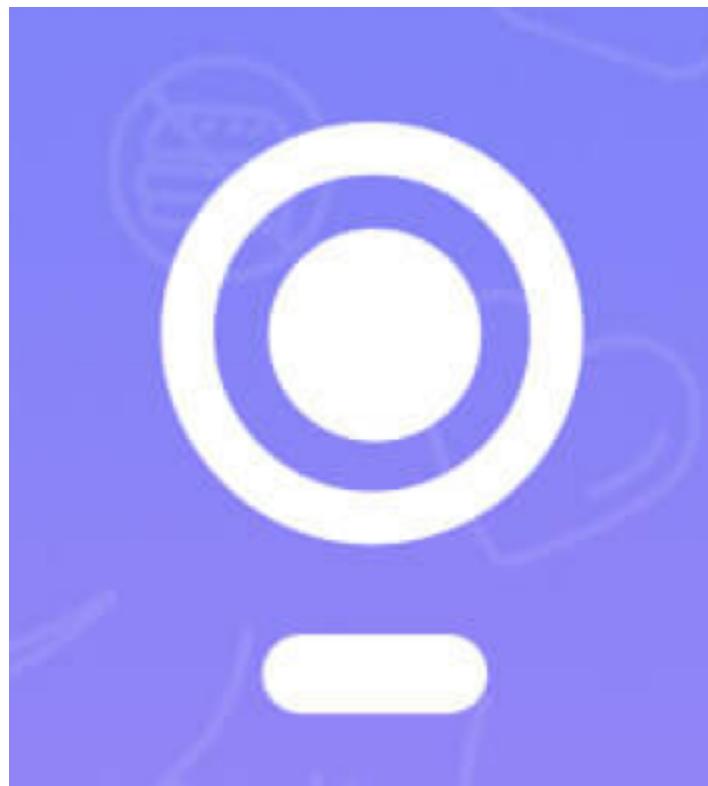


SIMPLE



Abstract

The motivation behind creating the app "Simple" was to make the daily life of people more simple, not only for the customers but for workers/shopkeepers. Suppose you ever shifted to a new place. In that case, there is a high probability that you will face difficulties in locating the best electricians, plumbers, gardeners, painters, etc to fulfill your requirements.

We found that most people are annoyed by the servicemen's high waiting time (according to our survey). Sometimes the servicemen are not that skilled to solve any particular problem. Though, the challenge here is to find the services with fixed charges.

It is difficult for new servicemen/ new service shops to find customers, and only the market leaders continue to progress.

Therefore, we created the app "simple" to solve this problem, which promises the customer 10 minutes of waiting time or 50% off on the service charges. We will offer the customers their nearest verified servicemen, who are skilled enough to solve their problem just a click away, just like Ola. Instead of having our own servicemen, we would tie-up with most of the shops and individual service members to get fair opportunities to grow and establish their business. With this app's help, customers don't have to wander on roads locating shops. Now, service members don't have to wait longer for a customer. Therefore, this application is going to make life simpler for everyone.

Introduction

The motivation behind creating this application, "Simple", was to make life easier for everyone. (and provide the best in class services at affordable cost benefiting both customer and shopkeeper)

In these challenging times when everything is turning online so that people don't have to wander roads searching for things, we decided to contribute to this revolution by executing this idea.

Through the survey, we noticed that many people face difficulties finding the servicemen like Electricians/Plumbers/Gardners,/Painters, etc., significantly when they are newly shifted to a new place. According to the survey we conducted, most people are annoyed with the excuses and frequent delays in waiting time. Therefore, we were motivated to make an application that will simplify all the daily problems an average person faces. With this app's help, you can fix an appointment with your nearest verified and skilled Electrician, Plumber, Painter, Carpenter, Gardner, etc., with a waiting time of fewer than 10 minutes or get 50% Off on the service charges. This application targets the standard services that an ordinary person may require in his daily life. Therefore this application makes the life of a normal person even more luxurious and comfortable. This application will not only benefit the customers but the servicemen too.

