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ServEasy -Intermediary Between Customer and Services

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Abstract: *The ServEasy is a Mobile App that connect customers with a service provider. Customers can easily search, booking and manage services, while service providers can access a vast customer base, manage schedules, and receive payments. The app offers features like instant booking, real-time updates, making the process quick and Customers can also give feedback about service providers, which helps providers improve their profiles and reach more customers. This app helps a service provider in their business growth and help customers through provide them Services.*

Keywords: Service booking, Mobile app, Real-time updates, Easy scheduling, Instant booking, User-friendly interface, Service growth, Convenience

I. INTRODUCTION

Our app makes it easy for customers to find and book trusted service providers for a wide range of needs, from home repairs to personal care. App also provide a services like pick and drop with Affordable charges, Offers shared taxi options, Courteous drivers ensure a pleasant experience, and Food Delivery Service with Fast delivery with minimal wait times, also a Hotel & Restaurant Services with Hotels are offered based on customer budget, Charges for canceled bookings are non-refundable, Ensures excellent service and customer satisfaction, And Tourism helps to Visit at Historical and cultural places near the customer's location ,Whether users need a plumber for an urgent repair, a tutor for academic support, a healthcare professional for a consultation, or an electrician for household fixes, our application simplifies this process by providing a comprehensive list of skilled service providers, complete with user reviews, ratings, and transparent pricing. The app also featured with its simple design, making it easy for everyone, including beginners, to use. The app offers advanced filtering options that allow users to narrow down providers by factors like location, availability, customer reviews, and ratings. This helps users find exactly what they're looking for, providing a more personalized and efficient search experience.

The application includes real time service tracking, where users can view live status updates from booking to completion, enhancing transparency and building trust by keeping customers informed every step of the way. Security and reliability are fundamental components of our platform. The application's payment system is fortified with encryption and fraud prevention measures, reassuring both customers and service providers of a safe transaction environment. Additionally, our application's built-in notification system sends real-time alerts for updates, confirmations, and reminders, keeping users engaged and informed about the status of their services. This holistic approach to notifications ensures that customers never miss an update, whether it's a reminder of an upcoming appointment, confirmation of a completed service, or notification of any delays or changes. Such transparency fosters a sense of security, making users more comfortable relying on our application for their service needs. From the perspective of service providers, our application offers a powerful platform to expand their business reach and customer base. It allows professionals to create comprehensive profiles showcasing their expertise, rates, and previous customer reviews. By using our platform, service providers gain visibility among a broader audience, allowing them to connect with customers they might not reach through traditional marketing methods. Furthermore, the platform's rating and review feature enables providers to establish a strong online reputation. Positive reviews from satisfied customers enhance credibility, making providers more appealing to prospective clients. Providers also benefit from the application's real-time booking and scheduling features, which help them manage appointments more effectively. Our

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system offers insights and analytics to providers, enabling them to track demand trends, manage peak times, and adjust their offerings based on customer preferences, ultimately fostering growth and efficiency

II. OBJECTIVES

The primary goal of our app is to connect customers to service providers to make finding and booking services easier, faster, and more reliable. It's providing a customer base to service provider. This app is designed to make daily life easier. This app provides almost everything you need, which you might not easily find elsewhere.

III. ANALYSIS & FEASIBILITY

3.1 Technical Feasibility

The language used in Frontend is HTML,CSS , Java. Backend language in a Java and MySql database to store Information about Users, service providers, and services. Also, APIs are used in it for real time data. The used technologies ensures performance, flexibility, efficiency, and scalability.

3.2 Economic Feasibility

The system is affordable to develop because it uses open-source tools and frameworks. It Revenue will primarily come from service provider commissions, subscription fees, and small service fees for users, with expected earnings. The app can reach profitability growing as the user base expands.

3.3 Resource Feasibility

The app needs effective strategies to attract users, onboard service providers. and Strong security measures and the ability to manage real-time data will help provide a smooth experience for users and support the growth of service providers. Additionally, users will need smartphones and a stable internet connection to use the app and receive real-time updates. The system must also securely store and manage all the records to protect user and service provider's information.

DFD Diagram

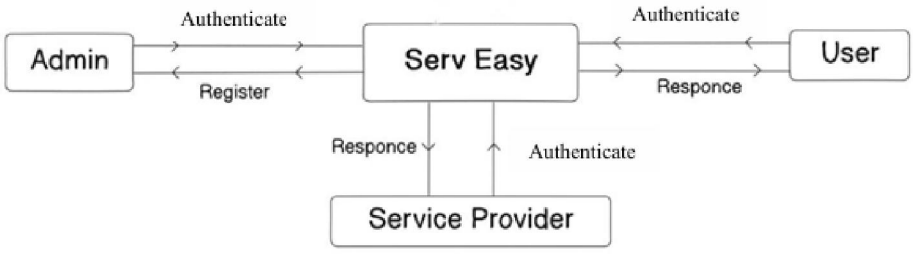

Fig -1 DFD Level 0

The system architecture ensures efficiency to manage interactions between customer and service Providers. at the center of the architecture the backend server that handles all data processing and storage. This server manages user accounts, service provider registrations, and administrative controls. It stores important information like service provider details, service types, user profiles, and service requests.

