GUJARAT TECHNOLOGIAL UNIVERSITY
(GTU)

AHEMADABAD- 382424

Vishwkarma Government Engineering College, Chandkheda-382424
(Affiliated with Gujarat Technological University, Ahemadabad)

A
Report
On

WORK BASED SERVICES

Prepared as a part of the requirement for the subject of
DESIGN ENGINEERING - IA
B.E- Semester- III
TEAM ID: 180851
(Computer Engineering Branch)

Submitted by:

Sr. No.	Name	Enrollment No.
1	CHANDRARAJSINH GOHIL	180170107033
2	CHIRAG KAVA	180170107046
3	ADARSH KOSREKAR	180170107048
4	SIDDHARTH GABU	180170107030

Guided by:
Prof. JALPA RAMAVAT
Assistant Professor, Computer Engineering department, VGEC, Chandkheda

Head of department:
M.T. Savaliya

Professor & Head, Computer Engineering, VGEC, Chandkheda

Academic Year
2019-20

CERTIFICATE

This is to certify that the Project Report entitled

"WORK BASED SERVICES"

Submitted by

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4	SIDDHARTH GABU	180170107030

Towards the partial fulfillment in Design Engineering - IA of Gujarat Technological University is the record of work carried out by our team under the supervision and guidance in the Academic Year 2019-20.

The work submitted has in our opinion reached a level required for being accepted for examination. The results embodied in this Project Work to the best of our knowledge have not been submitted to any other University or diploma.

Guided by:
Prof. Jalpa Ramavat
Assistant Professor,
Department of Computer Engineering,
Vishwakarma Government Engineering College,
Chandkheda – 382424

HOD & Associate
Prof. M.T. Savaliya
Department of Computer Engineering,
Vishwakarma Government Engineering College,
Chandkheda – 382424

ACKNOWLEDGEMENT

ABSTRACT

Snappy Services is a platform to make our lives more fulfilling to solve our needs in a snap. Hence the name, Snappy Services.

It enables users to find any service professional like a plumber, a gardener, house maid, or an interior designer. This project aims to be a go to Platform helping customers complete the work that are important to their lives everything from maintaining their homes to capturing key moments, learning arts, household chores, and getting free time to spend with their family etc**.**

In order to have certainty about the professionals they hire as if in the people they hire are legitimate, we have a system of background check with all the data available of the workers.

Benefits and usefulness :-

➢ Wide Range of choices.

➢ Trusted professionals.

➢ Affordable.

➢ Personalized experience while sitting at home

➢ Real time inquiry.

Simply put , it connects online users with offline business .Our vision is to use technology and Smart processes to structure the unorganized services in emerging marketplace .Snappy Services aspires to make hiring a service professional as easy and straight forward as buying products online.

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1. INTRODUCTION OF PROJECT

These day's people needs additional help regarding household work and other services . With the rapid increase in the flow of information, people are now guided to search for different ways to do daily things.

In this project, research have been done and implemented in order to have knowledge about various software and languages which have been used to create Snappy Services which is designed to fulfill the tasks determined in accordance with predetermined activities.

First, it was determined what functions to inculcate in these application and what features to implement to meet the needs of the people. Snappy Services is an application that can carry out the desired services for fulfilling daily needs required by the consumers, especially working professionals ,old age persons who are independent.

Thus, it is possible to perform the desired task by means of the Snappy Services without having to go outside the homes looking and searching for the individual which are suitable for the job to be carried out.

Snappy Services is a place for local services such as repair & maintenance ,of home cleaning ,homecare & design , packers and gardeners ,business services, function management etc.

