Service on Demand

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Abstract - *Today, the revolution in technology is posing lots of challenges for businesses while also offering huge advantages. The world has seen a massive and rapid growth in technology and hence, the human race has become more dependent and looking for more comfort every day.*

The need of the time is to be proactive in innovating, becoming more efficient, reducing costs, and providing customers with better services and believe in building customer relationships.

Service On Demand to be a platform that connects consumers with service professionals like event planners, cleaning services, home services, chauffeurs, etc. and that acts as a marketplace for the purchase of such services.

Key Words: **Services, Service marketplace, Customer Serviceman relationship, Online service booking.**

1.INTRODUCTION

In the era of digitalization, Humans have become more dependent on the technology and time saving options. We actually prefer sitting at our place and ordering stuffs from market. Instead of actually going out and enjoying the ambience of the market. So in order to provide comfort to the life of people and also get there work done without any trouble, a website is being Introduced, Service On Demand.

SOD is made to ease the life of the people from their daily routine. The ideology behind this website is to provide door to door services whenever or wherever it is needed. From event planners to cleaning services, home services to chauffeurs, etc.

The need of the time is to be proactive in innovating, becoming more efficient, reducing costs, providing customers with better services and believe in building customer relationships. This site will help in maintaining servicemen-customer relationship. Intended to be a platform that connects consumers with service professionals, and that acts as a marketplace for the purchase of such services. In our daily busy schedule we don't have time to run after the service providers. We know that we need a plumber but we don't know where to find him. This site will help in continently locating the service professionals.

The service providers are highly skilled workers and there will be no inconvenience caused from there side to the customer. You just need to register to our website, book your services and that's it. It's that simple. The servicemen will come to your doorstep and your work will be done. The proposed work is done in PHP server scripting language for making dynamic and interactive web pages, we have also used several other programming languages as front end with database MySQL as back end. PHP is free powerful tool which is widely-used.

The website is also been created with the ideology of providing employment to the people who have skills and are willing to provide their services to the people but they do not have much exposure and money to start their own business. Those kind of people can become part of SOD and can get connected to the customers and earn money. SOD will be a bridge between Servicemen and customers. Anybody can provide their services, after being verified by the SOD team. The Tagline of our Team is "WHATEVER YOU NEED, WE PROVIDE".

1.1 PROBLEM STATEMENT

The main problem of the people in 21st century is they have become lazy not literally but we look for more shortcuts and time saving options. For us time has become a problem, we prefer window shopping

over actually going out and enjoy the ambience of market. So to save the time from going out and looking for some skilled persons for household and personal chores we have created Service On Demand. You just need to login, give your requirements and we will provide you with the service. You need it, we provide it.

1.1.1 OBJECTIVES :-

The main objectives of this project are:

- To provide the platform to the service providers to extend their business.
- To make servicemen-client relationship.
- To provide easy services to clients, so that they don't have to wander to get his work done.
- To grow with the growth of our employees.
- To achieve more comfort every day.

1.2 PROPOSED SYSTEM

The proposed system eliminates the problem of complications faced by new users. We have provided separate registration and login windows for customers and servicemen. We have also kept the booking procedure quite simple so that all types of people can use it without wasting their time.

We have also looked in to provide the security to the customers, only the legitimate and authenticated servicemen will be allowed to provide their services. Our believe is to set the relationship between servicemen and customers. There will be an online registration form which will be verified internally. After the verification the admin will decide whether the servicemen is legitimate or not then their services will be shown to the customer. Then there are separate windows for login. Each user will have a unique password and login. Once the user has done through the procedure he will be able to prevail the services. The administrator can manage all user information easily in Comprehensive user record that includes all user information. Simple Registration System with easy record management.

2. LITERATURE SURVEY

For the literature survey of our website ,we 1)for some up gradation to our project, the website we have visited are:

2.1 Zimmber.com :- We have looked for the GUI of zimmber.com. Actually the GUI of zimmber.com is attractive and easily understandable. So we have tried to put it similar but not the same. We have improved in the manner of making ourselves more clear about the kinds of services which we will be providing. Zimmber provides the best handyman services. It provides various services which include electrical services that takes care of any electrical installation or repairs, plumbing services, AC services that include air conditioner services and repairs, house painting for that beautiful abode look and carpentry work of the finest quality by the best carpenters in Mumbai. For Zimbber customer satisfaction is their priority.

