

# **Helperland**

## **A PROJECT REPORT**

*Submitted by*

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*In partial fulfillment of the award of the degree of*

**BACHELOR OF ENGINEERING**  
*In*  
**Computer Engineering Department**  
**Government Engineering College, Bhavnagar**



**Gujarat Technological University, Ahmedabad**

**[April, 2022]**



## Government Engineering College, Bhavnagar

Nr. Sir BPTI Campus, Vidhyanagar,  
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# CERTIFICATE

This is to certify that the project report submitted along with the project entitled **Internship** has been carried out by **Parmar Radhika Rajendrasinh** under my guidance in partial fulfillment for the degree of Bachelor of Engineering in Computer Engineering, 8<sup>th</sup> Semester of Gujarat Technological University, Ahmedabad during the academic year 2021-22.

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# Tatvasoft(Internship Certificate)



Outsourcing • Custom Software Development • Web Application & Business Solution

HR/TS/0322  
Date: 1<sup>st</sup> April 2022

**TO WHOM SO EVER IT MAY CONCERN**

This is to certify that Radhika Rajendrasinh Parmar is selected from GEC Bhavnagar for internship in accordance with the college's policy.

Details of the project is as under

Project technology: PHP

Project title- Helperland

Start Date: 1<sup>st</sup> Dec 2021

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The project undertaken is original and not submitted elsewhere.

For TatvaSoft

Authorized Signatory

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## **DECLARATION**

We hereby declare that the Internship report submitted along with the **Internship Helper** and entitled submitted in partial fulfillment for the degree of Bachelor of Engineering in Computer Engineering to Gujarat Technological University, Ahmedabad, is a bonafide record of original project work carried out by me / us at Spider Technology under the supervision of Mrs. Sweety Patel 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**

Parmar Radhika Rajendrasinh

**Sign of Student**

## **ACKNOWLEDGEMENT**

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**RADHIKA PARMAR**

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## **ABSTRACT**

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

*Helperland project is specially designed for provide a service to customer. There is mainly three parts Admin, Service Provider, Customer. Customer can signup/login than it book a service provided by service provider. Customer can book-service and make payment for that service. Service Provider can Signup and that service provider will verify by Admin. Service Provider can Accept customer Service Booking and Provide Service for that customer. Also Service Provider Can reschedule the Appoitment date. Admin can manage Service Provider and Customer. Any of worst Situation if customer want refund that is only doing by admin. Admin can activate, Deactiave accounts and block/unblock Service Provider and Customer. There is many more functionalities like favourite/unfavourite Service Provider or Customer.*

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## **Chapter 1**

### **1.OVERVIEW OF THE COMPANY**

#### **1.1 HISTORY**

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.

## **1.2 DIFFERENT PRODUCT / SCOPE OF WORK :-**

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.

- Prototyping & MVP Development :-**

Discover, identify, and outline product specific demands by creating prototype based on the latest market trends and customer feedbacks. Utilize our prototyping approach and MVP development service to test your software product under specific market conditions and minimize risk

- Product Architecture Design Service :-**

Evolve with ground-breaking trends by drilling deep into the market and intellectually translating the needs into product features. Our skilled software product developers delve deep into each product architectural layer and derive insights to add competitive value to your business.

- UI/UX Design Services :-**

Well defined UI/UX strategy to trace business workflows by creating information architecture, wireframing, and UX designing to engross more customers. Tatvasoft's UI/UX designers adapt design thinking approach to offer innovative product designs that are compelling, intuitive, and user-friendly in accordance with the current market.

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- **Maintenance & Support Services :-**

Tatvasoft's software maintenance and support teams upgrade and update the product with the latest technology to optimize processes and improve overall efficiency. Tatvasoft's experienced support software developers ensure timely and hassle-free services including but not limited to resolving issues, integration, migration, and enhancement to the clients.

- **Product Development :-**

Aligning to specific business needs, we offer end-to-end software product development services using multiple developments and operational methodologies like SCRUM, Agile, DevOps, Waterfall and Prototyping. Tatvasoft's adroit technical leads use razor-edge technology solutions, offer product innovation, accelerate time to market, and improve profitability.

- **Product Testing :-**

Adhering to standards of Quality Assurance, Tatvasoft abide by strict quality analysis from Validation, Functional, Performance, Smoke and UAT testing to assure the developed product is stable, scalable and secure. Tatvasoft's expert QA team ensures our developed software products are easily customizable, resilient, and integrable at all levels.

### 1.3 ORGANIZATION CHART

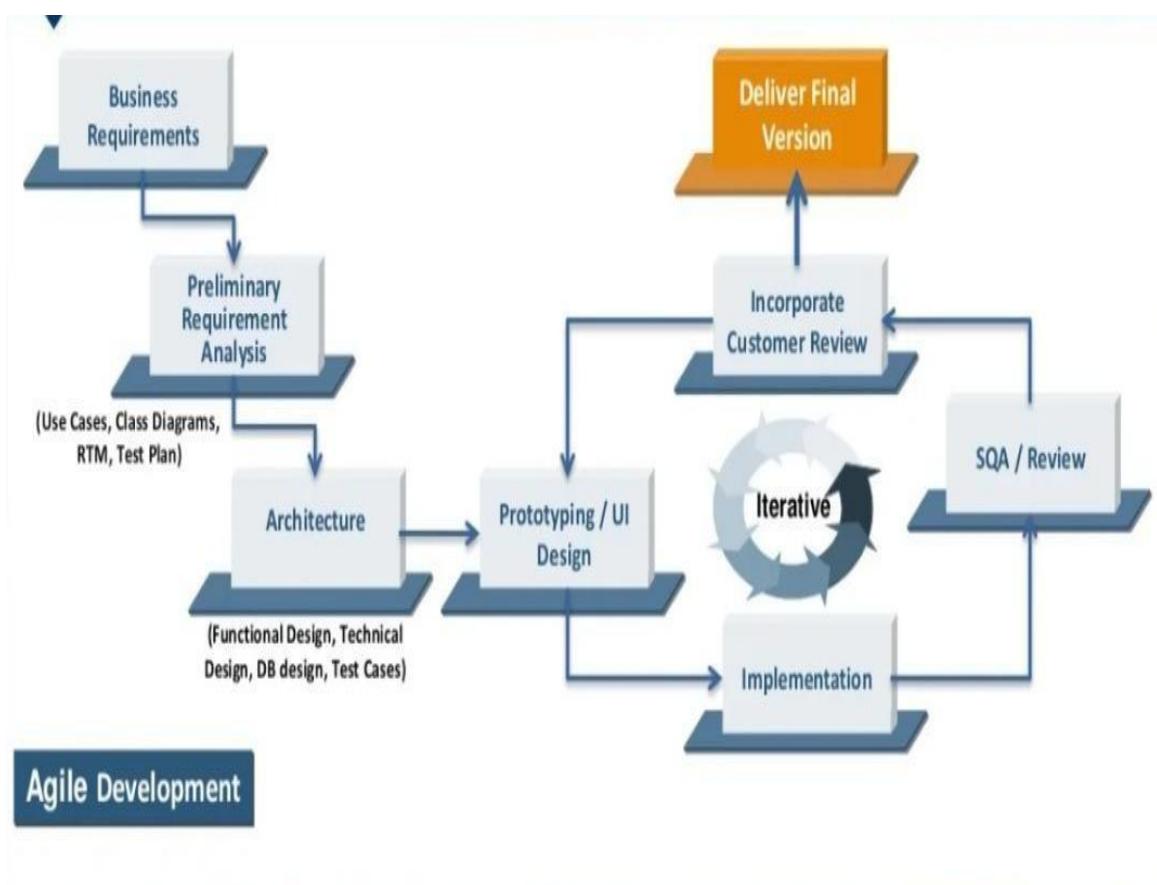


Fig. 1.1 Organization chart

## 1.1 CAPACITY OF PLANT

With rich and varied experience of 18 years in software development and stringent quality standards, Tatvasoft offer utmost qualitative, on-time and cost-effective software solutions. Tatvasoft serve clientele across the industries and globe with offices in US, Canada, UK, Australia, and Development Center in India with a workforce of 810 IT professionals.

Tatvasoft have successfully completed 1800+ projects with 700+ SMEs and Fortune 500 companies.

## **Chapter 2**

### **2. OVERVIEW OF DIFFERENT PLANT/DEPARTMENT**

#### **2.1 IT INCLUDES THE DETAILS ABOUT THE WORK BEING CARRIED OUT IN EACH DEPARTMENT :-**

- There are major three department in the Tatvasoft :-
  - 1) Backend
  - 2) Frontend
  - 3) Mobile

##### **1) Backend:-**

- .Net, Java, Node Js, PHP, ROR this type of language are use in this department which is explain in details to below:-

- **What is Node js?**

Node.js is an open source, cross-platform runtime environment for developing server-side and networking applications. Node.js applications are written in JavaScript, and can be run within the Node.js runtime on OS X, Microsoft Windows, and Linux.

- **What is PHP?**

PHP is an acronym for "PHP: Hypertext Preprocessor". PHP is a widely-used, open source scripting language. PHP scripts are executed on the server.

- **What is ROR?**

A Ruby on Rails or RoR developer is tasked to write server-side web application logic using the Ruby on Rails Framework, which allows developers to work on tasks without too much coding. He or she specializes in building databases and providing technical support for organizations from various industries.

**2) Frontend :-**

- Angular, React, View Js this type of language are use in this department which is explain in details to the below:-

- **What is React?**

React is a declarative, efficient, and flexible JavaScript library for building user interfaces. It lets you compose complex UIs from small and isolated pieces. It might used components also.

- **What is View Js?**

View Js is an open-source model–view–view model front end JavaScript framework for building user interfaces and single-page applications. It was created by Evan You, and is maintained by him and the rest of the active core team members.

**3) Mobile:-**

- IOS, Android, React Native, Flutter, Xamarin this type of language are use in this department which is explain in details to the below:-

- **What is React native?**

React Native combines the best parts of native development with React, a best-in-class JavaScript library for building user interfaces. Use a little—or a lot. You can use React Native today in your existing Android and IOS projects or you can create a whole new app from scratch.

- **What is Xamarin?**

Xamarin is a Microsoft-owned San Francisco-based software company founded in May 2011 by the engineers that created Mono, Xamarin.Android and Xamarin.iOS, which are cross-platform implementations of the Common Language Infrastructure and Common Language Specifications.

## **2.2 LIST THE TECHNICAL SPECIFICATIONS OF MAJOR EQUIPMENT USED IN EACH DEPARTMENT.**

### **1) Backend:-**

- .Net, Java, Node Js, PHP, ROR this type of language are use in this department which is explain in details to the below:-

- **What is .NET?**

.NET is an open-source and cross-platform development platform for building many types of applications. Designed by Microsoft, the platform supports multiple programming languages and libraries to build web, mobile, desktop, IoT applications, and more.

- **What is Java?**

Java is a general-purpose, class-based, object-oriented programming language designed for having lesser implementation dependencies. It is a computing platform for application development. Java is fast, secure, and reliable, therefore. It is widely used for developing Java applications in laptops, data centers, game consoles, scientific supercomputers, cell phones, etc.

### **2) Frontend :-**

- Angular, React, View Js this type of language are use in this department which is explain in details to the below:-

- **What is Angular?**

Angular is a JavaScript framework written in JavaScript, AngularJS starts automatically when the web page has loaded.

### **3) Mobile:-**

- IOS, Android, React Native, Flutter, Xamarin this type of language are use in this department which is explain in details to the below:-

- **What is IOS?**

IOS is a mobile operating system for Apple-manufactured devices. IOS runs on the iPhone, iPad, iPod Touch and Apple TV. IOS is best known for serving as the underlying software that allows iPhone users to interact with their phones using gestures such as swiping, tapping and pinching.

- **What is Android?**

Android OS is a Linux-based mobile operating system that primarily runs on smartphones and tablets. The Android platform includes an operating system based upon the Linux kernel, a GUI, a web browser that can be downloaded.

- **What is Flutter?**

Flutter is an open-source UI software development kit created by Google. It is used to develop cross platform applications for Android, IOS, Linux, macOS, Windows, Google Fuchsia, and the web from a single codebase.

**2.3 PREPARE SCHEMATIC LAYOUT WHICH SHOWS THE SEQUENCE OF OPERATION FOR MANUFACTURING OF END PRODUCT.**



Fig. 2.1 Manufacturing Product

## **2.4 EXPLAIN IN DETAILS ABOUT EACH STAGE OF PRODUCTION.**

- Software Development Horizon :-**

The extensibility and proficiency of the hired developers are the first deciding factor for businesses in paying for custom software development. The Major part of the cost estimation depends on the requirement of the project, its criticality and technology. In addition, the number of developers and their time spent is equally important. Without a well-planned budget, the business would have to compromise on certain essential aspects or cannot afford skilled resources because of a lack of budget.

- Planing :-**

Another essential important criterion is the platform chosen to develop. Once the project initialization, requirements and developers are fixed the next bifurcation of the cost depends on the platform. The technology stack needed, software licensing costs and other cloud-related costs are vital contributors for cost estimations.

- Delivery Time :-**

Having rightly said “Time is money”, the time factor will decide the amount you will have to pay in case of quicker deadlines or demand to complete the project at a rapid speed than normal.

- Infrastructure and Physical Resource expense :-**

Custom software may cost higher than expected in case of choosing an inappropriate outsourcing offshore partner. The location or geography to which the team decides to outsource will be an essential parameter to cost as well. Just like the development cost in the Philippines will be different in comparison to development cost in India. So if you don't choose the right location for outsourcing then you might end up paying some extra amount than required. Choose a technology partner wisely.

- Hiring models :-**

Each enterprise follows a different hiring method and depending on the hiring structure the cost is estimated. Depending on the experience of the team and their

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proven track record the hiring models can be finalized. The most common types of hiring models are the Dedicated development team and Fixed price models.

## Chapter 3

### **3 INTRODUCTION TO INTERNSHIP AND PROJECT**

#### **1.1 INTERNSHIP SUMMARY**

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.

### **3.2 PURPOSE**

- The main objective of the Project on Helperland is to manage the details of Customer, cleaning services, cleaner. It manages all the information about Customer, cleaner, Admin.
- The project is totally built at the administrative end and thus only the administrator is guaranteed the access. The purpose of the project is to build an application program to reduce the manual work of cleaning. It tracks all the details about the cleaner, service type.
- There are plenty of purposes of a web application, most of which can be confined to one goal, earning profits.

### **3.3 OBJECTIVE**

Helperland is a web-based application where Client can book a service for cleaning their stuff and servicer can accept and completed the service request. The main objective of this web application is to make it interactive and its ease of use.

Hear client can book a service for cleaning their home area like Bedroom, Living room, Bathroom, Kitchen and extra services like inside cabinet, inside fridge, inside oven, laundry wash & dry, interior windows as per their need.

User has its own dashboard where they can manage service request or they can check the history, download the invoice or many things. Admin panel can manage all the users like Customer and Servicer, all the service, or many things.

### **3.4 SCOPE**

- This system allows the customer to maintain their house from dirt.
- The main scope of the website is to provide maximum helpful cleaning to the user.
- Any Free user can register him/her as a servicer and can get cleaning work.

### 3.5 TECHNOLOGY AND LITERATURE REVIEW

- We have used given below technology
- Frontend: HTML, CSS, jQuery, Bootstrap
  - Backend: PHP, MySQL Database, MVC
  - Server: Apache Server
  - PHP mailer
  - Mail Trap
  - Google Maps

### 3.6 PROJECT PLANNING

For a successful software project. The following steps can be followed:

- Select a project
  - Identifying project's aims and objectives
  - Understanding requirements and specification
  - Methods of analysis, design and implementation
  - Testing techniques
  - Documentation
- Project milestones and deliverables
- Budget allocation
  - Exceeding limits within control
- Project Estimates
  - Cost
  - Time
  - Size of code
  - Duration
- Resource Allocation
  - Hardware
  - Software
  - Previous relevant project information

### **3.6.1 Project Development Approach and Justification:-**

Approach :- Top-Down Approach

I have used Top-Down Approach. When approaching a project from the top down, higher-level decision-makers start with a big picture goal and work backward to determine what actions different groups and individuals will need to take in order to reach that goal.

Process:- Customer side -> Service Provider Side -> Admin.

### **3.6.2 Roles And Responsibilities:-**

- Oversee high-level project progress.
- Provide input to and approval of the project charter.
- Provide and approve project budget and resources.
- Approve any project change requests.
- Provide exposure and buy-in from senior management.
- Approve the project completion.

### 3.7 PROJECT SCHEDULING:-

- An elementary Gantt chart or Timeline chart for the development plan is given below.
- The plan explains the tasks versus the time (in weeks) they will take to complete.

Requirement Gathering	W1		W2		W3		W4		W5		W6	
Analysis			W1		W2		W3		W4		W5	
Design					W1		W2		W3		W4	
Coding					W1		W2		W3		W4	
Testing							W1		W2		W3	
Implement									W1		W2	
	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4

Fig. 3.1 Project Scheduling

## **Chapter 4**

### **4 SYSTEM ANALYSIS**

#### **4.1 STUDY OF CURRENT SYSTEM**

##### **4.1.1 Study of Current System - Use Case Diagram**

The Use Case diagram models the users' expectation for using the system. The people and systems that interact with the target system are called actors. The features of the system that the actors use is called use cases. Some use cases interact with other use cases, a relationship modeled using dependency arrows.

The goal of the Use Case diagram is to identify all the features that the clients expect the system to support, but it does not reveal any details about the implementation of these features. Use cases can be written several ways but the most common is to represent a view of the system from outside the system.