2. CANVASES

2.1 AEIOU SUMMARY
1. **ACTIVITY:**
   - This section will include the applications of the product such as: Hiring of workers, technicians, inquiry about the availability etc.
2. **ENVIRONMENT:**
   - This will include the effect of the objects placed in its surroundings such as: affect on common people as well as the end consumers.
3. **INTERACTION:**
   - This will include the Stakeholders such as workers of different professions such as plumber, gardener ,designer , caretaker etc.
4. **OBJECTS:**
   - This section of the canvas includes the equipment used for the production such as database system , front end tools for designing interface.
5. **USERS:**
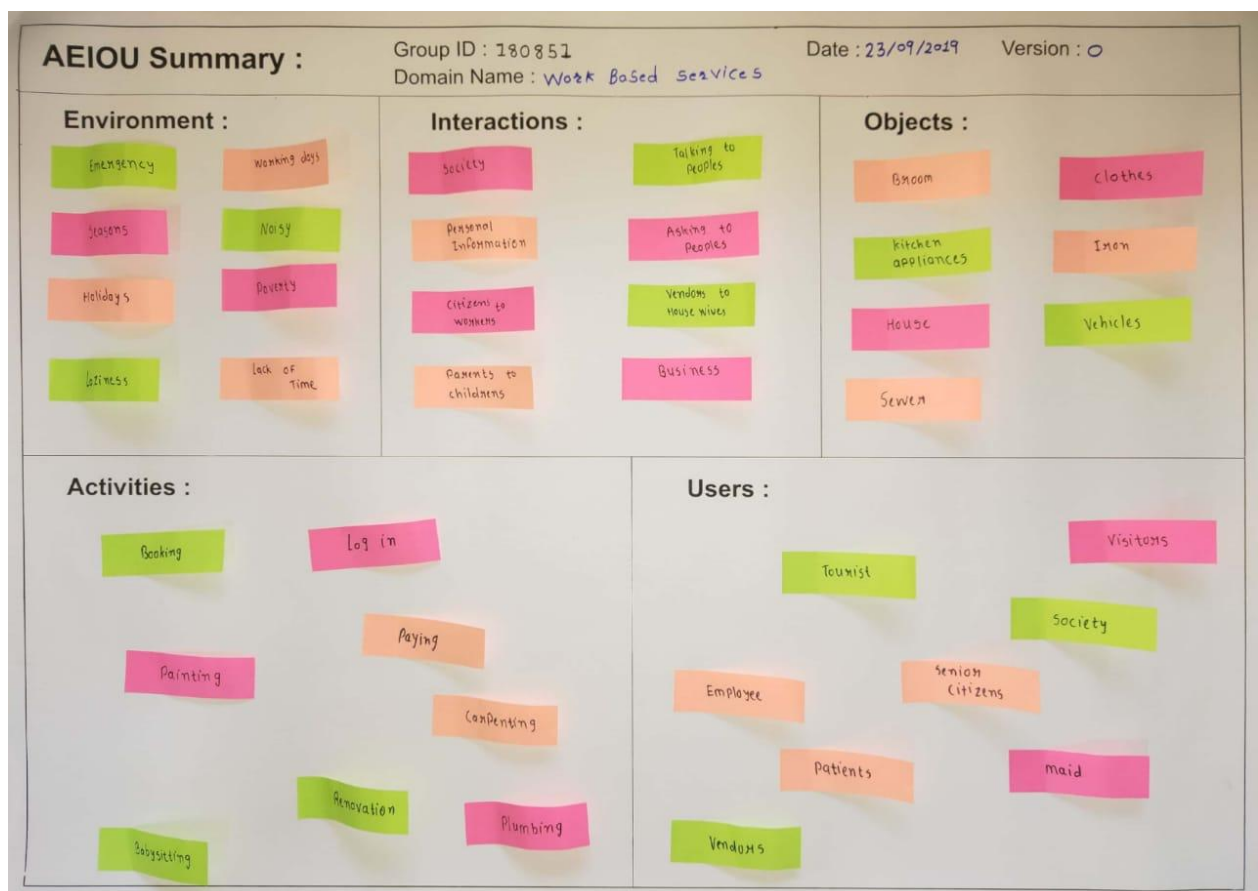   - As usual it will include the people who are associated with the product like Students, consumers etc.