2.2 Sulekha.com :- The problem with sulekha.com is there registration process is quite complex. It does not have the registration modules for servicemen as well as the users. We have kept it simple so that even the newcomers don't have to face long procedures, and the persons who do not know about the internet much can also get their idea clear. Sulekha helps users to minimize the time in finding the right service provider, to reduce the cost of the service and to minimize the hassle of dealing with service providers. For service partners, Sulekha reduces the time & money involved in finding a customer and minimizes the hassle of closing a sale. Sulekha achieves this by increasing liquidity (number of users and service partners), increasing quality (genuine users, high quality businesses) and increasing speed of getting the job done.

2.3 Needs of Service Quality[3] **:-** Today, marketing strategy applied in the market is easy to imitate over a short period of time. One obvious evidence is that products and services offered in the market are the same or very similar .In addition, price reduction should not be used because it will lead to a larger decrease in profit margins and finally a price war among service providers. Further, distribution channel management is another strategy in which branch expansion, as an example, is costly and should be available to a certain optimal level to deliver appropriate customer services. Last, but not least,

promotional campaigns are expensive and easy for competitors to copy.

2.4 Consumer Satisfaction Process[2]**:-** The paramount goal of marketing is to understand the consumer and to influence buying behaviour. One of the main perspectives of the consumer behaviour research analyses buying behaviour from the so called "information processing perspective" (Holbrook and Hirschman 1982). According to the model, customer decision making process comprises a need satisfying behaviour and a wide range of motivating and influencing factors. The process can be depicted in the following steps (Engel, Blackwell et al. 1995):

1) **Need recognition** :- Realisation of the difference between desired situation and the current situation that serves as a trigger for the entire consumption.
2) **Process** :- Search for information :- Search for data relevant for the purchasing decision, both from internal sources (one's memory) and/or external sources.
3) **Pre-purchase alternative evaluation** :- Assessment of available choices that can fulfil the realised need by evaluating benefits they may deliver and reduction of the number of options to the one (or several) preferred.
4) **Purchase** :- Acquirement of the chosen option of product or service.
5) **Consumption** :- Utilisation of the procured option.
6) **Post-purchase alternative re-evaluation** :- Assessment of whether or not and to what degree the consumption of the alternative produced satisfaction.
7) **Divestment** :- Disposal of the unconsumed product or its remnants.

3.PROPOSED WORK

3.1 Customer :- Customer Module is the first and most important module of our project. First customer needs to register to the site before booking the services. Customer have to fill registration form, after successful registration, customer can login and book the services. Customer can update his profile, chat with servicemen, search for servicemen in his area.

During the time of registration, a temporary id and password will be generated and sent to the customer. The customer will initially login using the OTP. After successful login, he/she can change their id name and password, or they can also edit their profile information.

3.1.1 Dashboard :-
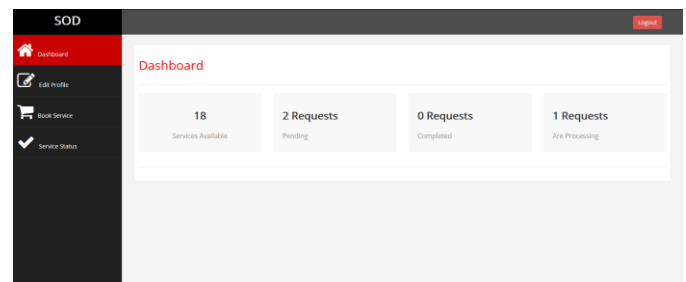
When the customer login with his id and password, he will his home page or customer home page. Now customer home page consists some other several modules or pages. The first one is Dashboard. Dashboard contains information which can be viewed by the customers. The dashboard will show the available services in his city or area. The pending requests, if there are any requests in pending by the servicemen. The dashboard will also show the completed services and the services that are in process.