Most of the people/customers face the problem of finding a skilled worker like Electrician/Plumber/Painter/Carpenter etc that too at an affordable price. Mostly, People face the problem of finding a worker when they shift to a new place or get the house renovated or when they buy a new home. Most of the time, people are annoyed with the delays in the waiting time of these servicemen. Sometimes, these servicemen sent by shopkeepers are not well qualified to solve any particular problem. They generally offer higher prices than what they actually deserve for that service. The customers might not be aware of the worker's behavior and how different people feel towards him. The servicemen can be misbehaving and can have bad intentions. Servicemens also sometimes face similar problems with customers. They don't know the behavior of their customers and often feel their arrogance and anger. They also face false accusations a lot of times. This results in distrust between the two parties. In some areas, where some market leaders have created a monopoly, it is difficult for new servicemen/ new service shops to find customers, and only the market leaders continue to progress.

Our app can be used by any person, irrespective of their age. People who require to renovate their home or who want any kind of daily life service come under our target user base. This application has easily recognisable symbols/logos, due to which anyone can guess the functionality of that option. All the design principles are very well used while making this application. Due to this fact, our application can be used by any person, whether an illiterate or a literate person, whether a technologically sound person or a kid/older person.

In the current field of an android application, there are not many such apps that can provide all these services like carpenters, electricians, plumbers, etc. all under one roof. The major problem with the existing offline medium was that a person has to roam shop to shop to get the required service, and sometimes he chooses the wrong person, and then he has to suffer the loss. The problem with applications like Urban Clap is that they take too long or do not respond to Customer Feedbacks. Urban Clap promises its customers a waiting time of 1 to 3 days which is too long. They lack well-skilled and trained craftsmen. UrbanClap has a significant problem with their UI, which is very difficult to understand and therefore can't be used by a large mass.

In the current era of android applications like UrbanClap and JustDial. In which they have tried to replace the old offline medium of acquiring services from different shops by a single stop where all these services were provided at one place. So that the person does not need to roam around for hiring people. In an offline medium, people usually face problems in knowing the work experience and quality of work craftsmen provide, for which people have to rely on hearsay, but these applications provide all the details of the craftsmen like their work experience, public reviews, and ratings which makes it easier for people to decide.

These applications also have a grievance center that helps people to get their problems solved, which was not possible in the old offline method.

We will create an application that will simplify the daily life tasks of an ordinary person. We will provide our customers with the best-qualified servicemen like Electricians/Plumbers/Gardners/Painters etc. We promise our customers a waiting time of fewer than 10 minutes or get a 50% discount on the service charges. Instead of having our own servicemen like Urban Clap, we will tie up with existing service providers, which will help us minimize the waiting time. By using this concept, we can now provide people with their nearest servicemen. We will provide customers quickly with verified and skilled servicemen who are well-verses in solving your particular problem/service. Our application will not only benefit the customers but will also benefit the servicemen too. With the app's help, they will easily find work and therefore will have improved economic conditions. Our application will also give a full stop to the high and fluctuating rates of these service providers. We will offer fixed rates to customers depending on the tasks which are to be fulfilled. Our application will have the improvised features of both "**Urban Clap**" as well as "**Justdial**" with many additional features. We will also ask for feedback and ratings after the service is over to both servicemen and customers so that the next person might know the other party's past experiences and gain trust. Therefore our application "Simple" will simplify the life of everyone.

Methodology(2500 Words)

1. Problem Definition and Identifying Target Users:

"People faced difficulty in finding the right person at the right time at the right cost".

People are annoyed with the delays in the waiting time of the service providers as they don't provide us with a deadline for completing the tasks. There are no fixed rates for completing specific tasks, due to which many people face this issue of getting heavily priced. Moreover, in these times when covid-19 cases are creating new peaks every day, It is challenging for people to roam around on roads to search for the servicemen. Sometimes the servicemen are not skilled enough to solve the problem. There is no verification done whether the service provided solves the problem entirely or if it has been wiped just from its top layer.

Therefore it isn't easy to gain trust in the servicemen. But if we could get his/her past history, it would have been much easier to gain trust. It is difficult for new service providers to start their business as most societies have monopolies created by some shops. The renters or the people who get shifted to a new place often face difficulties locating servicemen to accomplish services like getting their house painted or finding electricians, plumbers and gardeners, etc. These problems motivated us to create the application "SIMPLE" which focuses on solving most of the above problems.