- Use Case diagrams are valuable because they Identify the clients' expectations for the system.
- Identify specific features of the system.
- Identify shared behaviour among system features.
- Provide a simple and easily understood way for clients to view their requirements.

#### **4.2 PROBLEM AND WEAKNESSES OF CURRENT SYSTEM :-**

- This System work on only specific area.
- It may be difficult to customers to get the phone number or the location of the organization
- Price are fixed for every service so You cannot bargain.
- It might be delay in service because cleaner might be busy in other service or short of cleaner.
- The organization may not be able to serve many customers

### 4.3 REQUIREMENTS OF NEW SYSTEM

There are major two type of requirements in new system which is mention below:-

- 1) Hardware Requirements
- 2) Software Requirements

#### 4.3.1 Hardware Requirements:-

- Intel core –I5 Processor 550 MHz or Above
- Minimum 250 GB Hard disk
- Minimum 2 GB RAM
- Mouse, Keyboard

#### 4.3.2 Software Requirements:-

- Windows 7,8,10,11
- Mozilla Firefox latest version, chrome latest version
- XAMPP Server
- VS Code

### 4.4 SYSTEM FEASIBILITY

- Form a project team and appoint a project leader.
- Develop system flowcharts.
- Identify the deficiencies of current system and set goals.
- Enumerate the alternative solution or potential candidate system to meet goals.
- Determine the feasibility of each alternative such as technical feasibility, operational feasibility, etc.
- Weight the performance and cost effectiveness of each candidate system.
- Rank the other alternatives and select the best candidate system.
- Prepare a system proposal of final project directive to management for approval.

#### **4.5 PROCESS IN NEW SYSTEM**

Customer can sign up themselves and after login they can able to book a service based on his/her requirement.

Service Provider can able to approve the request of the customer.

After provided service by the service provider customer can able to give the rating to the service provider which is work her/him.

The Admin can able to delete or update the service request of the customer also it can be able to active or in-active the user.

#### **4.6 FEATURES OF NEW SYSTEM**

- Document Management
- Workflow
- a Rules Engine
- Customer Relationship Management.

#### **4.7 LIST MAIN MODULES OF NEW SYSTEM**

- Customer Module: Used for managing the Customer details.
- Servicer Module: Used for managing the servicer details.
- Admin Module: Used for managing all the details.

## 4.8 TECHNOLOGY

- We have used given below technology:-
  - Frontend: HTML, CSS, jQuery, Bootstrap
  - Backend: PHP, MySQL Database, MVC
  - Server: Apache Server
  - PHP Mailer
  - Google Map