3.1.2 Book Service :-
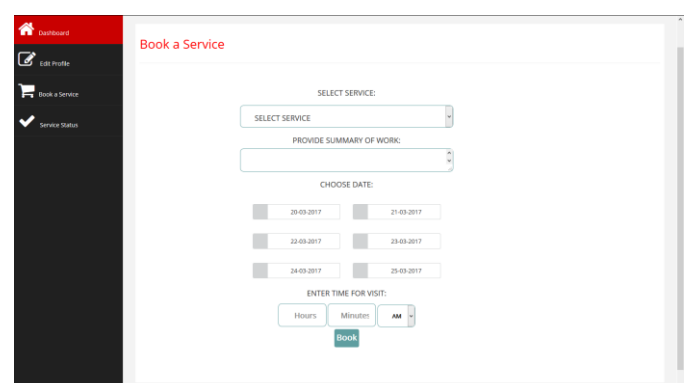
Now, the Customer has entered in the home page of the customer and adited their profile Now, the next thing they will do is book a service as per their need . In the "Book a Service " page the customer will

have to fill a form in which they wil have to select a service of their choice ,After that the list of services will appear the customer chooses say plumber a list of plumber will appear according to min charge .Now after that the customer will have to provide the summary of work and then choose a date and click on book there service for that day and time will be booked and the serviceman will visit them.

3.1.3 Service Status :-
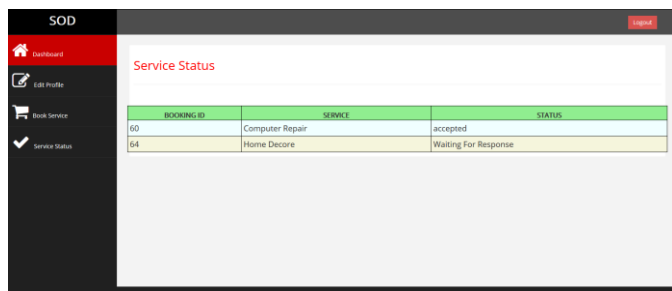
Service status will be 4th option in the customer home page . This page will show the complete status of the service, this page contains a table which include Booking id , Service and Status.

Now, once the service is completed and confirmed by the customer the status will be update to complete if the service is not completed or is in process will be shown in the status part . After the completion of their work the customer can also give rating according to their satisfaction.

3.2 Serviceman : - Serviceman is a service provider who offers services to customers. After login serviceman can respond to booked requests, track location of customer, set rate of particular services, update their profile. There are several others operations which can be done by the servicemen. After the successful registration and login of the servicemen, he/she can specify there service type or the kind of services they are going to provide. They can even set the initial or one visiting rates and the charges per service.

3.2.1 Dashboard : -
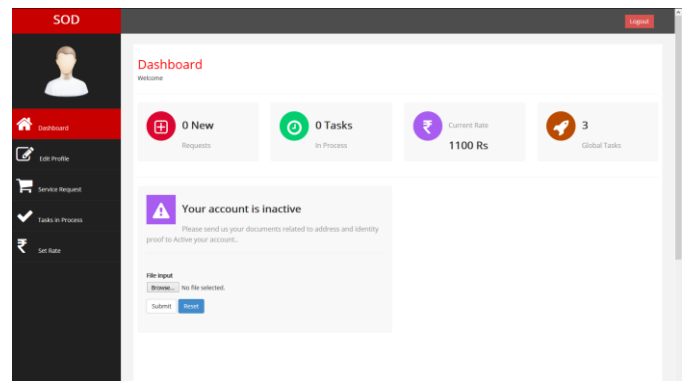
The dashboard will show the current rate set by the servicemen. And the option for them to upload their documents for the verification and authentication. Unless the servicemen don't provide their documents they will not be authenticated and hence won't be able to provide their services. Once they are done by the authentication process, they will be approved by the admin and their services will be visible to the customers.

