Helperland

An Internship Report

Submitted by

Rishit Kundariya

180540107094

In partial fulfillment for the award of the degree of

BACHELOR OF ENGINEERING

In

Computer Engineering

Darshan Institute of engineering & technology

Under the subject

Internship (3181701)

Gujarat Technological University, Ahmedabad

[April, 2021-22]

Team ID:202959

Darshan Institute of Engineering & Technology

Rajkot- Morbi Highway, Rajkot

CERTIFICATE

This is to certify that the Internship report submitted along with the project entitled **Helperland** has been carried out by **Rishit A. Kundariya** Enrollment number **180540107094** under my guidance in partial fulfillment for the degree of Bachelor of Engineering in, 8th Semester of Gujarat Technological University, Ahmadabad during the academic year 2021-22.

Internal Guide

Prof. Rupesh Vaishnav

Head of Department

Dr. Gopi Sanghani

Gujarat Technological University

Darshan Institute of Engineering & Technology

GUJARAT TECHNOLOGICAL UNIVERSITY

CERTIFICATE FOR COMPLETION OF ALL ACTIVITIES AT ONLINE PROJECT PORTAL

B.E. SEMESTER VIII, ACADEMIC YEAR 2021-2022

Date of certificate generation : 04 May 2022 (10:43:13)

This is to certify that, ***Kundariya Rishit Arvindbhai*** (Enrolment Number - 180540107094) working on project entitled with ***Helperland*** from ***Computer Engineering*** department of ***DARSHAN INSTITUTE OF ENGINEERING & TECHNOLOGY, RAJKOT-MORBI HIGHWAY, HADALA*** had submitted following details at online project portal.

Internship Project Report	**Completed**

Name of Student : Kundariya Rishit Arvindbhai

Name of Guide : Mr.VAISHNAV RUPESH Govindbhai

Signature of Student : _____

*Signature of Guide : _____

Disclaimer :
This is a computer generated copy and does not indicate that your data has been evaluated. This is the receipt that GTU has received a copy of the data that you have uploaded and submitted as your project work.

*Guide has to sign the certificate, Only if all above activities has been Completed.

COMPLETION CERTIFICATES

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HR/TS/0322
Date: 1st April 2022

TO WHOM SO EVER IT MAY CONCERN

This is to certify that Rishit Arvindbhai Kundariya is selected from Darshan Institute for internship in accordance with the college's policy.

Details of the project is as under
Project technology: .NET
Project title- Helperland
Start Date: 1st Dec 2021
End Date: 31st Mar 2022
Mode: Work from home due to pandemic
Project Mentor: Ms.Sweety Patel. Learning and development Executive
Email id: sweety.patel@tatvasoft.com
Phone no - 9601421472
The project undertaken is original and not submitted elsewhere.

For TatvaSoft

Authorized Signatory

Ground Floor, Tatva House, Behind Rajpath Club Road,Opp-Golf Academy, Bodakdev, Ahmedabad-380054, Gujarat, India. Website: www.tatvasoft.com, E-mail: Info@tatvasoft.com; Phone: +91 9601421472.

ACKNOWLEDGEMENT

The internship opportunity I had with Tatvasoft. was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I wasprovided with an opportunity to be a part of it.

Bearing in mind previous I am using this opportunity to express my deepest gratitude and special thanks to the **Mrs. Sweety Patel Training Head at** Company who in spite of being extraordinarily busy with her/his duties, took time out to hear, guide and keep me on the correct path and allowing me During My training at Tatvasoft.

I express my deepest thanks to **Mr. Sandeep patel**, Head of customer support for taking part in useful decision & giving necessary advices and guidance and arranged all facilities to make life easier. I choose this moment to acknowledge his/her contribution gratefully.

I am very thankful to our faculty mentor **Prof. Repesh Vaishnav** who constantly helped by giving encourage and also for helping me out for writing this report. Without his Constant help and support it is not possible.

I would also like to give thank from bottom of our heart to head of the department **Dr. Gopi Sanghani**, all the faculty members of Computer department and all our colleagues who directly or indirectly helped me in completion of internship and report.

ABSTRACT

Industrial training is an important phase of a student life. A well planned, properly executed andevaluated industrial training helps a lot in developing a professional attitude. It develops an awareness of industrial approach to problem solving, based on a broad understanding of processand mode of operation of organization.

The aim and motivation of this industrial training is to receive discipline, skills, teamwork and technical knowledge through a proper training environment, which will help me, as a student in the field of Computer Engineering, to develop a responsiveness of the self-disciplinary nature of problems.

During a period of 12 weeks of training at Tatvasoft., I was assigned as a technical supporter in order to help the company in the field of Analytics. Throughout this industrial

training, I have been learned new technology such as Asp.net core, Ms Sql. I also learn about Mvc project structure & coding standard of industry. I'm also able to implement what I have learnt for the past year as a Computer Engineering student in Darshan college.

Darshan Institute of Engineering & Technology

Rajkot -Morbi Highway, Rajkot

DECLARATION

We hereby declare that the Internship report submitted along with the Internship / Project entitled **Helperland** submitted in partial fulfillment for the degree of Bachelor of Engineering in Computer to Gujarat Technological University, Ahmedabad, is a bonafide record of original project work carried out by me / us at Tatvasoft under the supervision of Prof. Rupesh Vaishnav and that no part of this report has been directly copied from any students' reports or taken from any other source, without providing due reference.

Name of the Student — Sign of Student

Rishit Kundariya (180540107094)

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1. COMPANY OVER VIEW

Address: TatvaSoft House, Rajpath Club Road, Ahmedabad, Gujarat

Tel.: + 91 900142172

Tatvasoft Pvt. Ltd.

Tatvasoft is a Consummate Custom Software Development company delivering splendid business IT Solutions and related services to customers across the globe. Our development services are led by our dedicated and passionate team to provide best industry practices combined with technology expertise and business domain knowledge to drive digital transformation. Our proficiency in understanding business challenges and professional competence allows us to create a better experience for our customers.

Tatvasoft has emerged and marked our presence in different continents by providing Be spoke software development services to all major Industry Domains.

Tatvasoft has successfully served for more than 1800 success stories ranging from Enterprise level to Start-ups, who have grown alongside the success of the company.

At present Tatvasoft is a Robust Team having diverse skills with more than 18+ years of Technology experience engaging with customers at Deeper level to provide cutting edge solutions and innovations

To convert your vision into reality, Tatvasoft assist you from software product ideation to design, development, release, and maintenance. Every successful product is unique in its market and with its uniqueness, it brings risk and uncertainties during the software product development process. Tatvasoft as a leading software product development company conceptualize and strategize the entire roadmap to reduce the risk, keep time and development cost under control and provide high-quality stable product. With highly collaborative approach, Tatvasoft understand the scope, business scenarios and potential user types to create a product with UX, cloud, data and security as their prime focus

Company's Different Department

- Prototyping & MVP Development
- Product Architecture Design Service
- UI/UX Design Services
- Maintenance & Support Services
- Product Development
- Product Testing

2. My role during internship at company

During the 12 weeks of my internship at Tatvasoft. I was trainee in company. I am trainee in .net technology.

During the internship I have to develop one small project. For that project SRS is given. For learning technology company provide resources. They give us schedule for project work. we have to complete task on time. After the completion of task mentor will check our work give review.

During Internship I learn Asp.net core , Ms sql, Entity framework core etc.

.

3. Introduction To Helperland

Overview

This document serves as a briefing as to what this definition will serve to do and what type of functionality the application will need to have as part of final deliverable.

Herlperland is a platform where the service providers i.e. cleaners can register themselves for providing services through the portal and would receive the services booked by the customers. The other type of users Customers can book the service requests for cleaning and get the job done by one of the service providers from the portal.

Home page and other public pages would be accessible without logging in i.e. About us, FAQs etc.

- **Customers:**

  Customer can enter a zip code and other details to book a service.

- **Service Providers:**

  These are the main users of the portal. Helperland would get the business if the good number of quality service providers available to serve the customer's booking.

- **Administration users (Administrators):**

  Admin or Backoffice users would be helping customers or service providers through the admin interface. For example, if any customer is having trouble cancelling or rescheduling the service request then admin can help using the admin interface.

  - Admin should be able to see all the registered users and should be able to approve first time registered users.

  - Admin should be able to see all the service requests and they should have ability to reschedule or cancel any service request.

4. HOME SCREEN AND PUBLIC PAGE

4.1 Home Screen

i. Home screen has been divided into 4 sections. Design the entire home page as shown in the screenshots.

ii. First section of the home screen would have the image background and header should be displayed transparent to show the background image. When user scrolls and move to next section, it should show the dark grey background and header should stay sticky while scrolling.

iii. We Use static content as shown in images including the section what our customers say. All the background images will be provided by Company.

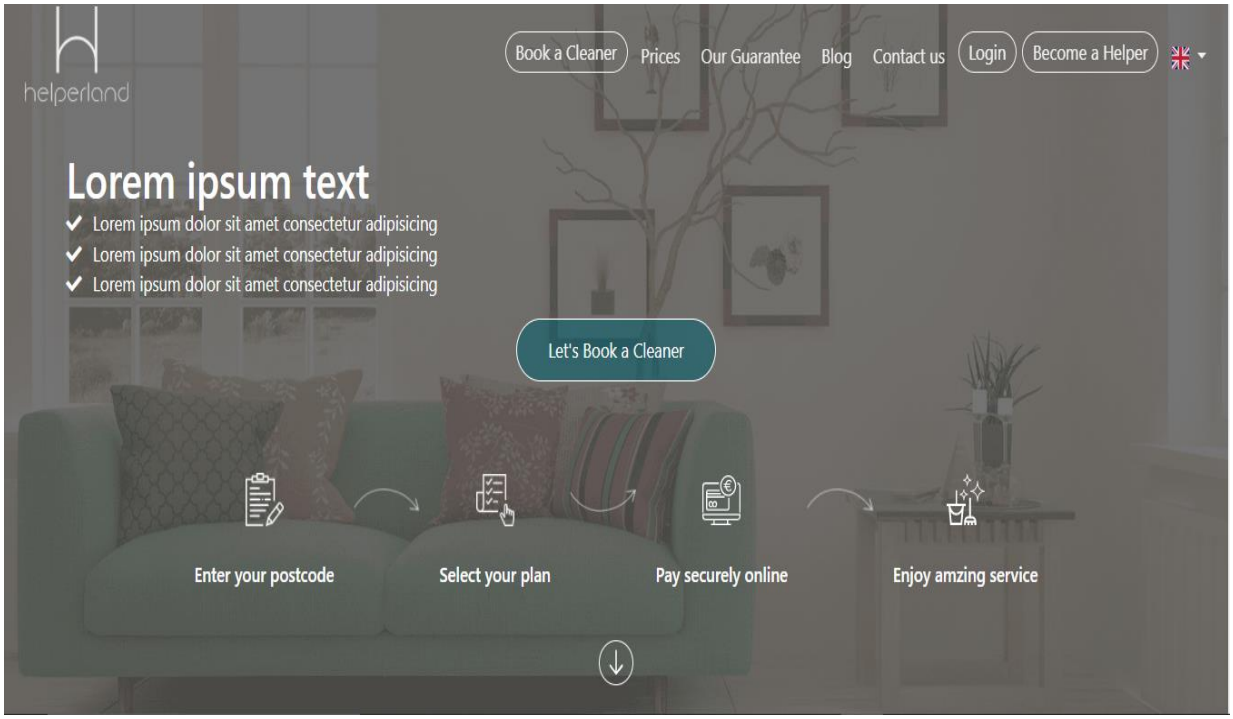

Figure 4.1 Home Page

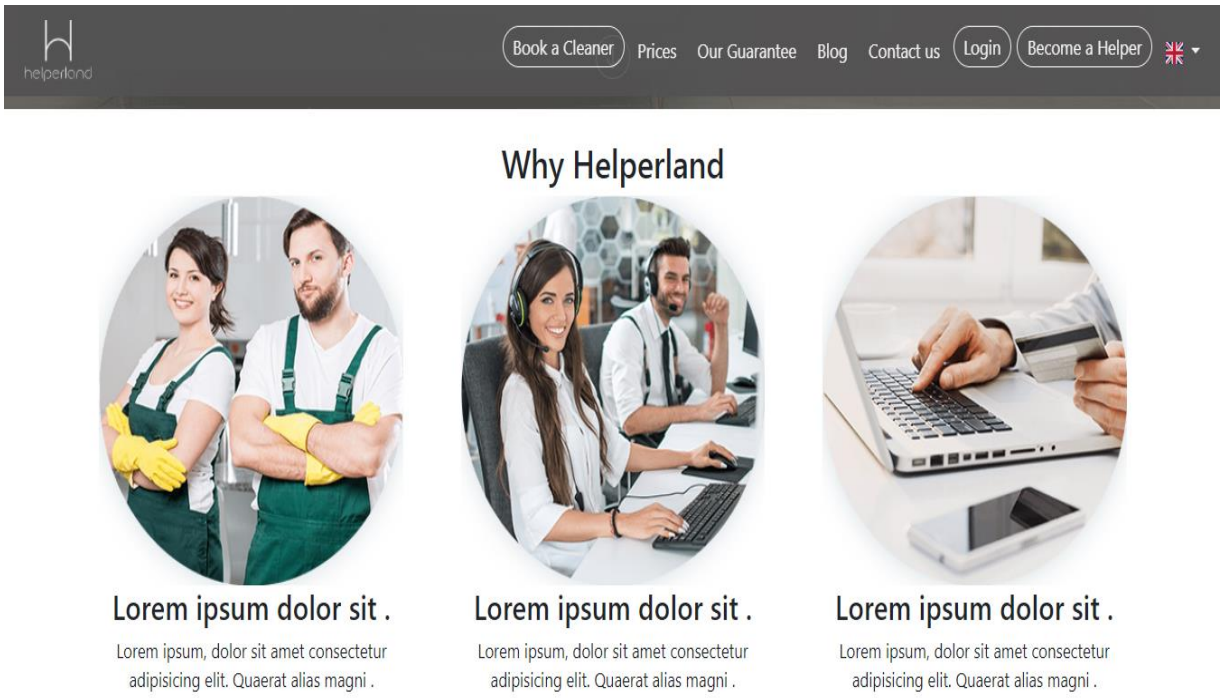

Figure 4.2 Home Scroll View

4.2 Public Page

There is four public pages in the project like Prices, Faq, About us, Contact. For is page development company gives psd file from that we make static page in html, css and javascript.

