



OneClick Services: Home Service Communication System

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Abstract:

When a particular home service is required, people end up asking phone numbers of service providers to their friends & family, there is no specific communication system available for the customers and the service providers. These increase the risk of quality of service. Each & every Service provider can't join a service Company or work under a service providing organization, so they have to work offline eventually this affect their business. People newly starting their business in service domain face many problems to get to the customers due to lack of communication mediums, hence their business get flop before it starts.

Keywords: OneClick Services, Home Service Communication System, Customer Service Provider Communication System..

I. INTRODUCTION

Existing service providing Systems hire people to provide services. Every time services are given by different service providers. This is very annoying for the customers. Customers don't have the ability to choose the service provider. Service providers have to follow company's terms and conditions. When a particular home service is required, people end up asking phone numbers of service providers to their friends & family. These increases the risk of quality of service.

People newly starting their business in service domain face many problems to get to the customers due to lack of communication mediums, hence their business get flop before it starts.

Home based communication system is an application which provides very quick communication between the local service providers and the customers. Services such as Home cleaning, Beauty, Appliances, Pest Control, Computer Repair, Plumbing, Electrical, Carpentry, Laundry, Painting, Document Services, Home security and automation, Home Tutions, Rangoli, Cars & bikes, Puja/pandit will be made available with the application.

II. SYSTEM METHODOLOGY

Home based communication system is an application which provides very quick communication between the local service providers and the customers. Services providers and customers both has to register on the application. Services providers will have to provide all details about themselves and the services they provide and also have to maintain the availability record i.e. if they are online that means they are free and ready to provide service.

Customers have to choose the service they needed then all the service provider nearby who all are available will be visible with their ratings and all possible details. Customers can choose the service provider they like.

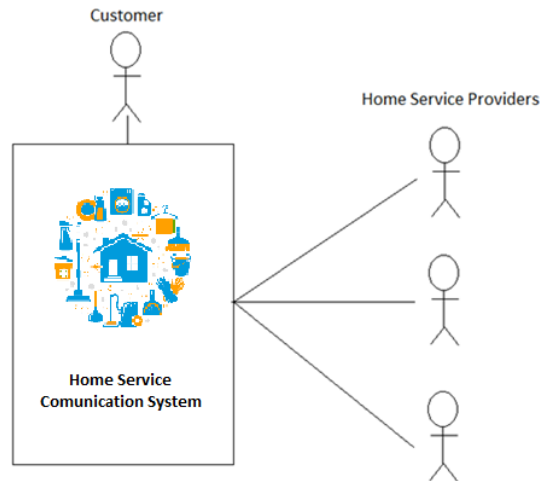


Figure.1. System Module

Chat based system is also provided so that the customers can describe about the services they need to the service providers. Cost of the service can be decided by both on the chat or after the service is provided to the customer. Customers need to give feedback about the service they received from the service provider which will help in raking of the service providers list.

A. SYSTEM ARCHITECTURE

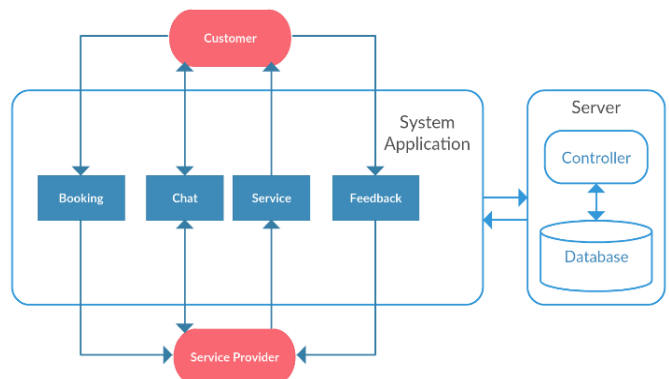


Figure.2. System Architecture

Figure describes the proposed architecture. The system application and the Server together provide a better service for communication of service providers and customers. System application contains five modules: Booking, Chat, Service & Feedback. Basically, first of all, customer need to choose the service and service provider before booking the service. Chat based system will be provided after booking. Then the service provider visits the customer on the spot using Google location tracking and provides the service to customer. Feedback is given by customer to service provider according to the service received. Server contains the Controller which controls flow of data from application to the database and vice versa. Server also keeps updating the database as the user increases.

B. SYSTEM DESIGN

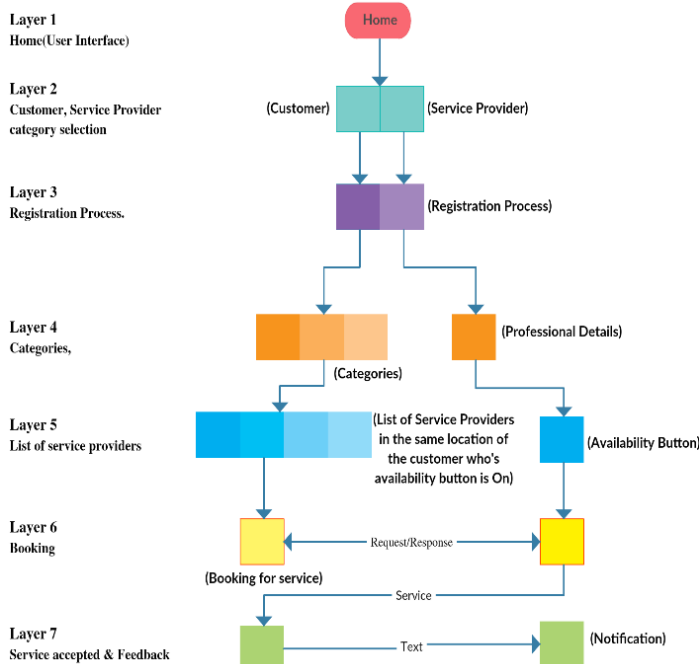


Figure .3. Working of System

Systems design is the process of defining the architecture, components, modules, interfaces, and data for a system to satisfy specified requirements. Systems design could be seen as the application of systems theory to product development.

C. CORDOVA FRAMEWORK

Cordova wraps your HTML/JavaScript app into a native container which can access the device functions of several platforms. These functions are exposed via a unified JavaScript API, allowing you to easily write one set of code to target nearly every phone or tablet on the market today and publish to their app stores[3].

- Open-source mobile development framework.
- Standard web technologies-**HTML5**, **CSS3**, and **JavaScript**.
- Cordova wraps HTML/JavaScript app into a Native container.
- Unified JavaScript API
- One set of code.
- Cross-platform development.

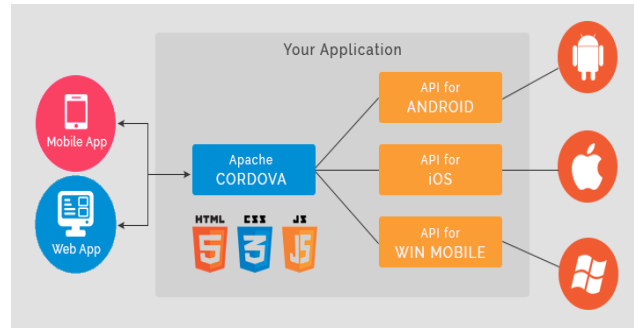


Figure.4. Cordova framework

V. CONCLUSION

OneClick Services is a home-based communication system, which provides instant communication between the customer and service providers. It is an application specially designed for home-based services. This Systems do not hire any kind of service providers to provide services. Customers have the ability to choose the service provider according to their convenience. Service providers can work independently without any rules and regulation. Customers no need to wait for the service providers, on the spot service is possible.

VI. ACKNOWLEDGMENT

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VII. REFERENCE

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