

Community-Based Local Services Platform

CS346 - Software Engineering Lab Assignment 3 - Group 1A

User Documentation

1. Introduction:

Brief overview of the Community-Based Local Services Platform.

The Community-Based Local Services Platform is a comprehensive solution designed to streamline the process of scheduling appointments between customers and service providers that offer the various services like interior design, furniture and house pent. Platform revolutionizes appointment scheduling by integrating community reviews to help customers choose the best service providers. With a streamlined interface, customers can effortlessly book appointments, while personalized recommendations ensure they find the perfect match. The platform's built-in chat feature fosters seamless communication between customers and service providers, facilitating clarifications and enhancing the overall experience.

Purpose of the software.

The purpose of the software is to facilitate the connection between users seeking local services and service providers within their community. It serves as a platform where users can easily find, evaluate, and book service providers for various needs, such as interior design, painting, event styling, and more.

Target audience.

1. Service Providers This software caters to service providers who offer services such as interior design, painting, event styling, and other related services. They can

create profiles showcasing their expertise, qualifications, and services, and manage bookings and communications with clients through the platform.

2. **Users Seeking Local Services** These are individuals or businesses looking for local service providers for various needs. They can use the platform to search for service providers based on location, service type, ratings, and reviews, and book appointments directly through the platform.

2. Getting Started:

Installation instructions

Since the application is distributed as an executable file, there is no formal installation process required. Follow these steps to run the software:

1. Download the executable file provided.
2. Place the executable file in a convenient location on your computer.

System requirements

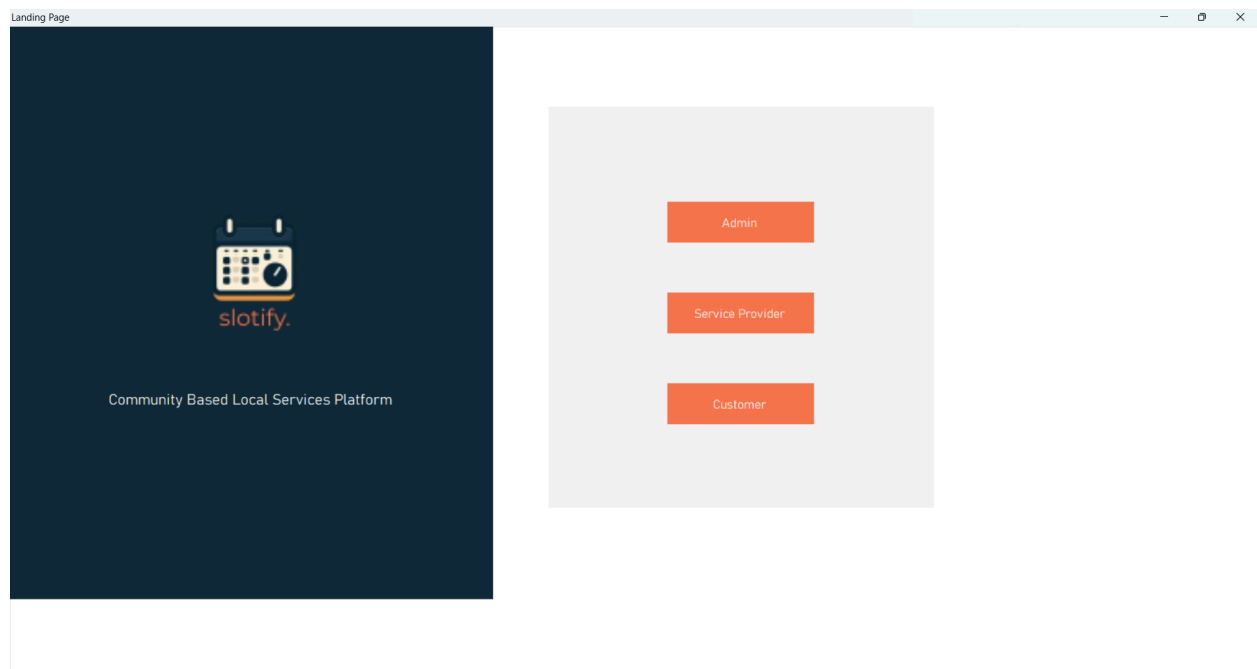
To run the Academic Section Management System, ensure your system meets the following requirements:

- a. **Operating System:** Windows 7 or later.
- b. **Processor:** Intel Core i3 or equivalent.
- c. **RAM:** 4 GB minimum.
- d. **Storage:** Sufficient free space for storing the executable file and any necessary data files.
- e. **Internet Connection:** Required for accessing the MariaDb SQL online database.