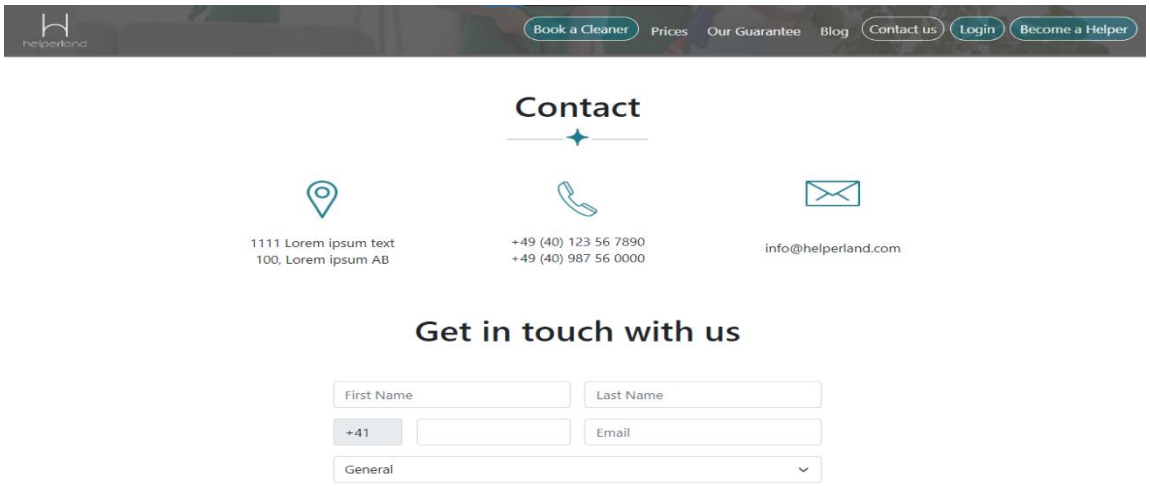

Figure 4.3 Contact us page

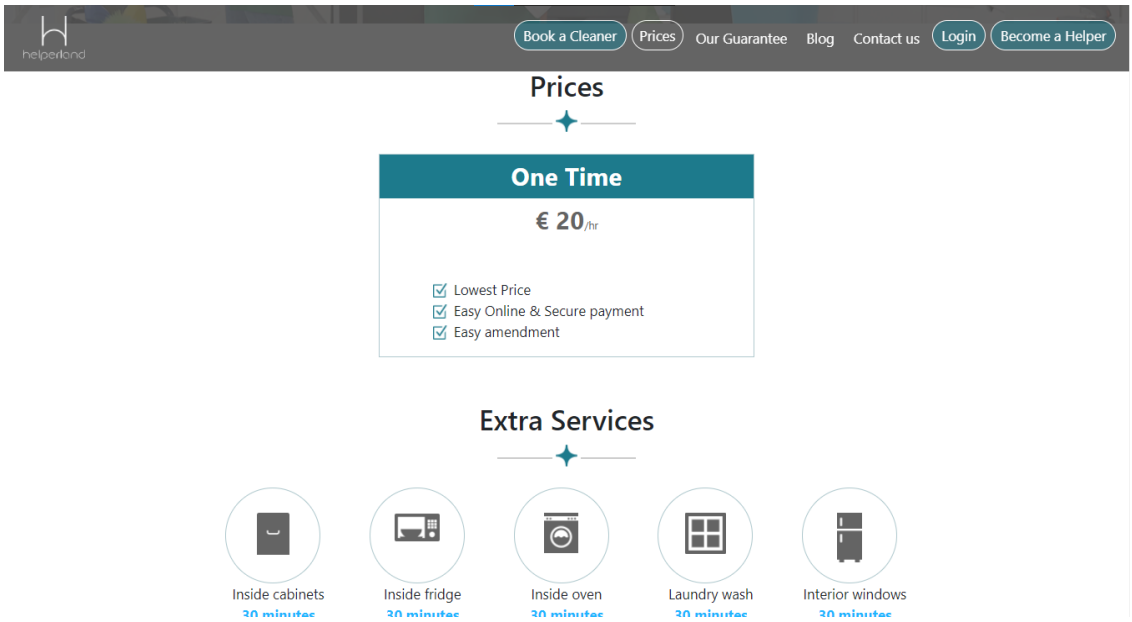

Figure 4.4 Prices page

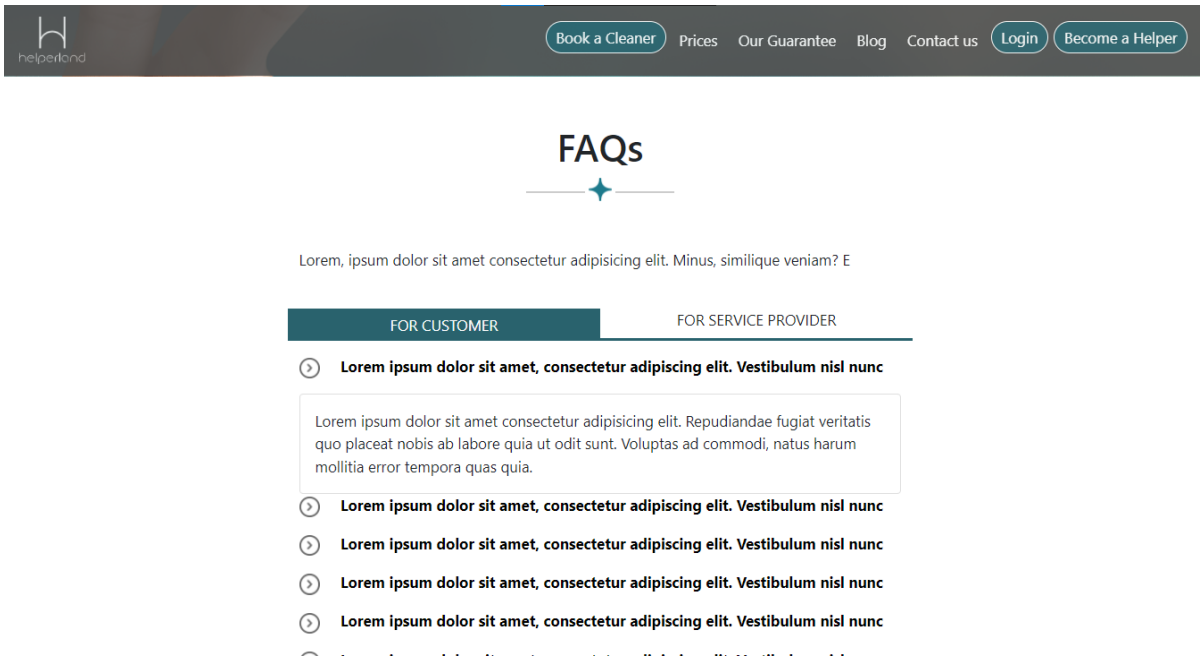

Figure 4.5 FAQ page

5. CUSTOMER SIGN-UP / LOGIN

5.1 Login

- Clicking on Login link in header should open a popup and allow user to log in to the system. This Login screen would be central place to allow different types of users logging in to the system i.e. Customer, Service Provider and Admin users. This would redirect them to respective landing page.

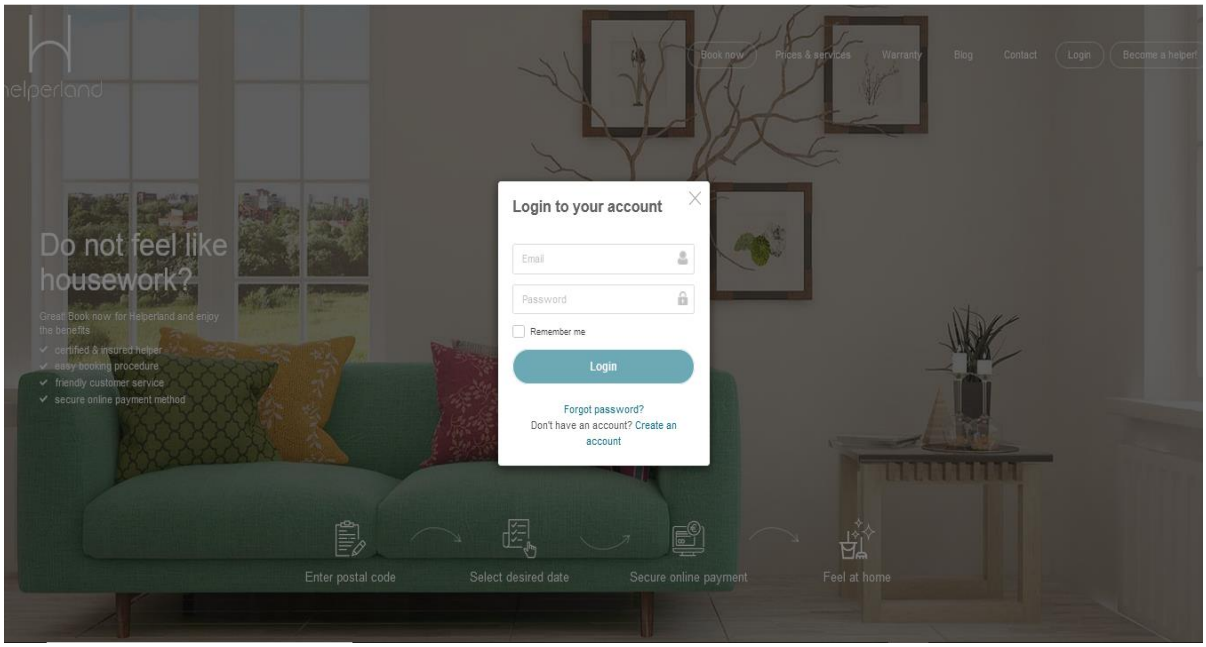

Figure 5.1 Login pop up

.

5.2 Customer Sign up

- Customers should be able to register themselves using sign up screen. This should be a separately designed page where users would be redirected when they click on Create New Account link in Login Dialog. Customers should straightaway be able to login to the system once they create their account with Helperland.

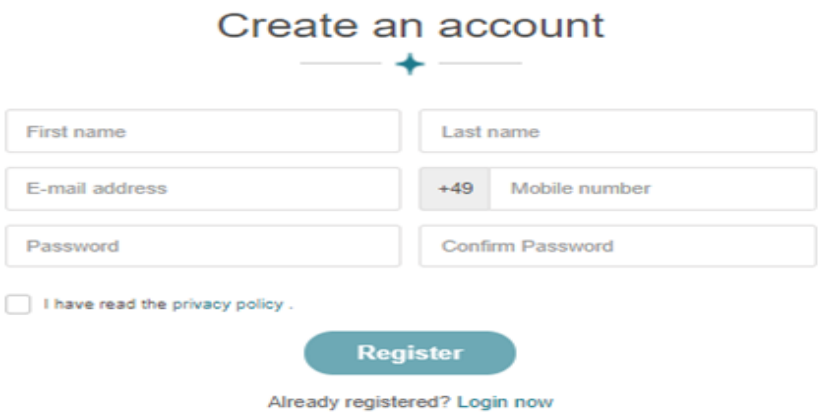

Figure 5.2 Customer sign up

5.3 Service Provider Sign Up

- A separate registration dialog should be opened when become a helper button is clicked. Service providers would not be able to login until Admin approves them from the admin panel.

