

# Consumer-Service Provider Connect

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**Abstract-** We have created an online portal that helps the users using it to either provide services or seek services. The main aim of this project is to create a system which connects consumers and service providers. The consumers and service providers can both post their targeted requirements and seek out each other. The jobs may include short or long term services. Consumers can browse for services and send requests to the service providers by filling the required details. The service provider who finds the details of the service in accordance with his/her schedule and is ready to provide the service will accept the request and will be assigned to the consumer. This will open a new window of opportunities for several people in situations where they cannot actively go out to seek jobs or cannot work consistently.

**Keywords-** Seek services , online portal , etc.

## I. INTRODUCTION

### 1. Motivation:

Nowadays, a large number of people are facing the problems in finding and hiring nearby professional experts to avail numerous services. There is also a high demand for menial service providers and jobs. Because of unavailability of such a type of system, new workers are also facing the dilemma of finding appropriate work in their vicinity.

Currently, it is difficult for users to manage records of their services and the provision of 24 hour service is unavailable. Even if people manage to somehow get the appointment of the service providers, there is no guaranteed service. Therefore, a platform which provides an easy and understandable interface between both parties will prove very efficient.

### 2. Aim and Objective:

The primary objective of the online system discusses the main theme of numerous online services provided to the user. The objective is also to acknowledge the conformation of services opted by the users. This system can be used by any authorized user intending to seek or provide services through an ingenious web- based system. To provide an authenticated and authorized login module for the users such as service seekers and service providers, they need to provide their appropriate credentials at the time of registration.

Through this platform we try our best to provide solutions or services to those issues which spring up and require attention. Any user who logs in to the app can access and provide the common services. This includes delivering labourers for both skilled and unskilled jobs. Some of the services include plumbing, tutoring, cleaning and so on.

The major benefit of this platform is that the time that goes in getting in contact with the service provider and availing the service is reduced. The issue of unemployment is reduced as well. Also, the consumers have the option to seek service providers based on their convenient date and time slot.

## II. LITERATURE SURVEY

### 1. Survey of Research Papers:

**1.1 An Online System for Household Services:** The main idea of this online web based system is about delivering the home services at the door step just by one click. This paper discusses about main theme of the online home services, numerous services provided and how the ordering and delivery of services takes place.

The main features of this system are as follows:

- Authorized user registration by providing appropriate credentials.
- Verification link of the account directed to the Email-ID provided.
- Service providers can upload documents describing service details.
- If customers are confused with any of the services, they can upload pictures of their particulars or a file that describes about the services.
- Online payment gateway with a guarantee of a secure and safe transaction. [2]

**1.2 Android Solvotech:** An android based mobile application to hire the professionals for repair Job. Today we are living in a technologically superior era where the whole lot from education, business, and finance to amusement is accomplished through a cell machine and the use of quite a number OS structures. To serve in this recent developing vogue we have proposed and developed

android software which shows how an awful lot of consumers and the provider issuer are way away from each other.

It will be used to set up connections between users and local professional employees to supply repairing and protection offerings and will decorate employment opportunities. This device affords the answer to all troubles associated to home, workplace or any different place.

### 1.3 Objectives:

- Provide alternatives of most wished workers i.e. Plumber, Electrician, Mechanic and Decorator.
- Inform by way of push notification with work description to the worker.
- Send acceptance push notification to customer.
- Customers and workers can name or send SMS to each other. [3]

### 2. Comparison of the work studied:

Lots of repairing/maintenance and hiring apps are reachable international. The Handyman is the first internet primarily based Professional Handyman Service company in Islamabad, India began in November 2014. It provides services including cleaning, electrical, plumbing, and painting, renovation & restore work as well as tasks related to construction management.

The urbanclap is the first online app presenting offerings to India. It gives dependable and low-cost electricians, carpenters, plumbers, AC repairmen, mason, and painters [4]. Justdial is currently operational in India, New Zealand, Hong Kong and Canada and it currently provides contact details to avail services [6]. GAPOON is currently operational in Bangalore and it connects customers and service providers for maintenance work [5].

The unemployment rate of India is quite high. It is quite evident that many apps are working in India and have gained popularity in relatively short time span like HouseJoy, UrbanClap, Mr. Right, CHEEP and many others, with millions of users [1].

An Online System for Household Services comes with an external feature of Online payment gateway with a guarantee of a safe and secure transition [2]. Android Solvotech consists of Google Map and has features like navigation and current location [3].