Login process

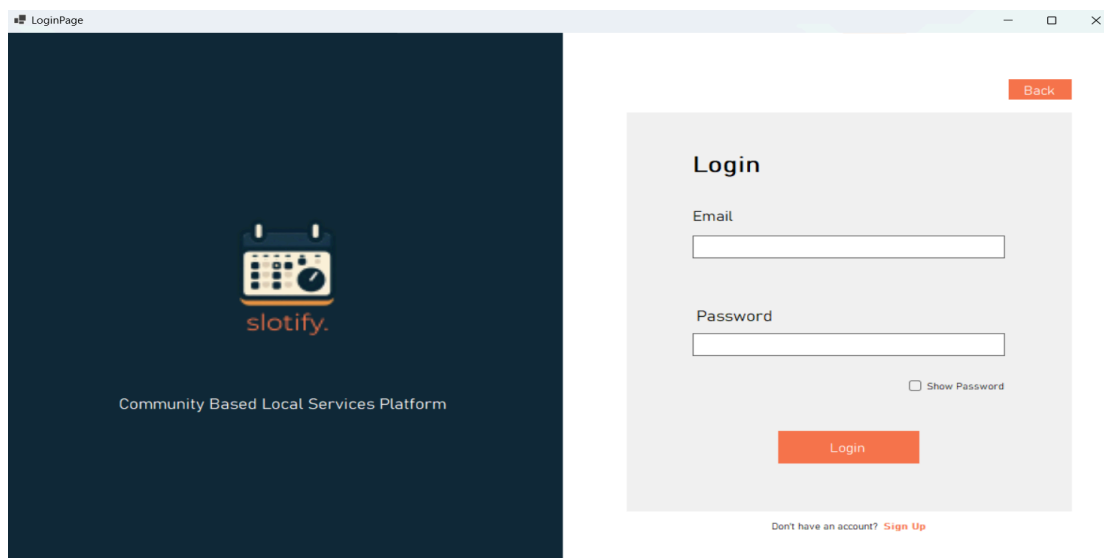
1. Launch the application by double-clicking the executable file.
2. Upon opening, you will be directed to the landing page.

Landing Page



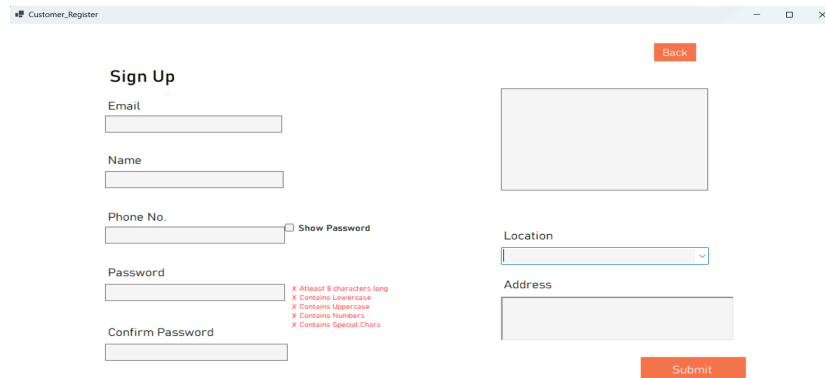
1. On the landing page you have to choose your role whether you are a service provider, customer or admin.
2. Once you choose your role you will be directed to the login page.
3. If you are already signed up, proceed to login.
4. If you are a new user, you must sign up first.