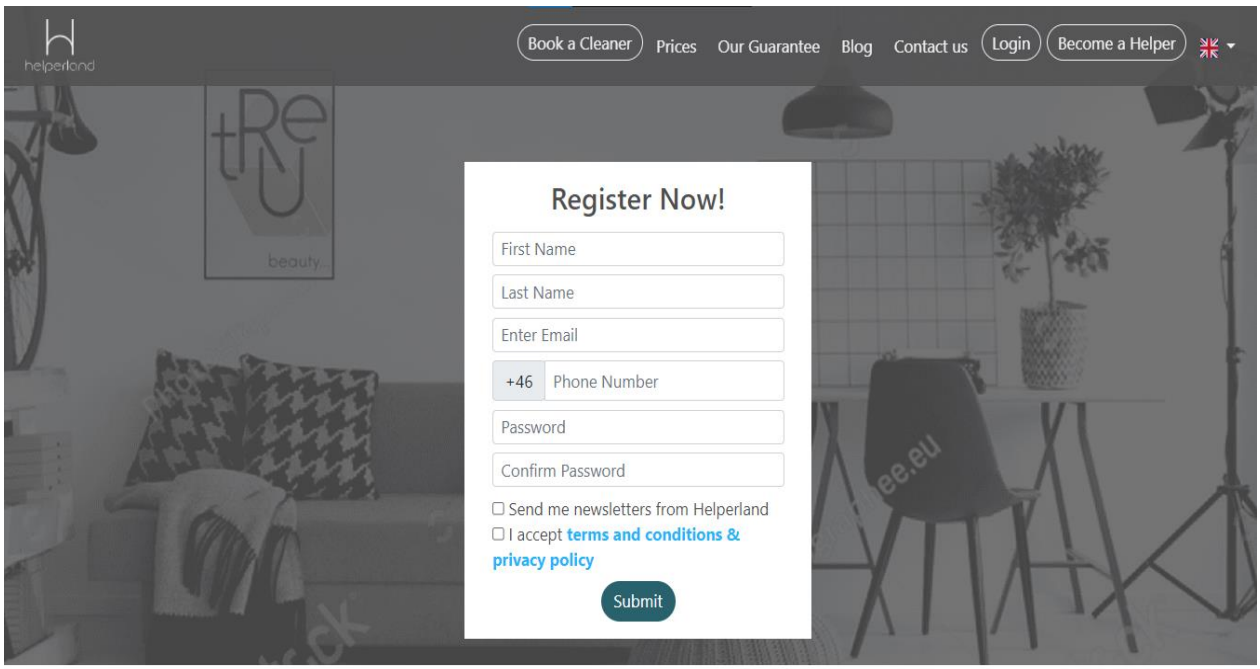

Figure 5.3 Service provider sign up

6. BOOK SERVICE

Logged in customers should be able to book a cleaning service with the help of this screen. It's a 4-step process.

6.1 Set Up Service

- First, they need to enter a postal code where they would like to get cleaning job done.
- Once customer enters postal code and presses button Check Availability, the system will check if service providers providing service around this postal code! If any provider found then user should be navigated to the next tab.
- In case if no service provider providing the service for a particular zip code then user should stay on the same screen and should show the following error below the zip code button
- "We are not providing service in this area. We'll notify you if any helper would start working near your area."
- Required field validation and zip code custom validation is required on this screen.

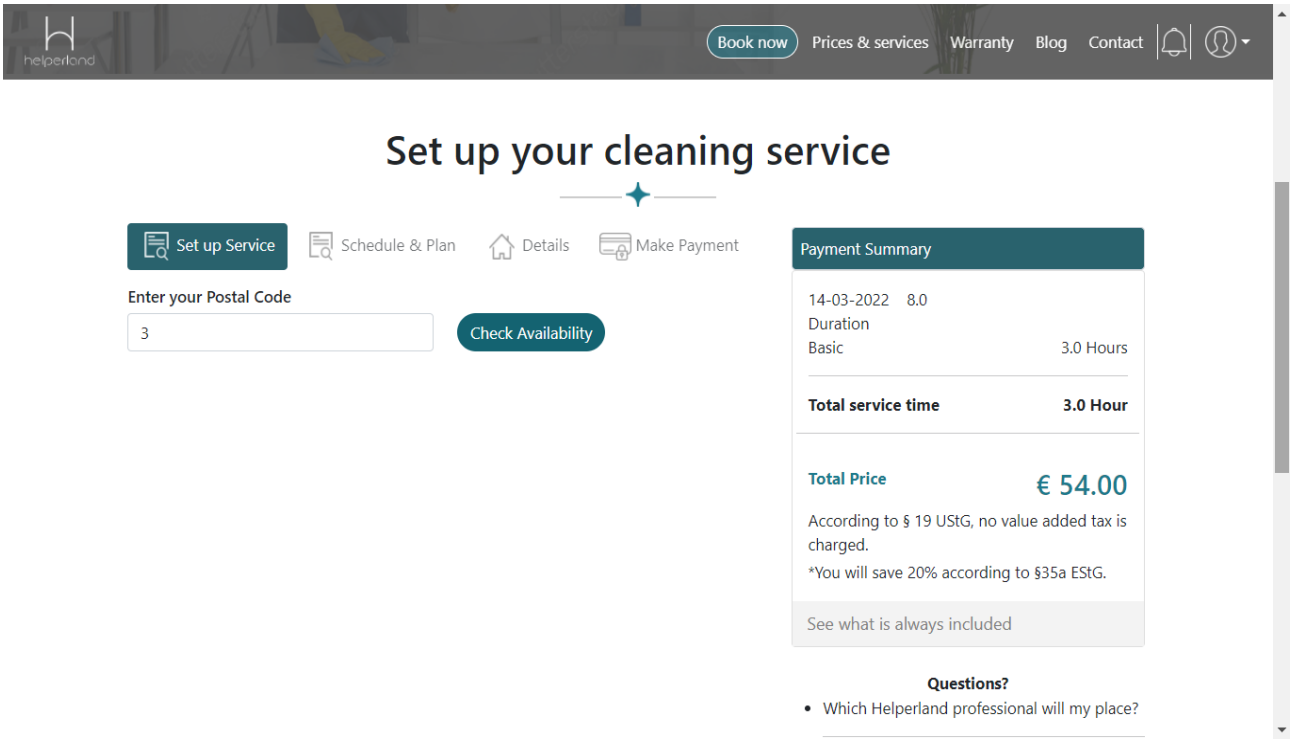

Figure 6.1 Set up your service

6.2 Schedule and Plan

- In this screen, customer will provide the date on which the cleaning service should be booked in with start time.
- 3 hours is the minimum value a customer can book service request for. For each extra service, 0.5 hours would get automatically added and this should get reflected on payment summary on right hand side and also hours dropdown as well. Selected extras should be highlighted as shown in below screenshot.
- There is a checkbox mentioning that customer is having pet animal(s) at home. This would be used as a filter on service provider's screen to exclude such service requests having this flag ticked.
  Payment summary should get updated based on the inputs changed by the user. Note the total service time is 4 hours in payment summary in the screenshot below.

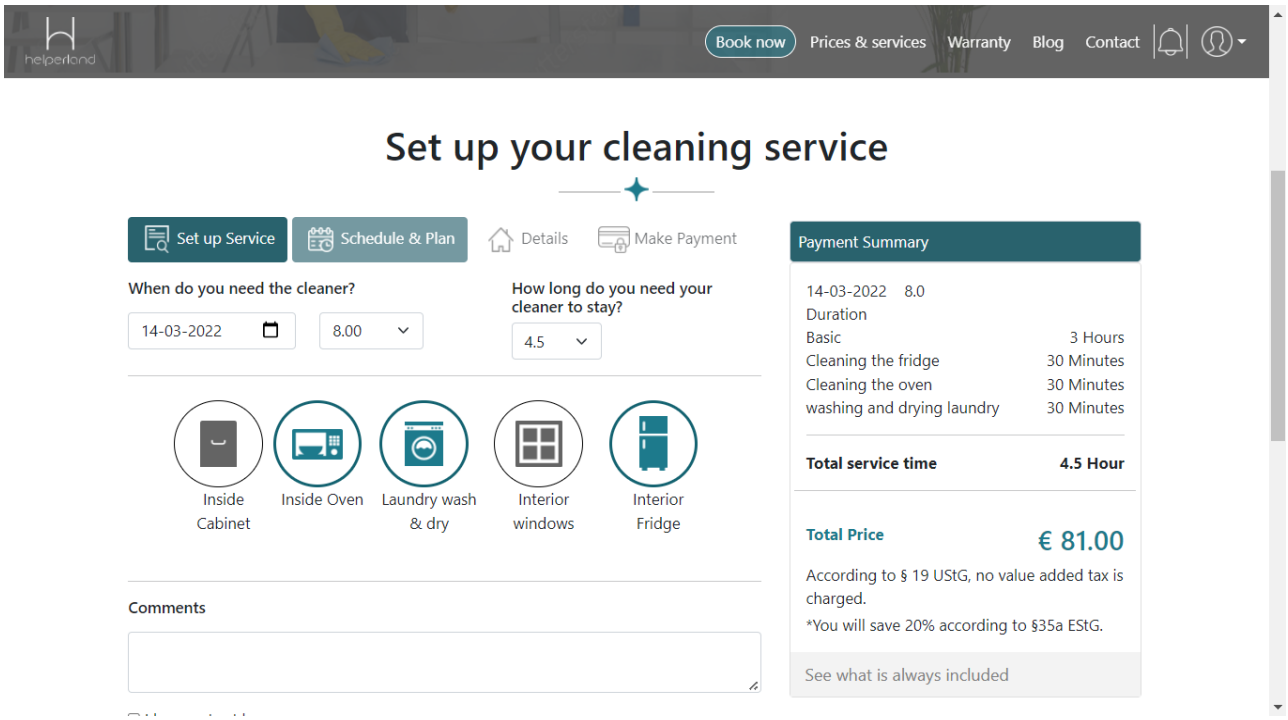

Figure 6.2 Schedule & plan

6.3 Your Details

- This screen allows customer to provide address detail where the cleaning job to be carried out.
- This screen would display the list of addresses in below format. Each saved address would have radio button to allow user to choose any one address.
- If customer doesn't have any addresses saved then customer should be able to add a new address by clicking Add New Address button. This will open inline form for a new address as shown in the second screenshot.

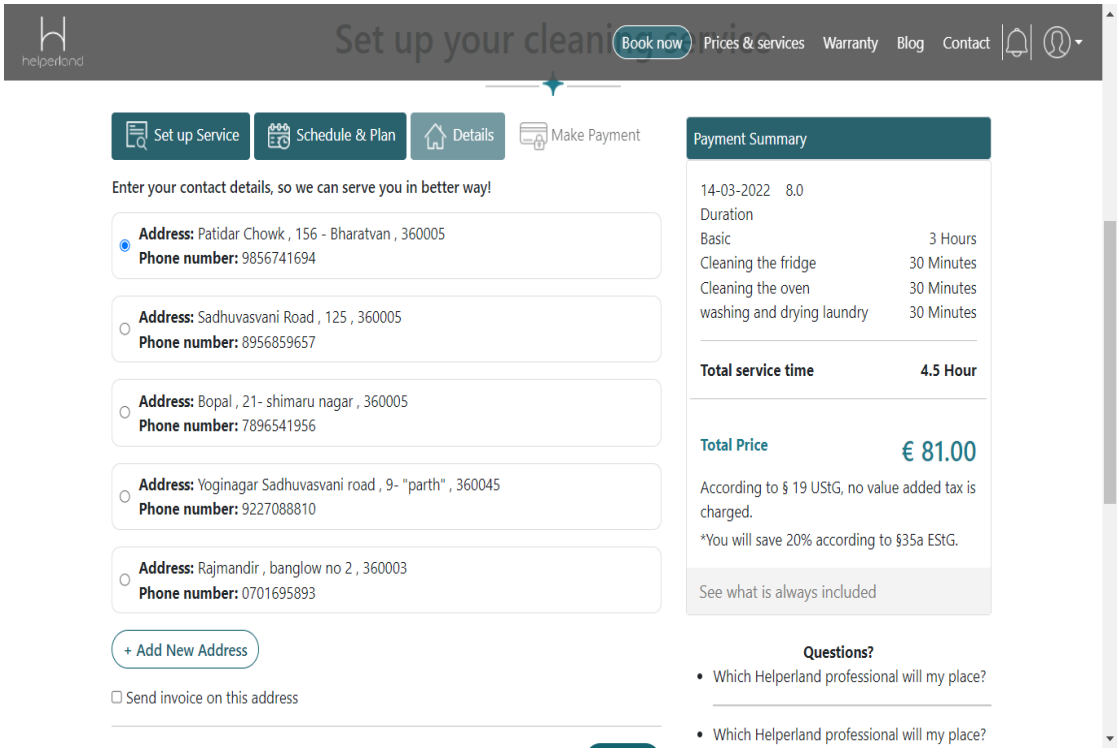

Figure 6.3 Your Details

6.4 Make Payment

- A service request is required to be created when user clicks on Complete Booking.
- For now, no need to integrate any payment gateway, it would be assumed that the payment has been done out of the scope of the application.

