

[A2Z HOME SERVICE]

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1. Project Overview?

A2Z Home service is an online website for the customers who need services like maintenance service, repair service, cleaning service and service providers who perform home services. It contains admin section, user (customer, service provider) section, company and delivery boy. Services providers are from admin section while customers go through the site and make booking if they want. Online shopping is included in this site.

2. To what extend the system is proposed for?

The proposed system is defined to meets all the disadvantages of the existing system. It is necessary to have a system that is more user friendly and user attractive for business growth; on such consideration the system is proposed. In our proposed system there is admin who can manage the entire system. It allows customers to book services and do their transactions by using online payment method .Users of this proposed system are admin, customer and service provider. The aim of proposed system is to develop a system of improved facilities. The system provides proper security and reduces the manual work. This project makes a convenient way for customers to book services, without having to go to the required service centre.

The system is very simple in design and to implement. The system requires very low system resources and the system will work in almost all configurations. It has got following features:

- Greater efficiency and better data security
- Better information retrieval
- Validity of input data is automatically checked

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

- *Customer*
- *Service Provider*
- *Company*
- *Delivery Boy*

4. List the Modules included in your System?

- Admin
- *Customer*
- *Service Provider*
- *Company*
- *Delivery Boy*

5. Identify the users in your project?

- *Customer*
- *Service Provider*
- *Company*
- *Delivery Boy*

6. Who owns the system?

Admin owns and control the system

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

Home service organization

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

+91 8606622277
help@joboy.in

9. Questionnaire to collect details about the project? (min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)

1. *What are the services available?*

cleaning service ,pest control service, computer service ,painting, carpentry service, electrical service ,plumbing, beauty service are the different services available.

2. *Is it possible to place a service request without registering on site?*

A2Z home service prefers to serve the registered customers. We suggest you to register in site which will help us to reduce the fake job requests and to make available the offers that suit your requirements. The information gathered during registration enables us to serve you on time. This is also to ensure safety and security of both customers and service providers.

3. *How do ensure the credibility of service provider?*

A2Z home service assures your safety and security while deliver the service at your place. We have the group of most trusted service providers from your city to deliver the service, each service partner is on-boarded after strict background verification by our team. If you feel any concern regarding the assigned service provider, please contact us immediately.

4. What's the time limit for cancellation and rescheduling of service request?

You can cancel or reschedule the job anytime through website. You are allowed to cancel/reschedule the requests before 30 minutes without cancellation/inconvenience fee.

5. How to escalate concerns/complaints?

You can raise your concerns/complaints through our Website via mail /call. We will respond to your queries/concerns/complaints within 24 hours via mail/call. For refund/cancellation related queries, read our 'Cancellation/Refund Policy'.

6.How do pay service provider?

You can pay the service provider either by cash or online payment options .You can select the payment mode while book the service.

7.How do I contact my service provider?

There's no way to call your service pro directly. However, you can allow the Servider provider to contact you via phone by making your phone number visible to them during the checkout process.

8.where are your services available?

Presently we provide services in 14 districts of kerala.

9.what are the modes of payment for online shopping?

You can make payment either by cash or online payment options(credit card, debit card)

10.How do I submit feedback?

After your service is done, you'll receive an email with a link to review the service you received. You can also provide feedback on any completed service by going to [Your Orders](#).