Login page



User Sign Up

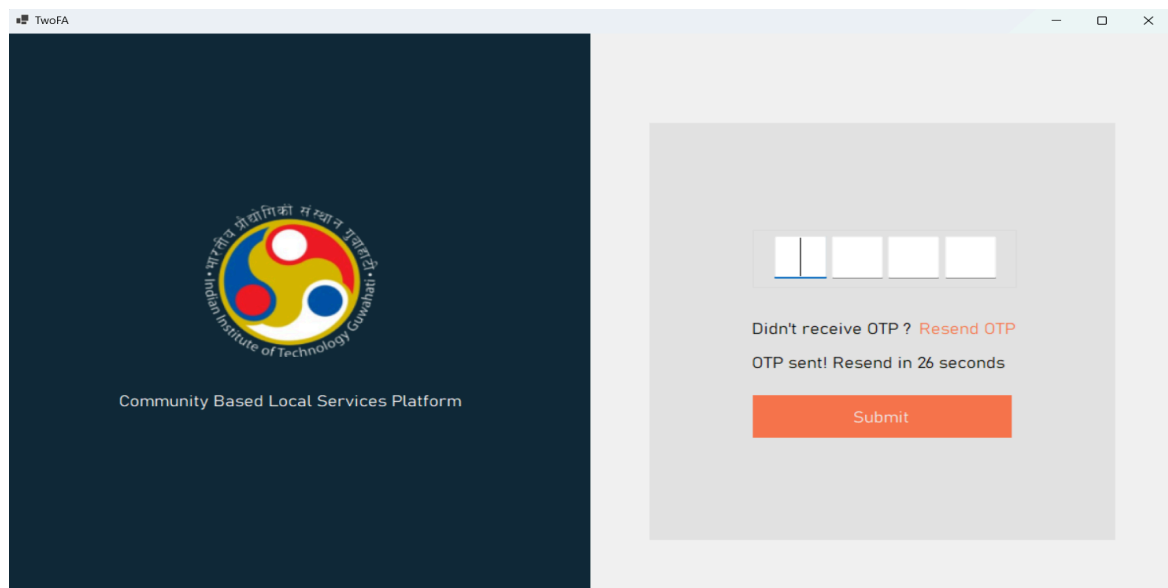
1. Click on the "sign up" button to initiate the registration process.
2. Fill out the required information, including name, email, and password.
3. After completing the registration form, submit your details.



The screenshot shows a web browser window titled "Customer_Register". The page has a "Sign Up" heading. On the left, there are input fields for "Email", "Name", "Phone No.", "Password", and "Confirm Password". A "Show Password" checkbox is next to the "Password" field. To the right of the "Phone No." field, there are four red error messages: "X Atleast 8 characters long", "X Contains Lowercase", "X Contains Uppercase", and "X Contains Numbers". To the right of the "Password" field, there is a "Location" dropdown menu and an "Address" input field. A "Back" button is at the top right, and a "Submit" button is at the bottom right.

Approval Process

1. Once you submit the registration form you will receive the OTP and you will be directed to the OTP verification page.
2. Fill the OTP that you get and you will be signed up.
3. On successful sign up, you can proceed to log in using your email, and password.



The screenshot shows a web browser window titled "TwoFA". The page has a dark blue background with a logo in the center. The logo is a circular emblem with a yellow and red design, surrounded by text in Nepali and English. Below the logo, it says "Community Based Local Services Platform". On the right side, there is a light gray box containing an OTP input field with four white boxes. Below the input field, it says "Didn't receive OTP ? Resend OTP" and "OTP sent! Resend in 26 seconds". A "Submit" button is at the bottom of the box.

Login

1. Enter your email and password in the respective fields.
2. Click on the "Login" button to access the system.

Note: If you encounter any issues during the registration or login process, please contact the system administrator for assistance.

3. User Interface Overview:

Description of main features

The user interface of the Community Based Service Platform is designed to provide intuitive access to its key features. The main features include:

1. **Landing Page:** The landing page where users are greeted, choose their role and prompted to login or register.
2. **Login/Sign up:** Options for existing users to log in and new users to sign up for access.
3. **Home page:** Upon logging in, users are presented with a homepage providing information about trending services, most trusted service providers and searching space for a service(for customer).
4. **Navigation bar:** The upper navigation bar provides access to various modules and functionalities of the system.