## Chapter 5

### 5 SYSTEM DESIGN

#### 5.1 SYSTEM DESIGN & METHODOLOGY

##### 5.1.1 Flow chart

###### 5.1.1.1 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.

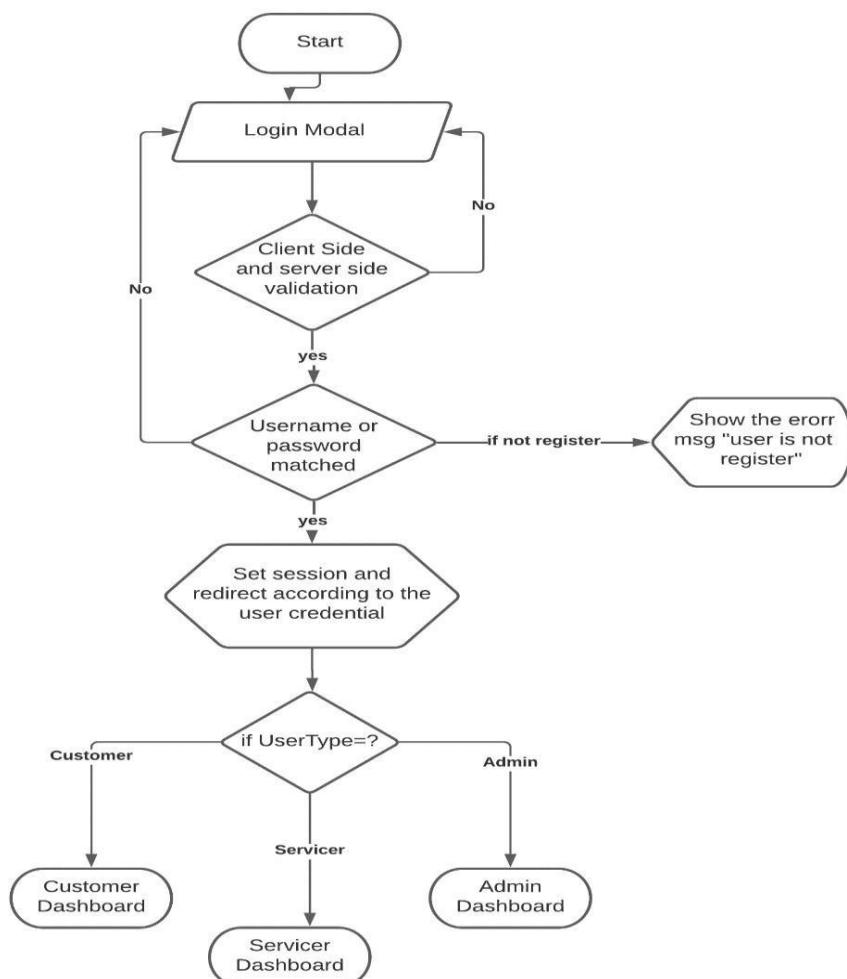


Fig. 5.1 User Login

### 5.1.1.1 User Signup

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

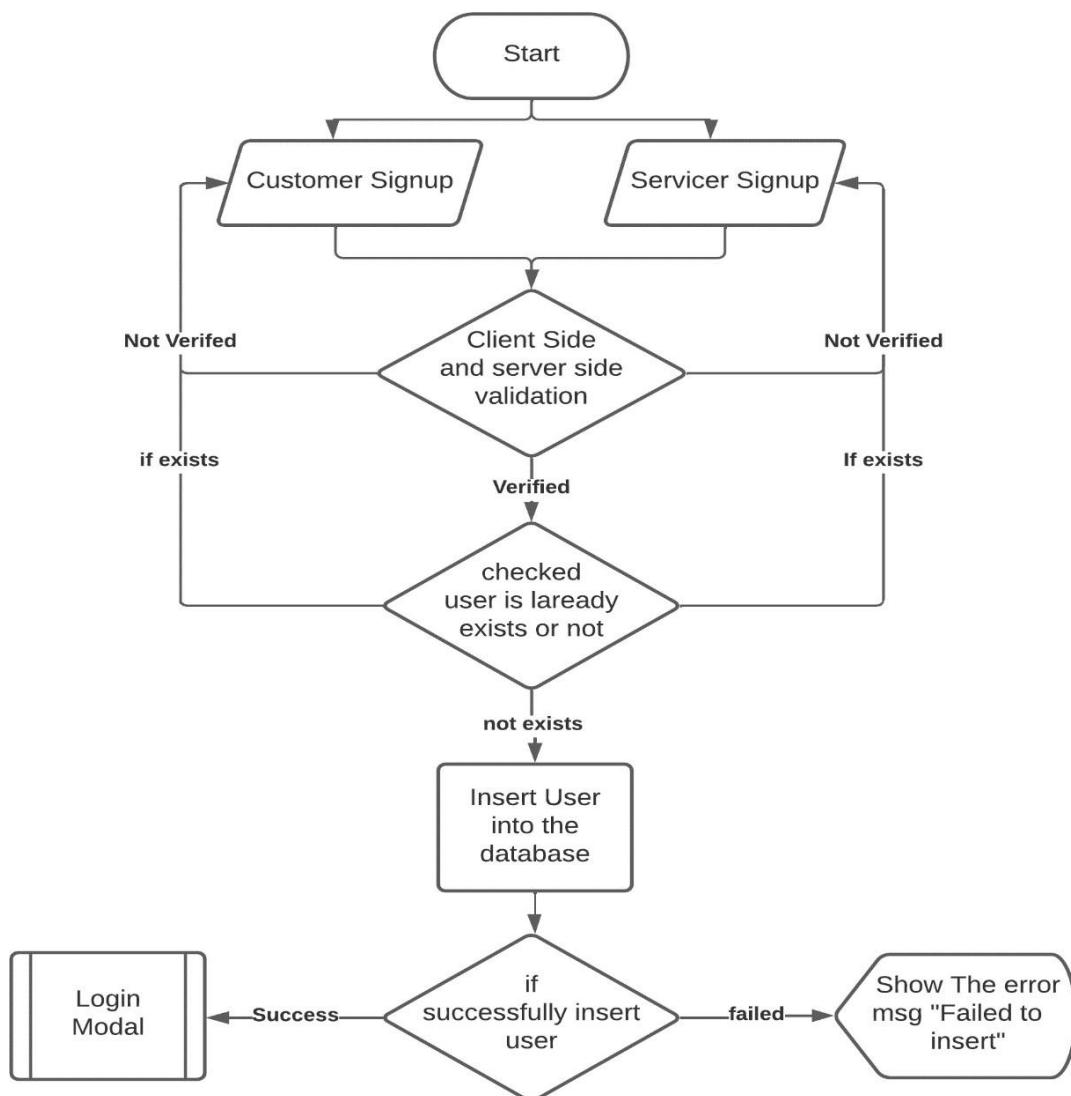


Fig. 5.2 User Signup

### 5.1.1.2 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.

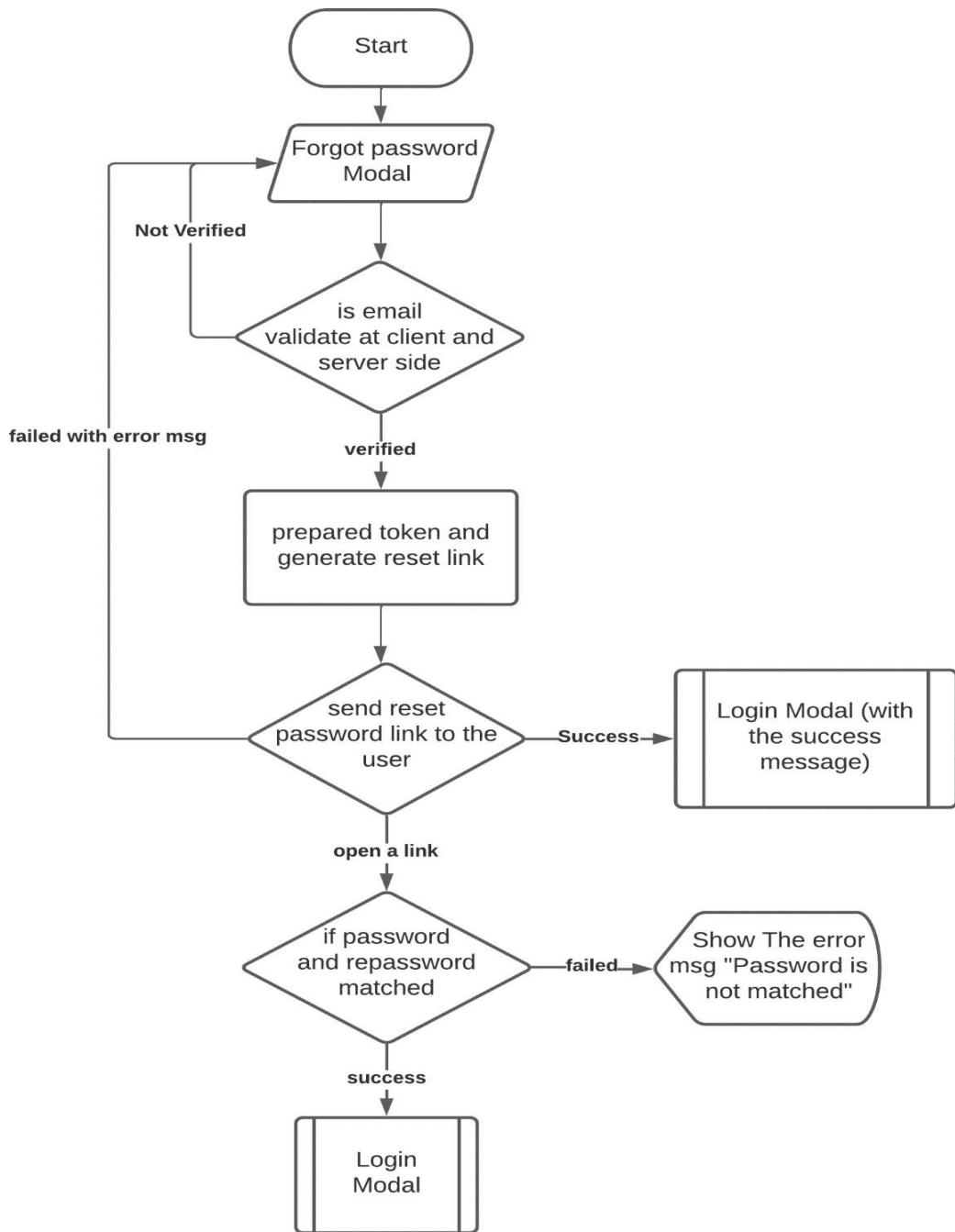


Fig. 5.3 User Forgot Password

### 5.1.1.3 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.

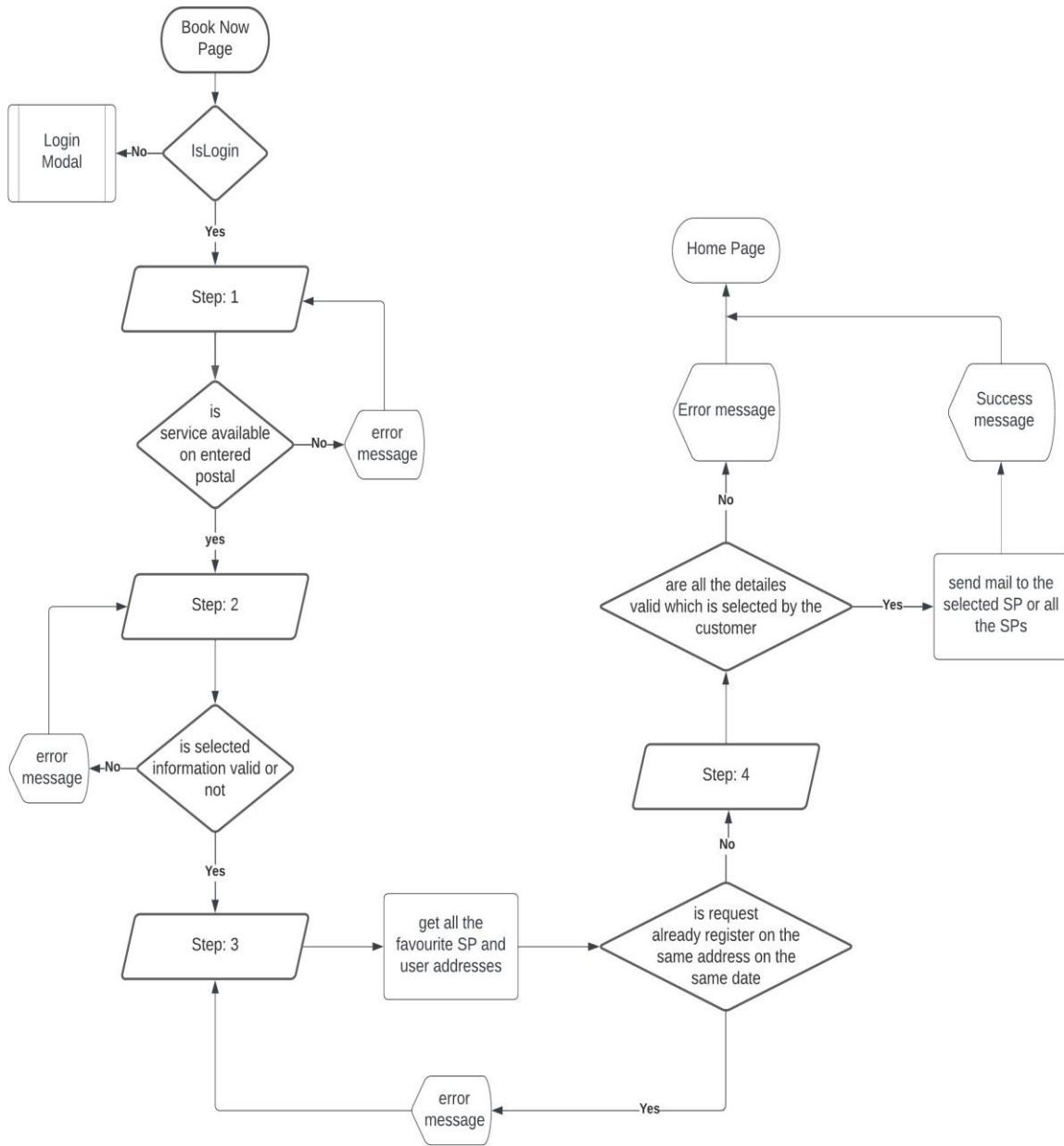


Fig. 5.4 Book Now



### 5.1.1.1 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.

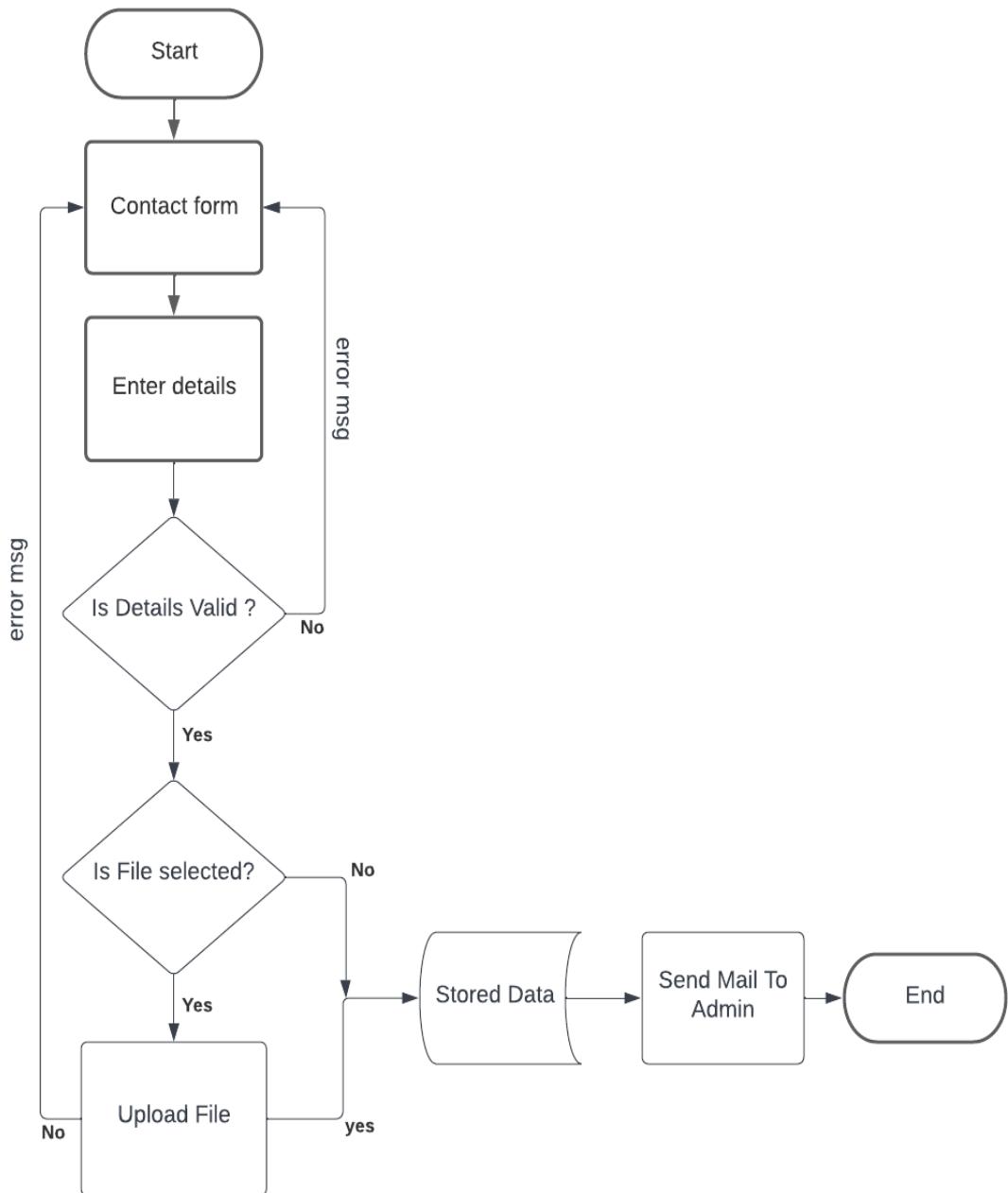


Fig. 5.5 Contact Us

## 5.2 DATABASE DESIGN

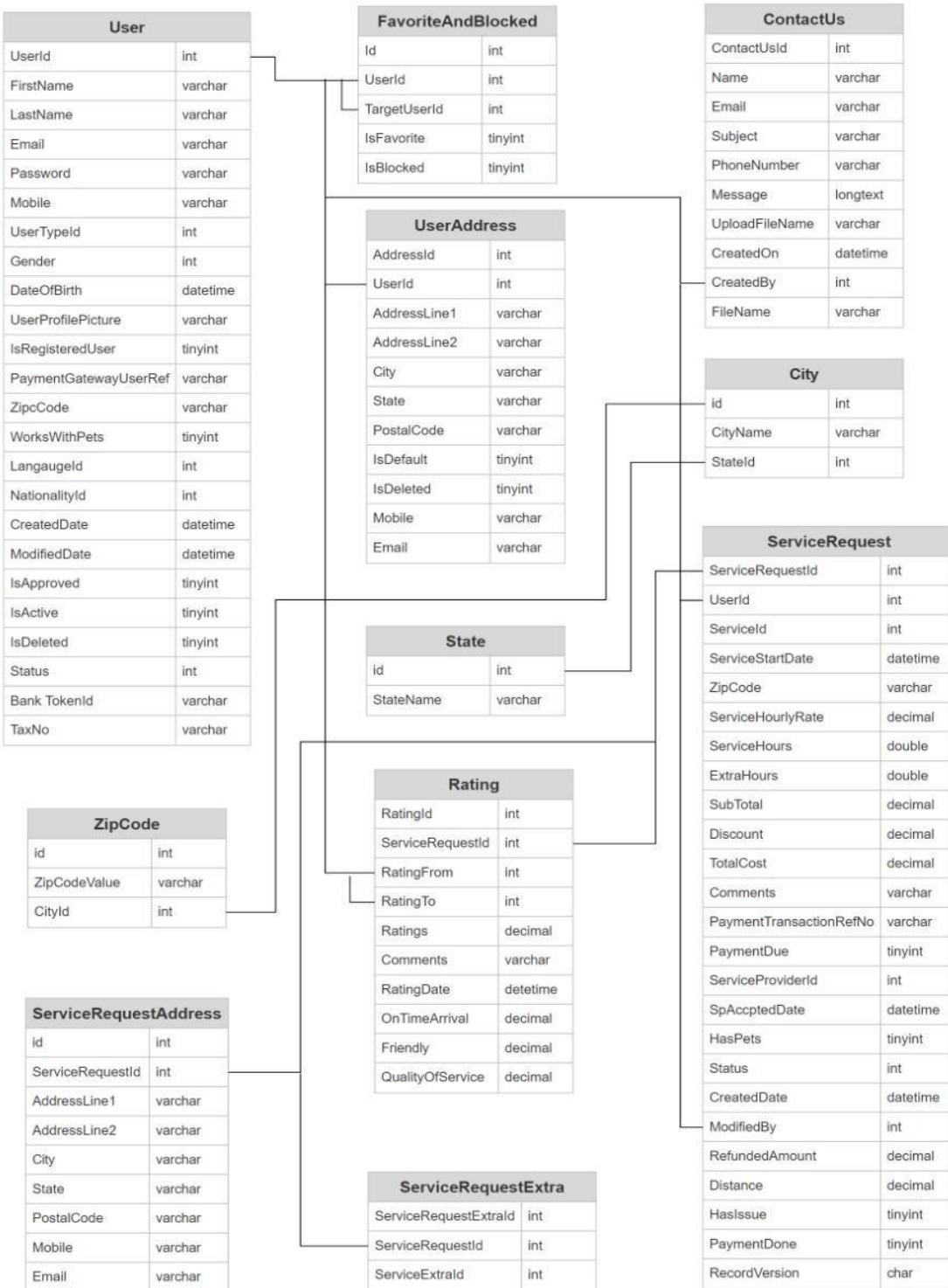


Fig. 5.6 Database Design

## Chapter 6

# 6 IMPLEMENTATION

## 6.1 RESULT - HELPERLAND

### 1 Home Screen and public pages

#### 1.1 Home screen

This should be a static page as shown in the screenshot.

- Header information
  - It should display Helperland portal logo. Logo should be clickable to be redirected on home page.
  - It should have certain CTA links for various ability for users like book service, contact us and for ability for one to register/login.
  - Header should be fixed or sticked to top always. when user scrolls down, it should always stay at the top.
- Home screen has been divided into 4 sections. Design the entire home page as shown in the screenshots.
- 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.
- Use static content as shown in images including the section what our customers say. All the background images will be provided by TSC.
- Footer information
  - It should show Copyrights Information.
  - Also, it should show some links to public pages it.t About us, FAQs.
  - Mention all the links as shown in images.

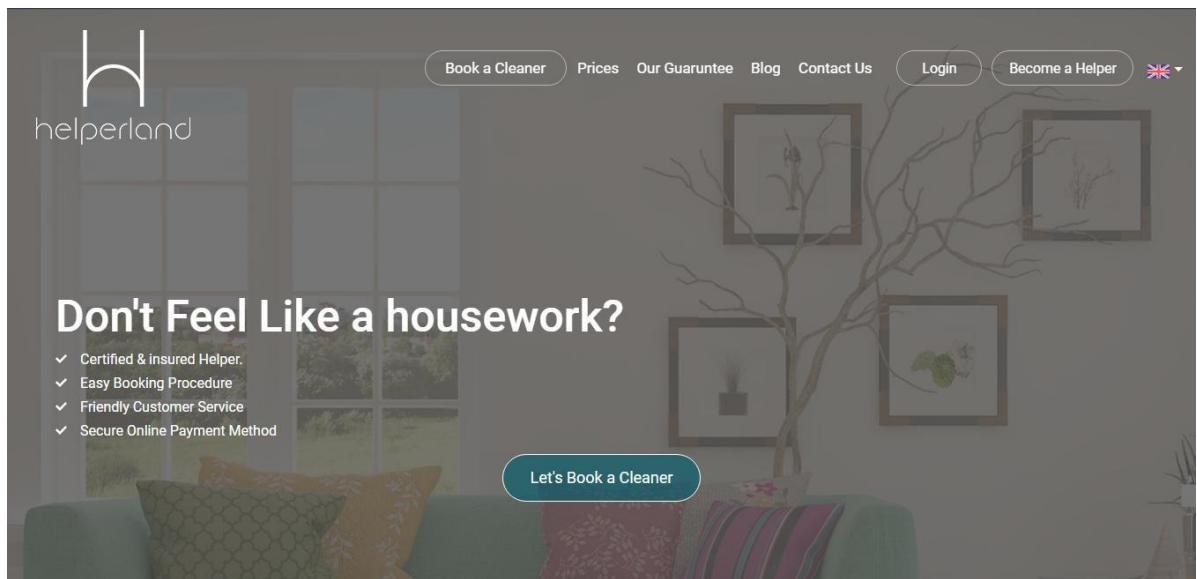


Fig. 6.1 Home Page - Banner Section

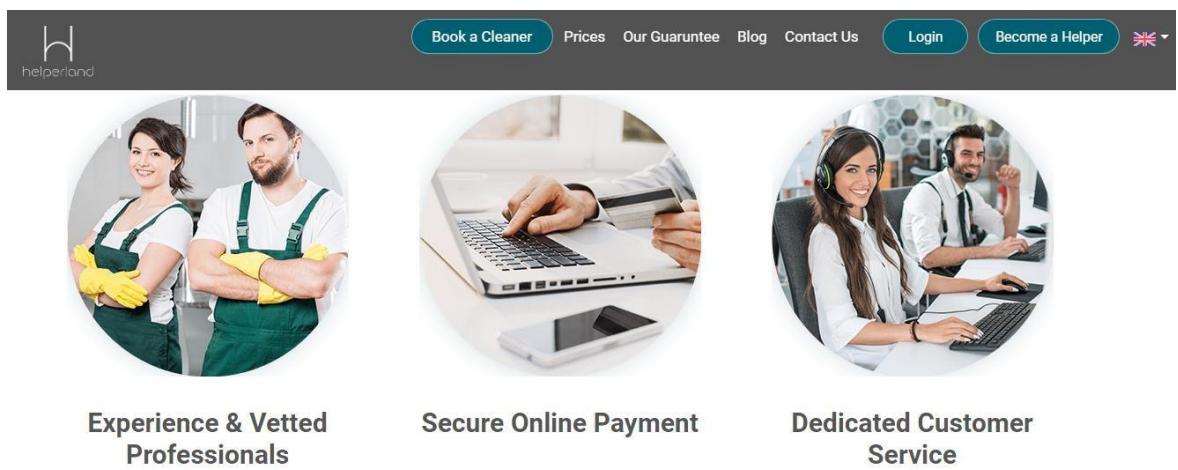


Fig. 6.2 Home Page - Why Helperland



Fig. 6.3 Home Page - Details Section

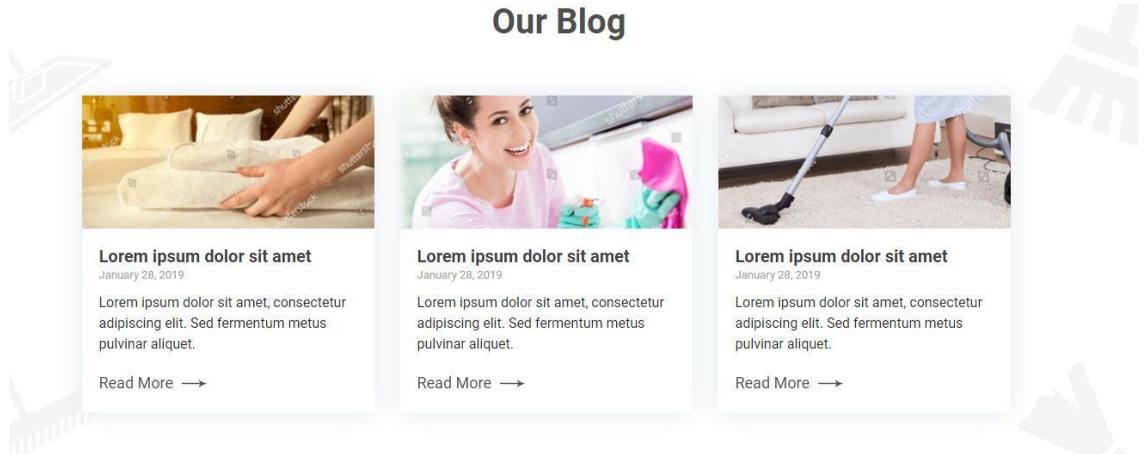


Fig. 6.4 Home Page – Blog Section

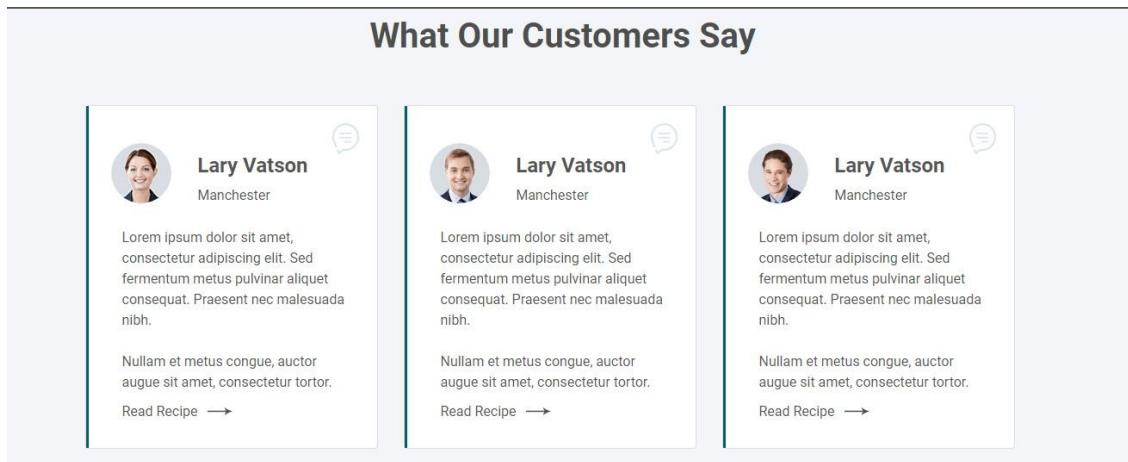


Fig. 6.5 Home Page – What Our Customer Say

## 1.2 Prices and Services

Design this static page with static content as shown in below images. Below screenshots show two parts of the page.