3.2.2 Service Request : -
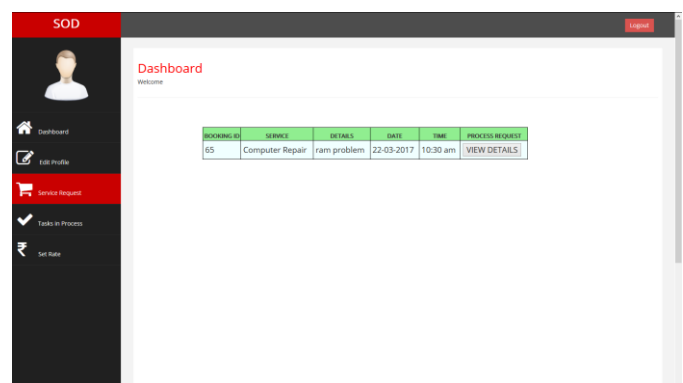
Once the servicemen have logged in successfully he will enter in the "Servicemen-home page" the servicemen can check the status in service request when a customer will book a serviceman a request will be sent to servicemen now, the servicemen can check the details of the service and can view the date time and address of the customer. if the servicemen are not booked by other customer at that time date he will accept the service and visit the customer or else he may reject the service.

3.2.3 Task in Process : -
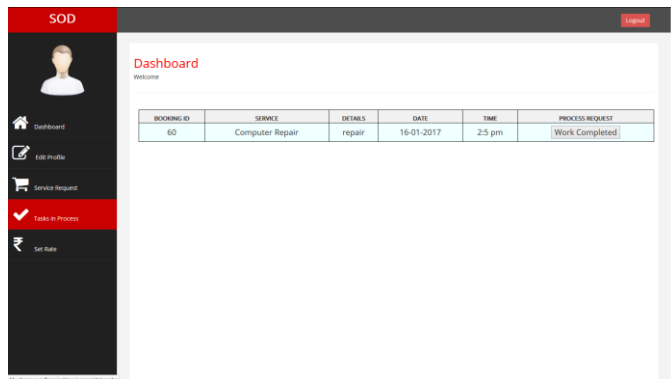
Once the servicemen has accepted the service request he will visit the customer and after the service is provided and the work is done the servicemen will update the customer by clicking on work completed in "Task in Process" and the completed status will be updated in "Customer Dashboard" and "Service Status" and option for review servicemen according to their satisfaction.

3.2.4 Set Rate : -
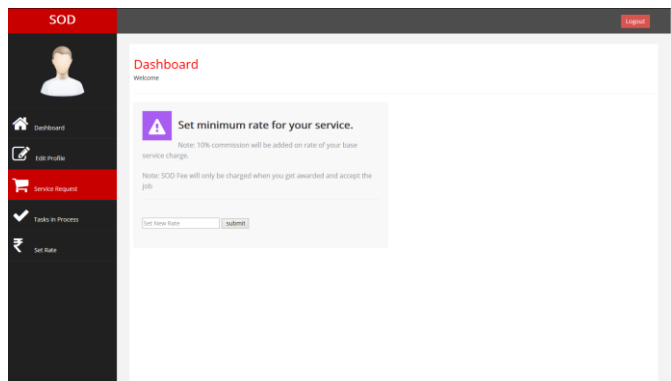
Set rate is the 5th option provided to the servicemen. In here servicemen has the liability to set their own rate the rate will nominal.

3.3 Admin :- Admin is the authorized person who will verify the servicemen by verifying documents manually, when the servicemen will register the requests will be sent towards admin upto successful verification servimen account will be inactive. As the admin successfully verifies the account the account status of servimen will be active.
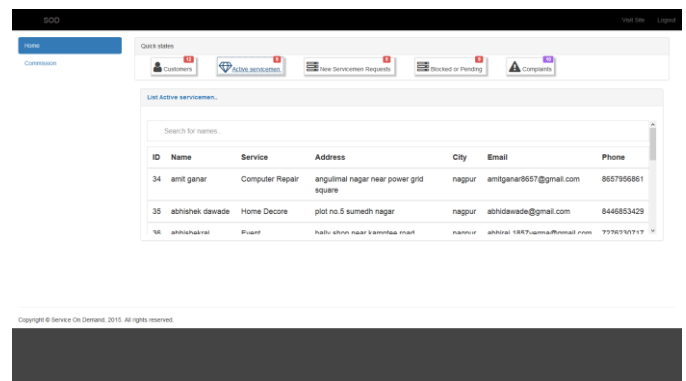
3.3.1 Customer :-
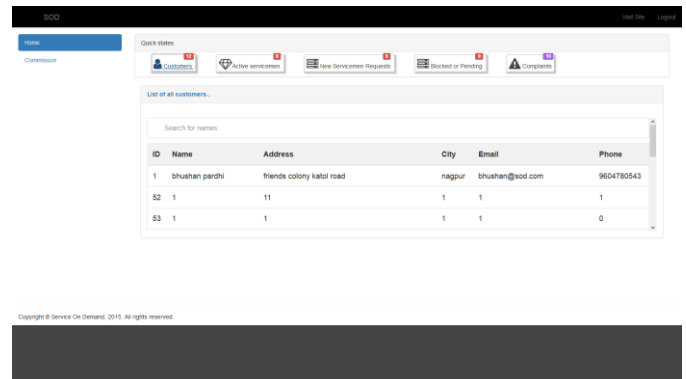
Admin is actually the most important person between servicem and customer . Admin's work is to verify the servicemen is the admin module , admin has first option as customer.