The target users of our application are those people who require help in accomplishing certain daily life tasks irrespective of their age or gender.

Since our app contains consistent and easy to learn logos, the logos used very well give intuition about its functionality; therefore anyone, whether literate or illiterate, can easily use our application.

The stakeholders are the people who are most benefited and are involved .So the app developers are the primary beneficiary and the wood ply manufacturers, paint suppliers, electric equipment suppliers, etc are secondary beneficiaries. Consumers are an essential part of the stakeholder committee. The stakeholders of our application also include all those service providers and servicemen like electricians, plumbers, painters, gardeners and mechanics, etc.

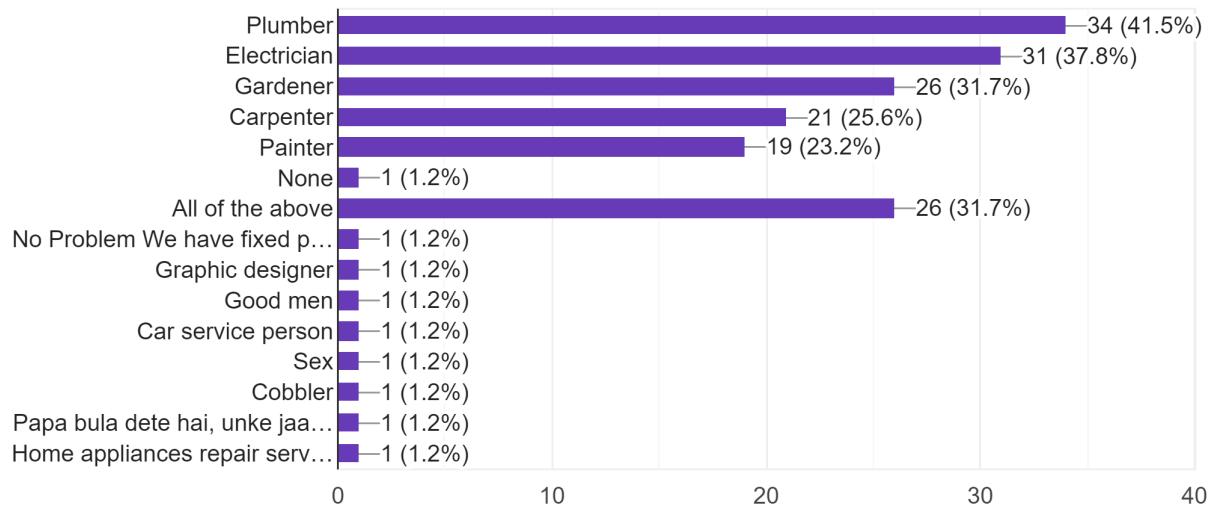
2. Requirements Gathering:

We gathered user-required information using various methods. We conducted some surveys using google forms and shared them through various social media platforms such as WhatsApp, Telegram, Discord, etc. We also did group discussions among the team and made appropriate questionnaires. Through the survey conducted we got to know that many people faced the problems in finding Plumber, Electrician, Gardener, Carpenter, etc. Also, many people were

unsatisfied with their long waiting time. The people also gave us positive feedback if they wanted an app that could provide such service to people who are greatly skilled at a low cost.

Mark the options for which you have ever faced a problem in finding these people.

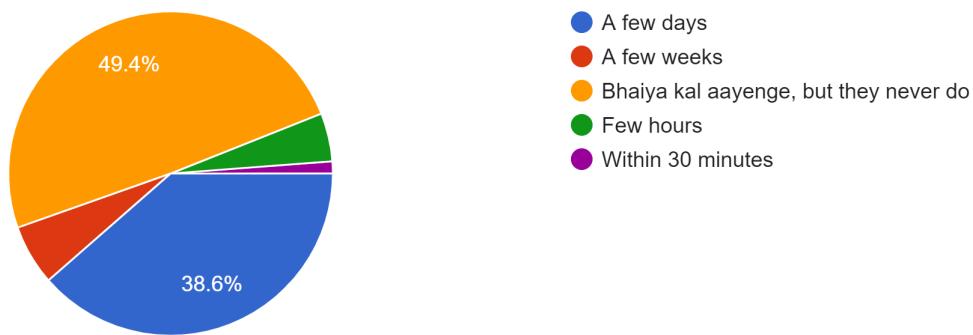
82 responses



According to the above response given by the people, we can see that as many as 41.5% of people have faced problems in finding a plumber, followed by 37.8% of the Respondents require Electrician. As a result, we gave the top priority to these people.

