"An Online Tech Service Provider"

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ABSTRACT:

People are buried up in a heavy work culture in the current scenario, as everyone is engaged with busy schedules and stressful tasks that cause them to diverge from family life. If any issues encounter unexpectedly, it distracts them and makes them choose over the work they have to accomplish primarily. It is important to manage both professional and family life. Dealing with domestic services like plumbing, electrician, water purifier, kitchen related, labor category, etc. is important concern in the ruler areas, where people are engaged in their everyday activities. The Tech Service provider for home service is one step platform built on JSP (Java server pages), which is aimed to fulfill the requirements of a customer about domestic house services (related to all technical problems) online by bringing together the users and service providers.

A generic platform offering two way communications between service provider and service receiver can eliminate the tiring efforts of locating the proper service provider. A feedback based rating system can increase the skills of any service provider and service recipient can finally get better service.

KEYWORDS — Services, Authentication, Customers, Registration, JSP, TSP.

I. INTRODUCTION

Basic household problems like electricity problem, plumbing problem, etc. It is very common which needs to be solved in a priority basis for the proper living. In this new era, advancing technology and busy life, we still have to search for the person who solves this problem of our daily life like plumbing, carpentry, mechanical, Electrical, electronic problem, etc. When someone need aid with small but major household tasks, the trouble areas, when service skilled persons are unavailable or the trusted providers are impossible to find, who delivers consistently flawless services on instant. We aim to help in providing optimal solution to all your household trouble with more efficiently. It works on interaction of the customer and technician and communicates to each other from these portal help similar as Amazon Alibaba Flipkart etc. This project facilities our customer to save time to work as a research technician.

II. LITERATURE REVIEW

Households services are the basic needs of life. If these services are not provided at time, then it affects our lifestyle. So proper solution to this problem is necessary. In this busy life, it is not possible for everyone to go out and look for the service provider. In order, to overcome these problem, this online platform is very useful as one can look for service provider of any service and book appointment. This is beneficial for service provider and users as well. For uses in a way, as they get service by sitting at home only and by just one click and for service providers in a way that they get employed and earn money. It is very useful to all the persons and individuals. They can be easily used by all the people of every age group. It is provide details of all the service providers which are required in daily life, like carpenter plumber electrician etc. For the service providers in a sense that they get jobs or employment. It saves their time as they get services sitting at home itself. It gives all the details of the persons providing service like name, age, address, mobile number, job experience, etc. It allows users to login/sign up as a person requiring service or a person providing services. This allows payment via online payment mode or cash on delivery mode.

III. PROBLEM STATEMENT

In recent times, we have had difficulty finding technicians for everyday routine work, and technicians are also suffering unemployment for field-related jobs. Using this online platform, consumers can locate all service providers when sitting at home, and these all-service providers can get jobs and earn a living just because of this platform.

IV. OBJECTIVE

We will be able to provide the technician’s facility at the right time to our customer. We will first know what is the problem of the customers, if our technicians are able to solve the problem, then we will direct them to visit the customers place so that they can solve the problems.

Hardware & Software Requirement:

HARDWARE REQUIREMENTS

• Smart Phone
• Computer/ Laptop

SOFTWARE REQUIREMENTS

• Language: Java
• Database: MySQL
• Operating System: Windows 10/ XP/ 7
V. METHODOLOGY

This portal is created into Java language with Java compiler, the java source coded are converted into Java code files. The whole information is stored in the server and the database. One can access the information by connecting to the server. This portal uses three actors which is admin, technician and customer.

- Login and Registration: User can login to the account if already made registration else has to make registration and login.
- Search Service: User can look for a service which he wants.
- Book Appointment: User can book appointment with service provider so that he can come and solve his problem.
- Payment: Customer can make payment to the service provider after completion of job.
- Feedback: Customer can give feedback for the service provider.

This use case diagram shows what are the various facilities available to the customers in this app. As we can see, customer can—
1. Do registration in order to become a member of this app.
2. After successfully registering, he can login to the app.
3. Customer can search for a service and view the services.
4. Customer can book/register for a service for which he is looking for.
5. Customer can make online payments through this app.
6. Customer can make a reply to the service provider.
7. Customer can give the feedback for the service provided.

VI. ADVANTAGES

- Time saving.
- Cost effectiveness.
- Increased customer interaction.
- Reduce human efforts.
- Faster delivery of the service.

VII. DISADVANTAGES

- Technical errors.
- On customer dependency.
VIII. PRACTICAL USE

1. We are providing a platform for the technician from whom they are getting their own field work and reducing their unemployment.
2. We are providing a platform of the customers who can relate the expert technician for their technical problems.
3. We are getting right use of our software technology for a common person.

IX. OUTCOME

The Tech Service Provider is developed which provides almost all the basic householder services. This platform provides a user-friendly and safe environment and interface for booking the basic services. Our project primarily depends on technician and customer activity. To reduce burden in finding in-house solution for the service, the proposed system provides several services by providing service specialist at your doorstep in one click.

X. CONCLUSION

The Tech Service Provider is developed which provides almost all the basic householder services. This platform provides a user-friendly and safe environment and interface for booking the basic services. Our project primarily depends on technician and customer activity. To reduce burden in finding in-house solution for the service, the proposed system provides several services by providing service specialist at your doorstep in one click.
XI. FUTURE SCOPE

In future, the main focus is to provide a better interface, currently the system provides the following services such as home painting, home cleaning, plumber etc. and service further the system can be extended as per the requirements of the users. The discussion payment methods our system has, for example currently systems have online payment, further it can be extended by the adding the payment service for visa users also.

REFERENCE