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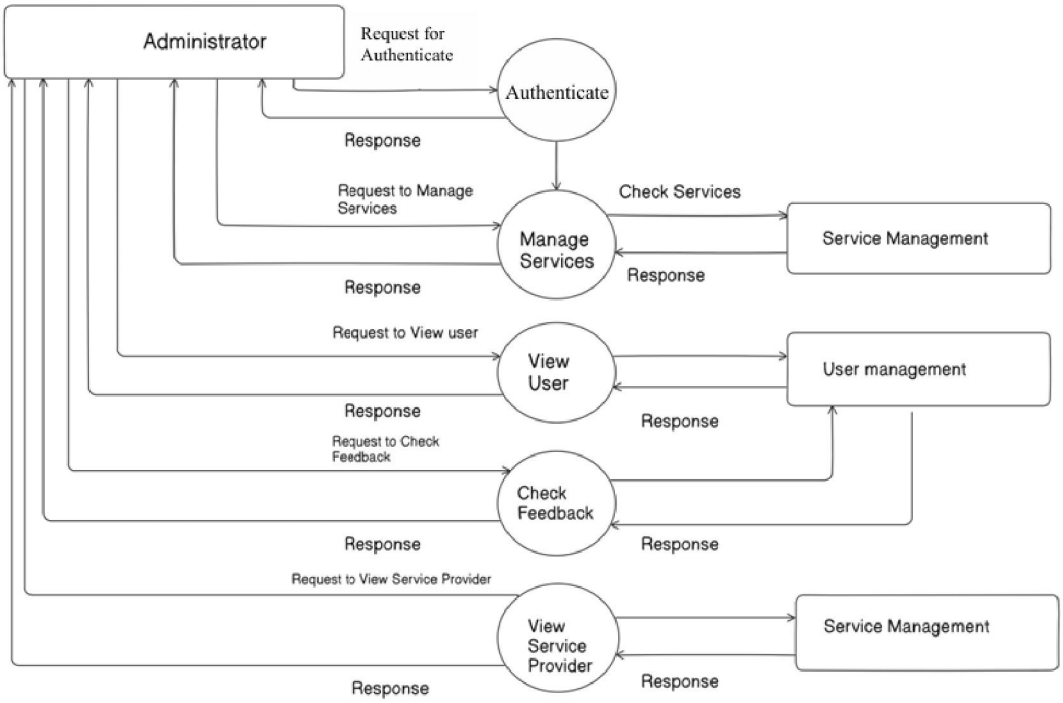
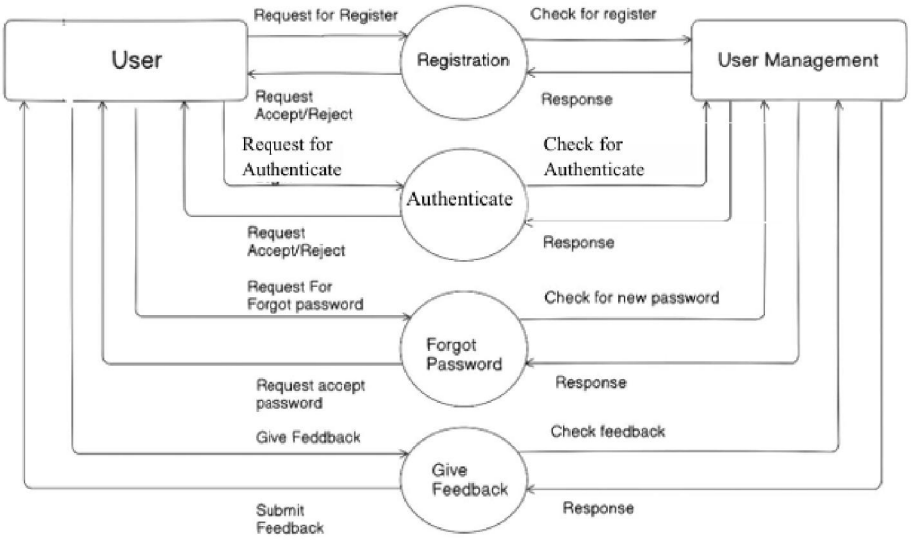
DFD Level 1 Administrator



The administrator interface is a secure login area where administrators can manage service providers. They can approve or reject providers, and manage service categories and subcategories by adding, viewing, or removing them. This interface helps keep the service directory up to date and relevant.