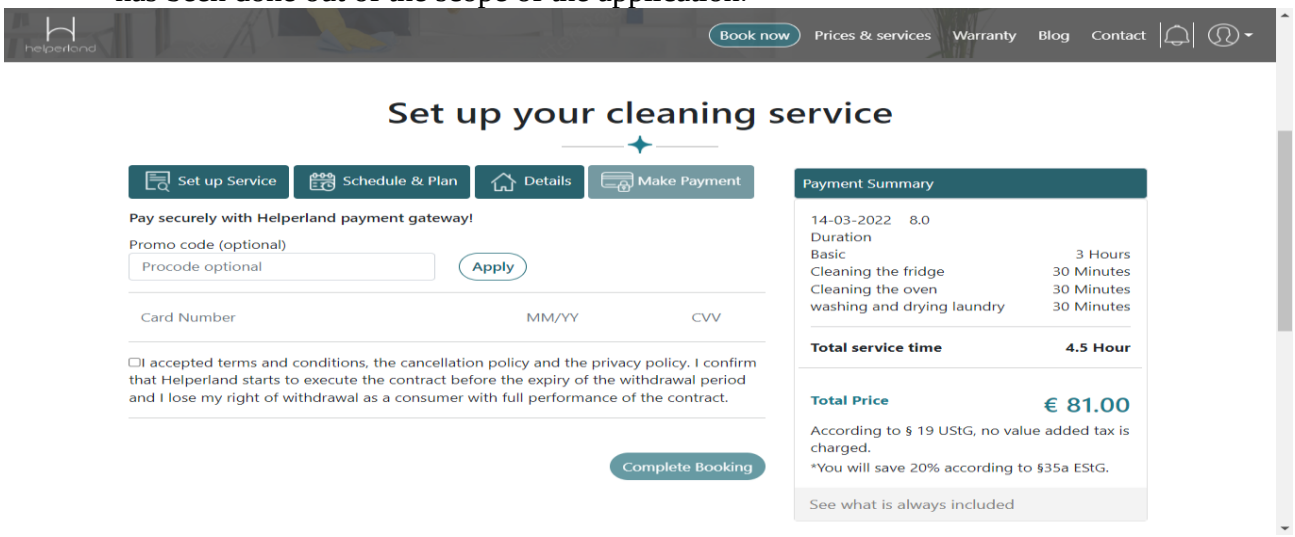

Figure 6.4 Make payment

7. CUSTOMER PAGES

7.1 Dashboard

- Customers should be able to view their booked service requests on the dashboard. This screen should show only future service requests which are not completed or cancelled.
- The service request listing must show the fields as shown in the above image.
- If a service request has not been accepted by any of the service provider yet then it would show Service Provider field blank as shown in above screenshot.
- If a service request has been accepted by a service provider then Service provider should show the avatar and the name of assigned service provider. Also, it should show the average rating underneath name.
- Customer should be able to see service request details by clicking on a row.

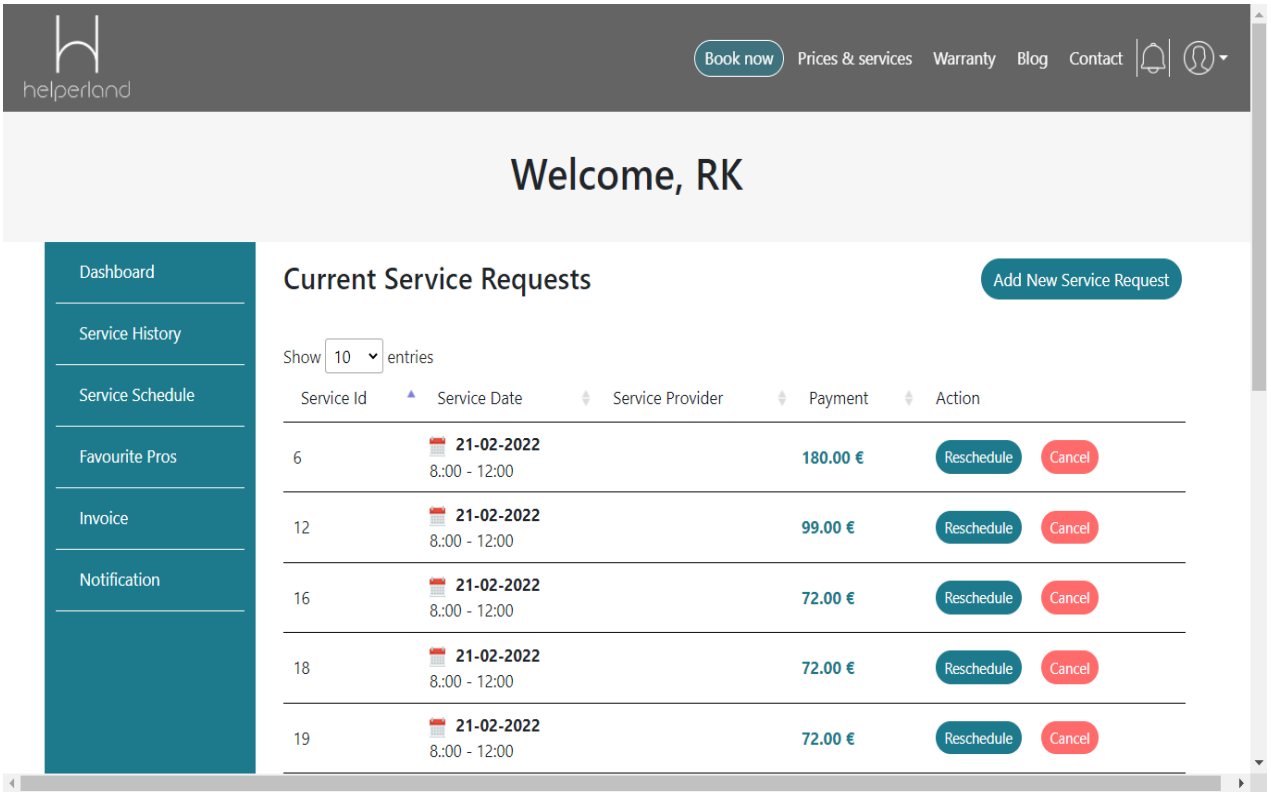

Figure 7.1 Dashboard

7.2 Service History

- Customers should be able to see all the service requests which have been completed or cancelled in past.
- Clicking on row should display service request details in a popup.
- Export button would allow customer to export the records displayed on the screen in the excel sheet. It should include the columns displayed on the screen.
- Customers can rate service providers from the Service history screen. They should only be able to rate for the service requests which have been completed. For cancelled service requests, “Rate SP” button should be shown as disabled.

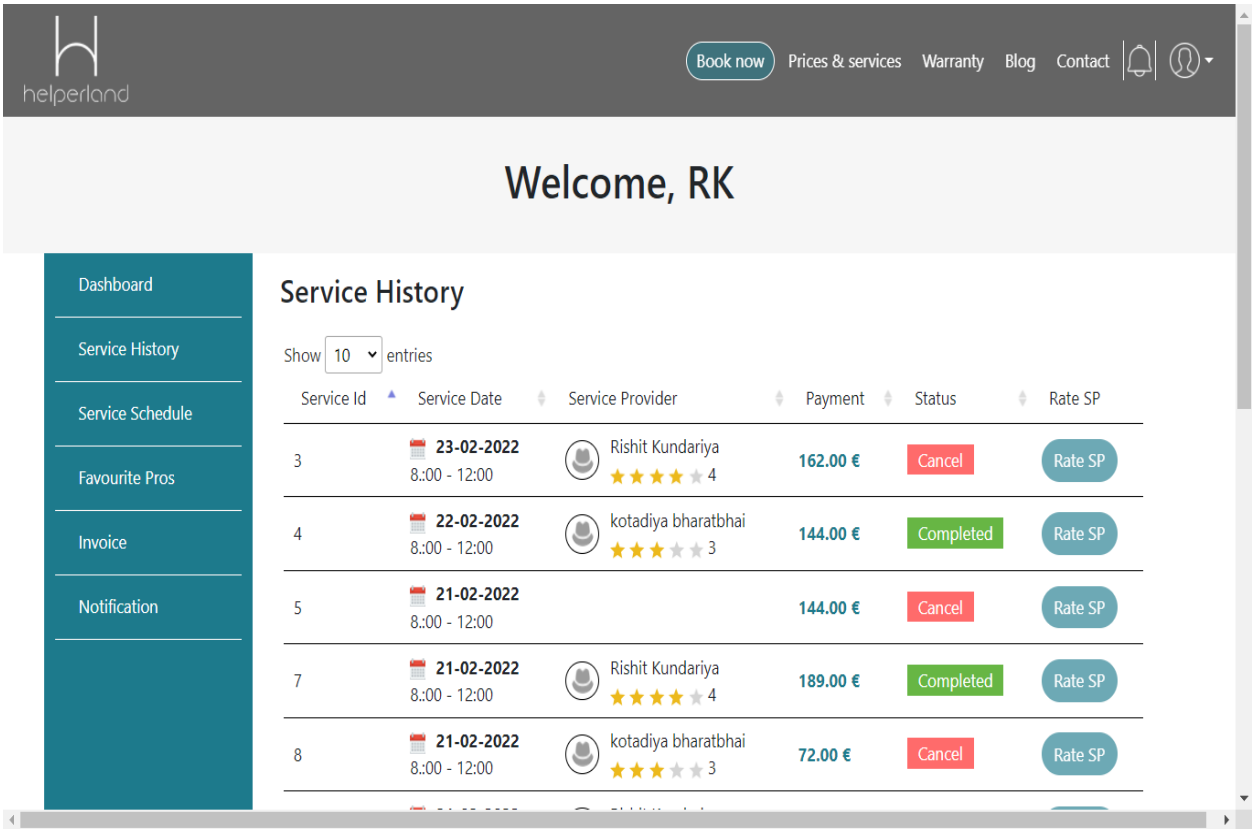

Figure 7.2 Service History

7.3 My Settings

- There should be a dropdown menu being displayed when a user icon is clicked on top right corner which would have welcome text the links displayed there. Clicking on My Settings should take customer to the profile screen.
- There is three tabs in my setting page.
- My details tab show customer details and also can update it.
- Addresses tab show customer all stored addresses and customer can add or edit address.
- Change password tab customer can change it's password.

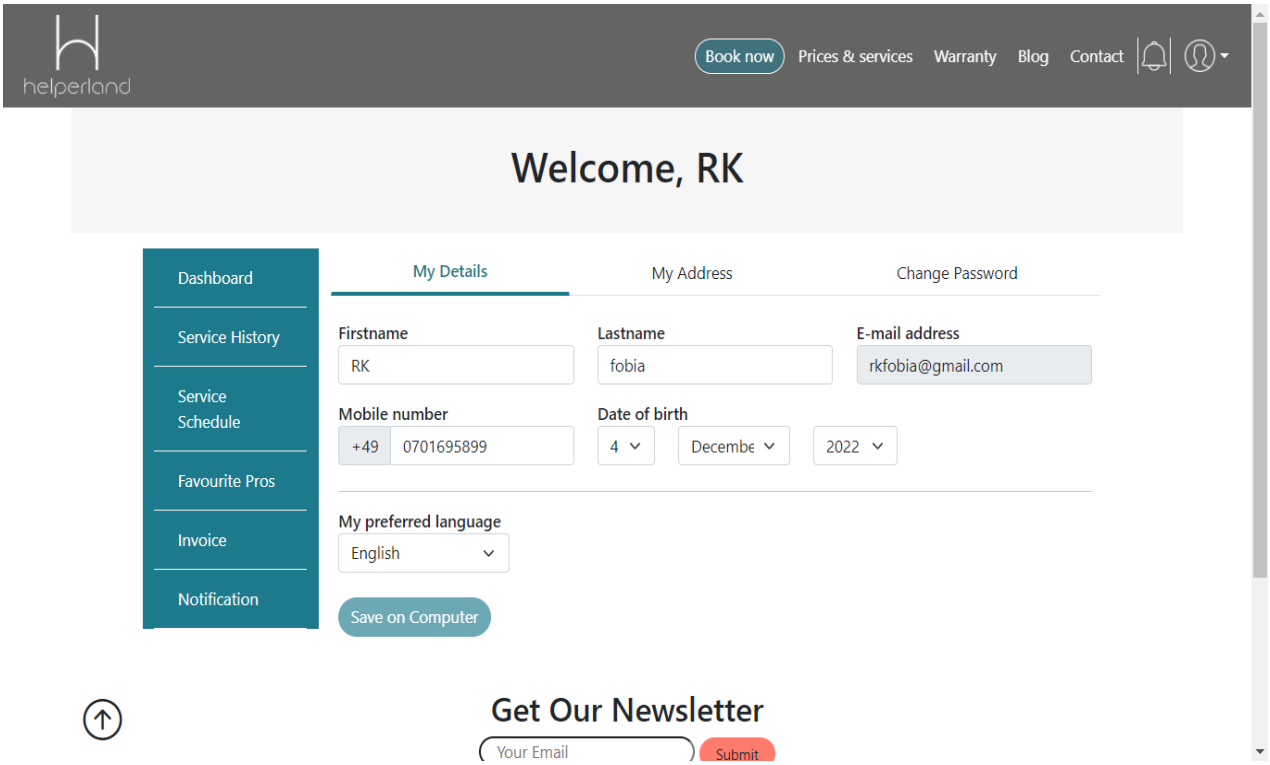

Figure 7.3 My Details

8. SERVICE PROVIDER PAGE

8.1 New Service Requests

- The screen should allow service provider accessing the service request booked by the customers but yet not accepted by any of the service provider.
- The first service provider who would accept, will get the service request assigned. Rest of the service providers who are providing the service in this area would get notified by email that this service request has already been accepted by someone and is no more available to them.
- The listing should show the customer address as shown in the image below.