## III. PROPOSED SYSTEM

The web application acts as a platform where customers can request for services which they want to be completed. Several service providers such as electricians, plumbers, teachers, carpenters, etc. are few of the options that would be available to the customers. There would be both long and short term services available in the application. By

connecting the workers and consumers we try to increase the employment possibilities for the workers which will stop the increasing unemployment rates in our country. This web application will work on three major pillars– Consumer, Service provider and Admin.

## IV. IMPLEMENTATION

### 1. Flow Chart:

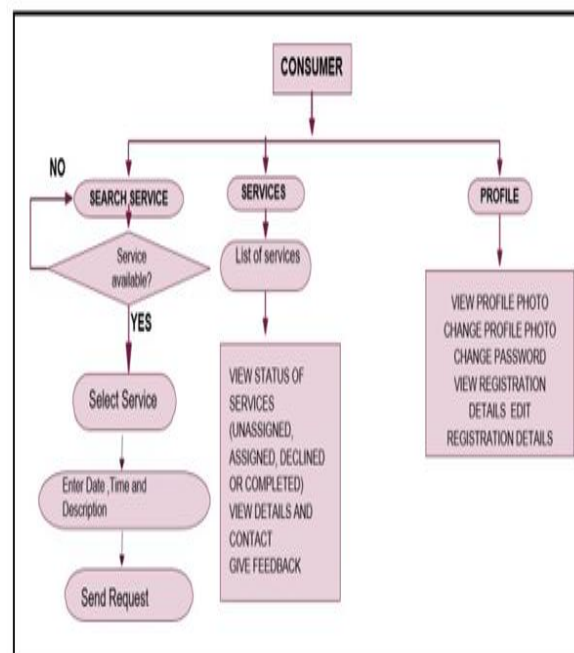


Fig 1. Consumer Login.

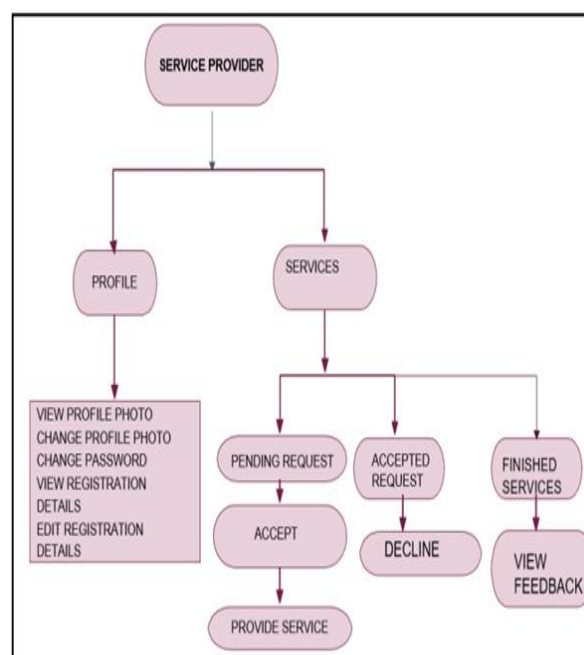


Fig 2. Service Provider Login.

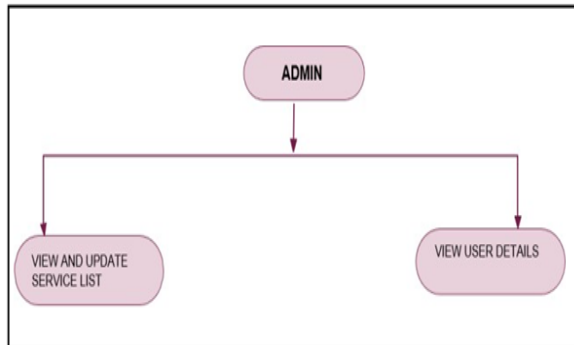


Fig 3. Admin Login.

## 2. Explanation and Snapshots:

**2.1 User Registration:** A new user firstly has to go through a registration process by filling appropriate credentials whereas existing users can directly login into the system by entering email id and password.

