

ONLINE HOME SERVICE

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1. Project Overview?

Home service website is an easy to use application, including most features and flexible service booking and management portal. This provides verified service professionals to customers. This site takes away the pain of finding the right home service expert to cater to your needs like cleaning, repairing etc.. with reasonable price. Customers can avail home services in certain locality with just a few clicks of a button.

2. To what extent the system is proposed for?

Nowadays every one running on a tight schedule and has little time to find employees for home services. Home Service website provides verified service professionals to customers. To safeguard and ensure the customers' safety all in-house professionals have their backgrounds checked and verified.

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

Public customers who need home service experts to cater their needs like cleaning, repairing etc..

4. List the Modules included in your System?

Registration, service booking, add booking, search, payment.

5. Identify the users in your project?

Admin, Employee, Registered user.

6. Who owns the system?

Admin, Can approve the qualified employees, only approved employees can become part of the site. He has the right to block and unblock the employees and customers. Admin can view all employee details, customer details. Can add essential information like new service available district, new category of services. Can view account and payment details.

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

For public customers ,who need service.

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

Did a detailed conversation with a service provider organization.

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 is/would be your main way to find the person to provide the services?

Most of the customers use Individuals ads in newspapers /websites and sometimes uses a company / service provider.

2. What would be the main criteria that would determine your choice of the provider when using home services?

Pricing,Punctuality , and Recommendation by someone they know.

3. How frequently would you use the services?

There is no such frequency .

4. If you use the service monthly what is currently your monthly budget for these services?

Atmost 1000

5. Do you trust the security of online home services?

Only Partially

6. What are for you the 2 main disadvantages of online home service?

Security concerns and dependence on internet service.

7. Which time do you prefer for banking business hours?

Day timing than early morning and late evening.

8. which type of payment most of the customers prefer?

Online payment

9.Which are the essential services need?

Room cleaning, bathroom cleaning,appliances service ,painting etc.

10.Which days you prefer the services more ?

Most of them need services in public holidays