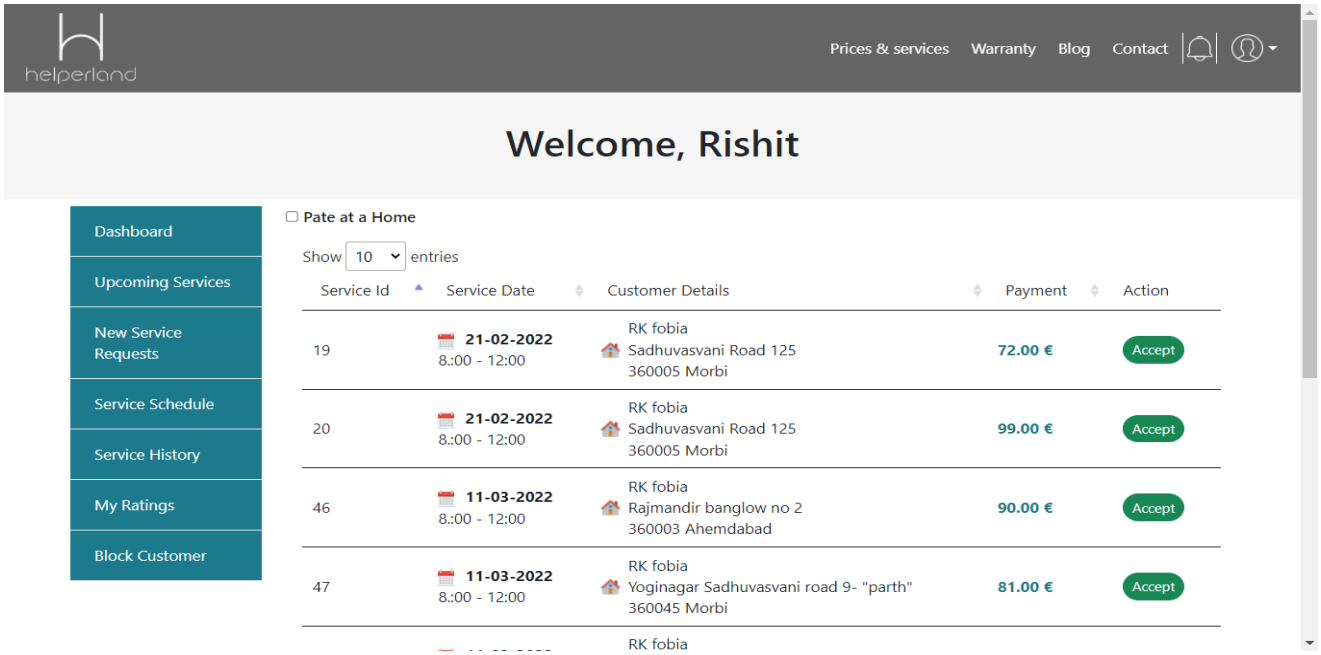

Figure 8.1 New Service Request

8.2 Upcoming Service Request

- This screen will show only upcoming service requests assigned to the logged-in service provider. Service provider should be able to cancel the service request.
- There should be an additional button “Complete” for the service requests whose service end date time (Start time + number of service hours) is lesser than the current date and time. A service request should be marked as completed when the service provider mark it as complete using this button.
- In the screenshot below, Complete button is not placed but as per the scope of this work, this button should be placed in the Grid against each service requests whose service date has passed. Refer button style as per the Service request screen. i.e. Service request booked for today from 09:00 to 12:00, should only show Complete button after 12:00. Before 12, it should not be visible on the screen.

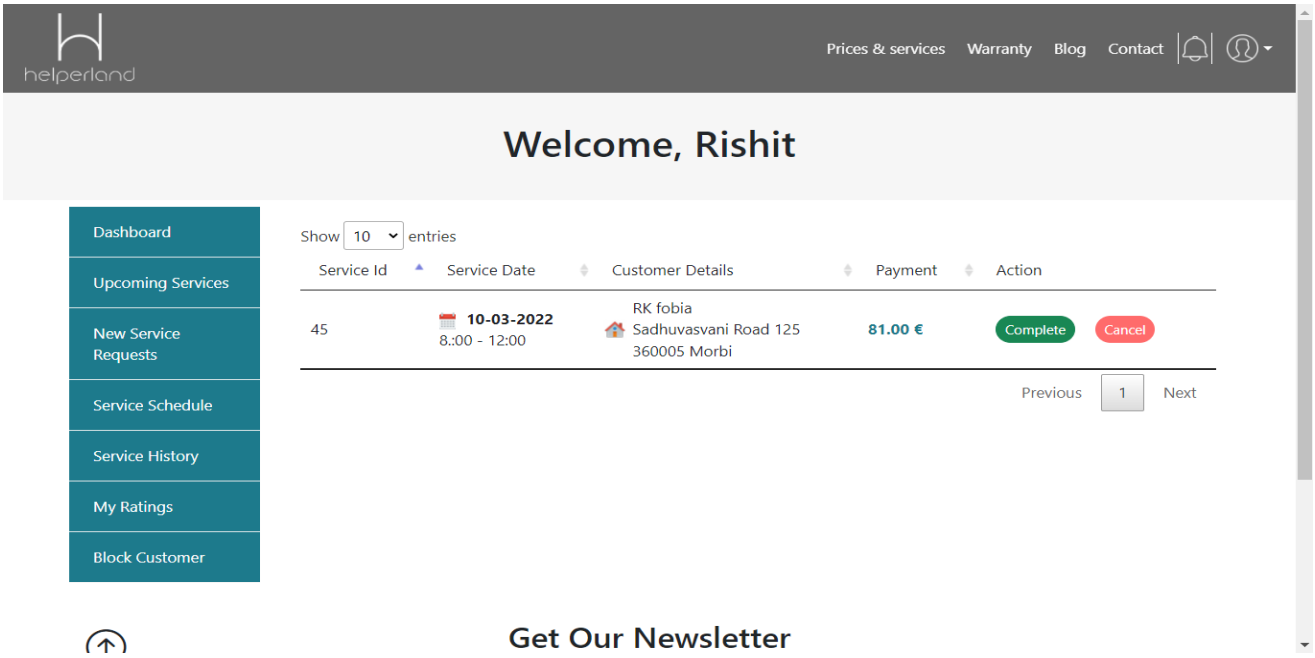

Figure 8.2 Upcoming Service Request

8.3 Service Schedule

- The screen should show current month by default and user should have ability to move to next months. Service request should be displayed as colour slot similar to one mentioned on 30th September. Clicking on this slot should open the service request detail screen similar to "Upcoming Services" detail popup.

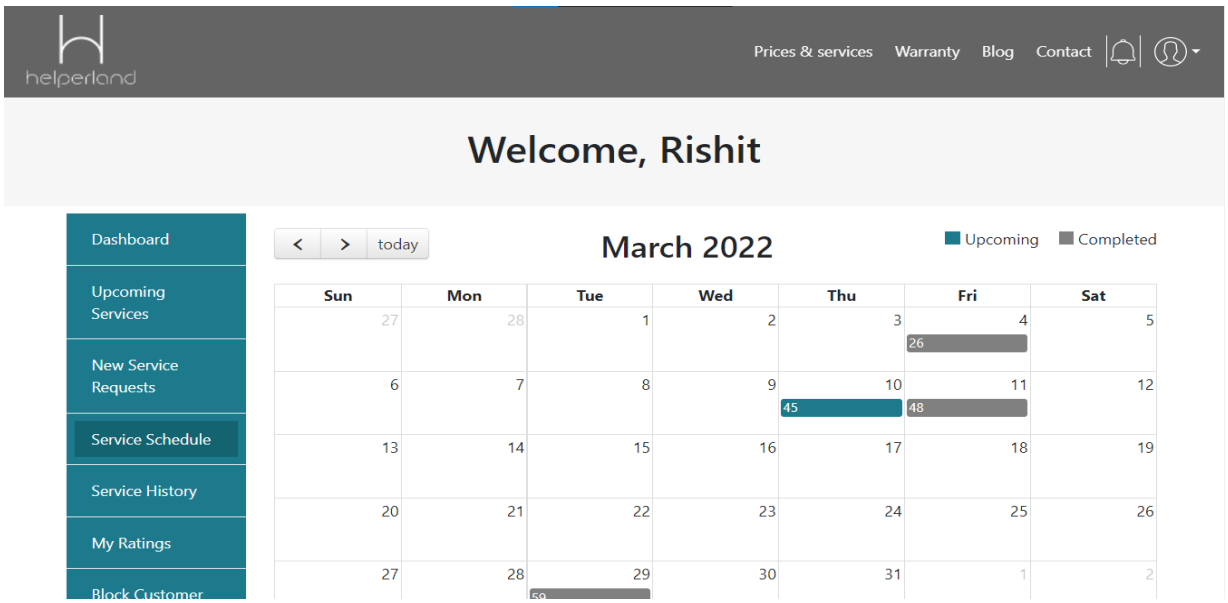

Figure 8.3 Service Schedule

8.4 Service Hisstory

- This screen would display all the services which have been completed by the service provider. In any of the service requests screens, clicking on a particular row should open a popup and show the Service Request detail.
- Export button should allow exporting all the records displayed in the Grid in excel file.

- User should be able to see the service request detail in popup. There should not be any button placed on the detail popup.

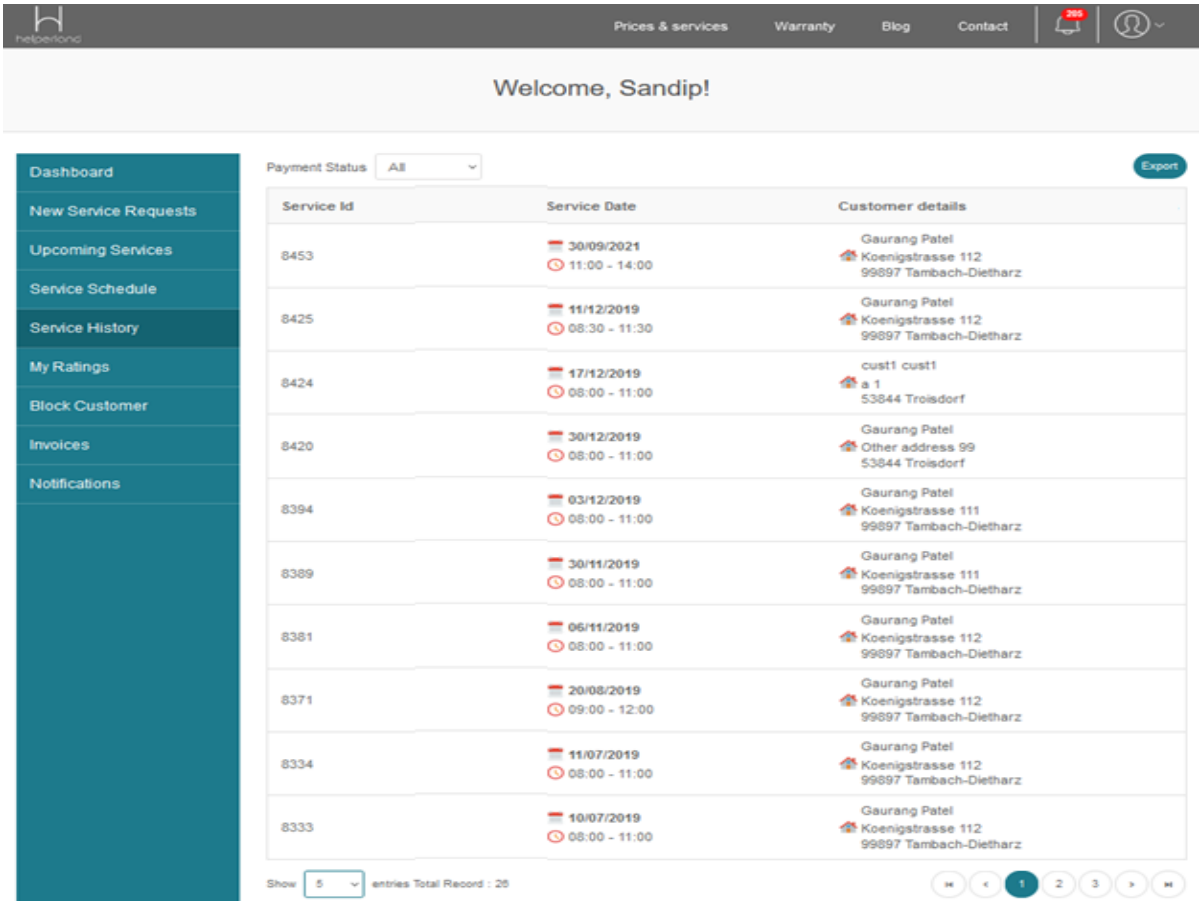

Figure 8.4 Service History

8.5 My Ratting

- Service provider should be able to see the ratings provided by customers to him.