FIGURE 2.1: AEIOU SUMMARY CANVAS

2.2 MIND MAPPING

This canvas is summarization canvas for all the things used during the designing process. Also we include problems and solutions in this canvas. This canvas is very useful to develop application.
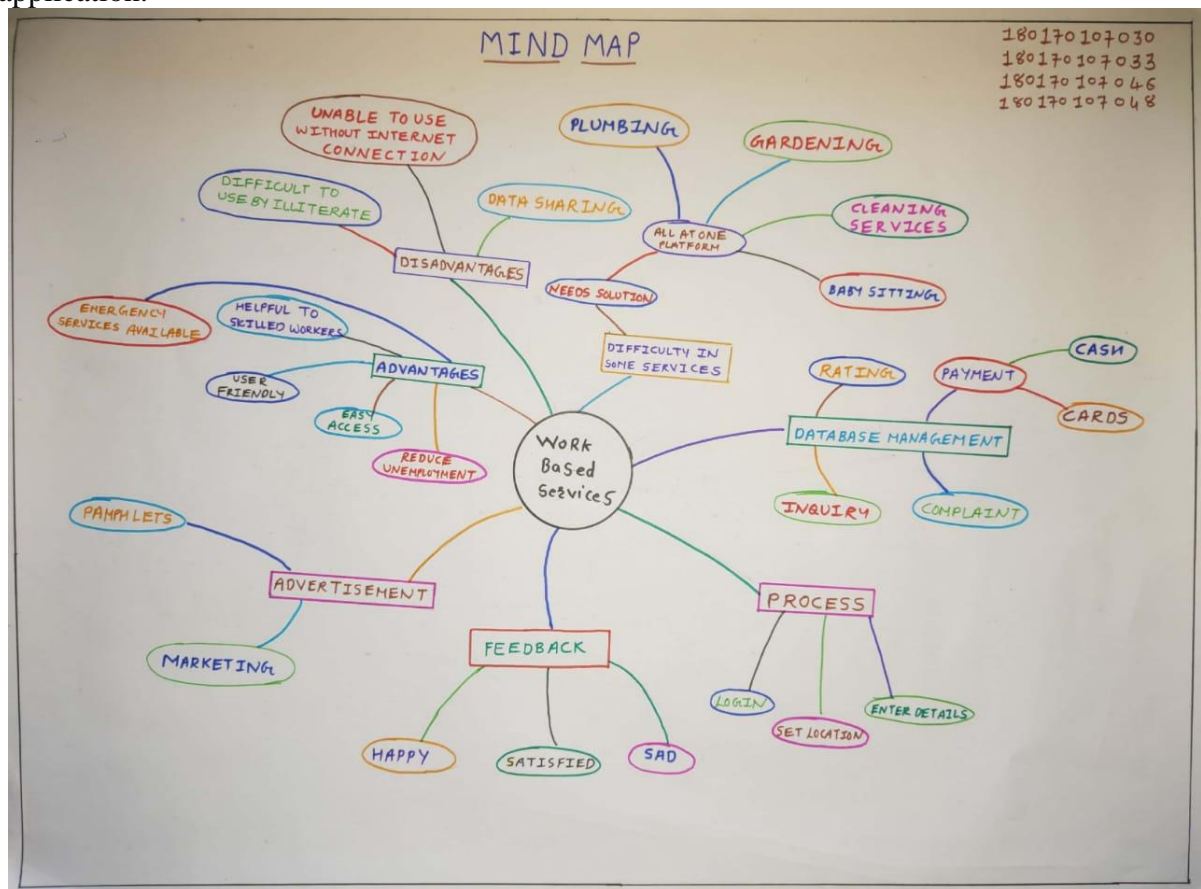

FIGURE 2.2: MIND MAPPING CANVAS

2.3 EMPATHY CANVAS

This is the first step of the project or a problem. In this canvas, we will find out what is user? Who is a User? What is Stakeholder? Who are they? And what are the broad stories of their activities?