In this ,the admin can view the details of the customer who are registration with service on demand . The customer module will include ID , name, address, city, email and contact number .The admin admin can also search the customer by name in search option.
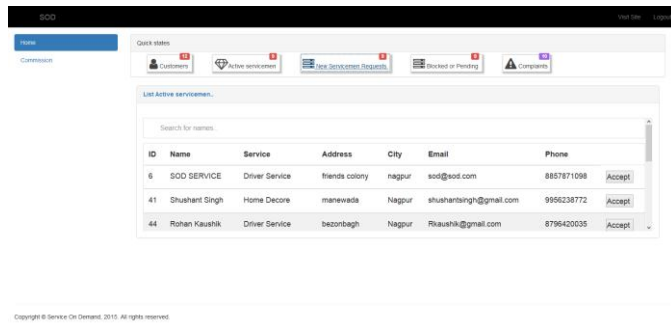
3.3.2 Active Serviceman :-

Similarly like customer the admin can also look far the servicemen by names and their information is also available.

The servicemen first need to submit their identification papers and admin will then only grant them permision to provide their services.

3.3.3 New Serviceman Request:-

Any person who have skills and want to avail their services can join with service on demand .In new servicemen request module,the servicemen will first register with the site first register with the site after that he will login and their information will reach to the admin ,But admin will not allow the servicemen to avail their services unless and untill the authetication process is done .At the time of registration or login the servicemen will have to upload their valid documents and then only will give permission to the servicemen to get connected with the customer via "Service on Demand"

3.3.4 Blocked and Pending :-
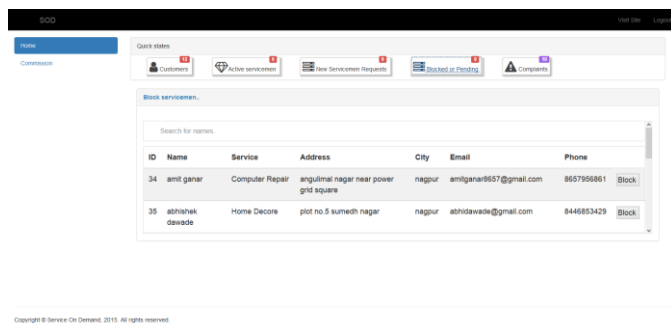
The admin has the authority to block or accept the servicemen if the servicemen is valid and liable then only the admin will accept his service but if the servicemen is fake the admin will not accept the request and he can block the servicemen. Even if the servicemen is misbehaving with the customer he will get blocked.

