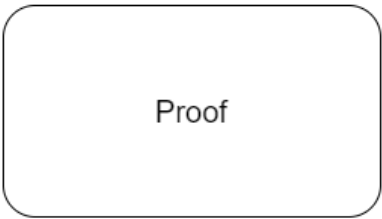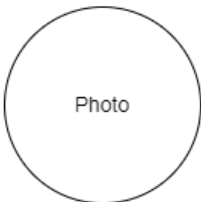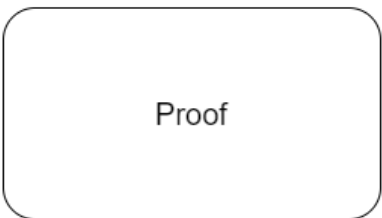
Address

Upload Your Picture

Choose file

Register

| Logo | **Online Home Service** | | | Home | Registration | Login |

Contact Us

Name

Email

Number

Comment/Query

Submit

Email

Number

Address

Link................

| Logo | **Online Home Service** | | | Home Registration Contact |

Login

Email

Pasword

Login

| Logo | **Online Home Service** | | | HOME REGISTRATION LOGIN CONTACT |

Name

Mobile No:-
Experience:-
Address:-
Work:-

Photo

Book Now

Proof

Name

Mobile No:-
Experience:-
Address:-
Work:-

Photo

Book Now

Proof

Booking Form

Name

Mobile

Address

Home's Google Map Address Link

Date

Days

Hours

Book Now

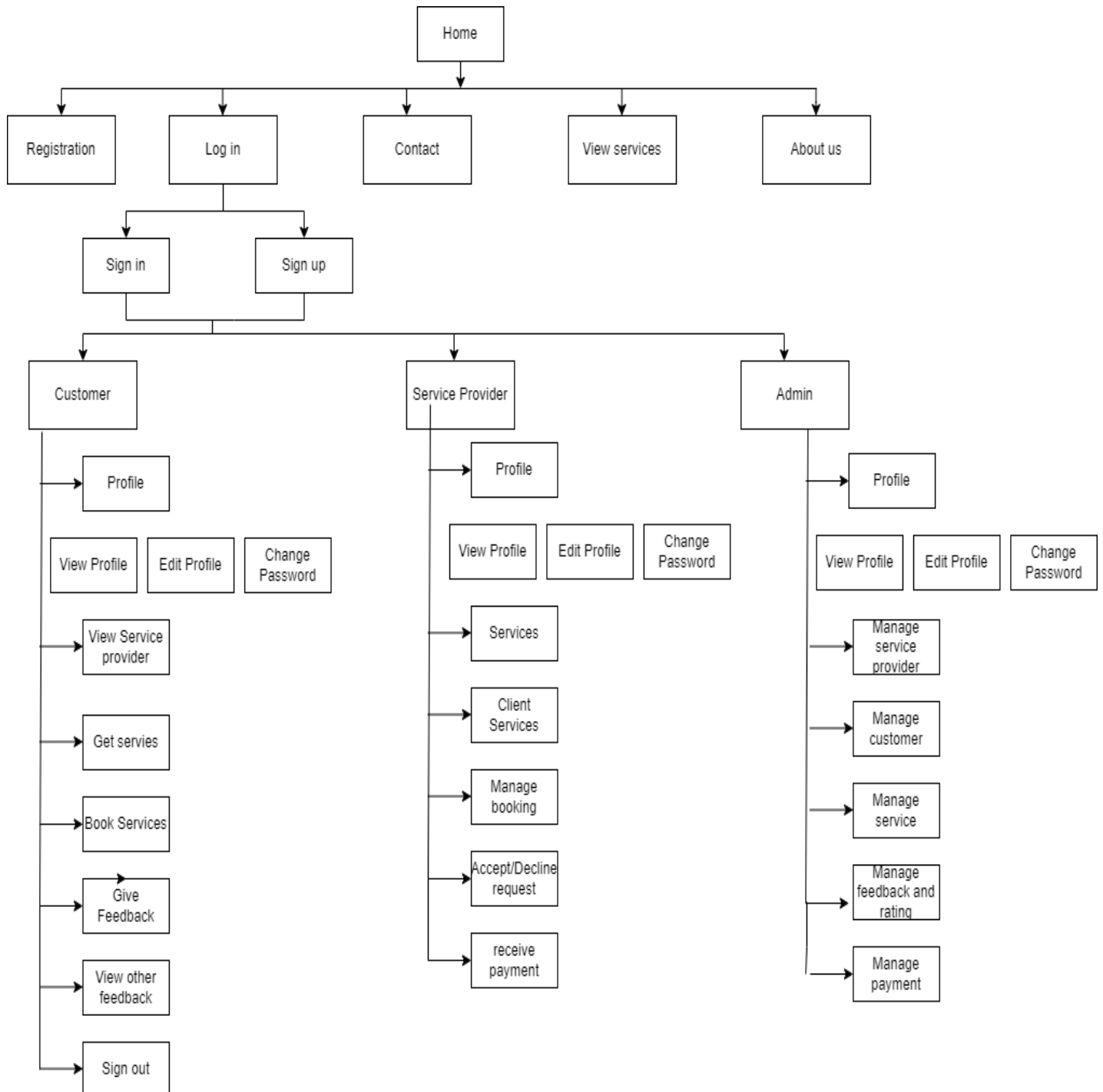**Online Home Service**

Home   Registration   Login   Contact

Photo

Name

Log Out

My Bookings

Name	Contact Number	Address	Date	Days	Hours	Booking
Hardi	7965236859	abc	30-07-2022	5	6 to 9	Booked
Darshana	8523654123	thtr	05-08-2022	30	1 to 2	Pending
Pratixa	9685321456	xyz	26-12-2022	25	4 to 5	Confirm

4.5 System Navigation

4.6 Limitations

- Our web-application supports only one language, i.e., English. Other languages are not supported.
- Our web-application is for one city only.
- Cash payment is not allowed.

4.7 Bibliography

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