1. **User:**
   - ➢ In this stage, we find various users who are directly or indirectly related to our product.
   - ➢ For Example: Engineers, Students, Professionals, Common People, etc.
2. **Stakeholders:**
   - ➢ Stakeholders are people or an organization with an interest.
   - ➢ In this stage, we find those users which are directly or indirectly related to the users.
   - ➢ For Example: working professionals ,firms etc etc.
3. **Activities:**
   - ➢ Activities are directly or indirectly related to the stakeholders.
   - ➢ For Example: gardening , plumbing , designing ,maintenance etc.

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4. Story boarding:

> Most interesting part was the 'Story Boards' which can be called the board of emotion understanding the problem of society is one of the biggest challenges for engineering student as till now they were making projects on imaginary ideas.

> It helped us understanding that when we build anything for anyone, the purpose and emotion behind that are equally important.
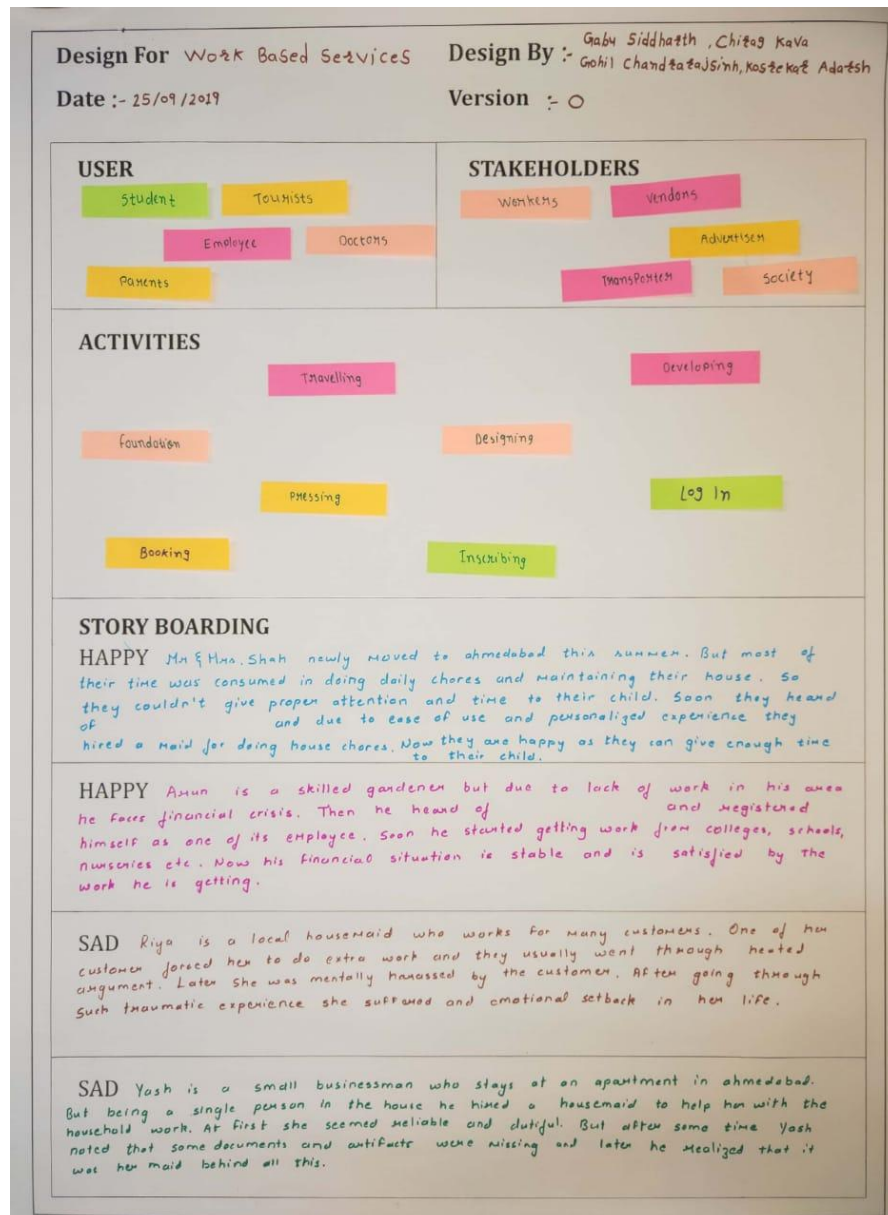

FIGURE 2.3: EMPATHY CANVAS

2.4 IDEATION CANVAS

This canvas consists of the ideology behind the user, so in this canvas some brief ideas are expressed. There are various people who are connected with our project like people who are single or in need of assistance for completing the task to that of employee(gardener, plumber ,babysitter ,designer etc.) who will work for the customers .Then we listed out that what activity every segment of people does. Then we thought about situation/context/location and finally for possible solutions.