How much time does it usually take to find the aforementioned people

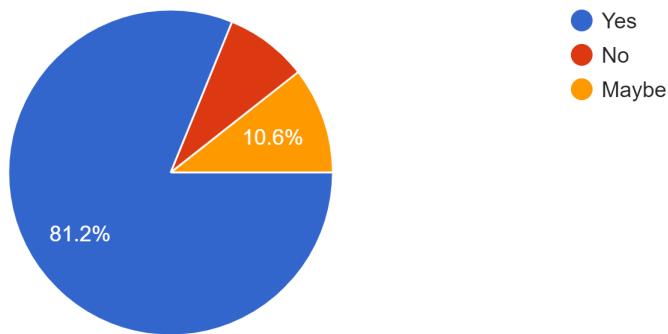
83 responses



From the above graph, we can see that most of the servicemen provide false promises and as a result the people get very frustrated. Though, the rest of the servicemen do delay the work making the people lose their precious time.

Do you want an app/website that will help you provide such people who are greatly skilled at a low cost?

85 responses



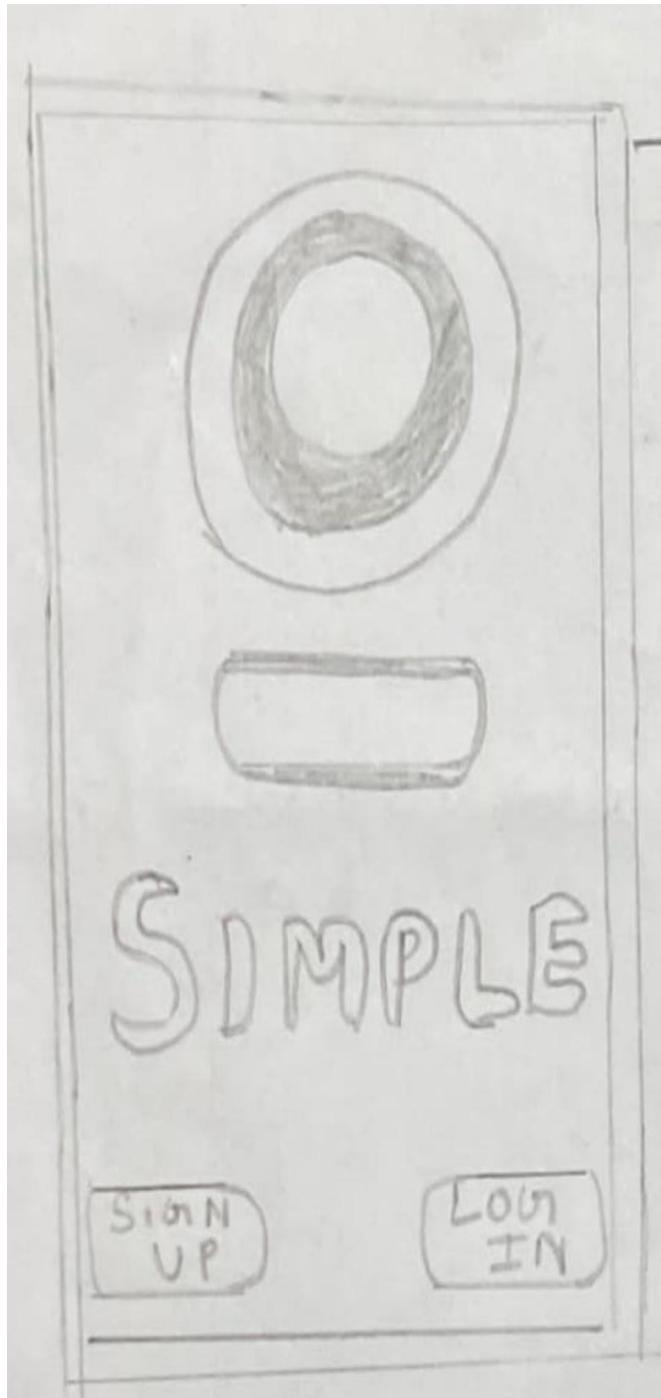
Finally, after the survey we came to the conclusion that we should come up with an application which would help people as well as service providers in some way or the other. People would no longer doubt the service providers as they will be verified, as they will have all reviews of the service providers in the grasp and the most precious thing of all, they will not lose their time. This way both the shopkeeper and the customer will be happy.