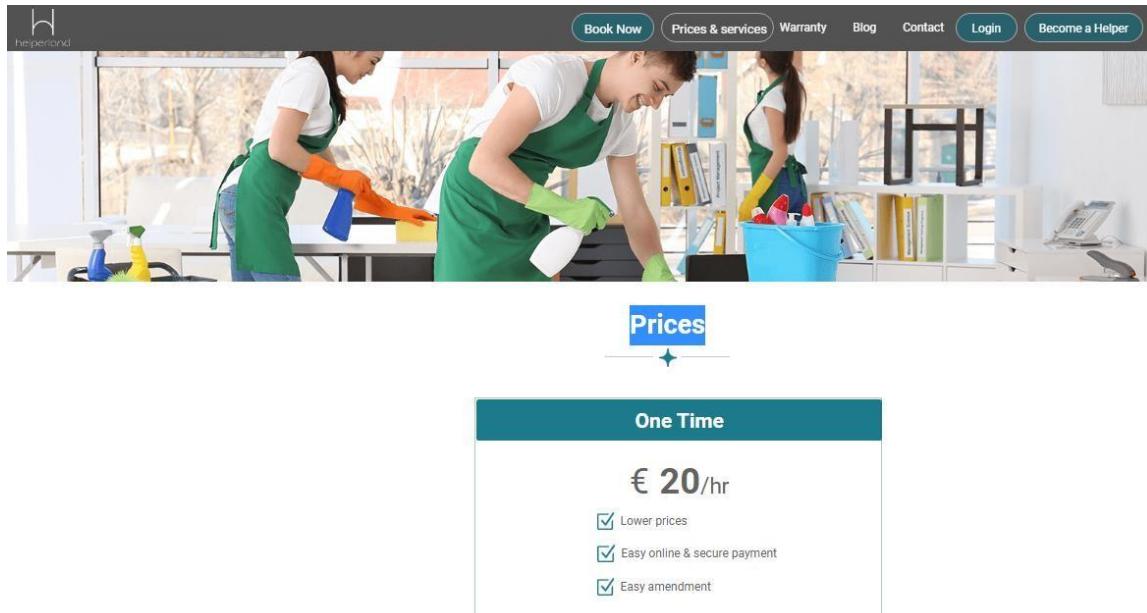


Fig. 6.6 Prices and services- Banner Section

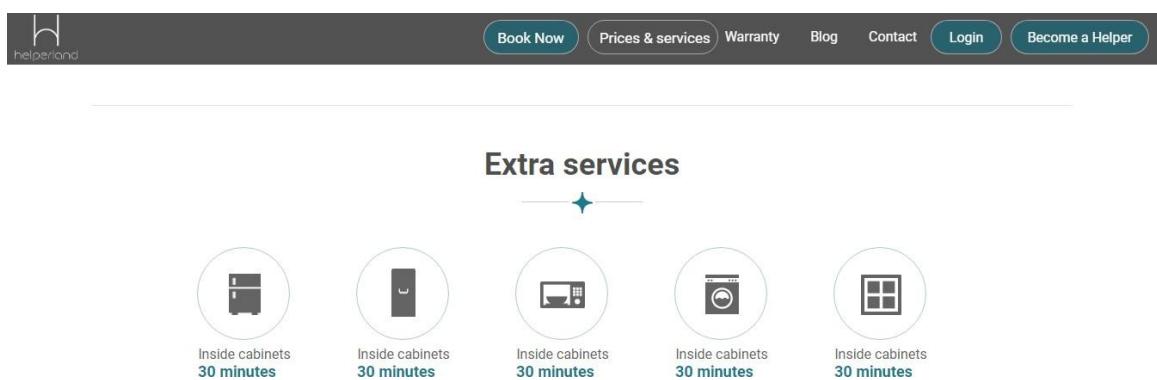


Fig. 6.7 Prices and services- Extra Services

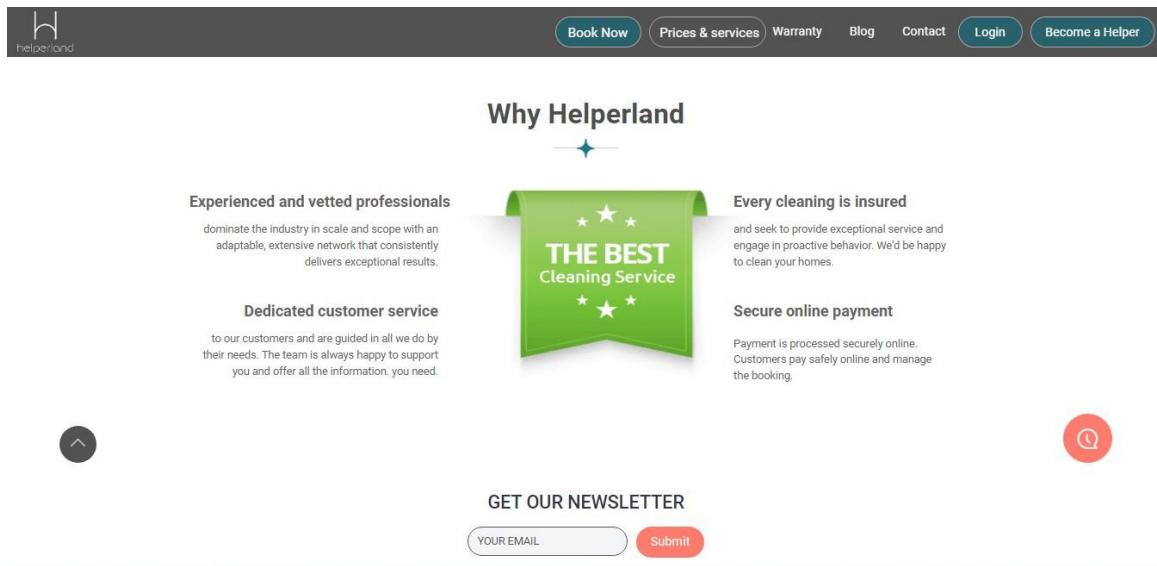


Fig. 6.8 Prices and services- Why Helperland

### 1.3 Contact Us

Design the static page as shown in images below. On click of Submit button, an email should be sent on admin account. Feel free to specify any account as an admin account.

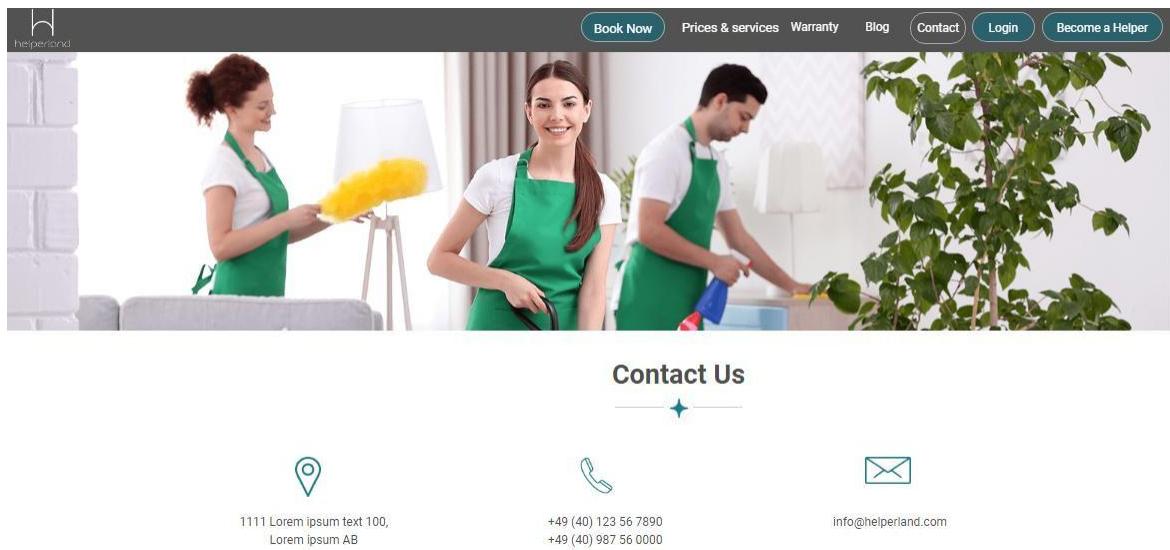


Fig. 6.9 Contact Us- Banner Section

**Get In Touch With US**

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Fig. 6.10 Contact Us – Get In Touch

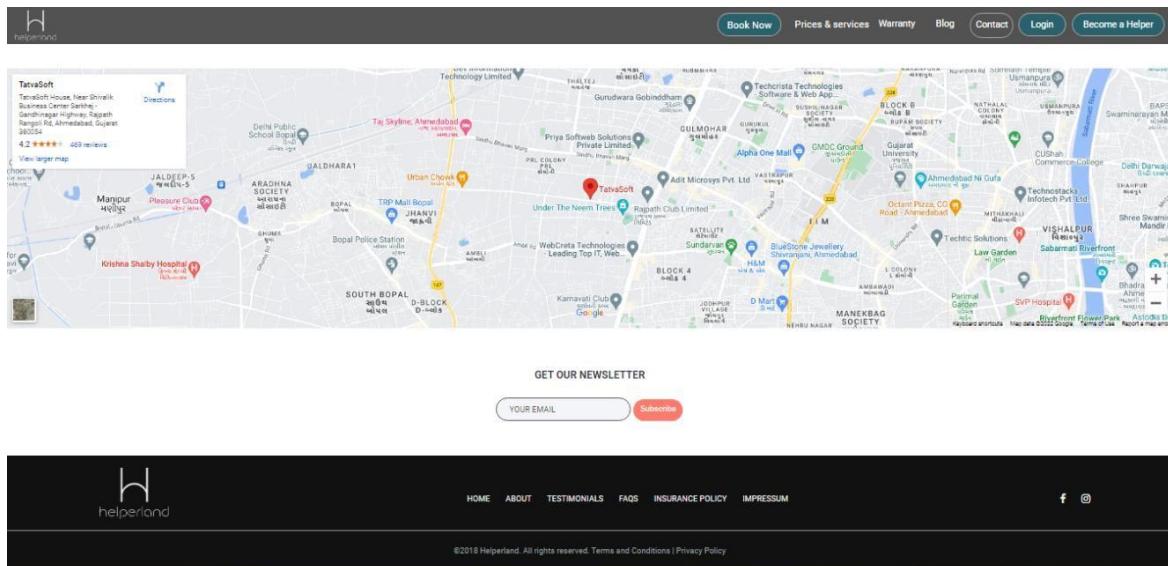


Fig. 6.11 Contact Us – Locate Us

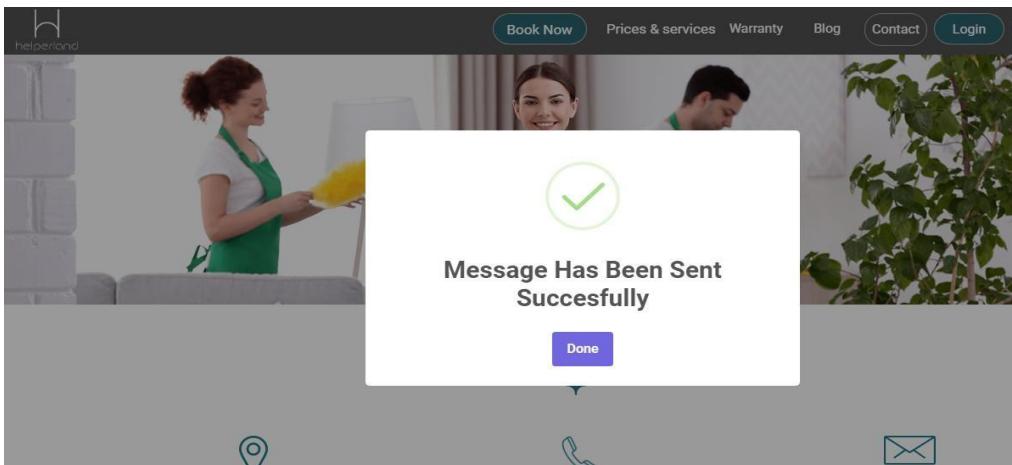


Fig. 6.12 Contact Us – Message Sent

#### 1.4 FAQ



Fig. 6.13 FAQ – Banner Section

A screenshot of the Helperland website's FAQ tab section. The header is identical to the previous screenshots. The main content area has a title "FAQs" with a decorative star below it. Below the title, there is a message: "Whether you are Customer or Service provider, We have tried our best to solve all your queries and questions." There are two tabs at the bottom: "FOR CUSTOMER" (which is highlighted in teal) and "FOR SERVICE PROVIDER". Below the tabs, there is a list of four frequently asked questions, each preceded by a circular arrow icon:

- ① Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum nisl nunc, iaculis mattis tellus ac ut non imperdiet velit?
- ② Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum nisl nunc, iaculis mattis tellus ac ut non imperdiet velit?
- ③ Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum nisl nunc, iaculis mattis tellus ac ut non imperdiet velit?
- ④ Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum nisl nunc, iaculis mattis tellus ac ut non imperdiet velit?

Fig. 6.14 FAQ – Tab Section

## 1.5 About Us



### A Few words about us

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean molestie convallis tempor. Duis vestibulum vel risus condimentum dictum.  
 Orci varius natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Vivamus quis enim orci. Fusce risus lacus,  
 sollicitudin eu magna sed, pharetra sodales libero. Proin tincidunt vel erat id porttitor. Donec tristique est arcu, sed dignissim velit vulputate  
 ultricies.

Interdum et malesuada fames ac ante ipsum primis in faucibus. In hac habitasse platea dictumst. Vivamus eget mauris eget nisi euismod  
 volutpat sed sed libero. Quisque sit amet lectus ex. Ut semper ligula et mauris tincidunt hendrerit. Aenean ut rhoncus orci, vel elementum  
 turpis. Donec tempor aliquet magna eu fringilla. Nam lobortis libero ut odio finibus lobortis. In hac habitasse platea dictumst. Mauris a  
 hendrerit felis. Praesent ac vehicula ipsum, at porta tellus. Sed dolor augue, posuere sed neque eget, aliquam ultricies velit. Sed lacus elit,  
 tincidunt et massa ac, vehicula placerat lorem.

Fig. 6.15 About Us – Banner Section



### Our Story

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean molestie convallis tempor. Duis vestibulum vel risus condimentum dictum.  
 Orci varius natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Vivamus quis enim orci. Fusce risus lacus,  
 sollicitudin eu magna sed, pharetra sodales libero. Proin tincidunt vel erat id porttitor. Donec tristique est arcu, sed dignissim velit vulputate  
 ultricies.

Interdum et malesuada fames ac ante ipsum primis in faucibus. In hac habitasse platea dictumst. Vivamus eget mauris eget nisi euismod  
 volutpat sed sed libero. Quisque sit amet lectus ex. Ut semper ligula et mauris tincidunt hendrerit.

Aenean ut rhoncus orci, vel elementum turpis. Donec tempor aliquet magna eu fringilla. Nam lobortis libero ut odio finibus lobortis. In hac  
 habitasse platea dictumst. Mauris a hendrerit felis. Praesent ac vehicula ipsum, at porta tellus. Sed dolor augue, posuere sed neque eget,  
 aliquam ultricies velit. Sed lacus elit, tincidunt et massa ac, vehicula placerat lorem.

Fig. 6.16 About Us – Our Story

## 2 Customer Signup/Login

### 2.1 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.

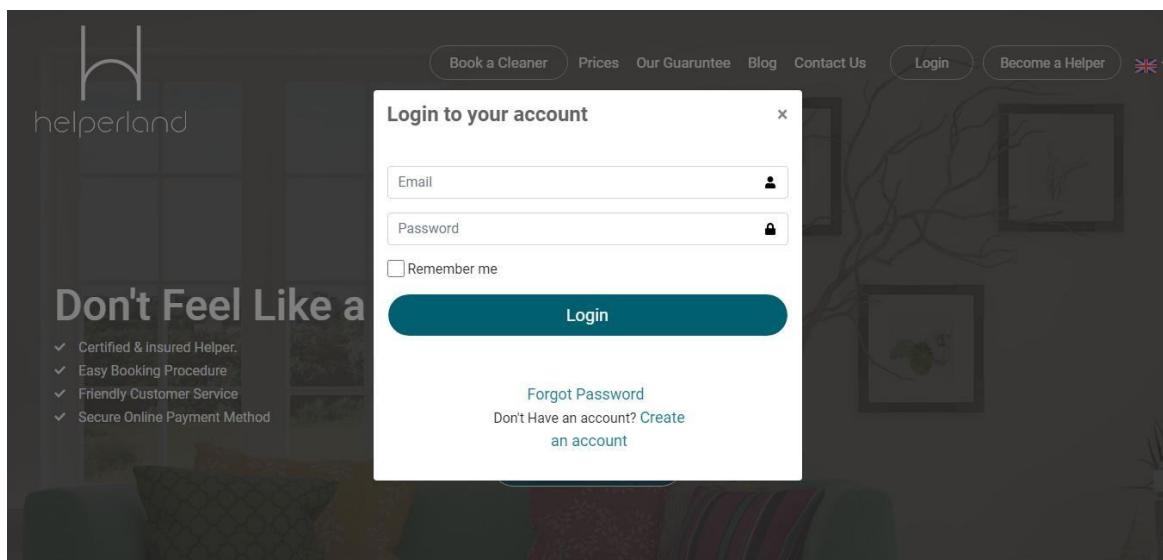


Fig. 6.17 Login Page

### 2.2 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.

## Create an account

---

◆

+49

I have read the [privacy policy](#)

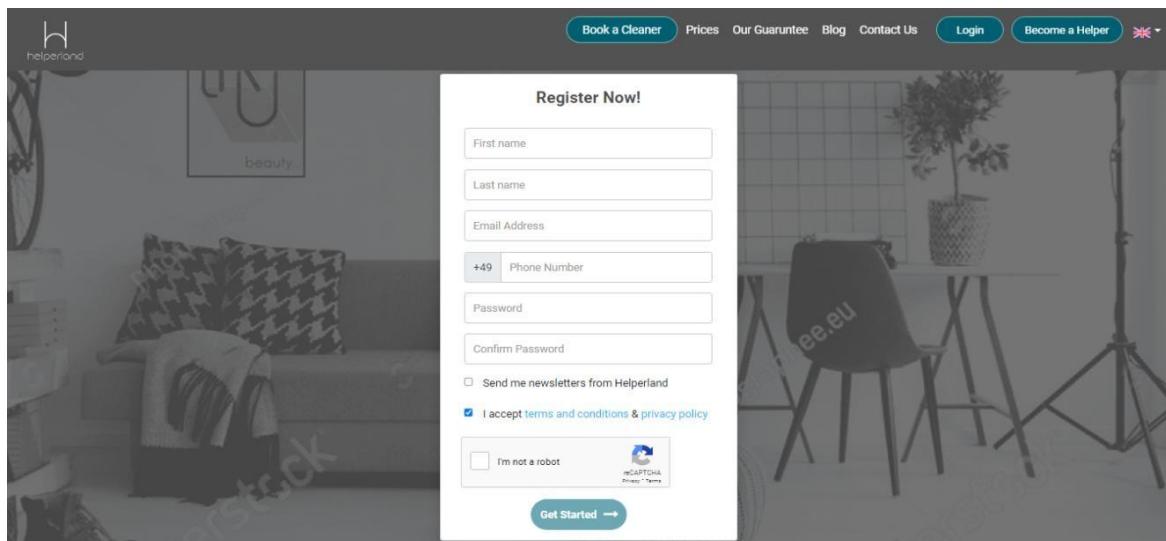
Register

Already registered? [Login Now](#)

Fig. 6.18 Customer Sign Up Page

### 2.3 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.



The screenshot shows a service provider sign-up form integrated into a website's header. The header includes navigation links like 'Book a Cleaner', 'Prices', 'Our Guarantee', 'Blog', 'Contact Us', 'Login', 'Become a Helper', and a language switcher. The sign-up form is titled 'Register Now!' and contains fields for First name, Last name, Email Address, +49 Phone Number, Password, Confirm Password, and a checkbox for accepting terms and conditions & privacy policy. There is also a reCAPTCHA field and a 'Get Started' button. The background features a blurred image of a person cleaning a window.