Navigation Guide

1. To access different features and functionalities, use the navigation menu located at the top of the application window.
2. Click on the corresponding menu items to navigate to specific modules or pages within the system.
3. Use buttons, links, and input fields as indicated on each page to interact with the system and perform tasks.

4. Functionality:

Upon successful login, users will have access to the following functionalities:Customer

For the service provider side you will see a similar page with the same navigation bar. To update your profile details click on the Profile option in the navigation bar.

The screenshot shows a web application interface for a customer. At the top, there is a dark blue navigation bar with the following elements: a 'Notifications' bell icon, a 'Home' link (underlined), 'Appointments', 'Profile', 'Queries', and a 'Logout' button. Below the navigation bar, the main content area is divided into two sections. On the left is a search filter sidebar, and on the right are two horizontal sliders. The search filter sidebar includes a search input field, a 'Service Types' section with buttons for Plumbing, Electrician, House, Gardening, Painting, and Carpet, a 'Price' section with 'Min' and 'Max' input fields, a 'Location' dropdown menu, a 'Rating' section with a 0-5 scale, and a 'Search' button. The 'Most Trusted Service Providers' slider shows three providers: Jasprit, Virat Kohli, and Shubman, each with a profile picture and a green checkmark icon. The 'Trending Services' slider shows three services: Gardening, plumbing, and House, each with a representative image and a green checkmark icon.

