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Home Service Management System

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Abstract: "Home Service Management System" is designed to make home appliances are electrical and mechanical machines that accomplish some household functions, such as parlor, home cleaner, garbage disposal, office cleaner, laundry, medical, food delivery, carpenter, water purifier, electrician, house cleaning, furniture services are involved in a system to provide a happy and healthy home atmosphere to satisfy customers. The maintenance and repair of these kinds of products. Brown goods usually require high technical knowledge and skills which get more complex with time. Today in the digital world it makes user easy to get services online with a single click. To design and develop a system that provides a variety of services like saloons, plumbers, and repair person services at your doorstep in just one click. We focus on enhancing users' experience by offering world-class Electronic Appliances maintenance services. Our sole mission is "To provide Electronic Appliance care services to keep the devices fit and customers happy and smiling" with well-equipped Electronic Appliance service careers and fully trained servicers, we provide quality service and excellent packages that are designed to offer you great savings The purpose of this system is the fastest services. We help clients get trusted professionals for all their service needs. It is having 24/7 services and provides expert advice and an efficient and fair price service. Today's customers don't just expect high quality and excellent services at a fair price- they demand it. A Home service management system is a very simple process carried out to book services, and our system is specialized in providing a confirmation message about the selected service. People can choose the particularity of services required by uploading the image of the desired specification. The system is versatile as service can be booked from everywhere to anywhere you desire.

Keywords: PHP and MYSQL for the backend to store the data, and for the frontend design, we use HTML, CSS, and JS.

I. INTRODUCTION

Home Service Management System is used to develop online services like garbage disposal, carpenter, mechanics, beauty parlour, water purifiers, and so on. The main aim of this project is to develop an online website. The services have 24/7. All the records of the customer's stores are in the MYSQL database. Admin can verify the technician details like place, year of experience, etc. The admin will verify and assign the work to which the user sent the services request within 24 hours. Admin has full authority over the website. The web application is created for service centre functions through this "Home Service Management System". Admin can lessen their errors and efforts in every customer support processing and transactions and in making reports.

1.1 Statement of the Problem

The problem with the existing system is to need for aid with small but major services tasks, emergency arises when servicers are not found. They can trust our website and book the services provided on the site. Our services provide the most expedient and annoy-free way to get domestic work done. It is highly manipulative they make people spend more than they want to by offeringlucrative offers and discounts in some cases they manipulate customers into totally changing their customer services.

In the proposed system the services providing specialists at your doorstep in one acceptance. The fastest service is provided on our website. We help the clients get trusted professionals for all their service need. It provides expert advice and an efficient and fair price service.

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1.2 Objectives

The software must be stable and can be operated by people with average intelligence. This involves accuracy, timeliness, and comprehensiveness of the output. It is desirable to aim for a system with a minimum cost subject to the condition that it must satisfy all the requirements. The web application should be portable to all environments. The important aspect of design covers areas of physical security of data. They could be provided by a login facility enabling username and password for the user and administration. Thus it makes the admin work simple with 100% efficiency.

II. MODULES FOR THE HOME SERVICE

- 1. User Module: In this module, users can register themselves by logging in with their username and password. Users can reset their password if they forget their username or password.
- 2. Registration Module: This module includes the user registering in our portal by submitting details like name, contact number, Email ID, date of birth, address, city, country, zip code, etc.
- 3. Login Module: In this module, users can enter their email and password for logging into the user dashboard.
- 4. Service request module: in this module user can submit the request for the service needed. The admin will assign the date and will get a receipt that user can print out.
- 5. Service Status: In this module, include the user can check the status of service request filling by request ID.(ID will provide during the request sent by the user)
- 6. Booking history module: This module helps the user to view the history of the service price, name of the technician assigned for service, date of work assigned, etc.
- 7. Change Password: In this user can change the password which includes email-Id and change the password in the user dashboard.
- 8. Feedback and Review Module: The user can send the feedback by filling in the informationprovided in the form. Admin can review sent by the customer.
- 9. Admin Module: This module is for administrators where the admin can do all the settings of the website. Admin can add service details, can view booking details, add severaltechnicians, etc.
- 10. Work Module: In this admin can view all the assigned requests made by the users. Admin can view or delete the work as per their need. Admin can assign the name of the technician, services price as per the services, and assign the date.
- 11. Technician Module: In this module, the admin can add, modify and delete. Technician of the service center.
- 12. Logout: In this user can log out and exit the application.

III. PRE-REQUISITES

- 1. HTML: HTML stands for Hyper Text Markup Language. It is used to create web pages. Vannevar bush first proposed the basics of hypertext in 1945; it laid the foundation for Tim Berners-Lee and others to invent the world wide web, hypertext markup language, hypertext markup language, and universal resource locator in the early 1990s. HTML is a computer language devised to allow website creation. These websites can then be viewed by anyone else connected to the internet. It is relatively easy to learn, with the basis being accessible to most people in one sitting, and quite powerful to create web pages. It is constantly undergoing revision and evolution to meet the demands and requirements of the growing internet audience under the direction of the w3c.
- 2. CSS: CSS stands for Cascading Style Sheet is a language that applies styles to an HTML document and its elements to change the look and feel and is usually storedseparately. CSS style sheets can be reused for all web pages. A website is made of HTML for content plus CSS for appearance.
- **3.** Javascript: Javascript is a cross-platform, object-based scripting language invented specially for use in web browsers to make websites more dynamic and attractive. HTML is capable of inputting more or less static pages. Once we load a web page, the page doesn't change how the document looks completely, from changing text to changing colors, to changing the options available in a drop-down list, and much, much more!
- **4.** Java: CMS requires java JRE 1.5 or higher. Since it is written in java, it can run on any platform that supports the java environment 1.5 or higher. The compiled files are contained in java Archives (JARs) and have to be defined in the path environment variable.

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IV. DATAFLOW DIAGRAM

4.1 Dataflow Diagram for Admin Module



4.2 Dataflow Diagram for User Module:



4.3 ER Diagram



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V. CONCLUSION

This paper assists in modifying the existing system to a site-based system. This is paperless work. It can be monitored and controlled remotely. It reduces the manpower required. It provides accurate information always. Malpractice can be reduced. All gathered and extra information can be saved and can be accessed at any time. The data which is stored in the project helps in taking intelligent and quick decisions by the management. So it is better to have a web-based information management system. All the stakeholders.

VI. FUTURE ENHANCEMENT

The various things can be made simple and user-friendly. By increasing some of the coding we can improve its functionality. The online payment system is yet not ingrate into the system which can be featured shortly. Till now it does not have the facility to back up the database. As the next advancement, we can make it able to bundle the backup facility so that one can perform operations based on previous records. As the technology emerges, it is possible to upgrade the system and can be adaptable to the desired environment. Based on future security issues, security can be improved using emerging technologies.

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