DFD Level 1 User



Users can select service categories and subcategories, search for service providers based on the services offered, and view those available nearby. The Application prioritizes displaying local service providers and provides an option to fill out an enquiry form.

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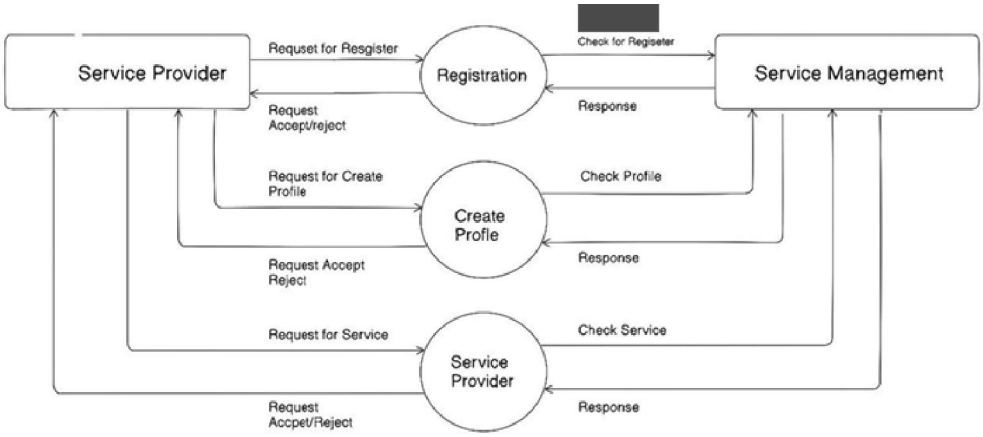
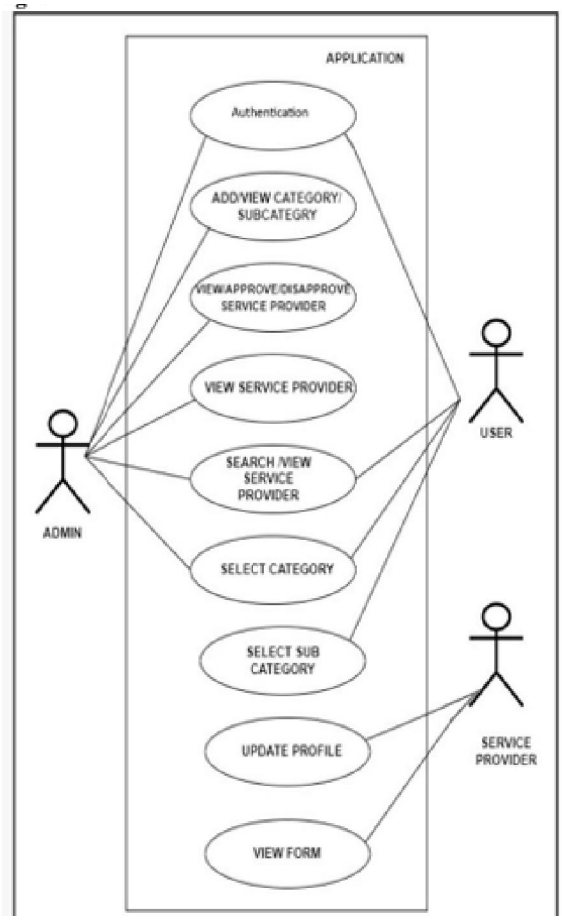
DFD Level 1 Service Provider



The Service Provider can interact with the system through a separate provider interface, where they can register by entering their location, service category, subcategory, address, and contact details. Once registered, providers can authenticate to update their profiles and view service inquiries, ensuring they can keep their information accurate and manage customer requests efficiently.

Use Case Diagram



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IV. ADVANTAGES OF THE PROPOSED SYSTEM

- Availability of multiple services
- Data protection and security
- Searching and filtering
- Real-time tracking
- Convenience for Customers
- Platform for service providers
- Review and ratings for service providers

V. APPLICATIONS

- Food delivery
- Hotel and restaurant booking
- Cab booking
- Tourism guide
- Other services like Plummer, carpenter, Mechanic etc.

VI. FUTURE SCOPE

- Multiple language support for more convenience
- Seat booking on the bus
- online consultation with doctors
- Expansion of services

VII. CONCLUSION

ServEasy is an innovative and essential application designed to seamlessly connect customers with service providers. It offers a user-friendly interface that simplifies service discovery, booking, and management, ensuring convenience, transparency, and reliability. For customers, it provides a trusted platform to find, book, and pay for local services quickly and securely, while offering real-time updates and feedback mechanisms to enhance their experience. For service providers, it creates a valuable platform to reach a broader audience, manage schedules, and receive payments efficiently, ultimately supporting business growth.

VIII. ACKNOWLEDGEMENT

We would like to express our sincere gratitude to everyone who supported us throughout the development and completion of the ServEasy Application.

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