**PROBLEM DESCRIPTION**

**Emergency Help Service**

**Introduction** :

In this fast changing world with new gadgets coming up everyday we have to build feasible solutions for Emergencies. Emergency never comes with prior intimation so In real world scenarios detecting such emergencies and reporting them is a real challenge. But thanks to digitalization boom which helped the new culture to shift towards accessibility to digital devices which helps us to make solutions more viable to citizens.

We are going to propose system to overcome problem of having long manual intervention while reporting emergency and automate things when emergency occurs user can report that with minimal interaction with authorities, so that authority people can respond quickly to that emergency with user data and emergency location and other aspects provided by user before emergency occurs. Our idea to automate this process of emergency reporting will record and report emergency in real time. It will work in two steps as reporting, processing user data and location and it update that for outside world.

**Problem Statement :**

So, working on the above line of thought, we are building a web-App which can help people to report their emergencies with provided sections can contact their nearby help centres for type of emergency and can directly report to them with single SOS Button click with user location and emergency contact numbers. User can directly send message to their trusted emergency numbers too by single SOS Button click and adding personalised message for the same.

Features to be implemented :

**Fast Emergency Reporting** : User can report his/her emergency as quick as possible by providing information as minimal as possible.

**Different types of emergency selection before reporting** : User can select type of emergency provided in list so that appropriate Authority will be contacted by web-app.

**Location wise database fetching** : User’s current location will be fetched by web-app and we will be using that location as Emergency location and send that to Authority so that Authority can reach to that place as early as possible.

**LogIn/Sign-Up** : User have to sign up on our web-app so that we can store their trusted contacts such that their contacts will be contacted in case of emergency with that location and type of emergency.

**Trusted Emergency Contacts** : User have to provide his/her trusted contacts that has to be contacted and send notification about this emergency to them as early as possible.

**Auto-SMS to Trusted Contacts** : Sometimes it’s not the case that Authorities need to interevelt in some situations in that case we will provide the button that will contact only their trusted contacts to make this web-app more efficient.

**Location Wise Authority Database** : We will provide database of police stations, fire stations and all type of authority contact numbers and location to user in case of emergency if user need to contact authority by himself/herself.

**Auto Recommend Authority Contact Numbers** : We will fetch current location of user and type of Emergency and we will provide best nearby authority contact number to be contacted in case of emergency.

**Heat-map of Emergencies** : We will maintain heat-map of emergency with details of emergencies that is live. Every unresolved registered emergency will be seen on heat-map and after resolving that it will be deleted by authority.

**Admin Access** : We will provide admin area and access to Authorities such that they can resolve emergencies from server and update heatmap.

**Emergency-Button (SOS)** : A single button that will contact all his/her trusted contacts and send his/her current location.

**WhatsApp Emergency Details** : You can send Pictures/Audio to your contacts with location and all other details as fast as possible.

**Blogs** : We will provide different blogs on website that how to behave during Emergencies.

***Why will customers use this system ?***

**(1) Direct Contact with Authorities :**

Users can directly contact their nearby authorities and their trusted contacts so that they can get help as soon s possible from our service.

**(2) Category wise solutions :**

Users can provide their type of emergency and location so that they can directly contact their nearby authorities and their trusted contacts so that by minimal data given as input appropriate action will be taken.

**(3) Panic Button :**

We are providing panic button in case of emergency user can contact their trusted contacts and nearby authority by just pressing single button.

**(4) 24x7 Service**

This system is available 24x7 and clients can call or message the for specific services he/she wants to get without visiting the office or without worrying about closed after hours.

**Service limitations :**

This emergency help service system will not function in the event of an Internet or power outage, if you do not have cellular service, or if your broadband, ISP, or System Office service is terminated.

The emergency help service system cannot send emergency calls over Wi-Fi access.

It is possible that network congestion may delay or prevent completion of an emergency call.

This emergency service system may not be available in all locations.