Fig. 6.19 Service Provider Sign Up Page

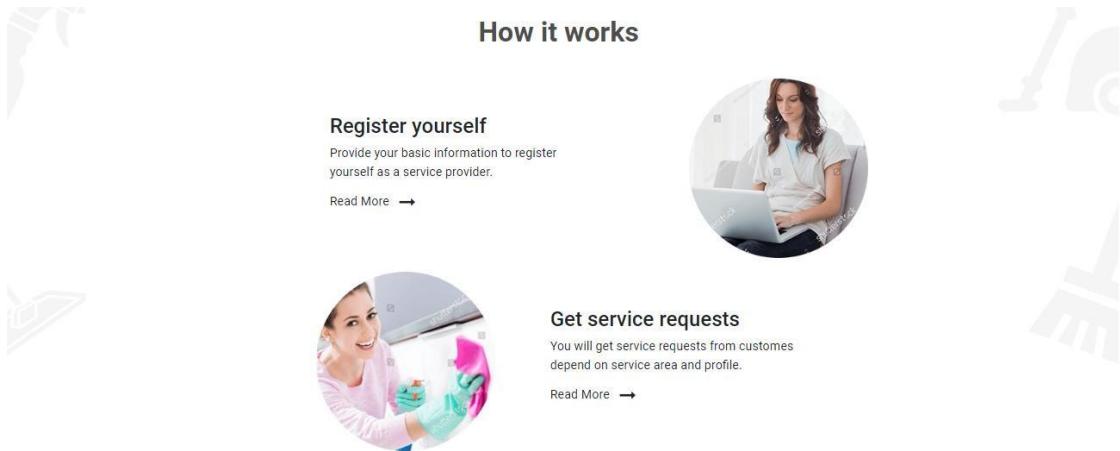


Fig. 6.20 Service Provider - How It Work

- After Successful Signup This Pop Up is Shown:

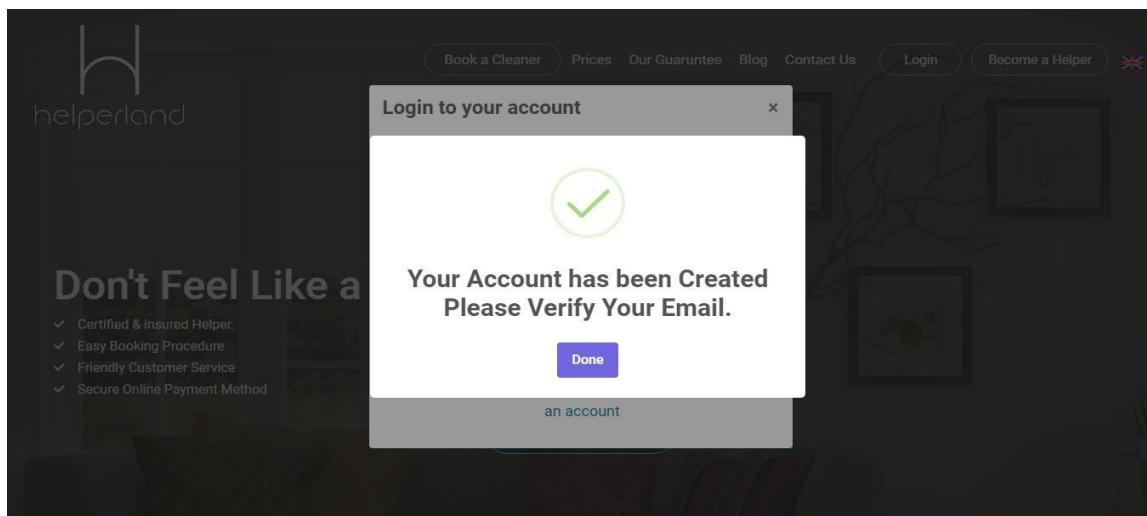


Fig. 6.21 Successful Sign Up Pop

## 2.4 Forgot password

Clicking on Forgot password link in Login popup should open the Forgot password dialog. User will have to enter the Email address. On clicking Send button should send email to respective email with a link to reset the password. A success message needs to be displayed on Forgot password stating

“An email has been sent to your account. Click on the link in received email to reset the password.”

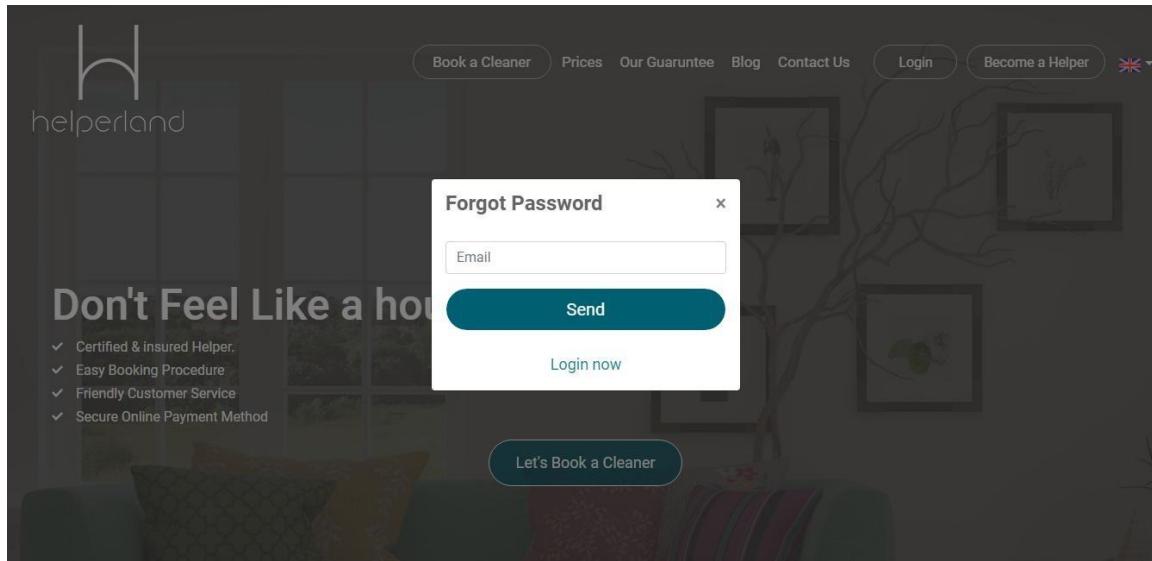


Fig. 6.22 Forgot Password

The link received in email should open a separate page in Herpeland where user can enter password. On click of Save button, user should be redirected to home page and Login popup should be opened to allow user logging in to Herlperland.

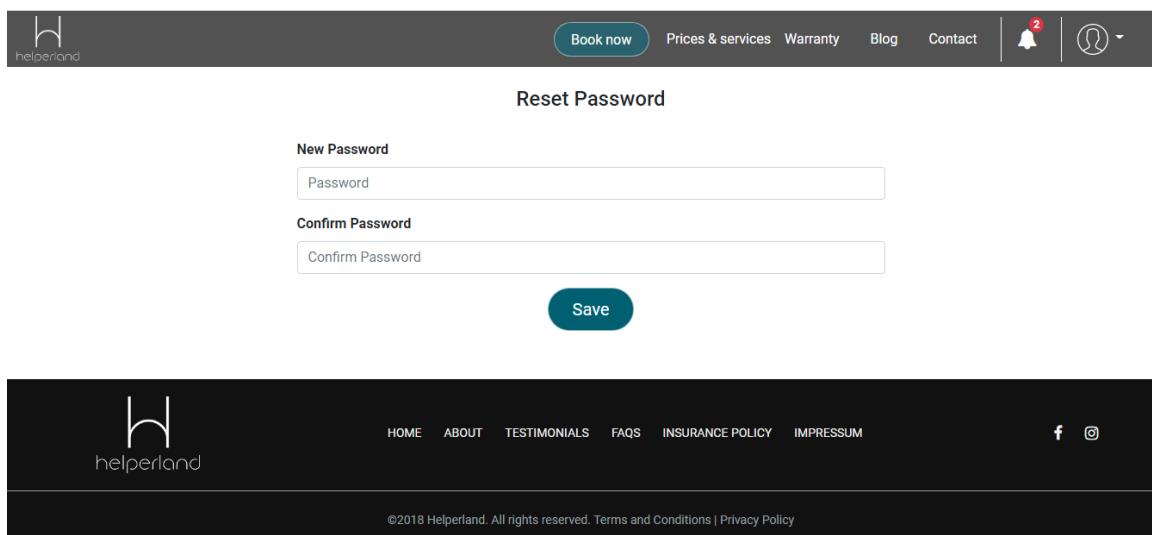


Fig. 6.23 Reset Password Page

### 3 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.
  - 1) Setup Service
  - 2) Schedule And Plan
  - 3) Your Details
  - 4) Make Payment
- Only Customer Can access This Part. If Anyone else can try to access this part . This Warning Popup has Shown.

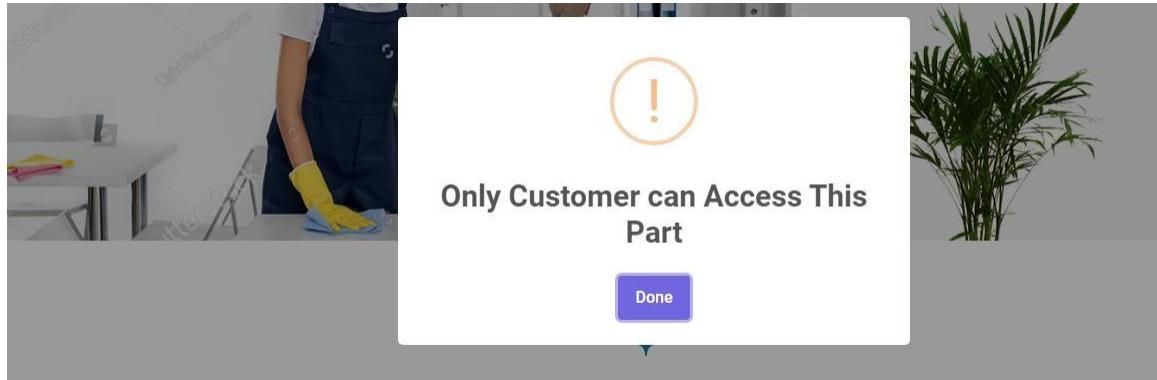


Fig. 6.24 Access Warning Popup

#### 3.1 Setup 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.”

- Add field validation and zip code custom validation on this screen.
- Right hand side portion should show the payment summary as shown in the image above initially. Initially payment summary should be shown exactly as shown in the screenshot with the default values.
- Underneath payment summary, FAQ for customers should be displayed. For more help link should take to the FAQ page in a new tab

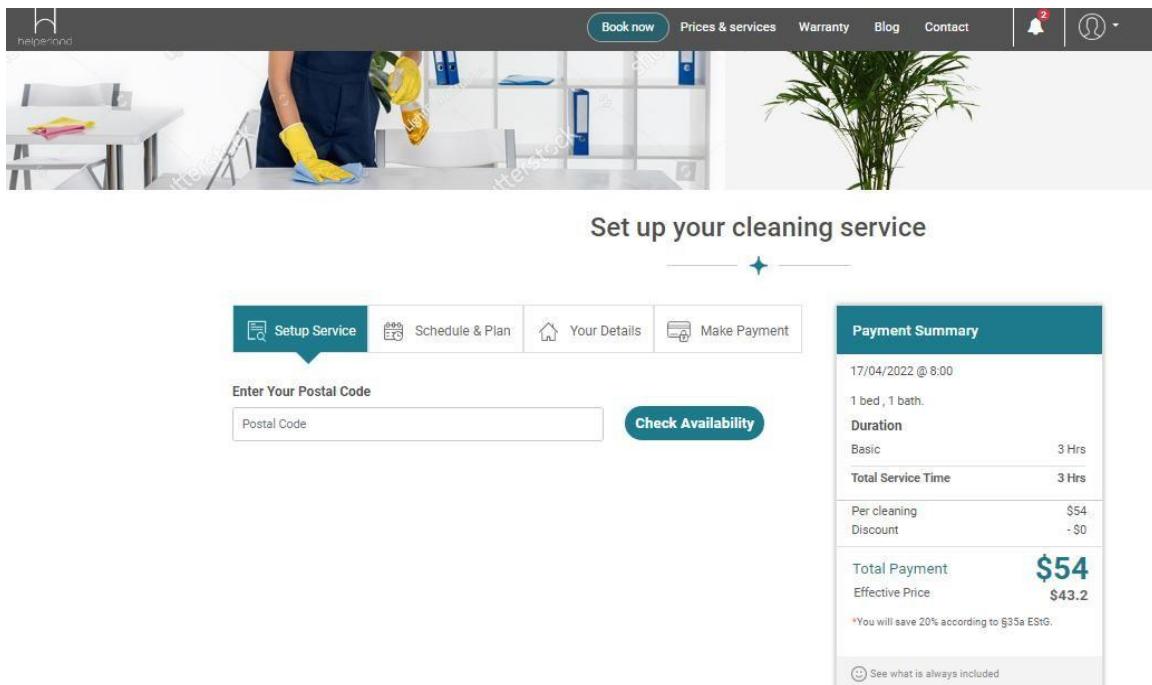


Fig. 6.25 Book Service – Setup Service

### 3.2 Schedule & 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 Setup Service 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.
- There Is Discount Should be 0\$ for New Customer.
- Payment summary should get updated based on the inputs changed by the user. Note the total service time is 8 hours in payment summary in the Setup Service Screenshot.
- There is a Two type Of Validation In Total Hour.
  1. If Extra Service Selected and User Want to Select Less than Total Selected Hour time than Error Popup Shown
  2. If Total Time Is Greater Than 21 Hours Then Alert Message Shown.

The screenshot shows the Helperland booking service interface. At the top, there's a navigation bar with links for 'Book now', 'Prices & services', 'Warranty', 'Blog', 'Contact', a notification bell icon with a '2' count, and a user profile icon.

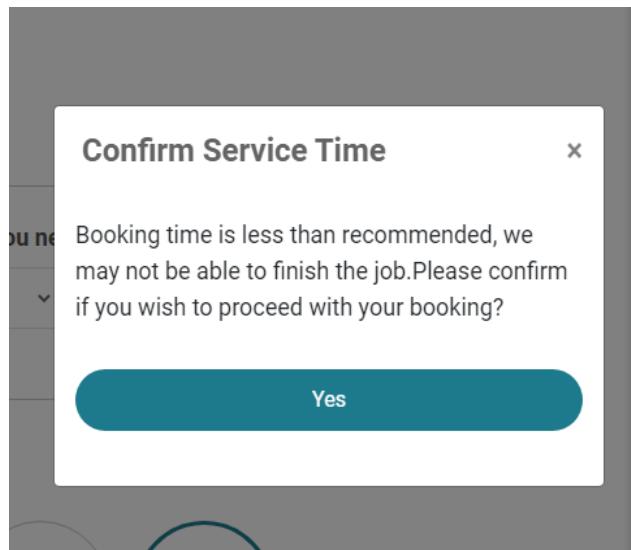
The main area is divided into several sections:

- Setup Service**, **Schedule & Plan** (highlighted in teal), **Your Details**, **Make Payment**
- Select number of rooms and bath**: 3 bed, 5 bath
- When do you need the cleaner?**: 17/04/2022, 8:00
- How long do you need your cleaner to stay?**: 8.0 Hrs
- Extra Services** (with icons for Inside cabinets, Inside fridge, Inside oven, Laundry wash & dry, Interior windows)
- Comments**: First
- Payment Summary**:
 

17/04/2022 @ 8:00	
3 bed , 5 bath	
<b>Duration</b>	
Basic	6.5 Hrs
<b>Extras</b>	
Inside cabinets	30 Min.
Inside fridge	30 Min.
Interior windows	30 Min.
<b>Total Service Time</b>	8.0 Hrs
Per cleaning	\$144
Discount	-\$0
<b>Total Payment</b>	<b>\$144</b>
<b>Effective Price</b>	\$115.2

You will save 20% according to \$35a EstG.
- Questions?** (with links to frequently asked questions)

Fig. 6.26 Book Service – Schedule &amp; Plan

Fig. 6.27 Book Service – Schedule & Plan – 1<sup>st</sup> case

Select number of rooms and bath

3 bed ▾

5 bath ▾

---

When do you need the cleaner?      How long do you need your cleaner to stay?

17/04/2022

18:00 ▾

11.0 Hrs ▾

Please Select less than 21 hour time

Fig. 6.28 Book Service – Schedule & Plan – 2<sup>nd</sup> case

### 3.3 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 Your Details Screenshot 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.
- Additionally, this screen will also render the list of favourite service providers. Customer can choose the favourite service provider for the service request. This will directly be assigned to that service provider.