3. Ideation and Low fidelity prototype

Discovering all possible problems and defining them, helped us in building our low fidelity prototype, which is an important part of any development process.

We tried to create a basic user-friendly design, which can provide users with a good and satisfactory user interface. In the Low-fidelity prototype we tried to use the concept of interface metaphor, helping people to easily understand the app more easily and interact with it, using their prior knowledge. In the current time applications like UrbanClap, have a very complicated UI which makes it difficult to understand and directly affects the usability goals.

We incorporated the feedback and suggestions that we got from our google form in our design, taking into consideration every design principle like visibility, feedback, consistency, constraints etc. we formulated the problem statement and after discussion and brainstorming, we narrowed our possible solution to a single page design consisting of all public demanded people like carpenter, electrician, plumber etc. Usually people face problems with the timing of their visit, and we have quite well taken care of that too, we ask the customer to choose both the date and time, according to his feasibility.



→ HOME-PAGE

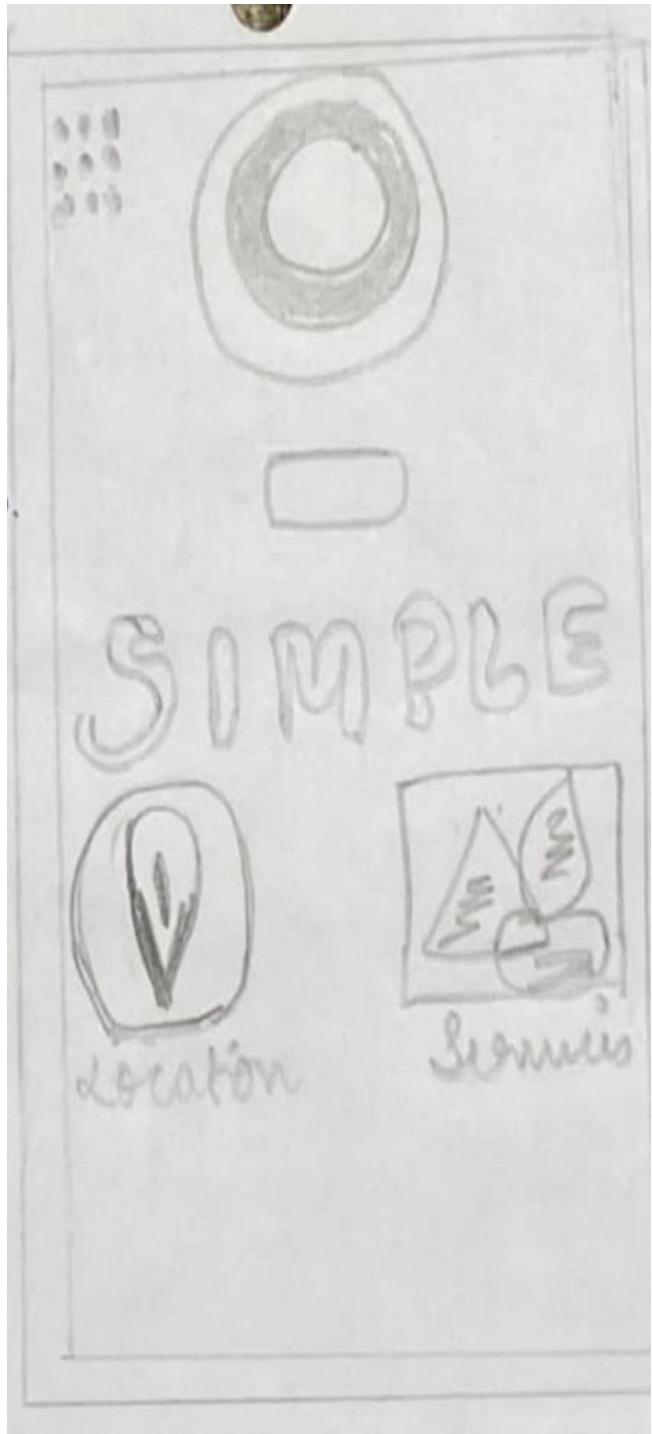
This page introduces us to the basic logo as well as design of the app.