Customer

Notifications

Home Appointments Profile Queries Logout

Service Types

Plumbing Electrician House

Gardening Painting Carpet

Price

Min Max

Location

Rating

0 1 2 3 4 5

Search

Most Trusted Service Providers

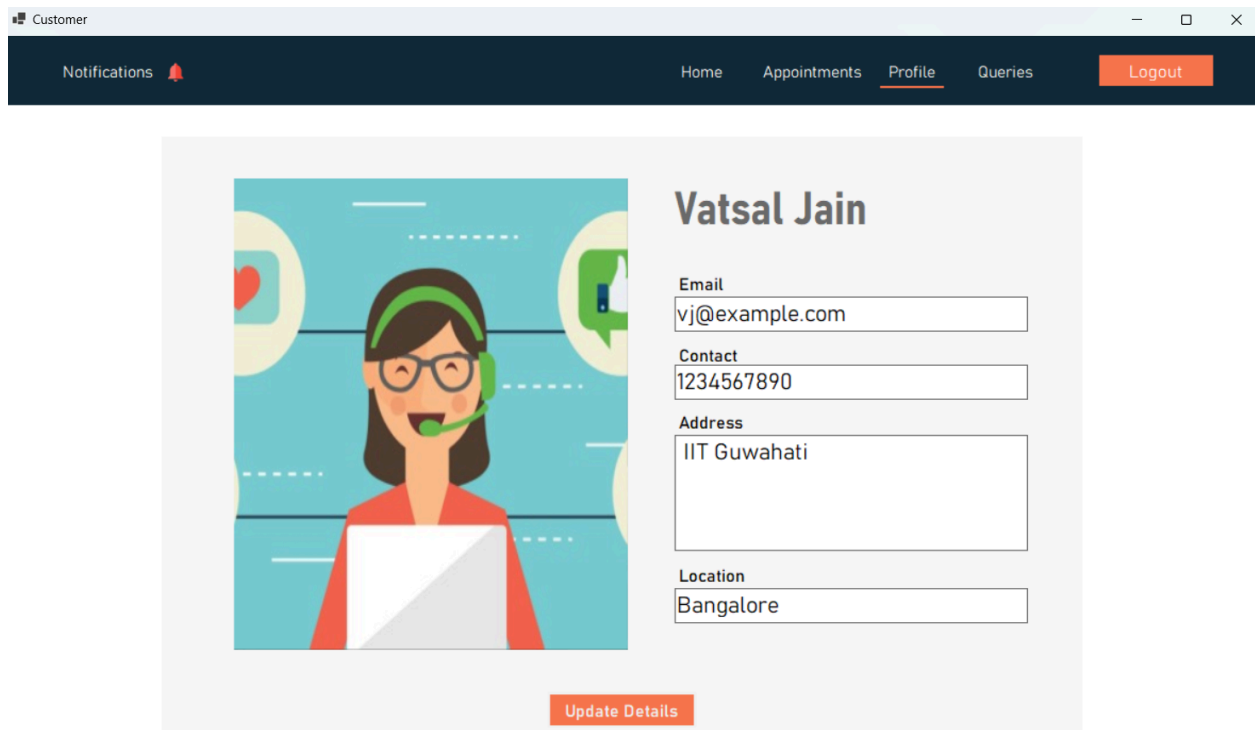
Jasprit Virat Kohli Shubman

Trending Services


Gardening plumbing House

1. To update the profile photo or details click on the “Profile” option in the navigation bar.
2. After that you will be directed to the profile update page.


Profile details and profile photo update steps



Customer

Notifications 

Home Appointments Profile Queries [Logout](#)



Vatsal Jain

Email
vj@example.com

Contact
1234567890

Address
IIT Guwahati

Location
Bangalore

[Update Details](#)

Step 1: Click Upload photo

Step 2: Select the photos from the File Dialogue box that opens and click open to upload the photo.

Step 3: Update the details and

Step 4: Click on Update Details to update all your details.

5. For the Administrator:

Functionality Overview

1. Home Page:

- On the home page, you can find a table of 6 latest queries that the different users have. These queries can be opened for full details using the “View” button beside each query.
- You can see some requests for registrations by different service providers as well as the names of the registered service providers.
- Click the “See All” besides any of the 3 sections to expand.

2. All Queries

- a. You can see all the queries raised by the different users including the resolved ones.
 - b. You can click “View” and reply to any query as well as resolve and delete them.
 - c. This pops up a new window where all the details of the query are mentioned. You get a text box where you can add comments and reply to the query and mark it as resolved or delete it.
 - d. The user will be notified of any action like reply, resolve, or delete.
3. Registration Requests:
- a. You can see the details of new service providers who have applied to be a part of the platform.
 - b. You can verify these details and accept or reject the request of the service provider.
 - c. The following information is provided for each service provider:
 - i. Service Provider's Name
 - ii. Profile photo of the service provider.
 - iii. Location, Contact, and Experience Details of each service provider.
 - iv. The starting and ending times of services provided by the service providers.
 - v. Description provided by the service provider of itself.
 - vi. A button to either accept or reject the Registration request.
4. All service providers:
- a. This page shows the details of all the currently registered service providers for the reference of the admin.

6. Troubleshooting:

Common issues and their solutions

Login Issues:

Issue: Unable to login due to incorrect username or password.

Solution: Verify the entered credentials and ensure they are correct. Verify that the correct user type is selected.

Performance Issues:

Issue: Slow response time or lagging while navigating through the application.

Solution: Check internet connectivity.

Data Entry Errors:

Issue: Errors encountered while entering or updating data.

Solution: Double-check the entered information for accuracy. Review input requirements and formats. Seek guidance from administrators or refer to user documentation for data entry guidelines.

System Errors or Crashes:

Issue: Application crashes or displays error messages unexpectedly.

Solution: Restart the application and try again.

7. Frequently Asked Questions (FAQs):

1. **How do I register for access to the Community Based Service Platform?**
 - To register, click on the "Sign up" button on the Login page and fill out the registration form with your details. Once submitted, you will get an OTP , enter it in the OTP page and you will be registered.
2. **How can I view my appointments ?**
 - To view all your appointments, log in to the system and navigate to the "Appointments". You will find a list of your appointments along with the corresponding information like appointment id, slot, service category , status, and service provider name.
3. **Is there a mobile app available for the Community Based Service System?**
 - Currently, there is no dedicated mobile app available for the system. However, you can access the system through our desktop application on PC for convenient access to its features and functionalities.
4. **How can I update my personal information, such as my contact details?**

- To update your personal information, log in to the system and navigate to the "Profile" section. You can then edit your contact details and other personal information as needed.
5. **How do I contact my service provider or customer through the system?**
- When you book an appointment and the appointment is accepted by the service provider you will be able to chat with the service provider or customer in the page corresponding to that appointment that you can view from the "Appointments".