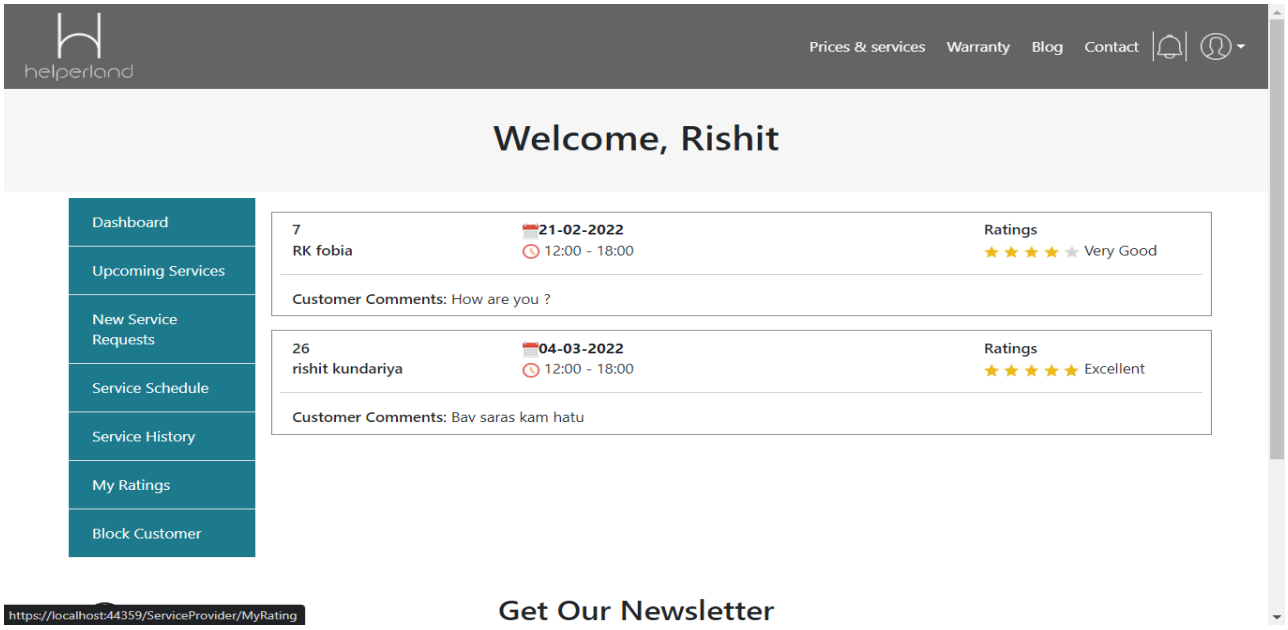

Figure 8.5 My rating

8.6 Block Customer

- This screen should display the list of all the customers the service provider had worked for. There should be a button against each customer to block/unblock the customer. If a service provider has blocked any customer, then if a service request booked by that customer, he should not be able to see that provider in customer's Favourite provider list. Also, if customer books request without choosing service provider, then the email notification must not be sent to this particular service provider. And the service request must not appear in the New Service requests screen for this service provider.

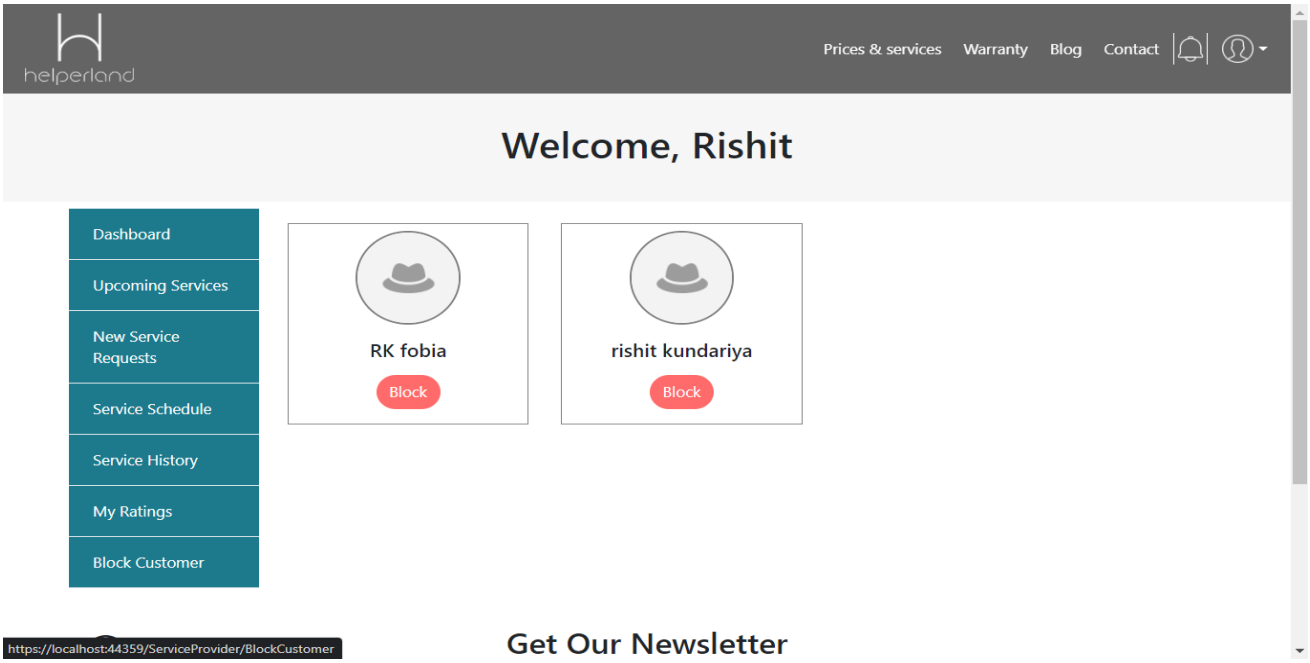

Figure 8.6 Block Customer

8.7 My Setting

- Basic detail should include the fields mentioned in above screenshot.
- Service provider should be able to select one avatar from the predefined list. This avatar would be used to display service provider's picture in various screens i.e. Favourite service provider listing in third tab of book service, Upcoming services in customer screen.
- Zip code provided in My address should be considered to calculate distance between customer's postal code in book service flow.

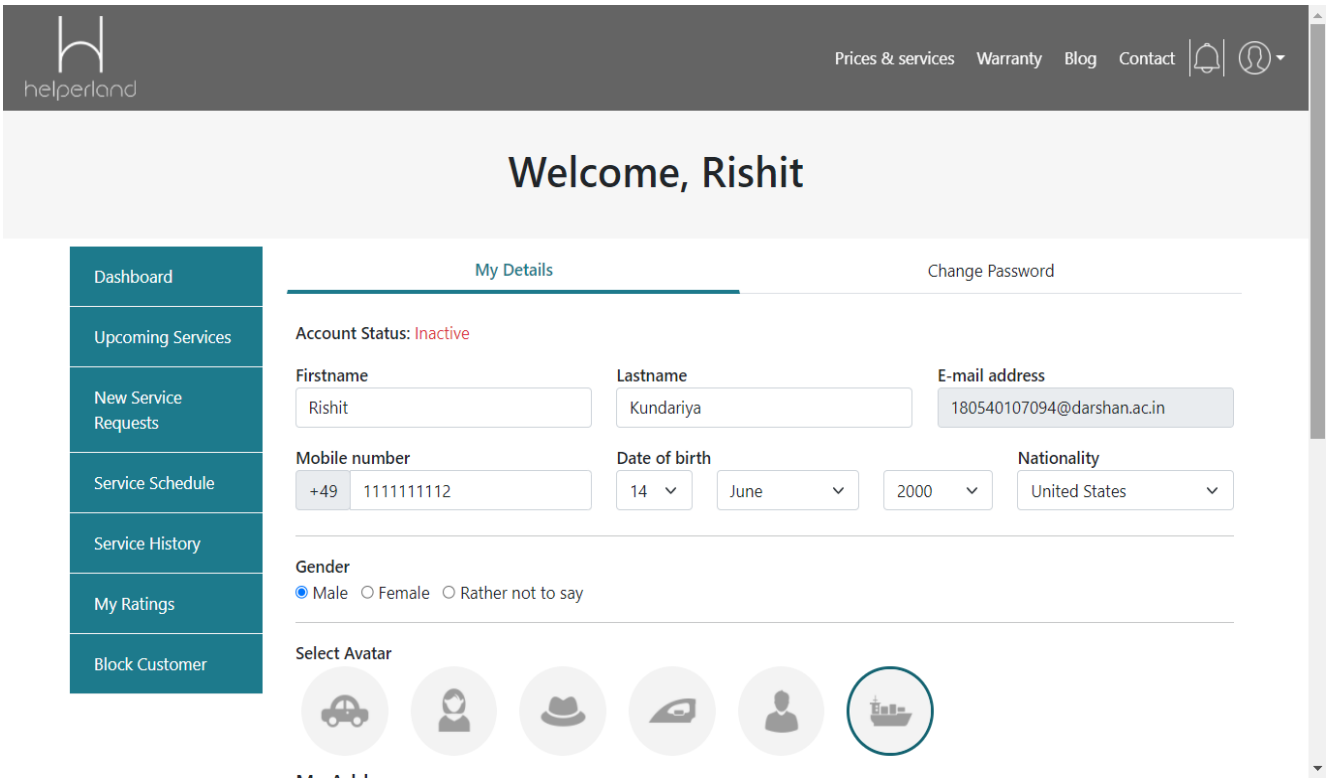

Figure 8.7 My Setting

9. ADMIN PANEL

9.1 Service Request

- Admin should be able to see all the service requests on this screen. Filters mentioned in below screenshot should allow admin to filter out records. Admin should be able to reschedule or cancel the service request on behalf of the customer of service provider. This option should only be available for the service requests which are not completed

- Clicking on Reschedule should open the popup which will allow admin updating the detail shown in the screenshot. Email notification should be sent to customer and a provider if a provider is already assigned. Email should state the changes made by Admin i.e. In case of reschedule, it should mention the new service date

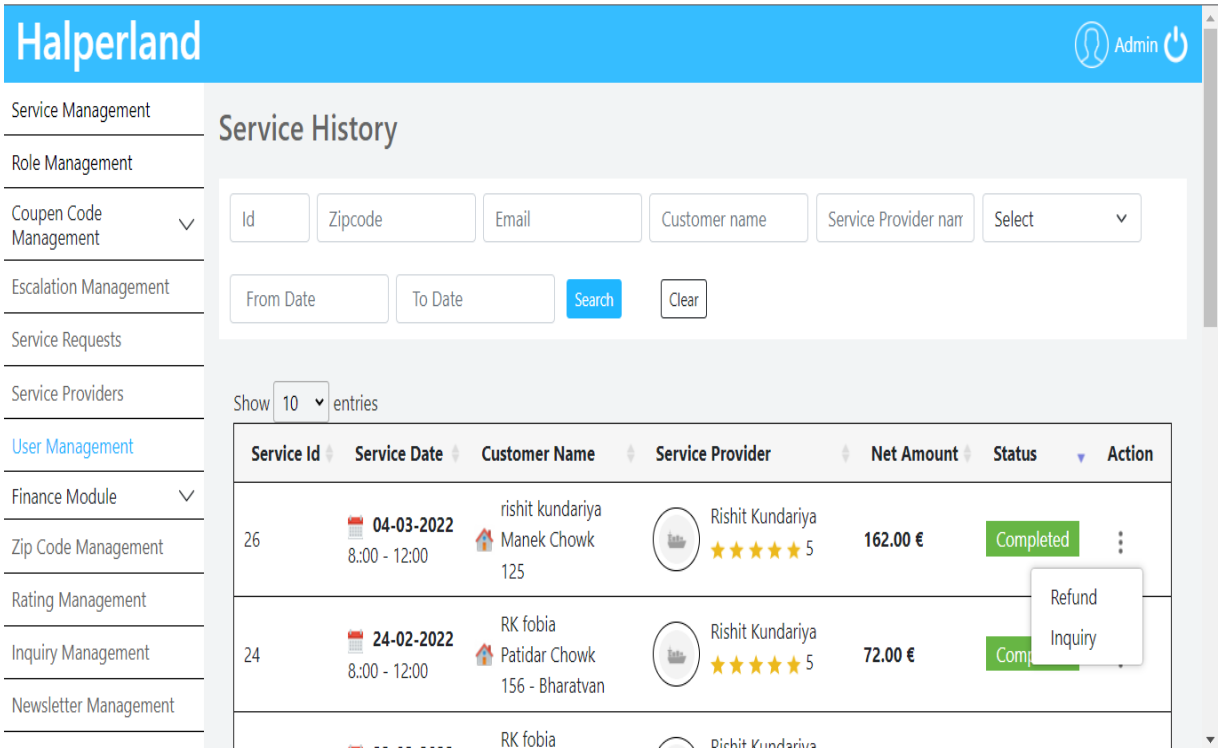

Figure 9.1 Service History

9.2 User Management

- Admin should be able to activate or deactivate user.
- Only service provider users need to be approved by admin, then only they should be able to login to the system.