This page displays the first / initial page. It has 2 options, i.e., LOG IN and SIGN UP.



→ SERVICES AVAILABLE

This page shows all the services that are provided to overcome the problem statement. Since, our app provides different types of workers, this page shows all the options of different categories of workers.



→ Options available
This page displays
us to the facilities
provided in the
app, that are
necessary for its
functioning, like
the location, services,
etc.

Book Appointment



Shop Name: Electric
House

Contact Info: 85285285210

M T W T F S S

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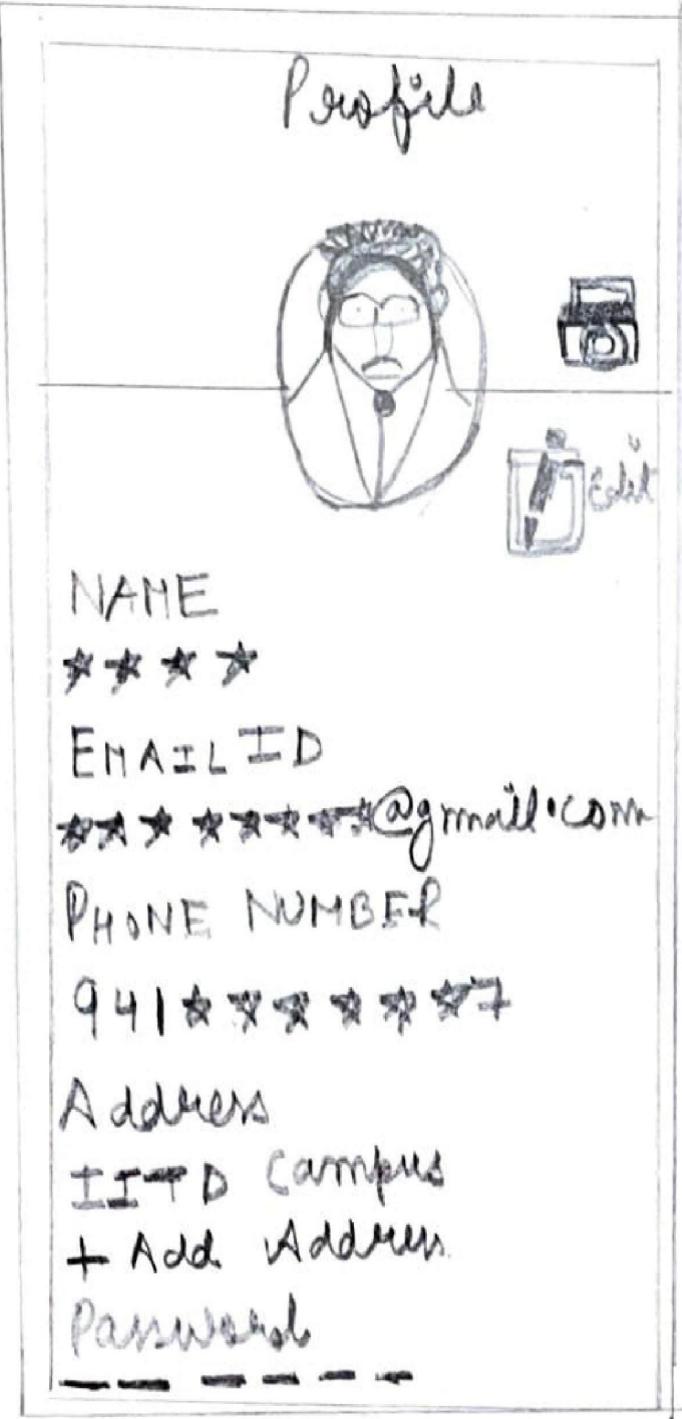
30 31

Slots available
← 11:00 | 14:30

Confirm
Booking

→ Book APPOINTMENT

This page further allows you to book schedule an appointment according to your own convenience based on the choice of service you have selected.