1.Add Service Page Report

The add service page is a fundamental aspect of our community-based local services platform, facilitating service providers in adding new offerings to their profiles. This report outlines the key functionalities and features of the add service page.

Service Name Input:

- Purpose: The input field allows service providers to enter the name of the service they are adding.
- Functionality: Service providers can specify the name of their new service accurately, ensuring clarity for users browsing the platform.
- Importance: Clear service names facilitate easy identification and help users understand the offerings available, thereby enhancing user experience.

Service Type Dropdown Input:

- Purpose: The dropdown menu enables service providers to categorize the type of service they are adding.
- Functionality: Service providers can select from a list of predefined categories, ensuring consistency and organization across the platform.
- Importance: Categorization streamlines the search process for users, allowing them to quickly find relevant services based on their needs.

Description Input:

- Purpose: The input field allows service providers to provide a detailed description of the new service.
- Functionality: Service providers can highlight the key features, benefits, and unique aspects of the service they are adding.

- Importance: A compelling description attracts users' attention and provides valuable insights into the newly added service, encouraging engagement and bookings.

Service Areas Dropdown Input:

- Purpose: The dropdown menu allows service providers to specify the areas where they will offer the new service.
- Functionality: Service providers can define the geographical locations or service radius for the new service, ensuring clear communication of service availability.
- Importance: Clear specification of service areas helps users understand the reach of the new service, managing their expectations effectively.

Upload Photo Input:

- Purpose: The upload photo input enables service providers to add visual content related to the new service.
- Functionality: Service providers can upload images showcasing their new service, enhancing its visibility and attractiveness.
- Importance: Visual content creates a positive impression on users and increases engagement with the newly added service.

Price Input:

- Purpose: The input field allows service providers to specify the price of the new service.
- Functionality: Service providers can set transparent pricing for the new service, ensuring users are informed about the costs involved.
- Importance: Transparent pricing builds trust and helps users make informed decisions when considering the newly added service.

Submit Button:

- Purpose: The submit button allows service providers to save and finalize the addition of the new service.
- Functionality: Service providers can apply the changes made to the new service and make it available for users to view and book.
- Importance: The submit button streamlines the process of adding a new service, making it convenient for service providers to expand their offerings effectively.

2.Update Service Page Report

The update service page serves as a crucial component within our community-based local services platform, enabling service providers to maintain accurate and up-to-date information about their offerings. This report provides a detailed overview of the functionalities and features incorporated into the update service page.

1. Service Provider Name Input:

- Purpose: The input field allows service providers to enter their name or business name.
- Functionality: Service providers can update their name as needed, ensuring accurate identification within the platform.
- Importance: Accurate identification is essential for users seeking specific service providers and for maintaining credibility within the platform.

2. Service Type Dropdown Input:

- Purpose: The dropdown menu enables service providers to select the type of service they offer.
- Functionality: Service providers can categorize their services, making it easier for users to find relevant services based on their needs.
- Importance: Categorization helps streamline the search process for users, improving overall user experience and platform usability.

3. Description Input:

- Purpose: The input field allows service providers to provide a detailed description of the services they offer.
- Functionality: Service providers can highlight their expertise, unique selling points, and any additional information relevant to potential clients.
- Importance: A well-crafted description can attract users and provide them with valuable insights into the service provider's offerings, leading to increased engagement and bookings.

4. Service Areas Dropdown Input:

- Purpose: The dropdown menu allows service providers to specify the areas where they offer their services.
- Functionality: Service providers can indicate their service radius or specific locations where they operate, helping users determine if their location falls within the service provider's coverage area.
- Importance: Clear communication of service areas helps manage user expectations and reduces confusion regarding service availability.

5. Upload Photo Input:

- Purpose: The upload photo input enables service providers to upload a profile photo.
- Functionality: Service providers can personalize their profiles with a professional image, enhancing their visibility and credibility.
- Importance: A visually appealing profile photo can make a positive first impression on users and increase trust in the service provider's professionalism.

6. Price Input:

- Purpose: The input field allows service providers to specify the price of their services.
- Functionality: Service providers can update their pricing information to reflect current rates or special offers.

- Importance: Clear and transparent pricing helps users make informed decisions and prevents misunderstandings or disputes regarding service costs.

