

## E-Reparar Online Electronic Appliance Repairing Portal

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**Abstract:-** Today's world is of internet, everything is available on internet and easy to use and is time saving too. Most of our task for which we have to stand in a queue for hours say for example to pay electricity bill, telephone bills, water bills but with the help of internet it becomes so easy, we can pay any kind of bill by just by one tap. Same goes for online shopping of cloths, groceries, furniture. Considering the need of today's world E-Reparar developed which is an e-commerce website engaged in electronic and electrical appliances repair and service of new and old products. Providing an door to door step service to customer which in turn save time and efforts of customer. In this customer gets a door step technical assistance for their product with one tap request with minimal charges.

The key idea behind this project is to provide door step services to customer to save there time and efforts. Our main motive behind this project is to boost up the local service market. It is an online service based portal in which we provide door step services to customer. Services regarding to repairing of defective electronics & electrical gadgets and products. It is a bridge from which customer can connect to entire market of service provider. Bad/faulty gadget/appliances can lead to numerous problems ranging from frequent power outages, house fires, etc. Fixing it on your own can be fatal. Gadget/appliances repairs need to be done by expert technicians as an improper work may put lives and property at risk. Our service provider are highly skilled and take full safety measures while performing a job.

Thus this project present the platform for the people that significantly reduces the wastage of time and make convenient for people to repair gadgets at doorstep. Consequently, it also manages the database which is useful for checking the status of the various fields in future..

**Key Words:** E-Reparar, E-commerce, repair, Appliances.

### 1. INTRODUCTION

We are always surrounded by electronic appliances and we always use them in our day to day life and our most of the work are completely depend upon them for example computer, laptops, mobile phone, printer and we cannot imagine our life without them. What if any of them is not working and all your work gets stuck and we do not have enough time to go to repairing shop and get our device repaired. So to make it easier E-reparar is introduced to deal with all of customers concern.

E-reparar is basically an online electrical appliances repairing portal where customer register their complainant about their product and get repaired by our certified service provider at their door step. This reduces customers time and energy to search for best service man to repair their product.

In almost every home there are horde of appliances that practically remain in use throughout the day to provide us the comfort and easiness of life that we deserve. We are really grateful to these appliances which are necessity of every home. And if you are grateful to such appliances then you must care for them too. The breakdown of electrical domestic devices is inevitable as machines after long run tend to break down. At times they break down early due to misuse or over use. The electrical appliances like mixer/ grinder, Geysers, water heater, fan, Iron, computer, laptop, mobile etc. are widely used in almost every house hold. These electrical appliances do need periodic servicing, maintenance and repair actively.

We are not only providing electronic appliance services but we also focusing on automobiles and industrial automation.

Though there are a number of authorized repair & servicing centers, provided by the authorized dealers network but still there is wide spread need of the repair & servicing centers to cater the need of repair and servicing activity for these appliances specially in semi urban and rural areas.

We provide online platform to the customer, customer can easily connect with us by registering complaint on our website or application. Customer having the option of to choose the service provider from their own cities.

## 2. RELATED WORK

### HOME TRIANGLE

It is similar to our project and it is most famous e-service provider but their implementation is different they are not connecting local service provider to the customer they provide their own service agent and service is in limited area.

### MR. RIGHT

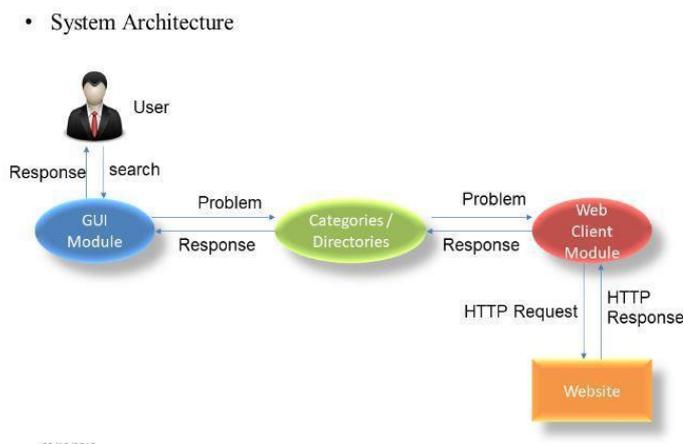
It is similar to our project but their implementation is different they are not connecting local service provider to the customer they provide their own service agent and service is in limited area but it is not user friendly and customer reviews are very bad about their service.

### HOUSEJOY.COM

It is similar but it does not provide that much products services to customer and limited area services, bad user interface.

## 3. IMPLEMENTATION

We are providing platform to the customer which provides doorstep services to the customer, services related to the repairing of different products and gadgets (automobile, electrical, electronics, industrial automation and etc.). Customer can easily connect with us they can simply visit to our website and register complaint.