1. **PEOPLE:**

   - Local people
   - Students
   - Domestic Users

2. **ACTIVITIES:**

   - Designing
   - Home planning
   - Baby sitting
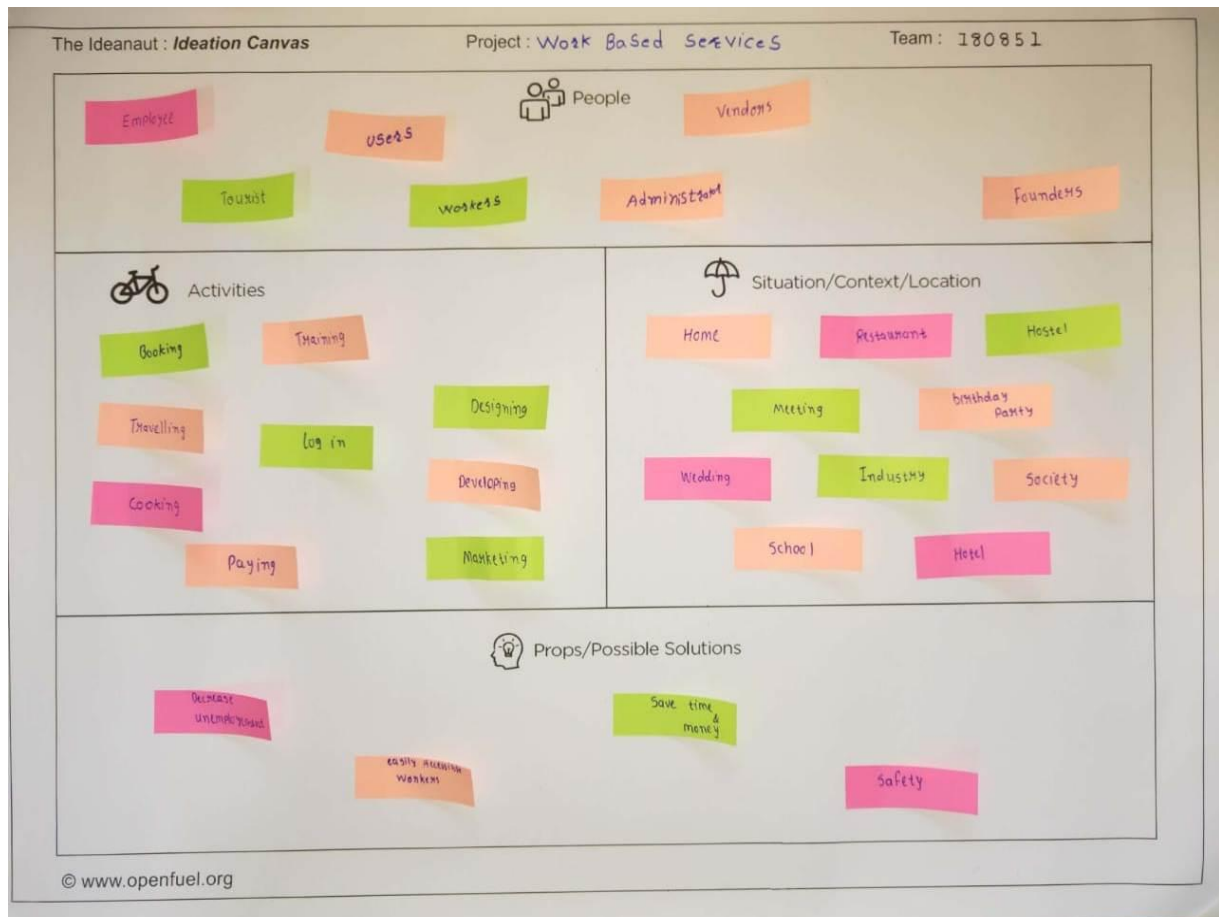   - Gardening
   - House work