Please enter your contact so we can serve you in better way!

Address:	Computer Engineering Department, GEC Rajkot 360005
Phone Number:	3213213213

+ Add New Address

Your Favourite Service Provider

You can choose your favourite service provider from the below list

**Tatvasoft SP**

Select

Payment Summary	
17/04/2022 @ 8:00	
1 bed , 1 bath.	
<b>Duration</b>	
Basic	6.5 Hrs
Extras	
Inside cabinets	30 Min.
Inside fridge	30 Min.
Interior windows	30 Min.
<b>Total Service Time</b> 8.0 Hrs	
Per cleaning	\$144
Discount	-\$0
<b>Total Payment</b>	<b>\$144</b>
Effective Price	\$115.2

\*You will save 20% according to §35a ESTG.

Fig. 6.29 Book Service – Your Details – My Address

Please enter your contact so we can serve you in better way!

Address:	Computer Engineering Department, GEC Rajkot 360005
Phone Number:	3213213213

Street	House number
Street	House number
Pincode	Location
361011	Jamnagar
Phone Number	
+49 Mobile number	

Save Discard

Payment Summary	
1 bed , 1 bath.	
<b>Duration</b>	
Basic	6.5 Hrs
Extras	
Inside cabinets	30 Min.
Inside fridge	30 Min.
Interior windows	30 Min.
<b>Total Service Time</b> 8.0 Hrs	
Per cleaning	\$144
Discount	-\$0
<b>Total Payment</b>	<b>\$144</b>
Effective Price	\$115.2

\*You will save 20% according to §35a ESTG.

(?) See what is always included

Fig. 6.30 Book Service – Your Details – Add New Address

### 3.4 Make Payment

Payment Summary	
17/04/2022 @ 8:00	
1 bed , 1 bath.	
<b>Duration</b>	
Basic	6.5 Hrs
Extras	
Inside cabinets	30 Min.
Inside fridge	30 Min.
Interior windows	30 Min.
<b>Total Service Time</b>	<b>8.0 Hrs</b>
Per cleaning	\$144
Discount	-\$0
<b>Total Payment</b>	<b>\$144</b>
Effective Price	\$115.2
*You will save 20% according to §35a EStG.	
<a href="#">See what is always included</a>	

Fig. 6.31 Book Service – Make Payment

- After Successfully Booked Service . This Popup message is Shown and mail sent to user and respective Service Provider.

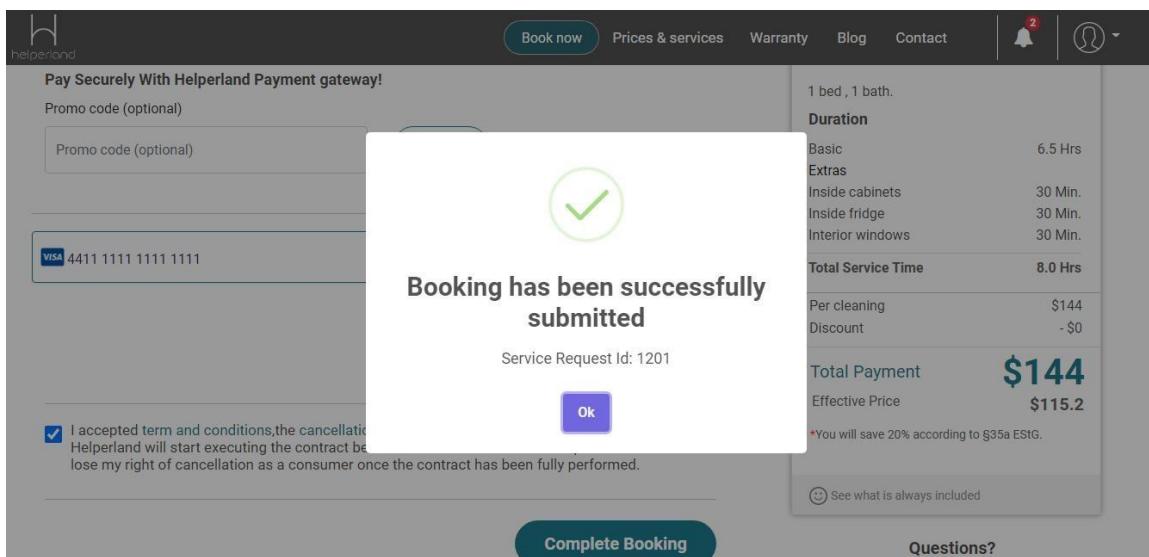
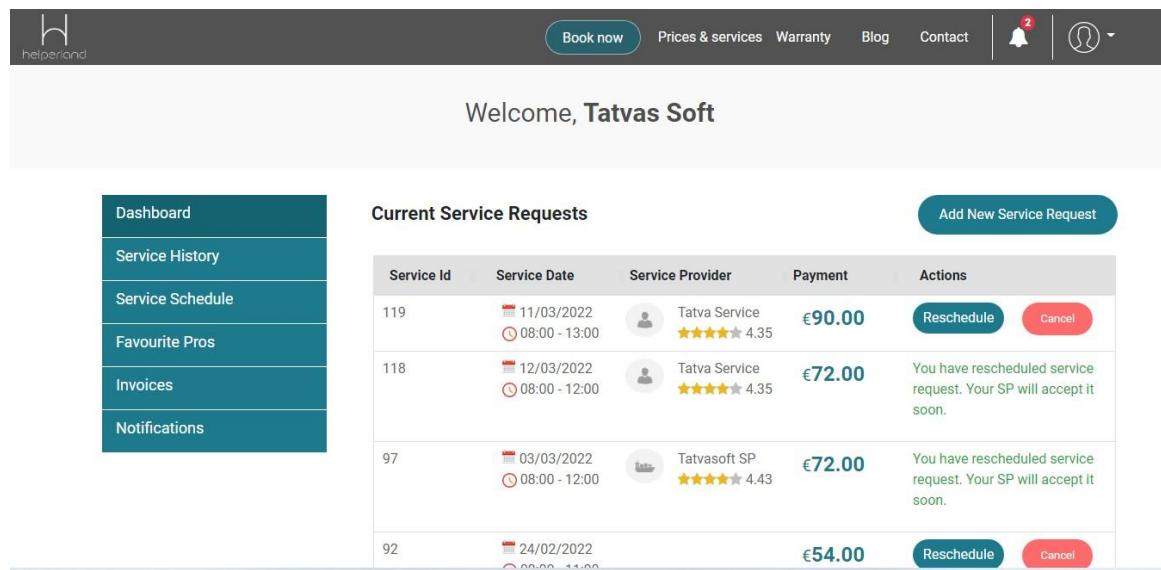


Fig. 6.32 Book Service – Successfully Booking Popup

## 4 Customer's pages

### 4.1 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 dashboard 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.
- Reschedule and cancel buttons should be displayed on the popup if the service request is not completed



The screenshot shows the customer dashboard interface. At the top, there is a navigation bar with the 'helperland' logo, a 'Book now' button, and links for 'Prices & services', 'Warranty', 'Blog', and 'Contact'. There are also notification and user profile icons. Below the navigation bar, a welcome message 'Welcome, Tatvas Soft' is displayed. On the left, a sidebar menu lists 'Dashboard', 'Service History', 'Service Schedule', 'Favourite Pros', 'Invoices', and 'Notifications'. The main content area is titled 'Current Service Requests' and contains a table with the following data:

Service Id	Service Date	Service Provider	Payment	Actions
119	11/03/2022 08:00 - 13:00	Tatva Service ★★★★★ 4.35	€90.00	<button>Reschedule</button> <button>Cancel</button>
118	12/03/2022 08:00 - 12:00	Tatva Service ★★★★★ 4.35	€72.00	You have rescheduled service request. Your SP will accept it soon.
97	03/03/2022 08:00 - 12:00	Tatvasoft SP ★★★★★ 4.43	€72.00	You have rescheduled service request. Your SP will accept it soon.
92	24/02/2022 09:00 - 11:00		€54.00	<button>Reschedule</button> <button>Cancel</button>

Fig. 6.33 Customer Dashboard

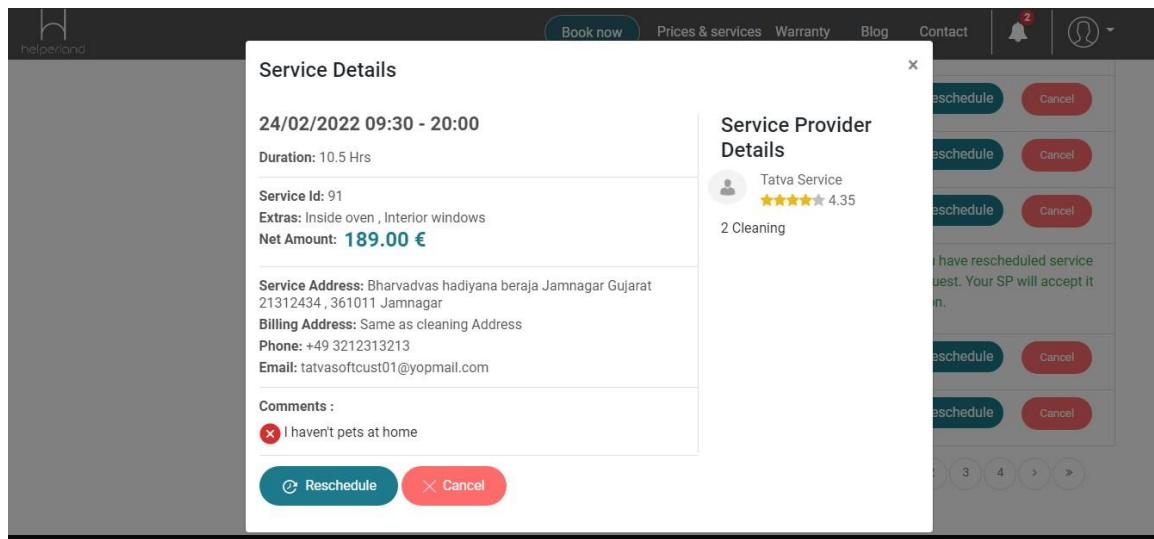


Fig. 6.34 Customer Details Popup

### Reschedule Service:

- Customer should be able to reschedule a service request to a future date.
- When a customer reschedules a service request, an email notification must be sent to the assigned service provider stating “Service Request #XYZ has been rescheduled by customer. New date and time are {Date Time}”.
- Customer must not be able to choose a particular DateTime if assigned service provider has another service request assigned which may conflict with the new date and time slot chosen by customer. For example, if service provider has a service request assigned for the date 2 days later at time 09:00 to 13:00 and if customer choose the same date and start time is 12:00 to 03:00 then this time slot conflicts with the assigned service request. So, customer must not be able to choose this particular time slot. System must show a user-friendly error message on the screen “Another service request has been assigned to the service provider on {Date} from {Start time} to {End time}. Either choose another date or pick up a different time slot.

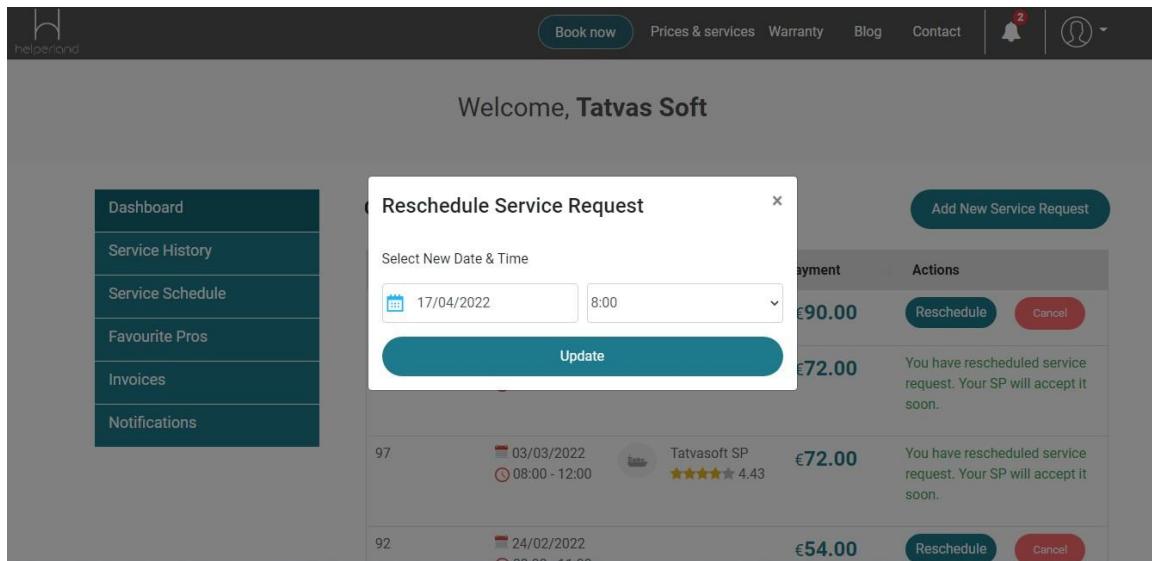


Fig. 6.35 Reschedule Service Request

### Cancel Service:

- By clicking the cancel button, customers should be able to cancel the service request.
- When a customer cancels the service request, a notification email should be sent to the assigned service provider stating “Service Request #XYZ has been cancelled by customer”.
- Cancelled service request would only be seen from the Service History screen.
- After Successfully Cancelled Service Request Success Popup is shown.

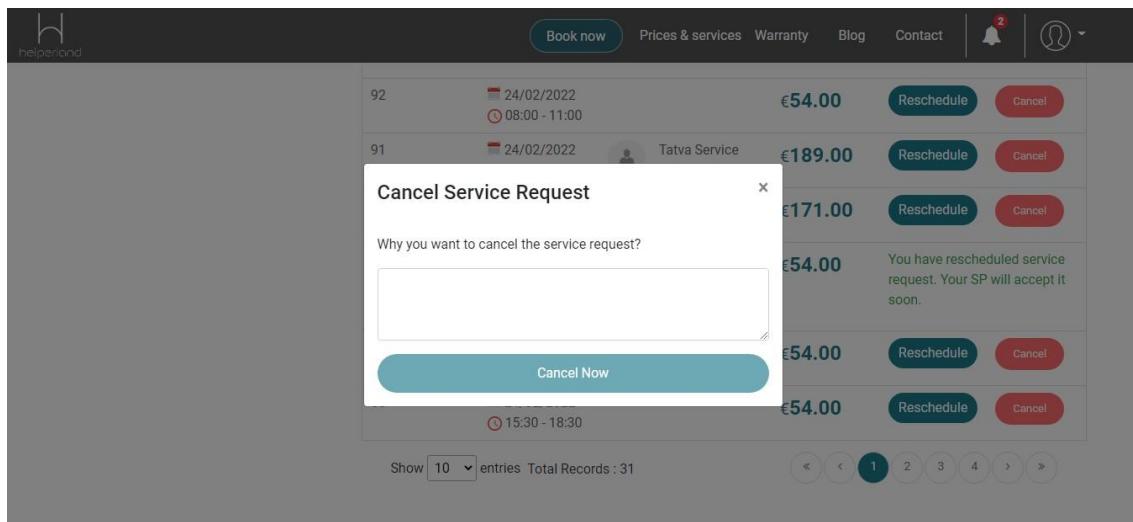


Fig. 6.36 Cancel Service Request

## 4.2 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.

Service History						
	Service Id	Service Details	Service Provider	Payment	Status	Rate SP
	45	17/02/2022 08:00 - 11:00	Tatvasoft SP ★★★★★ 4.4	€54.00	Completed	Rate Sp
	44	23/02/2022 12:30 - 20:30	Tatvasoft SP ★★★★★ 4.4	€144.00	Completed	Rate Sp
	41	13/02/2022 08:00 - 11:00	Tatva Service ★★★★★ 4.4	€54.00	Completed	Rate Sp
	40	23/02/2022 12:30 - 18:30	Tatva Service ★★★★★ 4.4	€108.00	Completed	Rate Sp
	38	10/02/2022 08:00 - 11:00	Tatvasoft SP ★★★★★ 4.4	€54.00	Completed	Rate Sp
	95	05/03/2022 13:30 - 18:00		€81.00	Cancelled	Rate Sp
	88	24/02/2022 16:30 - 19:30		€54.00	Cancelled	Rate Sp
	87	19/02/2022		€54.00	Cancelled	Rate Sp

Fig. 6.37 Customer Service History

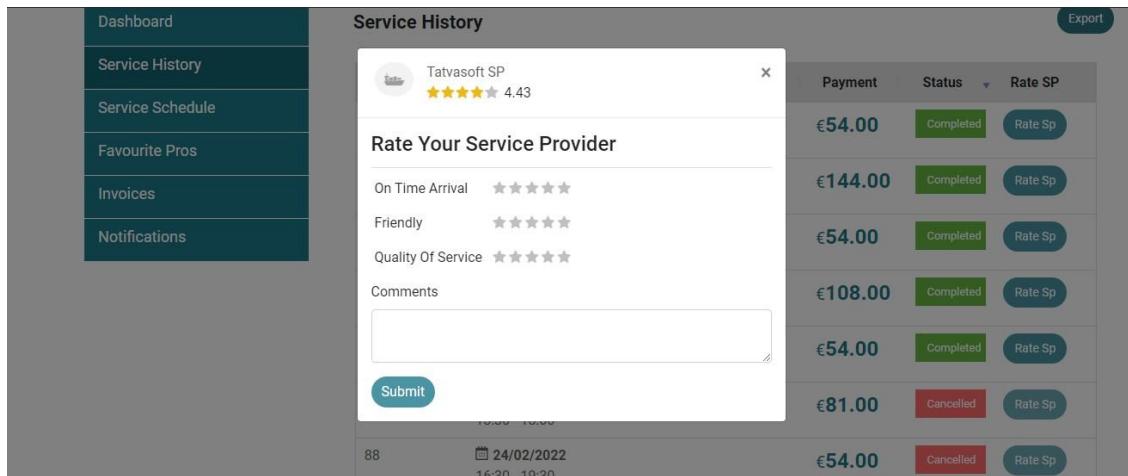


Fig. 6.38 Customer Service History – My Ratings

#### 4.3 Favourite Pros

- Customers should be able to manage their favourite service providers here.
  - This screen should show the list of service provider who have worked with the logged in customer in the past. Customer would be able to mark few of them as Favourite.
1. **Favourite/ Unfavourite:** This button would allow customer to mark the specific service provider as Favourite. If a provider is already marked as Favourite, then system should show the button text as “Unfavourite” and clicking on this button should remove this provider from his favourite list. And the button text should again be changed to “Favourite”.
  2. **Block/Unblock:** Customer can block any particular service provider if the customer is not satisfied with the service provided by the service provider. Block button would put this provider in the blocked list of Service Providers for the customer. If a customer books a service request without choosing Favourite Service provider then this request would go into the service pool and all the service providers providing their service in this area would get notified. If a particular service provider is in the blocked list of the customer who has raised the service request then this particular service provider would not receive email notification about new job available.
- Button caption would be changed to “Unblock” if a service provider is blocked. Customer can unblock the provider any point of time.