→ PROFILE

This page is about you. This page allows you to show and edit your own personal details, which is required for the proper functioning of the application.

Analysis and Future Work(500 Words)

We, as team members, analyzed various things from the survey. First of all, we came to the conclusion that people are not happy from their respective servicemen and vice versa. Most of the people have their time wasted by the servicemen, and also get frustrated due to the amateur behavior shown by some of these people.

The same way, we also noticed that the servicemen are sometimes paid less and also they face the arrogant behavior shown by the customer.

We noticed that there are some limitations to our project.

- 1) Applications like UrbanClap offer a variety of services from Salon, parlor, etc.

UrbanClap provides services using their employees but our APP “SIMPLE” will collect local based workers to solve the employment problem of local-based servicemen, unlike UrbanClap where the worker has to be an employee of UrbanClap to work.

- 2) First of all, we may have the basic problem of launching our app as we may face problems collaborating with the servicemen as they may find it difficult to trust SIMPLE.
- 3) Second, the serviceperson may find the behavior of the user arrogant/not up to the mark which may make them hesitant to accept the next job/call.

Solutions to the above mentioned limitations:

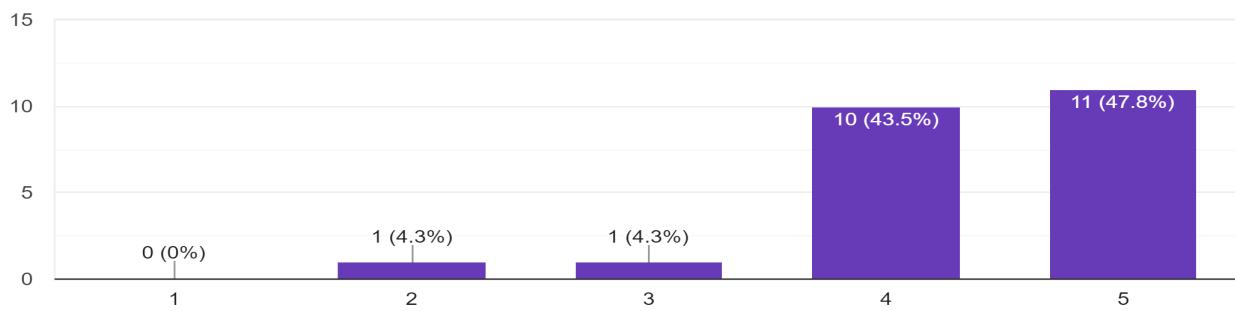
- 1) We will conduct seminars for servicemen to make them realize how easy it will be for them to find work after collaborating with SIMPLE, unlike if they wish not to collaborate.
- 2) SIMPLE is have the option of rating a user by the servicemen after the job is done which will be shown in the user’s profile

Existing Solution	Our solution
Applications like UrbanClap and Justdial Are few solutions already available in the market for providing the services.	SIMPLE focuses on providing services only related to Carpentry, Electrician, plumbing etc.

We have great future plans for our application “SIMPLE”. Our development team has some very creative ideas on how we can modify our application to make the life of people even more luxurious. Our team members noticed that most of the successful businesses in the past decade were those which connected the consumers and providers. SIMPLE is also based on a similar concept of connecting the consumers and suppliers. We will add on more and more services, so that after a certain span of time we can cover all the daily life services and that will be the time when we will really be simplifying the daily life of an ordinary man and make him feel luxurious. We will keep on adding different services no matter how big or small their contribution may be. Initially, we will start by adding services like Cobblers, Barbers, Butchers, Vegetable sellers gradually. Our aim is to make this application which could accomplish every user’s needs. Moreover we have got lot of user’s responses about what improvements can be made, which is definitely going to be part of our future work, which we will be implementing gradually.