Firstly, user visit to our website then select area then select category which kind of products he/she wants to repair then select service provider as per their choice provide details of address and one of our service agent will visit to customer site and pick up the product and deliver to the selected service provider and later the service provider analysis the defects in the products then decide estimate cost to repair or fixing the problem then he forward estimate cost to admin then admin forward estimate cost to the specified customer then customer decide he wants to execute further steps such repairing of products and fixing of product.

After performing all the operation by the service provider one of our expertise analysis the refurbished product and our agent will pick up the product from services provider and deliver to the customer then our agent will give the running demo of refurbished product to customer after all the confirmation of customer. Payment made by customer and receive by our agent. We are providing extended warranty on refurbished product the customer can rate and review the selected shop. Customer reviews can be taken as feedback.

## 4. SYSTEM SCENARIO

The system scenario will elaborate the actual step by step flow of process I.e. from first when user visit to the web site up to the final feedback all the aspects have been shown in the figure 2. Flow Diagram. Homepage is the very first page when user enter into the website. This is the page where all the main functional attributes were present at the top web page. From this icon we can access the particular attribute directly from the homepage. After login user can see actual services available in there are and can avail them according to their need and which are trusted to them and near around them.

After the selection of service provider user may register their complaint to the selected service provide. After successful registration of complaint registration our executive will be present with in a 24 hour to pick up and examine.

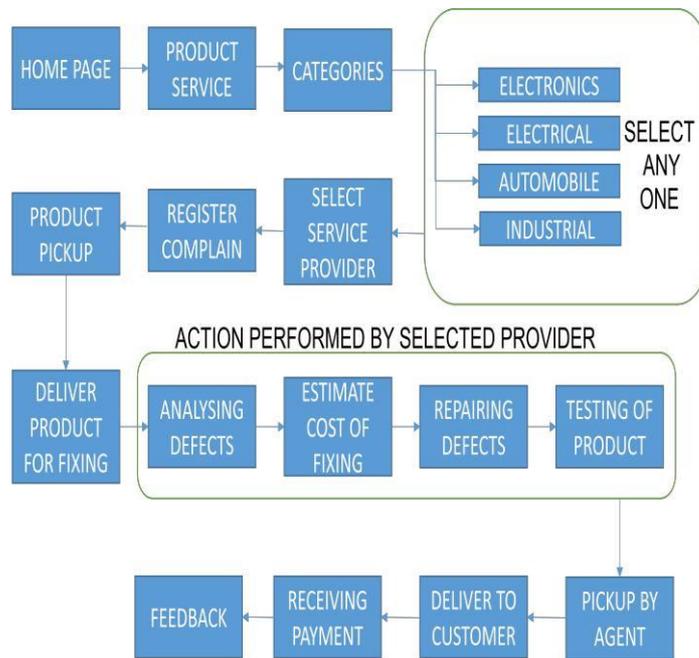


Figure -2 Flow Diagram

The product if the defect can be resolve at the customer’s door step it will be done at that place itself if not then it will be picked up by our executive and after repairing of the device it will be delivered to customer back.

## 5. CONCLUSIONS

Based on above work carried out following conclusion are presented. Provides platform for the people that significantly reduces the wastage of time and make convenient for people to repair gadgets at doorstep. Consequently, it also manages the database which is useful for checking the status of the various fields in future. It will probably boost the local market places and leads to increase in their services as before.

The paper has summarized all the benefits of E-repairer which is going to help society by providing its services in future. It is also going to help the local service provider to boost their market providing and online platform to their services. Service Providers can easily register their services whit minimal cost and can maximize their revenue.

Today almost everyone is on internet, so it is also going to help people to get their gadgets repaired just by registering a complaint and sit back. Consequently, it also manages the database which is useful for checking the status of the various fields in future.

## 6. RESULT & OBSERVATION RESULT

Provides platform for the people that significantly reduces the wastage of time and make convenient for people to repair gadgets at doorstep. Consequently, it also manages the database which is useful for checking the status of the various fields in future. It will probably boost the local market places and leads to increase in their services as before.

### OBSERVATION

The existing portal comes with many drawbacks some of them are listed as follows: -

- ❑ Limited area service.
- ❑ Not that much user friendly.
- ❑ UI Problem.

- ☒ Limited products services.
- ☒ Customer trust issues.
- ☒ Assigns agent by their own.

## 7. FUTURE SCOPE

Whenever there is a defect or problem in customer's product, then customer can easily register a complaint on our website one of our agents will visit customer site and receive that defective product and deliver to the customer registered for the shop. All the care of product will be taken properly. After fixing all the problem in product our agent receives product from service provider and deliver to the customer.

We provide different types of services such as electronic, electrical gadgets and industrial automation (ex: - TV, AC, computer, laptop, mobiles, drives and etc.). The idea behind is nowadays everyone has a busy schedule so can't get time to go shop and repair it that's why we made this platform to save the time of people and to boost up the local market service provider.

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