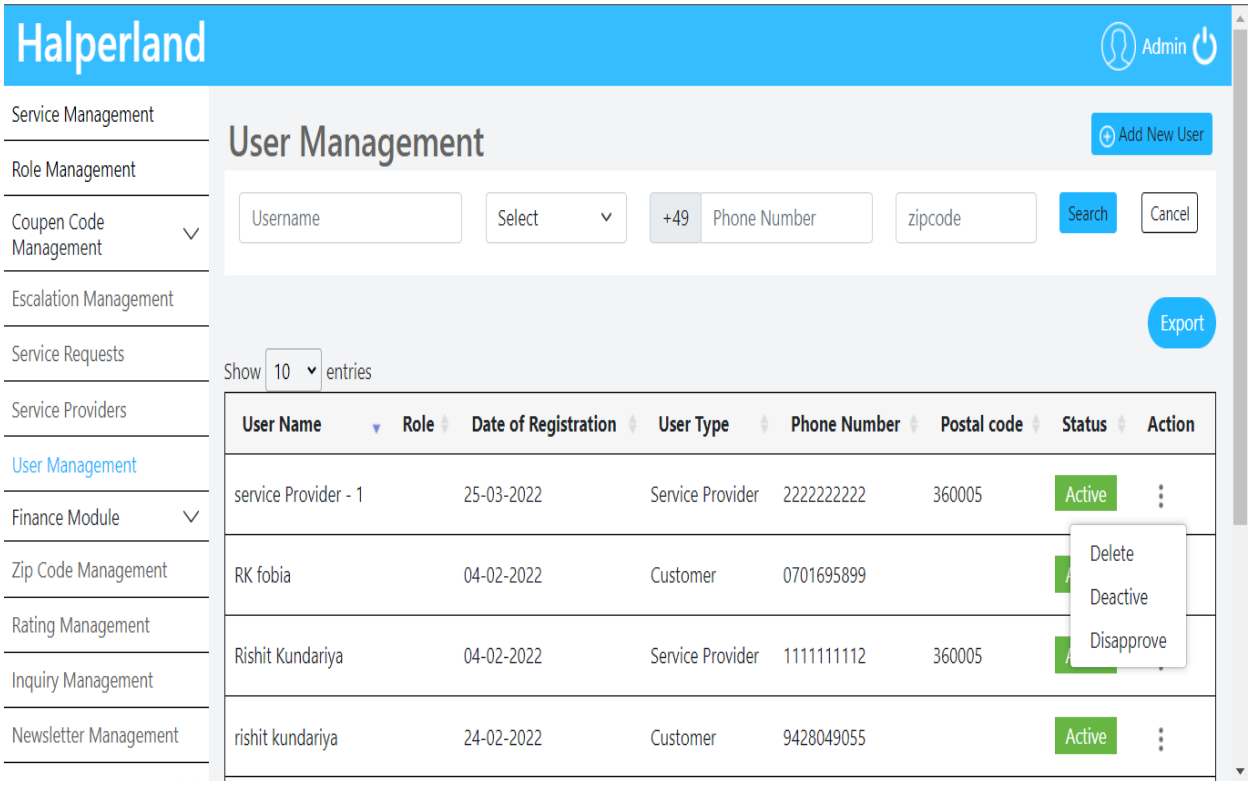

Figure 9.2 User Management

10. SYSTEM DESIGN & METHODOLOGY

10.1 User Login

Here we provide login flow chart for login system where user have to enter all the valid details so that user can login otherwise it will show the error.

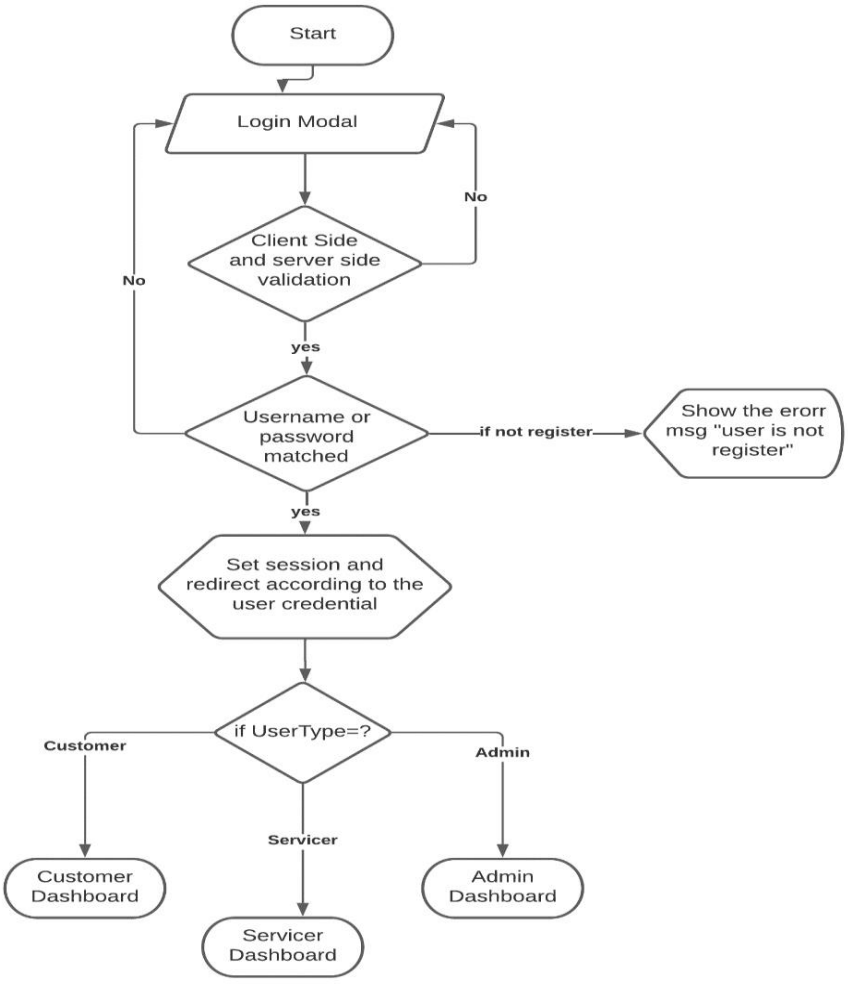

Fig. 10.1 User Login

10.2 User Signup

Here we provide signup flow chart for registration system where customer and servicer need to register them self before the login.

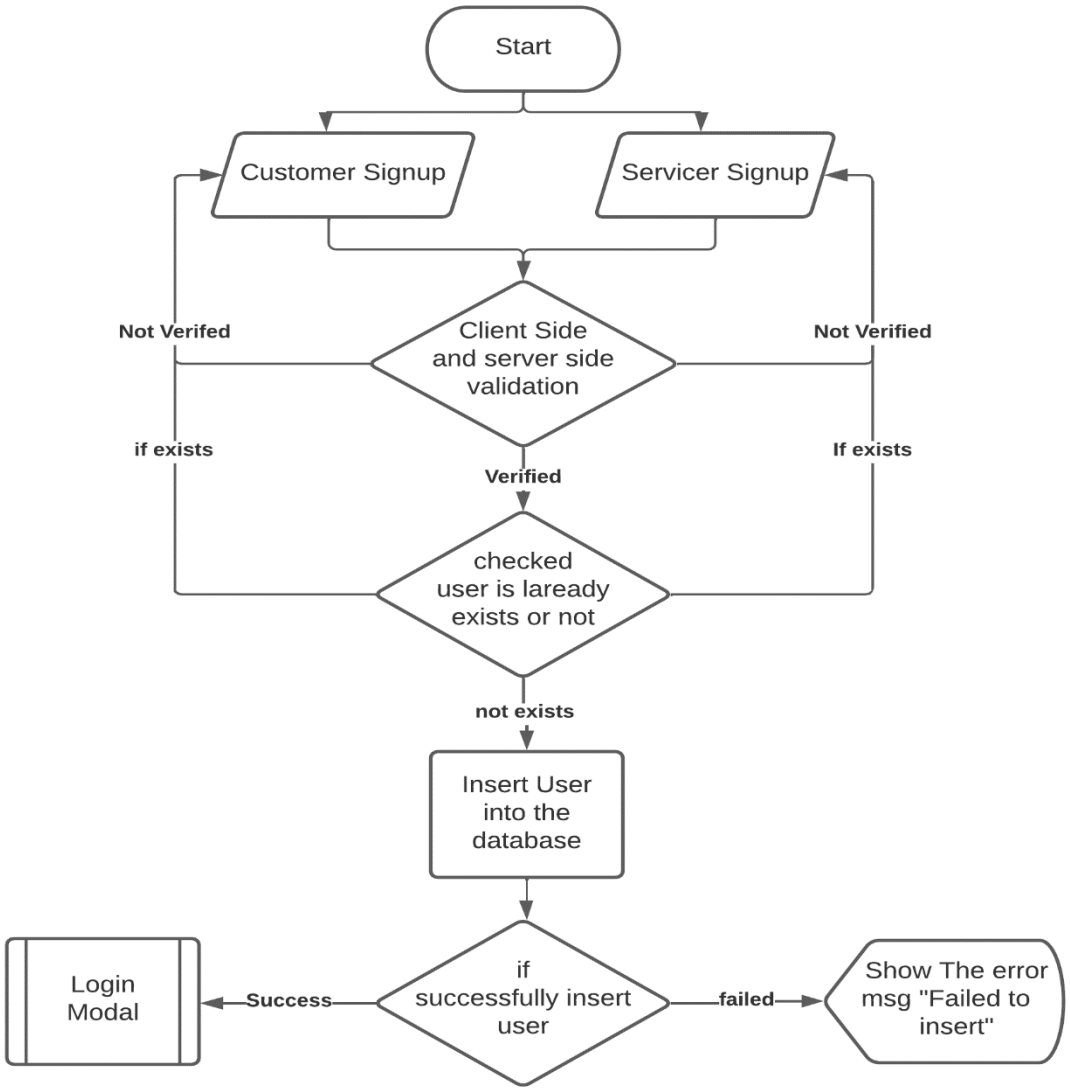

Fig. 10.2 User Signup

10.3 User Forgot Password

Here we provide forgot password flow chart for change password if user forgot it. User will get email with reset password link.

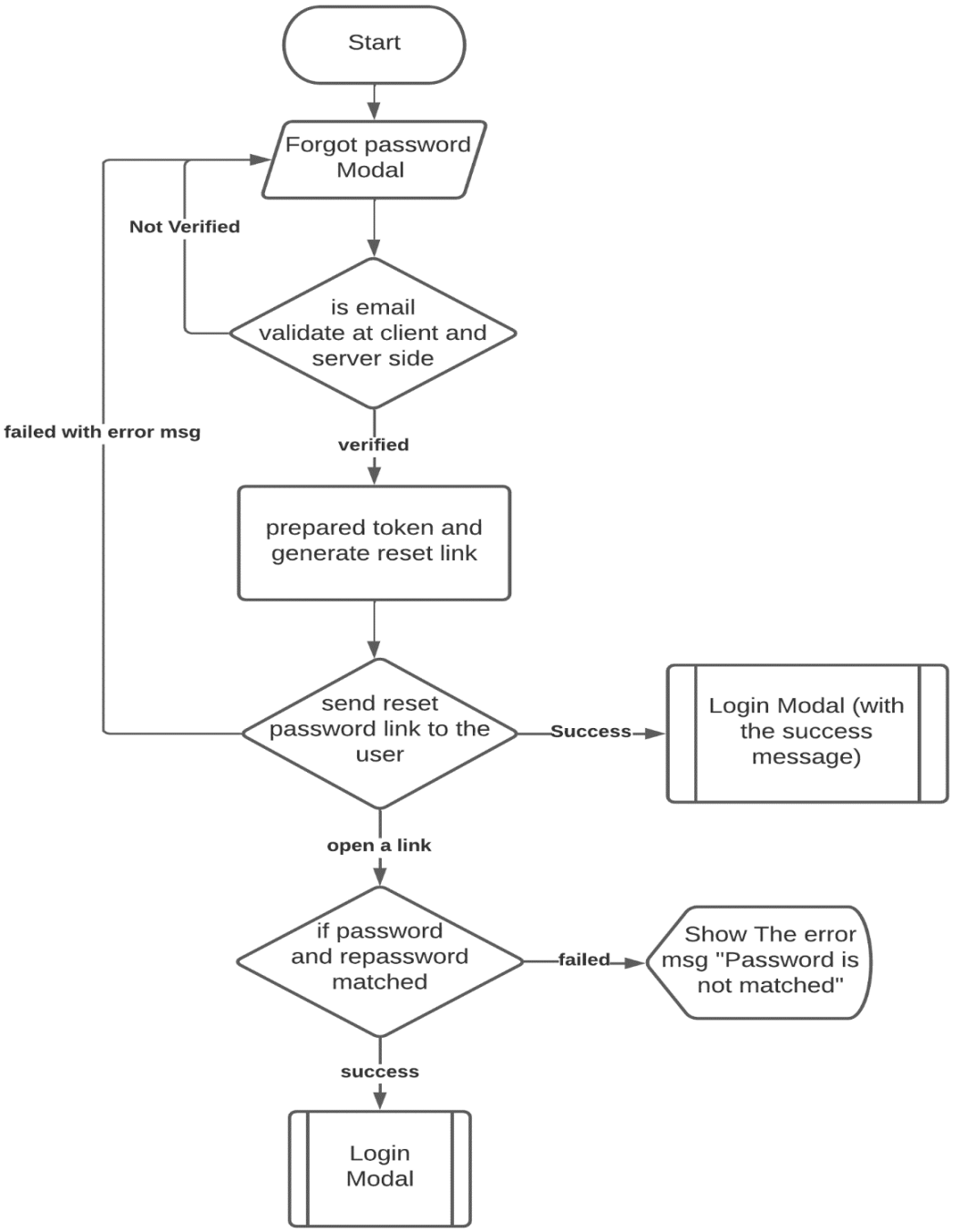

Fig. 10.3 User Forgot Password

10.4 Book Now

Here we provide service booking flow chart. Here we divide our service booking process in four parts. Each and every step verify by client and server side.