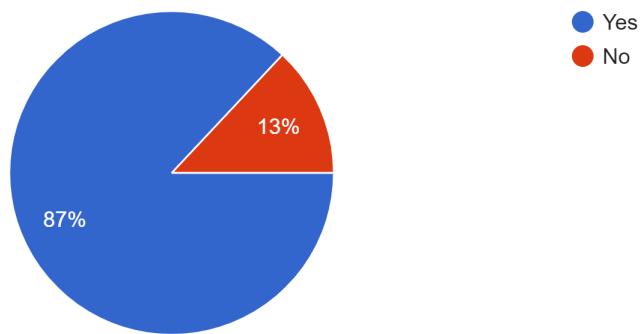
Please rate the User Interface(UI) of the above FIGMA project??

23 responses



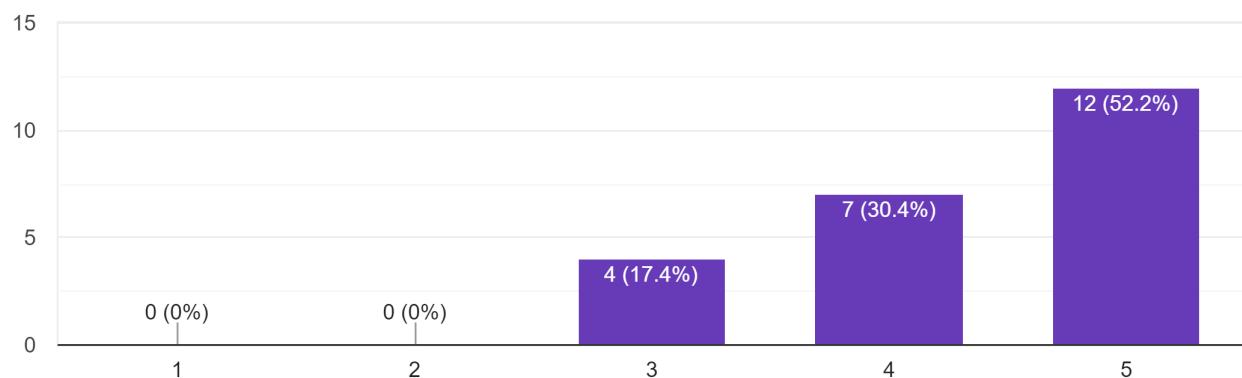
Is the interface pleasing to eyes???

23 responses



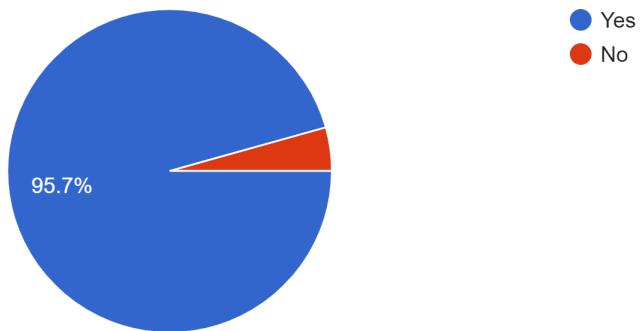
How likely, would you use our APP?

23 responses



Were the icons able to justify their functionalities

23 responses



Conclusion(200 Words)

Our app "Simple", as the name suggests is an easy to learn, effective to use and user-friendly app. After doing a lot of research on all the other alternative apps that resolve our problem statement, we have made a better and comparatively more efficient application. We have applied all the design principles to make the usability and user experience of the application not only good but great. We have looked into all the possible problems that one could face with the problem statement and tried to come up with a solution for each one of them. This app covers all the shortcomings of the previously available apps and resolves the issues with them. The degree of user involvement in this app was through the designing and development process. We took various feedback from the users from time to time to address their issues and make them feel like the app is theirs to make and theirs to use. We considered all the additional features our users wanted in this application and provided the ones we thought were of great use to both the users and us. In conclusion, I'd like to say that this app wouldn't have been possible without the common users and of course, the design teams, the engineers, the stakeholders and all the people across the various sectors involved in the development of this application.

LINK TO OUR VIDEOS :

[IHCI 6_3 Evaluation Changes.mp4](#)

UPDATED LINK:

[IHCI 6_3](#)

LINK TO HIGH FIDELITY PROTOTYPE :

[SIMPLE](#)

CONTRIBUTION :

Equal contribution by all the group members!!

1. Rakesh Kumar
2. Sumit Kumar
3. Sarthak Kumar
4. Varun Muttepawar
5. Vaibhav Wali