

Auto Serve

Automobile Service Finder App

Part 1: Description

Most of the times, it is not easy to get a mechanic or any services to repair cars or other automobiles. I have experienced this delay in finding an available mechanic to get my car repaired. So, I thought of bringing the customer and the auto repair/service persons or firms under one roof. For example, if I need to change my engine oil, I will post my service-request for that with my car details and type of service (mobile or in-shop) with my location and preferred date and time. Then all the service persons under given category will get notified and they will send a service-offer with an approximate cost for service and approximate delivery date. If the customer can find a suitable offer, they can confirm the appointment with the service person by sending an email or talking to them. I hope this will cut down the time and effort required to find an auto mechanic service. Although, there are some web apps like Craigslist and Facebook marketplace is offering this kind of service, again the customer needs to search and call each service person one by one.

Part 2: Strategy

The target audience of this website/App will be vehicle owners and automobile mechanics or service centres. Mainly it will be a business to customers, but also serves businesses to find customers.

Business to Customers:

1. What things would the user usually do first? Why?

The users usually search for auto mechanic shops nearby their area and call them one by one because their availability should match with user's availability or time limits.

2. What would the user put off as long as they can? Why?

The users would try to avoid wasting time by calling number of mechanic shops to get an appointment for the job need to be done.

3. How often does or would the user use the product?

The vehicle owner would use the product whenever they need to find an auto mechanic. The auto mechanic shops will use this app all the time if they like to serve more customers.

4. What would or does the user use the product for most often?

The user would use this product mostly for finding businesses offering different kind of auto mobile repairs or related services like detailing, paint coating, sun film coating etc.

5. If the user has an existing product that they use, how do they use it?

The user will sign up first and then create their profile. Then they make a service request for their vehicle with details and send to all the businesses registered under the product.

6. What things or products are used before, during, or after using this product?

Mainly used google, craigslist and Facebook marketplace to find service providers.

7. How can the product compare to others the user has used before?

The main advantage is the amount of time and effort it cuts down to find a service provider with matching availability.

Define your goals with this project

My main goal with this project is cut down the amount of time and effort needed to find an auto mobile service appointment which is convenient for the vehicle owner. I like to make use of Google maps features to set the search area, Vehicles API for selecting the correct vehicle details.

Features to include.

1. Profile for vehicle owners and Business owners
2. Vehicle selection with Vehicles API (with vin number also)
3. Google Maps for determining the desired area for service request, both for vehicle owner and Mechanic
4. Send E-mail between owners and mechanic
5. send push notification
6. Select service categories for service request(owner)
7. Select service categories for receiving service request notifications (for Mechanic)

8. Sort service offers by distance, price, closest date available and reviews.
9. Make an appointment
10. Date range selection
11. Chat functionality between vehicle owner and Mechanic

Release 1:

Stage:

In this stage, the app allows user to perform basic functions like account creation, send/ receive service requests/ service offers and make an appointment. It is the foundation of the app.

User Value:

The user can perform basic functions like account creation, send/ receive service requests/ service offers and make an appointment

Business Value:

The business can launch its basic functions to serve vehicle owners to find right mechanic easily.

Features/ Functions:

1. Profile for vehicle owners and Business owners
2. Vehicle selection with Vehicles API (with vin number also)
3. Send E-mail between owners and mechanic
4. Make an appointment

Points for this release: 4

Release 2:

Stage:

In this stage, the app will provide Google Maps API support to set the service location or search area for service request and service offer. Also, will provide sort function to the service offers.

User Value:

The user can now set their location and distance to make service request. Also, they can sort service offers by distance, price, closest date available and reviews.

Business Value:

This release will increase the user satisfaction and attract more users to the app.

Features/ Functions:

1. Google Maps for determining the desired area for service request, both for vehicle owner and Mechanic
2. Sort service offers by distance, price, closest date available and reviews.

Points for this release: 4**Release 3:****Stage:**

In this release, the app will give more user interactive functions like send or receive push notifications, chat between vehicle owner and mechanic etc.

User Value:

The user can experience more options for interaction and communication with others using the app.

Business Value:

This release will add more advanced features and increase the user experience to the next level. It will acquire more users and reputation in this service sector.

Features/ Functions:

1. Send push notification
2. Date range selection
3. Chat between vehicle owner and Mechanic

Points for this release: 4

Part 3: Scope

1. Users need to find a mechanic to do oil change for his vehicle without calling everyone and enquire about availability.