**2.2 New User Registration:** First a registration form is to be filled by the user which includes questions required for his identification and basic details. The new registration process follows the following steps:

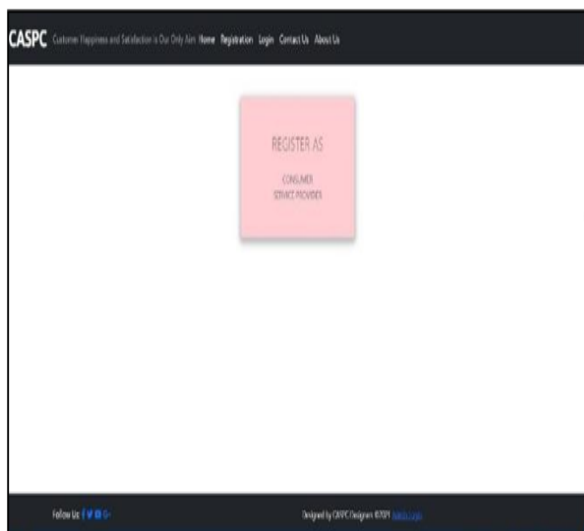


Fig 4. Register As.

**2.3 Registration Form:** New users have to first identify themselves either as a consumer or a service provider and then a registration form would be visible. The registration form includes fields like Name, Email ID, Address, Password and Contact details which forms out to be the basic details regarding a user. Service providers need to enter the service which they will provide.

**2.4 Login:** To realize the benefits of our platform, existing users need to login into the system.

To login into the system, they need to fill two details:

- Registered Email ID
- Password entered.

If the entered data is valid then the dashboard page appears otherwise a page saying details are invalid with a link to login again is visible.



Fig 5. Login Form.

## 2.5 Consumer Dashboard Registration and Login:

The customer has to first finish the registration process and then login into the system.

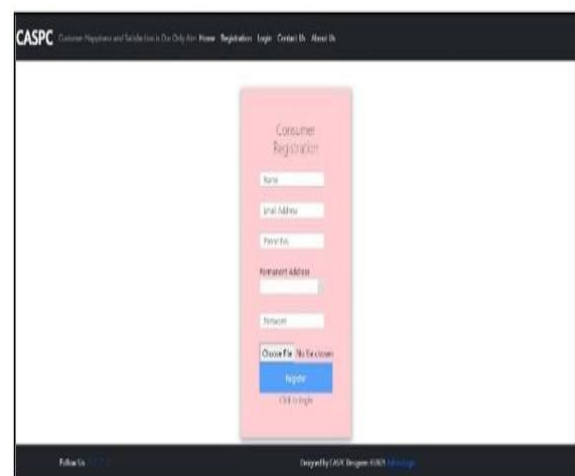


Fig 6. Consumer Registration Form.

After logging in to the system, the consumer can view the following tabs:

**2.5.1 Profile:** The customers have the option to view and edit their profile where they are provided with the following

- **Profile Picture:** Customers can add, view and edit their existing profile picture.
- **Change Password:** Customers wishing to change previously set password have the feature to reset their password as well.
- **Personal Details:** Customers can view and edit their registration details.

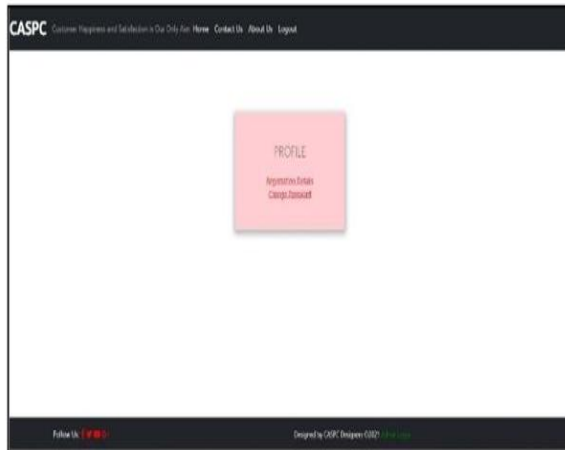


Fig 7. Profile.

**2.5.2 Browse Services/Search From Service List:** The consumers will first search for the required service from the service list available. If the service is not available in this system then the consumer has to search for another service. Then the consumer has to set details of the service (like date, time and description).

After clicking on submit, requests will be sent to all the service providers registered in the system. The service provider who accepts the request of the consumer first, will be assigned to the consumer.



Fig 8. Browse Services.

**2.5.3 Services History:** Here the consumer can view the status of their service/services ordered. The services can have the following status:

- **Assigned:** If the consumer has ordered for the service and has been assigned a service provider for the same. The consumer has to set the status of this service as completed once the service provider has provided the service which then would be visible in the completed status.
- **Un-assigned:** If the consumer has ordered for the service but has not been assigned with a service provider yet.