4. SYSTEM DESIGN

4.1 Flow Chart Diagram :-
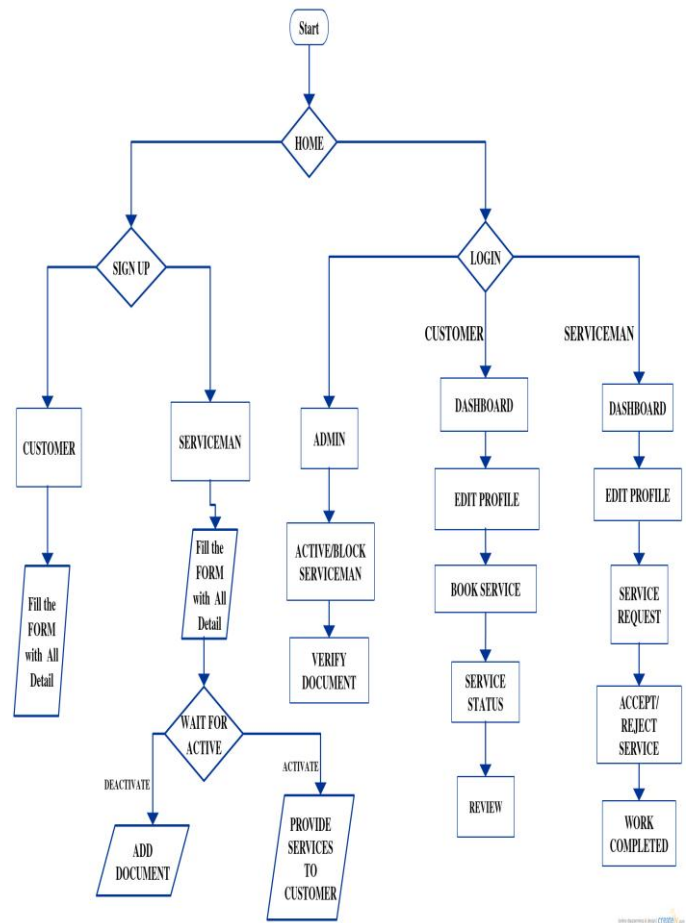
4.2 Usecase Diagram :-
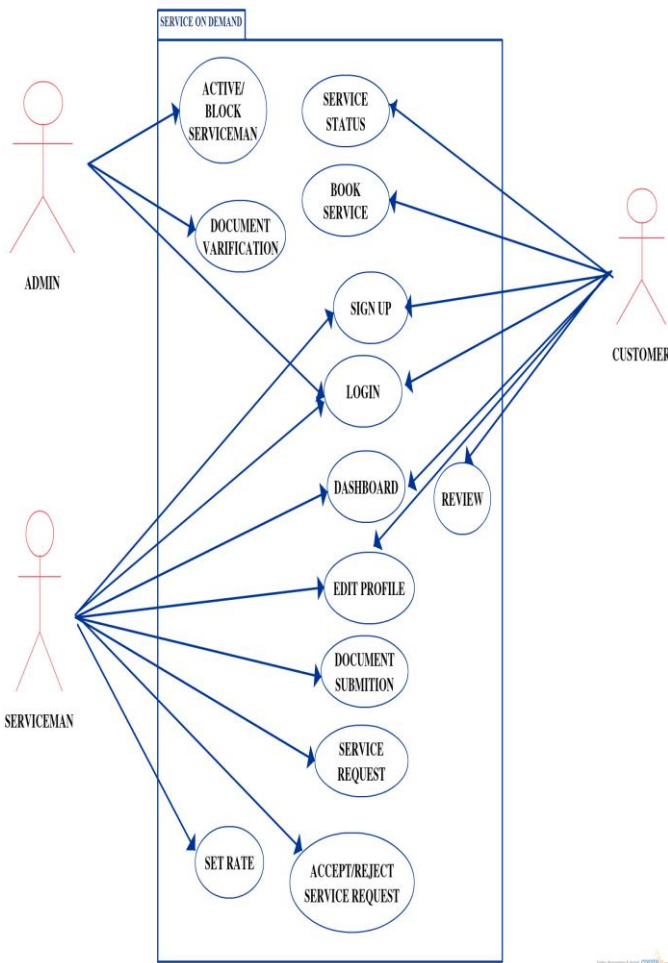
5. ADVANTAGES

- This website can be used by any service agency.
- The website can be used by Customers.
- The registration part is easier for the new comers too.
- The biggest advantage is that it will help in making life Easier and time saving.

6.APPLICATION

- Can be used in to organizing events in school & colleges.
- Organizing Social Events. Etc.

7. CONCLUSIONS

People faces problems in their day to day life with their daily household chores. They want to prevail services but the main problem they go through is, where to go or whom to call in order to get their services done. People do know that they need a helping hand, but sometimes they don't have any source to get their problem solved. The service on demand is developed to successfully solve the problem of the people and make their relationships better with the servicemen.

ACKNOWLEDGEMENT

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