7. Submit Button:

- Purpose: The submit button allows service providers to save and apply the changes made to their service profile.
- Functionality: Service providers can finalize their updates and ensure that their profile reflects accurate and current information.
- Importance: The submit button streamlines the update process, making it easy and convenient for service providers to manage their profiles effectively.

3. Customer landing pages:

- Homepage Showcase: Delight in our handpicked selection of premier service providers (SPs) and trending services, accompanied by captivating images sourced directly from our expansive database.
- Interactive Menu: Embark on a journey of discovery with our sleek scrollable menu, spotlighting 12 featured services and SPs for effortless exploration.
- Refined Filtering Options: Elevate your search experience with our refined filtering options, thoughtfully arranged on the left panel. From keyword search to tags, location, ratings, and price criteria, our comprehensive toolkit empowers you to pinpoint the perfect match for your needs.
- Seamless Search Navigation: Seamlessly transition to our dynamic search results page upon clicking the search button. Here, you can fine-tune your preferences while the left panel remains your trusty guide, housing the filtering options for swift adjustments.
- Detailed Provider Profiles: Immerse yourself in detailed provider profiles accessible with a simple click. Whether on the homepage or the search results page, delve deeper into the offerings of each SP by exploring their images or 'view details' buttons.
- Effortless Booking Experience: Streamline the booking process with a single click of the 'book now' button, ensuring a seamless and hassle-free journey from discovery to appointment confirmation.

4. Appointment Booking System User Guide

Welcome to the Appointment Booking System! This system allows you to schedule appointments for services offered by various service providers. Below is a guide to help you navigate through the booking process.

- ❖ Select location:
 - Use the dropdown menus to choose the location.
 - Once selected, available time slots will be displayed for booking.
- ❖ Choose Date and Time:
 - Use the date picker to select your preferred date for the appointment.
 - Available time slots for the selected date will be displayed below.
- ❖ Book Appointment:

- Click on the available time slot buttons to book your appointment.
- If a button is clickable, it means the slot is available. Otherwise, it's already booked.
- Once clicked, the button will indicate your chosen time slot.
- ❖ Payment:
 - After selecting a time slot, you can proceed to the payment section.
 - The price of the service will be displayed, along with a 50% advance payment option.
- ❖ Confirm and Pay:
 - Review your appointment details and click on the "Pay Now" button to confirm your booking.
 - If you haven't selected a time slot, you'll be prompted to do so before proceeding.
- ❖ Additional Information:
 - Make sure to select a location from the dropdown menu before choosing a date.

Service Provider Profile Page

This is the profile page for the service provider. Whenever the service provider logs in he will be directed to this page which has all the information and statistics of the service provider.

1) List of Services Provided:

- The service provider profile page prominently displays a comprehensive list of services offered by the provider.
- This list encompasses all the services that the provider specializes in, ensuring that potential clients have a clear understanding of the scope of offerings.

2) Rating of the Service Provider:

- The profile includes a rating system that reflects the overall satisfaction level of previous clients who have utilized the services of the provider.
- This rating system typically employs a scale, such as stars or numerical ratings, allowing users to quickly gauge the quality of service provision.

3) Location, Availability, and Experience:

- **Location:** The profile prominently displays the physical location(s) where the service provider operates. This information is crucial for potential clients to assess the provider's proximity to their own location or project site.
- **Availability:** The page includes details about the service provider's availability, including operating hours, days of the week, and any specific scheduling information. This ensures that clients can plan appointments or engagements accordingly.
- **Experience:** The profile highlights the service provider's experience in the industry or field. This may include the number of years the provider has been in business, relevant qualifications, certifications, or notable projects completed. By

showcasing the provider's expertise and track record, potential clients can gain confidence in their abilities.

4) Customer Reviews Panel:

A dedicated section on the profile page aggregates customer reviews and testimonials, providing valuable feedback from past clients. Each review may include details such as the client's name, date of service, and a narrative of their experience with the provider. Additionally, reviews may be accompanied by a rating or endorsement, further enhancing their credibility. This customer reviews panel serves as a powerful tool for building trust and credibility, as prospective clients can gauge the quality of service based on the experiences of others.