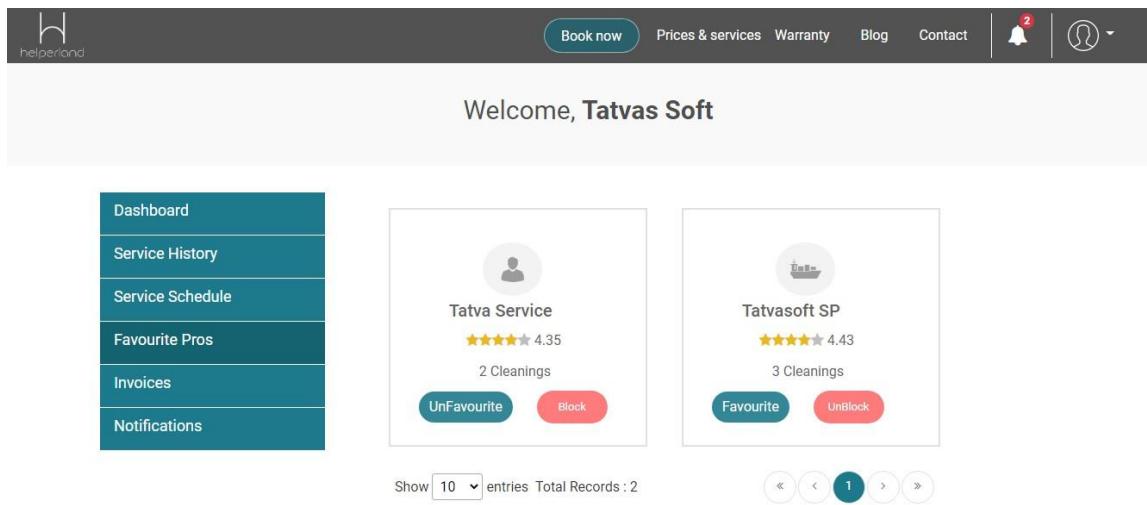


Fig. 6.39 Customer Favourite SP

#### 4.4 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.

Welcome, Tatvas Soft

My Details	My Addresses	Change Password	Subscribe Notifications
First name Tatvas	Last name Soft	E-mail address tatvasoftcust01@yopmail.com	
Mobile number +49 4124214214	Date of Birth 12 September 2008		
My Preferred Language English			
<b>Save</b>			

Fig. 6.40 Customer Setting – My Details

## My Addresses

This screen would display the list of addresses added by the customer in the format below.

My Details	My Addresses	Change Password	Subscribe Notifications
Invoicing	Addresses	Action	
<input type="radio"/>	Address: Bharvadwas hadiyana beraja Jamnagar Gujarat 3213, Jamnagar 361011 Phone number:3213123123		
<input checked="" type="radio"/>	Address: Bharvadwas hadiyana beraja Jamnagar Gujarat 123123123, Jamnagar 361011 Phone number:1231233213		
<input type="radio"/>	Address: Bharvadwas hadiyana beraja Jamnagar Gujarat 21312434, Jamnagar 361011 Phone number:3212313213		

Add New Address

1 of 3 1

Fig. 6.41 Customer Setting – My Addresses

### Add/Edit Address

Clicking on Add or Edit button would open the form which would allow user adding or updating the address.

The screenshot shows the 'My Addresses' section of the Helperland customer settings. A modal window titled 'Add New Address' is open. It contains fields for Street, House number, Postal Code, Location, and Phone Number. Below the form is a note about the phone number and a 'Save' button. To the right, a list of existing addresses is displayed with edit and delete icons. At the bottom, there is a pagination indicator showing '1 of 3'.

Action
<input checked="" type="checkbox"/> <span>edit</span>
<input checked="" type="checkbox"/> <span>delete</span>

Phone number: 3212313213

1 of 3

Fig. 6.42 Customer Setting – My Addresses – Add Address

The screenshot shows the 'My Addresses' section of the Helperland customer settings. An edit modal window titled 'Edit Address' is open. It contains fields for Street, House number, Postal Code, Location, and Phone Number. Below the form is a note about the phone number and an 'Edit' button. To the right, a list of existing addresses is displayed with edit and delete icons. At the bottom, there is a pagination indicator showing '1 of 3'.

Action
<input checked="" type="checkbox"/> <span>edit</span>
<input checked="" type="checkbox"/> <span>delete</span>

Phone number: 3212313213

1 of 3

Fig. 6.43 Customer Setting – My Addresses – Edit Address

## Change Password

Using this screen, customer should be able to change the password. System must check if the old password is correct, if it isn't then it should show the error "Incorrect old password" and the password shouldn't be updated in the database.

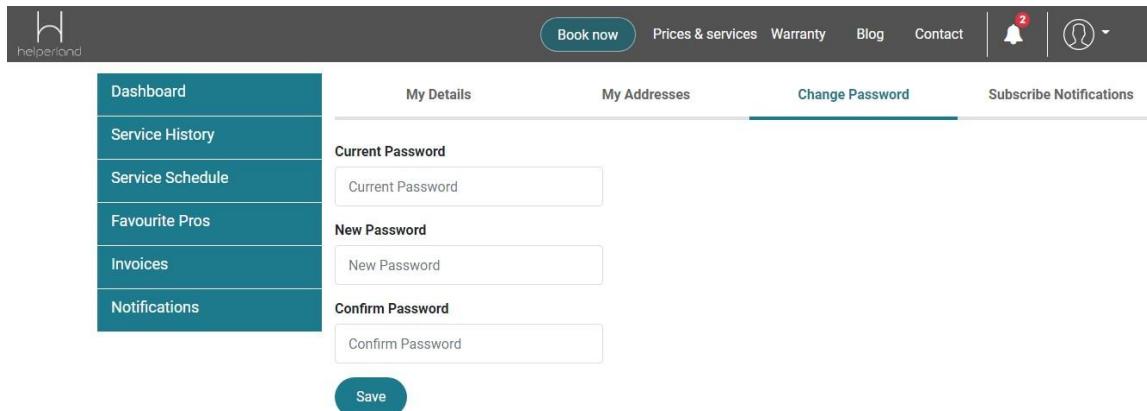


Fig. 6.44 Customer Setting – Change Password

## 5 Service Provider screens

### 5.1 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.
- On clicking of row, service detail should be shown in popup. Accept button should also be placed here and it should mark the service request as assigned to the logged-in service provider.
- **Concurrent Scenario:** If a service request is already accepted by other service provider by the time a second service provider tries to accept then he should not be able to accept it and system should show the error message “This service request is no more available. It has been assigned to another provider.”
- Also, service provider should not be able to accept the service request if he has already been assigned with another service request with the overlapping time. Two service requests must have at least 1 hour of difference to be able to accept so that in 1-hour service provider can go to another location. If provider tries to accept such request then system should show the following error message.
- “Another service request #XYZ has already been assigned which has time overlap with this service request. You can’t pick this one!”

Service Id	Service Date	Customer Details	Payment	Time conflict	Actions
120	17/04/2022 08:00 - 16:00	Tatvas Soft Bharvadwas hadiyana beraja Jammagar Gujarat 123123123,361011 Jammagar	€144.00		<button>Accept</button>
118	12/03/2022 08:00 - 12:00	Tatvas Soft Bharvadwas hadiyana beraja Jammagar Gujarat 361011,361011 Jammagar	€72.00		<button>Accept</button>
97	03/03/2022 08:00 - 12:00	Tatvas Soft Bharvadwas hadiyana beraja Jammagar Gujarat 21312434,361011 Jammagar	€72.00	Another service request 97 has already been assigned which has time overlap with this service request. You can't pick this one!	<button>Accept</button>

Fig. 6.45 New Service Request

Fig. 6.46 Service Details Popup

## 5.2 Upcoming services

- 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
- Clicking on row should open service detail in popup with Cancel and Complete buttons placed over. Complete button should only be visible if service end datetime is lesser than the current datetime.

Service ID	Service date	Customer details	Distance	Actions
43	24/02/2022 12:30 - 16:30	Tatvasoft Bharvadwas hadiyana beraja Jamnagar Gujarat 123123123,361011 Jamnagar	21km	<span>✓ Completed</span>
94	02/03/2022 08:00 - 12:30	Tatvasoft Tatvasoft Computer Engineering Department, Government Engineering College 3213123,360005 Rajkot	21km	<span>Cancel</span>

Fig. 6.47 Upcoming Services

Clicking on row should open service detail in popup with Cancel and Complete buttons placed over. Complete button should only be visible if service end datetime is lesser than the current datetime.

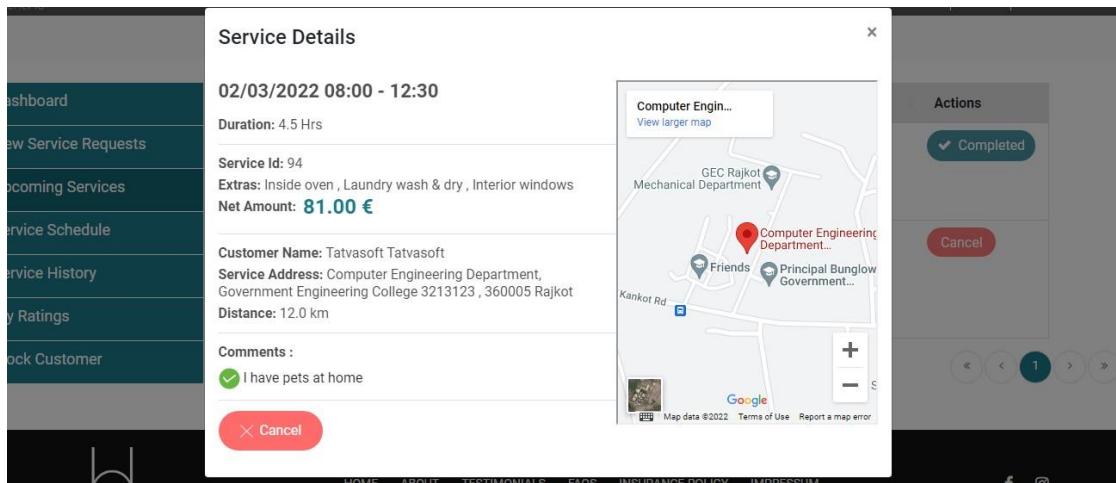


Fig. 6.48 Upcoming Services Popup

### 5.3 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 30<sup>th</sup> September. Clicking on this slot should open the service request detail screen similar to “Upcoming Services” detail popup”.

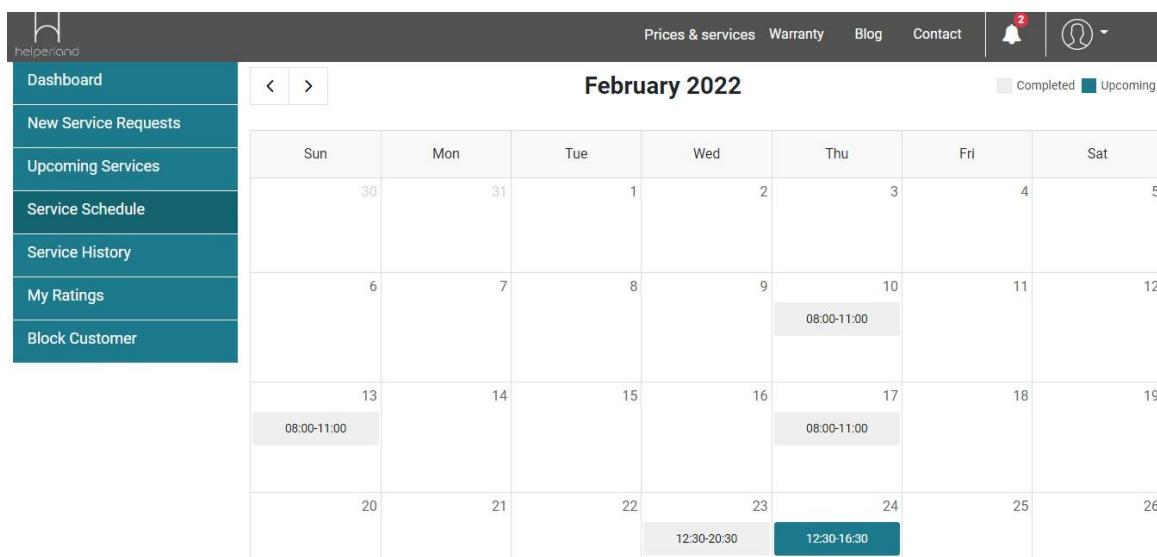
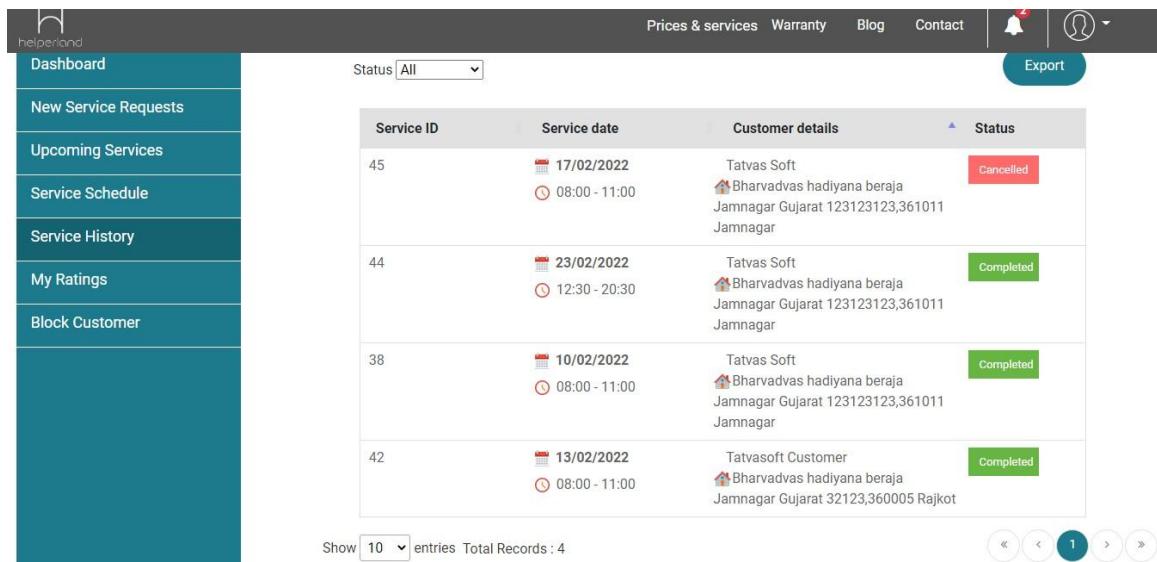


Fig. 6.49 Service Schedule

## 5.4 Service History



The screenshot shows a service history page for a service provider. The left sidebar includes links for Dashboard, New Service Requests, Upcoming Services, Service Schedule, Service History, My Ratings, and Block Customer. The main content area has a status filter set to 'All'. A table lists four completed services:

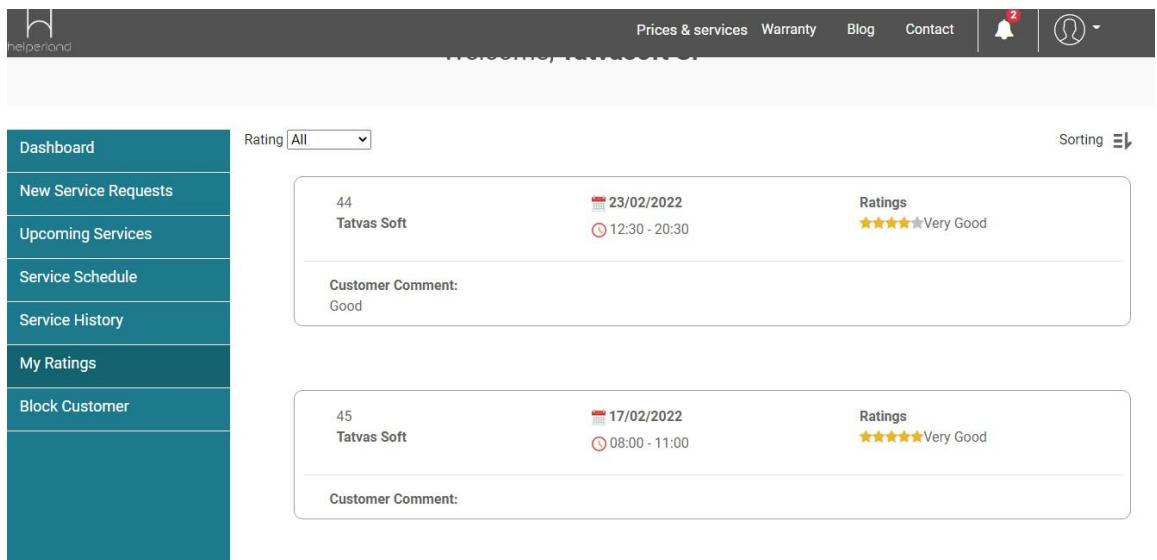
Service ID	Service date	Customer details	Status
45	17/02/2022 08:00 - 11:00	Tatvas Soft Bharvadwas hadiyana beraja Jamnagar Gujarat 123123123,361011 Jamnagar	Cancelled
44	23/02/2022 12:30 - 20:30	Tatvas Soft Bharvadwas hadiyana beraja Jamnagar Gujarat 123123123,361011 Jamnagar	Completed
38	10/02/2022 08:00 - 11:00	Tatvas Soft Bharvadwas hadiyana beraja Jamnagar Gujarat 123123123,361011 Jamnagar	Completed
42	13/02/2022 08:00 - 11:00	Tatvasoft Customer Bharvadwas hadiyana beraja Jamnagar Gujarat 32123,360005 Rajkot	Completed

Show 10 entries Total Records : 4

Fig. 6.50 Service Provider Service History

## 5.5 My Ratings

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



The screenshot shows a ratings page for a service provider. The left sidebar includes links for Dashboard, New Service Requests, Upcoming Services, Service Schedule, Service History, My Ratings, and Block Customer. The main content area has a rating filter set to 'All'. Two reviews are displayed:

44 Tatvas Soft	23/02/2022 12:30 - 20:30	Ratings ★★★★★ Very Good
Customer Comment: Good		
45 Tatvas Soft	17/02/2022 08:00 - 11:00	Ratings ★★★★★ Very Good
Customer Comment:		

Fig. 6.51 Service Provider Ratings

## 5.6 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.

The screenshot shows a user interface for managing customers. On the left is a vertical sidebar menu with the following items:

- Dashboard
- New Service Requests
- Upcoming Services
- Service Schedule
- Service History
- My Ratings
- Block Customer**

The main content area displays two customer entries in a grid format. Each entry consists of a small profile picture of a person wearing a hat, followed by the customer's name and a red 'Block' button.

Customer Name	Action
Tatvas Soft	<b>Block</b>
Tatvasoft Customer	<b>UnBlock</b>

Below the grid, there is a pagination control showing 'Show 10 entries Total Records : 2' and navigation arrows.

At the bottom of the page, there is a footer bar with the following elements:

- A logo consisting of a stylized 'H' and the text 'beloveddead'.
- Navigation links: HOME, ABOUT, TESTIMONIALS, FAQS, INSURANCE POLICY, IMPRESSUM.
- Social media icons for Facebook and Instagram.

Fig. 6.52 Block Customer

## 5.7 My Settings

On down arrow on top right corner should open a small menu which should have following links. My Dashboard should take service provider to New Service Requests screen. My Settings should take service provider to profile screen shown below.

### 5.7.1 My Details

- 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.

My Details

Account Status : Active

Basic Details

First name	Last name	E-mail address
Tatvasoft	SP	tatvasoftsp01@yopmail.com

Mobile number	Date of Birth	Nationality
+49 1231231231	11 January 2010	Indian

Gender  
 Male    Female    Rather not to say

Select Avatar

**My Address**

Street name	House number	Postal code
Bharvadwas hadiyana beraja Jamnagar Guj	31232	361011

City

Jamnagar

**Save**

Fig. 6.53 My Details

### 5.7.2 Change Password

Service provider should be able to change his password. System should verify the old password is correct! If it is then should allow changing password.

Welcome, Tatvasoft SP

**My Details**

**Change Password**

Current Password	New Password	Confirm Password
Current Password	New Password	Confirm Password

**Save**

Fig. 6.54 Change Password

## 6 Admin Screens

### 6.1 Service Requests

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 or service provider. This option should only be available for the service requests which are not completed.

Service ID	Service date	Customer details	Service provider	Status	Actions
120	17/04/2022 08:00 - 16:00	Tatvas Soft Bharvadwas hadiyana beraja Jammagar Gujarat 123123123,361011 Jammagar	Tatvasoft SP 4.43	Pending	<button>Reschedule</button>
118	12/03/2022 08:00 - 12:00	Tatvas Soft Bharvadwas hadiyana beraja Jammagar Gujarat 361011,361011 Jammagar	Tatva Service 4.35	Refunded	<button>Cancel</button>
96	03/03/2022 09:30 - 19:30	Tatva Soft fdfsf 213,361011 Jammagar			<button>History Log</button>

Fig. 6.55 Service Requests

Service ID	Service date	Customer details	Service provider	Status	Actions
120	17/04/2022 08:00 - 16:00	Tatvas Soft Bharvadwas hadiyana beraja Jammagar Gujarat 123123123,361011 Jammagar	Tatvasoft SP 4.43	Pending	<button>Edit &amp; Reschedule</button> <button>Refund</button> <button>Cancel</button> <button>Change SP</button> <button>Escalate</button> <button>History Log</button> <button>Download Invoice</button>
118	12/03/2022 08:00 - 12:00	Tatvas Soft Bharvadwas hadiyana beraja Jammagar Gujarat 361011,361011 Jammagar	Tatva Service 4.35	Refunded	<button>Cancel</button> <button>Change SP</button> <button>Escalate</button> <button>History Log</button> <button>Download Invoice</button>
96	03/03/2022 09:30 - 19:30	Tatva Soft fdfsf 213,361011 Jammagar			<button>Refund</button> <button>Cancel</button> <button>Change SP</button> <button>Escalate</button> <button>History Log</button> <button>Download Invoice</button>
95	05/03/2022 13:30 - 18:00	Tatvas Soft Bharvadwas hadiyana beraja Jammagar Gujarat 123123123,361011 Jammagar		Cancelled	<button>Refund</button> <button>Cancel</button> <button>Change SP</button> <button>Escalate</button> <button>History Log</button> <button>Download Invoice</button>
94	02/03/2022 08:00 - 12:30	Tatvasoft Tatvasoft Computer Engineering Department, Government Engineering College 3213123,360005 Rajkot		New	<button>Refund</button> <button>Cancel</button> <button>Change SP</button> <button>Escalate</button> <button>History Log</button> <button>Download Invoice</button>

Fig. 6.56 Service Requests – Dropdown

### Edit and Reschedule

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.

Customer detail

Tatvas Soft	Bharvadwas hadiyana beraja
Jamnagar Gujarat	123123123,361011
Tatvas Soft	Bharvadwas hadiyana beraja
Jamnagar Gujarat	361011,361011 Ja
Tatva Soft	Bharvadwas hadiyana beraja
fdfsf 213,361011	123123123,361011
Tatvas Soft	Bharvadwas hadiyana beraja
Jamnagar Gujarat	123123123,361011
Tatvasoft Tatvas	Computer Engin
Department, Gover	Engineering Colleg
3213123,360005 R	3213123,360005 R
Tatvasoft Tatvas	Computer Engin
Department, Gover	Engineering Colleg
3213123,360005 R	3213123,360005 R
Tatvas Soft	Bharvadwas had
Jamnagar Gujarat	123123123,361011
Tatvas Soft	Bharvadwas had
Jamnagar Gujarat	123123123,361011

Edit Service Request

Date Time

17/04/2022 08:00

Service Address

Street name House number

Bharvadwas hadiyana beraja 123123123

Postal Code Location

361011 Jamnagar

Invoicing Address

Street name House number

Bharvadwas hadiyana beraja 123123123

Postal Code Location

361011 Jamnagar

Why do you want to reschedule service request?

Why do you want to reschedule service request?

Call Center EMP Notes

Enter Notes

Update

The screenshot displays a modal window titled "Edit Service Request". On the left side of the modal, there is a vertical list of customer details, each consisting of a small icon, a company name like "Tatvas Soft", and an address like "Bharvadwas hadiyana beraja, Jamnagar Gujarat, 123123123,361011". The main area of the modal is titled "Edit Service Request". It contains several input fields: "Date" (set to 17/04/2022) and "Time" (set to 08:00); "Service Address" fields for "Street name" (Bharvadwas hadiyana beraja) and "House number" (123123123); "Invoicing Address" fields for "Street name" (Bharvadwas hadiyana beraja) and "House number" (123123123); and "Notes" fields for both "Service Address" and "Invoicing Address". At the bottom of the modal is a prominent blue "Update" button.

Fig. 6.57 Edit Service Request

## Refund

Admin should be able to refund amount to customer if customer is not happy with the services provided by the provider. Refunded amount must not be greater than the service amount paid by customer at the time of booking a service request.

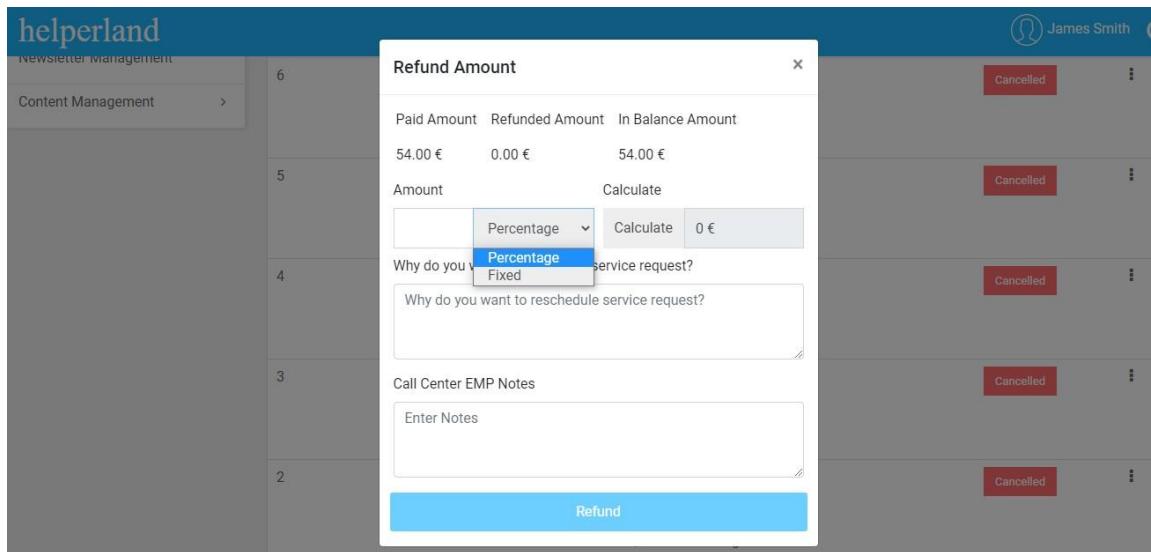


Fig. 6.58 Refund

## 6.2 Users 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.

The screenshot shows the 'User Management' section of the 'helperland' application. The left sidebar contains various management modules like Service Management, Role Management, etc. The main area has a search bar and a table listing users. A modal window is open for a specific user record, showing options to change the status from 'Active' to 'InActive'.

User Name	Role	Date of Registration	User Type	Phone	Postal Code	Status	Actions
Tatvasoft	customer	26/01/2022	customer	2131231321		Active	<span style="color: green;">⋮</span>
Tatvasoft							
sdasds sadsa	Customer	26/01/2022	Customer	2131232132		<span style="color: green;">Deactivate</span>	<span style="color: green;">⋮</span>
Tatva Tatva	Customer	26/01/2022	Customer	1231231312		<span style="color: red;">InActive</span>	<span style="color: red;">⋮</span>
Tatvas Soft	Customer	26/01/2022	Customer	4124214214		<span style="color: green;">Activate</span>	<span style="color: green;">⋮</span>
Tatvasoft SP	ServiceProvider	27/01/2022	ServiceProvider	1231231231	361011	Active	<span style="color: green;">⋮</span>

Fig. 6.59 User Management

## Chapter 7

### 7 TESTING

#### 7.1 TEST PLAN/ STRATEGY

##### 7.1.1 Test Plan:-

- **The Testing Process**

Developer tests the software process activity such as design, implementation and the requirement engineering. Because, design errors are very costly to repair when the system has been started to operate. Therefore, it is quite obvious to repair them at early stage of the system. So, analysis is the most important process of any project.

- **Requirements Tractability**

As most interested portion is whether the system is meeting its requirements or not, for that testing should be planned so that all requirements are individually tested. Develop checked the output of certain combinations of input, which gives desirable results, or not. Strictly stick to our requirements specifications, give you the path to get desirable results from the system.

- **Tested Items**

Our tested items are like:

- Sign in and sign up working fine.
- Contact us working fine.
- Smooth working of website.

##### 7.1.2 Strategy Plan :-

A test strategy is an outline that describes the testing approach of the software development cycle. It is created to inform project managers, testers, and developers about some key issues of the testing process.

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This includes the testing objective, methods of testing new functions, total time and resources required for the project, and the testing environment.

Test strategies describe how the product risks of the stakeholders are mitigated at the test-level, which types of tests are to be performed, and which entry and exit criteria apply.

They are created based on development design documents. System design documents are primarily used and occasionally, conceptual design documents may be referred to.

Design documents describe the functionality of the software to be enabled in the upcoming release. For every stage of development design, a corresponding test strategy should be created to test the new feature sets.

## 7.2 TEST CASE

### 1) Test name: Form Fill up

- **Purpose**
  - Textbox: Checking the functionality of the Textbox. Which can accept “Alphabets, Numeric, Special characters”
  - Push Button: Checking the functionality of the “Register / Update / Submit / Cancel” push button.
  - Radio Button: Checking the functionality of the Radio button.

- **Pre-Condition**
  - As per different user, selection of form is different.

### 2) Test Name: Verify Login for Admin.

- **Purpose**
  - Ensure that the right users can login into application.
- **Pre-Condition**

- Each & every admin has own id or password for login process, which is provided by Application admin.

## **Chapter 8**

### **8 CONCLUSION AND FEATURE SCOPE**

#### **8.1 OVERALL ANALYSIS OF INTERNSHIP / PROJECT**

##### **VIABILITIES :-**

- The website is designed to be very user-friendly and interactive so that the user cannot find any difficulty while browsing the website. Thereby the proposed website, which is an economically, technically, and operationally feasible system has overcome the deficiency that was present in the manual system.
- Choosing the best Service platform for your cleaner business is a tough task! This is since adoption for web application technology has increased in leaps and bounds in the world.

#### **8.2 DATES OF CONTINUOUS EVALUATION**

Table 8.1 Continuous Evaluation

<b>Review No.</b>	<b>Duration</b>
Periodic Review 1	05 March 2022
Periodic Review 2	29 March 2022
Periodic Review 3	28 April 2022

#### **8.3 PROBLEM ENCOUNTERED AND POSSIBLE SOLUTIONS**

Table 8.2 Problem Encountered and Possible Solutions

<b>Problem Encountered</b>	<b>Possible Solutions</b>
----------------------------	---------------------------

Service provider is not available.	Create a new service requests and choose your favourite service provider.
System Server is down.	Try to add new server or more faster services.

## 8.4 SUMMARY OF INTERNSHIP / PROJECT WORK :-

Helperland Project is based on PHP. There are mainly different language used like HTML, CSS, BOOTSTRAP, JQUERY, JAVASCRIPT, AJAX and SQL. Helperland project is specially designed for provide a service to customer. There is mainly three part Admin, Service Provider, Customer. Customer can signup/login than it book a service provided by service provider. Customer can book-service and make payment for that service. Service Provider can Signup and that service Provider verified by Admin. Service Provider can Accept customer Service Booking and Provide Service for that customer . Also Service Provider Can reschedule the Appointment date. Admin can manage Service Provider and Customer. Any of worst situation if customer want refund that is only doing by admin. Admin can activated, Deactivated accounts and block/unblock Service Provider and Customer. There is many more functionality like favourite / unfavourite Service Provider or Customer.

## 8.5 LIMITATION AND FUTURE ENHANCEMENT

### 8.5.1 Limitation

- Limited to some specific region.
- It might be delay in service because cleaner might be busy in other service or short of cleaner.
- Price are fixed for every service so You cannot bargain.

### 8.5.2 Future Enhancement

- We will host the website on online servers to make it accessible worldwide by doing this we can overcome with above limitation.
- Create the master and slave database structure to reduce the overload of the database queries.
- Implement the backup mechanism for taking backup of codebase and database on regular basis on different servers.
- Integrate multiple load balancers to distribute the loads of the system.

The above-mentioned points are the enhancements which can be done to increase the applicability and usage of this project.

## REFERENCES

### WEB REFERENCE

1. <http://web1.anasource.com/trainee2021/>
2. [https://www.youtube.com/watch?v=7S\\_tz1z\\_5bA&ab\\_channel=ProgrammingwithMosh](https://www.youtube.com/watch?v=7S_tz1z_5bA&ab_channel=ProgrammingwithMosh)
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