VEHICARE HUB : VEHICLE SERVICE BOOKING SYSTEM

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1. Project Overview?

VehiCare Hub is an ambitious Python-based project aimed at revolutionizing the way vehicle owners schedule and manage their maintenance services. The platform provides a user-friendly and seamless experience, enabling customers to book service appointments with ease and convenience. Service providers, in turn, benefit from efficient appointment management and resource optimization. VehiCare Hub leverages cutting-edge voice recognition technology, allowing workers to provide real-time task updates through voice commands, revolutionizing the automotive service sector. Beyond core functionalities, the platform also includes advanced features such as Service History Analysis, Customer Support with Chatbot integration, Spare Parts Inventory Integration, Service Ratings, Emergency Roadside Assistance, and Integration with Vehicle Insurance Providers.

2. To what extend the system is proposed for?

The proposed VehiCare Hub system is designed to cater to the entire process of vehicle service booking and management. It aims to streamline the scheduling and organization of vehicle maintenance services from start to finish, providing a comprehensive platform for users, workers, and administrators. The proposed system is aimed at creating a seamless and convenient experience for all stakeholders involved in the automotive service sector. By encompassing various functionalities and integrating innovative technologies like voice recognition, the VehiCare Hub system aims to transform traditional processes and set a new standard for service booking systems, benefiting vehicle owners, workers, and administrators alike.

3. Specify the Viewers/Public which is to be involved in the System?

Vehicle Owners, Workers, Administrators, Insurance clients, Insurance Provider.

4. List the Modules included in your System?

Vehicle Owners, Workers, Administrators, Insurance Providers.

5. Identify the users in your project?

Vehicle Owners, Workers, Administrators, Insurance Providers.

6. Who owns the system? Purchase from a main vendor or a close-by service center hub (in an emergency).

Administrator.

7. System is related to which firm/industry/organization?

Automated Service Industry.

8. Details of person that you have contacted for data collection?

Akash Aji (Orange Yamaha, Kanjirappally)

9. Questionnaire to collect details about the project? (Min 10 questions, include descriptive answers, attach additional docs.)

1. How do vehicle owners currently book service appointments for their vehicles?
   Through call or direct booking.

2. What types of payment methods are commonly used by vehicle owners for service payments?
   Online UPI payments, Cards, or direct cash.

3. Can service providers easily manage their work history and track completed tasks using the current system?
   Only using paper documentation.

4. Is there any existing system exists to update status of their works done in a vehicle?
   No. Completely done in a documentation model.

5. How do a worker know the assigned works to a vehicle that had assigned to them?
   Creating documentation on paper.

6. Is there a mechanism for real-time updates from workers about their work status?
   There is a non-exciting system like that, which they merely analyse by examining the information supplied by the customers in the service managers' documents.

7. Are there any specific issues or pain points experienced by users in the current system?

Limited-service information and Manual service booking.

8. Do you offer any insurance companies with service centers integrated?

Yes, they provide insurance supporters but not totally integrated with the system.

9. How do you track and rate workers performance?

By speaking with the client personally or via phone.

10. How do you handle emergency roadside assistance requests and dispatch service providers to assist customers?

They don't currently offer any sort of dispatch team for roadside help. Only certain auto brands make use of them.