FIGURE 2.4: IDEATION CANVAS

2.5 PRODUCT DEVELOPMENT CANVAS:

In this canvas we mentioned purpose of our product, functions, features and products experience. For this purpose, we defined some functions that our product must do. These included, for each of the function that our product fulfills, also there is some features of our product. This must be the way to go as using various varieties of technology ,and taking reference of the canvas for customer revalidation & customer feedback. We come across idea of Snappy Services which is bundle of services which are provided to the user at cost of few clicks on and it brings various offline business to the online platform so that the needs of the people can be fulfilled which is our prime concern. May be feedback from rural area can be better intrusion & solution may have different variation. At the last canvas focuses on the revalidation & customer feedback this cycle must be maximized so that the product must be perfectly related to user. A business development from product becomes successful to society.

1. **PURPOSE:**

   ➢ The most important and the most needed purpose of our products using Snappy Services is **TO SAVE TIME.** Secondly the other important things that have to be noted down are trusted workers and real time inquiry and hiring while sitting at home. The product definitely needs to have larger community and durability for customer satisfaction.

2. **PEOPLE:**

  ➢ The most basic users of such kind of products are working professionals(employee),consumers (parents, businessman etc). As they use such type of technology and get more from it as it is a **Home Services** and is on **Online platform**. Next comes a employee as he/she will use to get more out of his working profession and become financially stable. After that there are various users such independent persons and Common People that use this technology for a better life.

3. **PRODUCT FEATURES:**

  ➢ The most important feature of this is that to make hiring a service professional as easy and straight forward as buying products online.
  ➢ Secondly it is **User Friendly and Easy to use**.
  ➢ It can be easily accessed using appropriate equipment's and devices and make it good for use.
  ➢ Lastly another important feature of such kind of products is that they provide services while user can just sit back and relax at home. Hence it becomes very comfortable for people to use them in their day to day life.

4. **PRODUCT FUNCTIONS:**

  ➢ The three most important and basic functions of these products are:
    1. Ease of hiring
    2. Real time inquiry
    3. Bundled Services