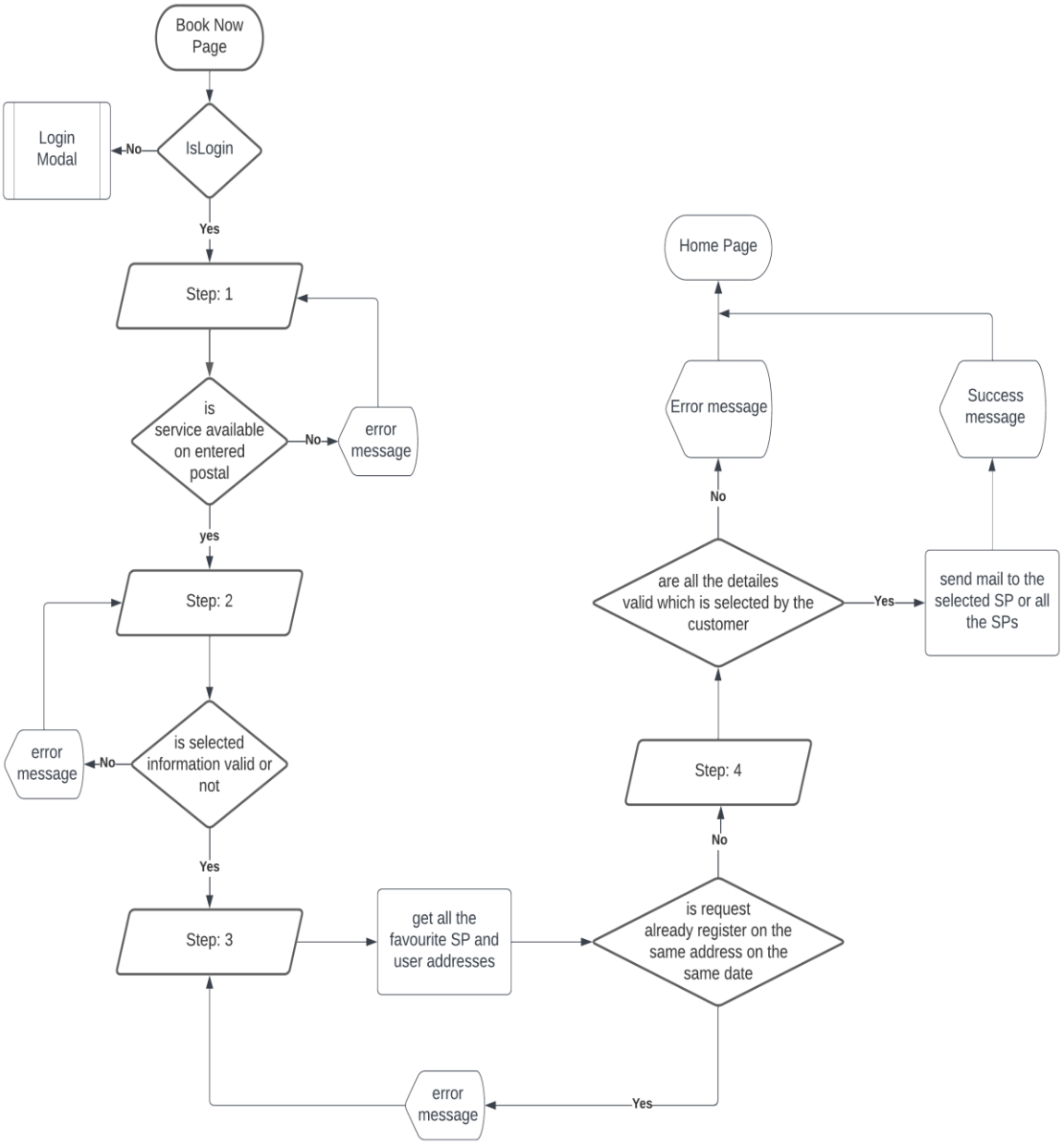

Fig. 10.4 Book Now

10.5 Contact us

If user have any kind of query, then they can contact admin by submit this form so that admin can take necessary action**.**

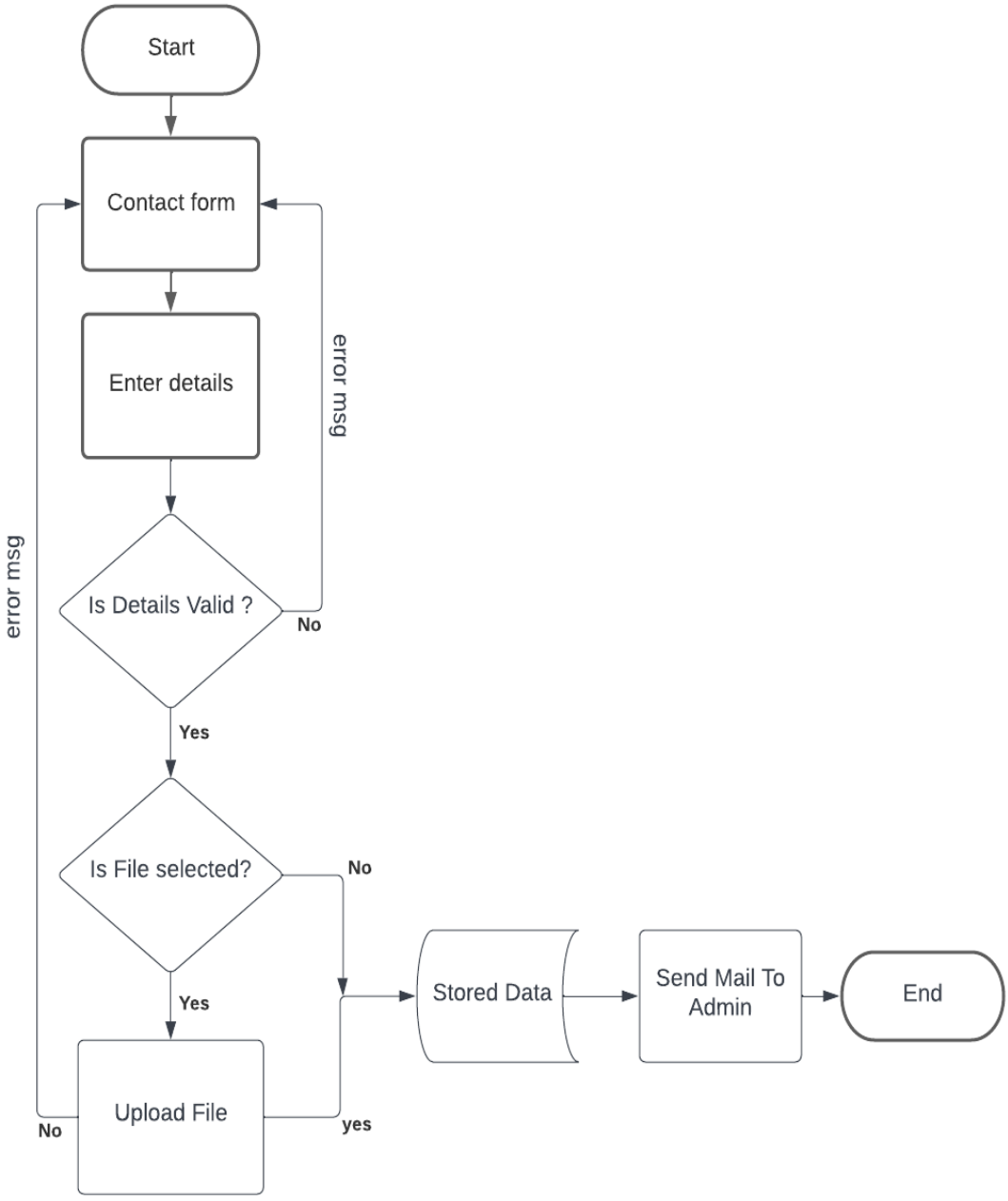

Fig. 10.5 Contact Us

10.6 Database Design

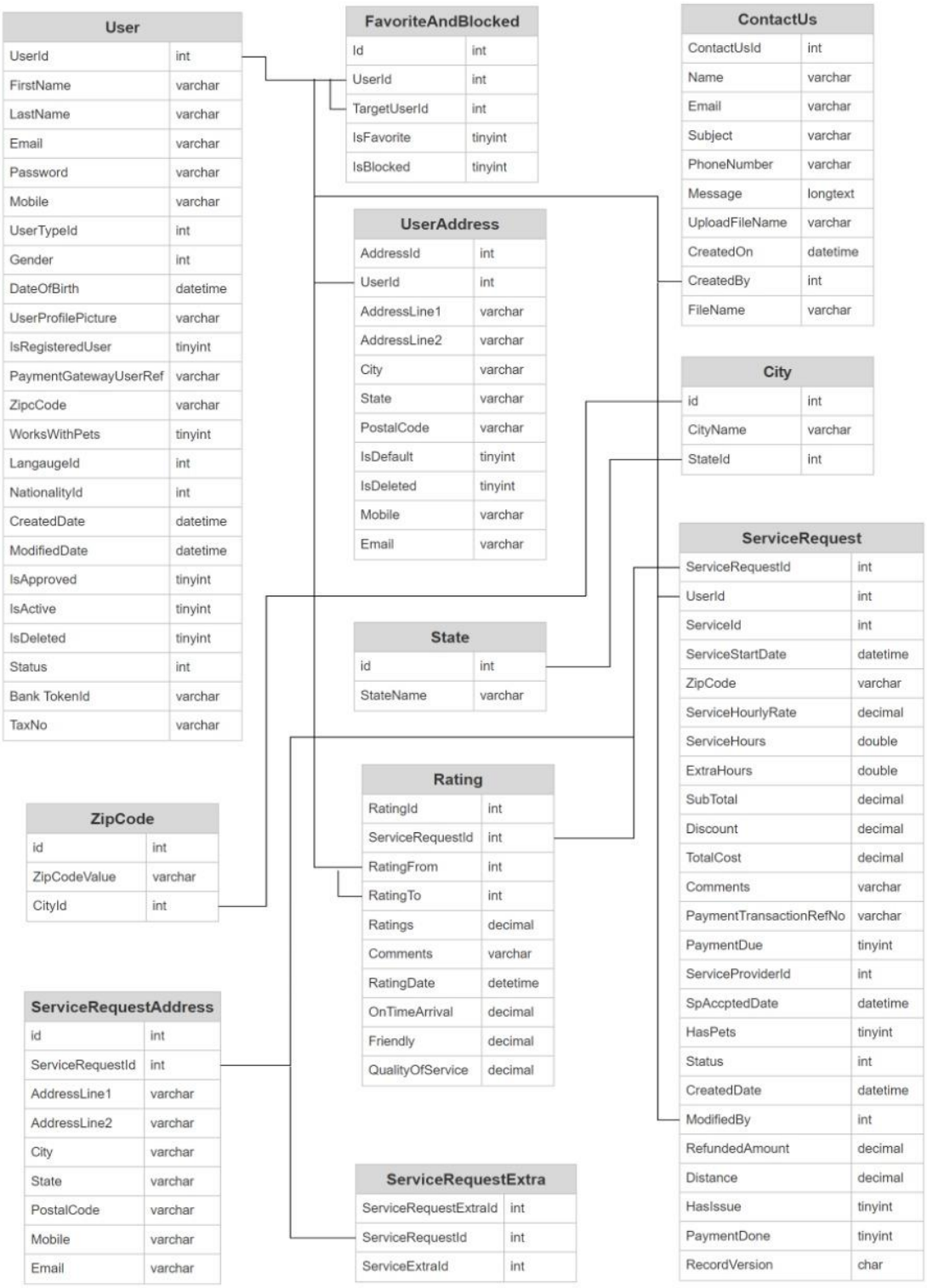

Fig. 10.6 Database Design

11. CONCLUSION

At the end concluding my report of my Internship, I learn So many things at Tatvasoft. Like Asp.net core, Ms Sql, Vs Studio, Entity Framework core. I also learn they work based on client demands. By doing my internship under Asp.net department I learn what is the role of a computer engineer in developer department and explore many new technologies.

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