- **Declined:** If the service provider has accepted the request of the consumer but is unable to deliver it due to some unavoidable reason then he can cancel the request resulting in the status 'Declined'.
- **Completed:** If the order of the consumer is successfully finished by the service provider.

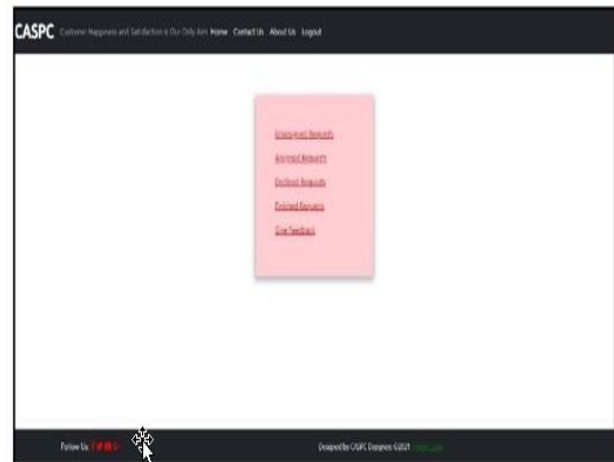


Fig 9. Service History.

Also beside the status of every service, there is an option for 'View Details' which provides the option of viewing the details of the service and service provider.

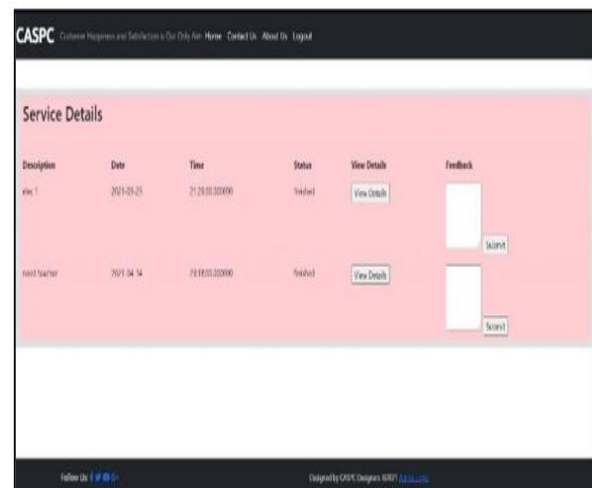


Fig 10. Give Feedback.

Also for every completed service, the consumer has the option of giving feedback by clicking on the 'Feedback' option located beside the 'View Details' option.

- **Logout:** To logout from the system.

## 2.6 Service Provider Dashboard Registration and Login:

In this web based application, the service provider first does the registration process and then logs in to the system.

The screenshot displays the CASPC website's navigation bar and a registration form. The navigation bar includes the CASPC logo and links for Home, Registrars, Login, Contact Us, and About Us. The registration form, titled 'Service Provider Registration', contains several input fields: Name, Email Address, Phone No., Service (a dropdown menu), Permanent Address, Work Address, Username, and Password. A 'Choose File' button is located below the password field. At the bottom of the form is a large blue 'Register' button. The footer of the page features the CASPC logo, the text 'Published by CASPC', and a copyright notice: 'Copyright ©2017 CASPC Designers ©2017 Home Login'.

Fig 11. Service Provider Registration Form.

After the registration and login into the system, the service provider can view these TABS/OPTIONS which are as following:

**2.6.1 Profile:** The service providers have the option to view and edit their profile where they are provided with the following

- **Profile Picture:** Service providers can add, view and edit their existing profile picture.
- **Change Password:** Service providers wishing to change previously set password have the feature to reset their password as well.
- **Personal Details:** Service providers can view and edit their registration details.

### 2.6.2 Service History:

- **Service Requests:** If the consumer has ordered for their category of service, the request would be visible here.
- **Accepted Requests:** The requests accepted would be visible in this section. For the convenience of the service providers, an option for cancelling these accepted requests is available. If at all due to some unavoidable reason the service cannot be provided, they can decline the request.
- **Finished Requests:** The service provider will be able to view the details of every completed service and the details of the consumer. Also feedback given (if any) by the consumer can be viewed.