5. **CUSTOMER REVALIDATION:**

  ➢ Here comes the very important part of developing any product, Customer Revalidation. As to decide that the product is successful or not Customer Satisfaction is must.
  ➢ Now image below shows the customer reviews and ratings on various aspects of the product.
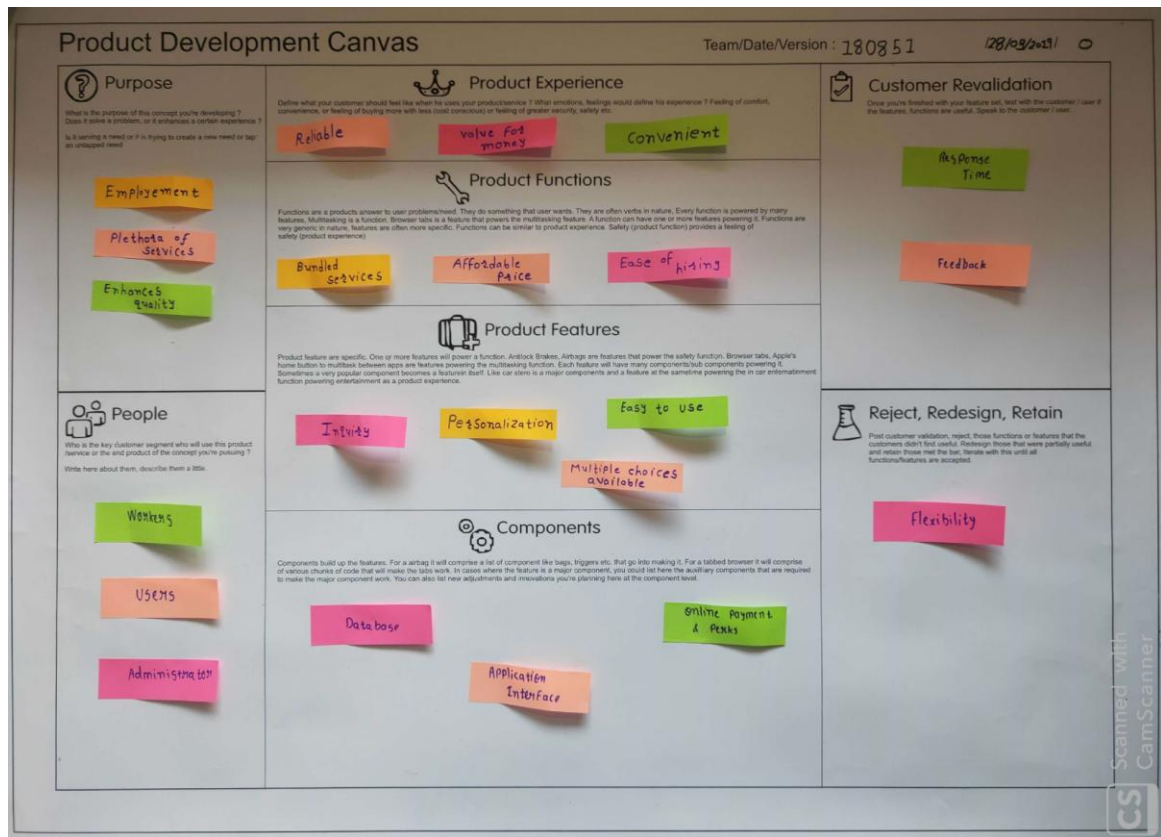
FIGURE 2.5: PRODUCT DEVELOPMENT CANVAS

3. REQUIREMENT ANALYSIS AND FEASIBILITY STUDY

1. **Existing system drawbacks**

   ➢ Less sense of security for the customers.

   ➢ Poorly managed.

2. **Proposed system**

   ➢ An application which bundles services together.

   ➢ Where professional such as designer, plumber, gardener etc are made available to hire.

3. **Feasibility study**

   ➢ Ease of payment and value for money.
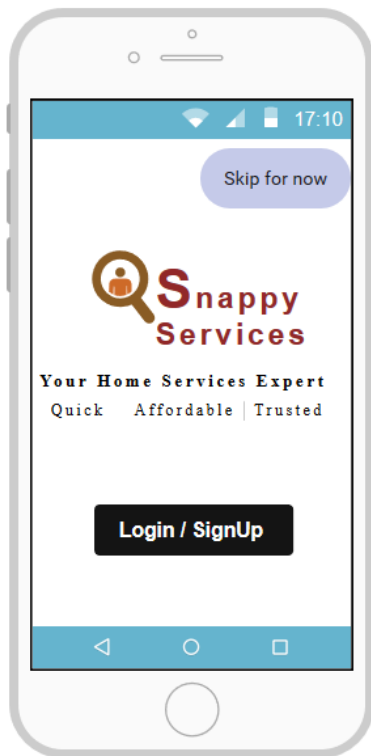
   ➢ Trusted workers.

4. PROTOTYPE
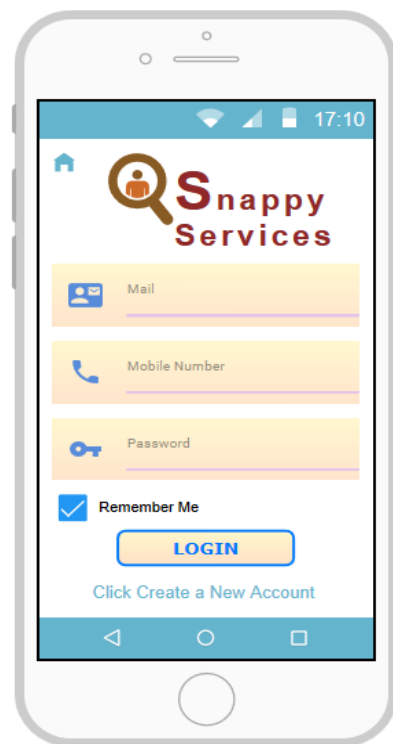

Figure 4.1:PROTOTYPE-HOME

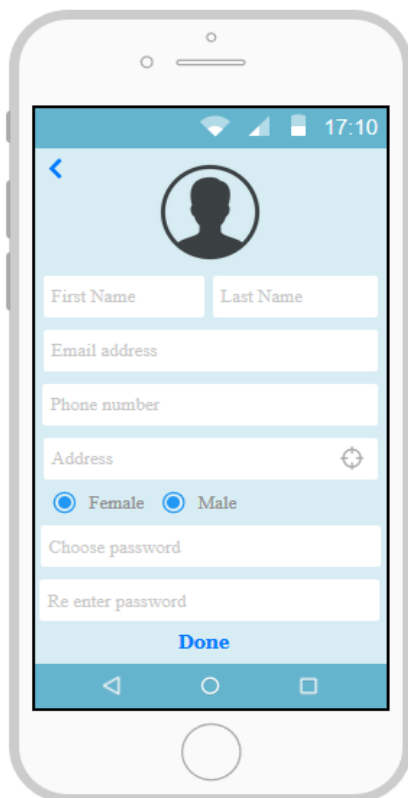Figure 4.2PROTOTYPE-LOGIN

Figure 4.3:PROTOTYPE-CREATE NEW USER
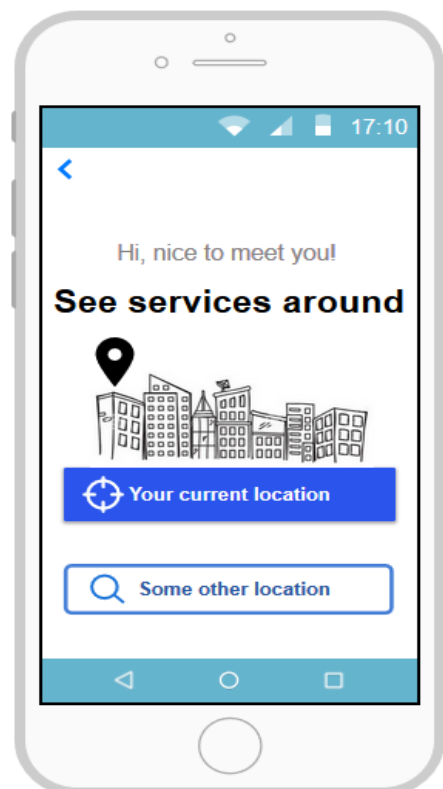

Figure 4.4:PROTOTYPE-LOCATION

5. CONCLUSION

By considering various aspects at different level in work based services our team found many problems faced by people and need to be resolved .we came to following conclusion that:

➢ This problem can be solved by such a way that services (gardening, plumbing , work maid etc) should be made available at a single platform.

➢ This process can be made more efficient through providing an application or website.

➢ The collection can be made more organized by reviewing the feedback from the users and people we surveyed.

➢ Creating a platform that helps the user to find nearby workers through a well devised application.

➢ It can help us achieve many things as it brings offline work to online platform where real time inquiry and necessary transaction of services can be made.

6. FUTURE WORKS

➢ We aspire to make hiring professional as easy and simple as buying products online through various e- commerce website.

➢ We want to introduce this application to various platforms like ios, android etc and also create an online website for availing benefits.

7. REFERENCES

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➢ https://www.de.gtu.ac.in/

➢ https://www.youtube.com/playlist?list=PLX2pLHG1HHjBvaKhdTJ8QOFoO_H_6e9 vp

➢ https://drive.google.com/open?id=0B4o8FlssBX7BOXZzMktRM3dLV2M