A screenshot of the CASPC website's login page. The page has a dark header with the CASPC logo and navigation links: Corporate Happiness and Satisfaction is Our Only Aim, Home, Contact Us, About Us, and Logout. The main content area is white and features a light pink rectangular box in the center. Inside this box, there are three links: 'Service Requests', 'Account Services', and 'Contact Requests', all in red text. Below these links is a 'Login' button in black text.

Fig 12. Service History.

- **Logout:** To logout from the system.

## 2.7 Admin Dashboard:

Admins of this webpage application can login through their Email ID and password. If the credentials are matched with the ones stored, the user is taken to the admin dashboard. The following are the options available:

**2.7.1 Update Service List:** The admins get to edit the services provided through this web application. An admin can add and remove services.

The screenshot shows the CASPC website with the following content:

- Header: CASPC Customer Happiness and Satisfaction is Our Daily Aim. Home Logout
- Section: Service List
- Table:

ID	Service
1	Electrician
2	Plumber
4	Teacher
6	Model
8	Cook
9	Mechanics
10	carpenter
11	music

- Button: Water Simulator
- Footer: Follow Us | [Facebook](#) | [Twitter](#) | [LinkedIn](#) | [Google Plus](#)
- Page Info: Designed By CASPC Designers WAP7 | [Contact Us](#)

Fig 13. Service List.

**2.7.2 View User Details:** Also, due to the pandemic that has swept across the world, many businesses have gone bankrupt or become immobilized; and numerous people have lost their main sources of income. This app will provide a new chance for the individuals who have suffered these consequences by providing numerous varieties of jobs. This method may also provide an alternate and safer way of job hunting as opposed to traditional methods which require numerous person to person contacts.

ID	Name	Email	Phone No.	Password	Permanent Address	Work Address	User Type	Date Time
10	csoc	csoc@gmail.com	1756466196	556b1a2270c96b16989245c8ba62	12, csocd, mural		concrete	2005-12-18 12:29:18
11	csoc	csoc@gmail.com	11111111	701a7a2616e4a2612704f04306a	12, qpt mural	12, qpt mural	concrete	2001-04-04 18:40:00
12	adnet	adnet@adnet.com	22222222	c05e4a2616e4a2612704f04306a	12, adnet mural		adnet	2005-12-18 12:29:18
13	csoc	csoc@gmail.com	22222222	330a3016e4a2612704f04306a	12, qpt mural	12, qpt mural	concrete	2001-04-04 18:40:00
15	csocd	csocd@gmail.com	22211111	a077b1a2270c96b16989245c8ba62	12, csocd mural		concrete	2001-02-02 09:27:30
17	csocd	csocd@gmail.com	22211111	72a77a6f16767a2612704f04306a	12, csocd mural		concrete	2001-04-04 18:40:00
18	csoc	csoc@gmail.com	9999122222	3a01b1a2270c96b16989245c8ba62	12, qpt mural	12, qpt mural	concrete	2001-04-04 18:40:00
19	adnet	adnet@gmail.com	9999122222	0a47a7a616767a2612704f04306a	12, adnet mural		adnet	2001-04-04 18:40:00
20	csocd	csocd@gmail.com	9999122222	6a77a7a616767a2612704f04306a	12, csocd mural		adnet	2001-04-04 18:40:00
21	csoc	csoc@gmail.com	00000000	13a01b1a2270c96b16989245c8ba62	12, csoc mural	12, qpt mural	concrete	2001-04-04 18:40:00

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Fig 14. User Details.

Here the admin can view all the details of the users (consumer and service provider) registered in the platform.

- Logout:** To logout from the system.



## V. FUTURE WORK

This web application has a lot of scope of development in it. Maps can be added for live tracking of service providers. There is also a scope for a payment gateway through which the customers can pay for the services they've used.

## VI. CONCLUSION

By creating this web application, we increase the employment opportunities in the society. By reducing the gap between customers and skilled labours we try to bring a solution to the ever-increasing problem of labour finding. Thus, by selecting this topic for our project we try to bring technological advancement in the field of services.

We help servicemen to be self employed in virtue of their skillset and thus help eradicating poverty in the society. Also, due to the pandemic that has swept across the world, many businesses have gone bankrupt or become immobilized; and numerous people have lost their main sources of income. This app will provide a new chance for the individuals who have suffered these consequences by providing numerous varieties of jobs. This method may also provide an alternate and safer way of job hunting as opposed to traditional methods which require numerous person to person contacts.

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