

ServEasy Intermediary Between Customer and Services

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Abstract:-

In the existing system for the intermediary role between customers and service providers is facilitated through a standard service management platform. Typically, this system features a mobile Application where users can browse a list of service providers, with a user-friendly interface, customers can easily search, booking, and manage services and give the Feedback. Our system is an innovative Application that bridges the gap between customers and service providers, offering a seamless and efficient experience. As an intermediary platform, Our system connects users with trusted and verified service professionals, ranging from household maintenance to wellness experts. With a user-friendly interface, customers can easily search, booking, and manage services, while service providers can access a vast customer base, manage schedules, and receive payments securely. Our system ensures transparency, convenience, and reliability, revolutionizing the way customers access services and providers grow their businesses. By streamlining the service discovery and booking process, Our system saves time, reduces hassle, and enhances overall customer satisfaction. The Application provides a user-friendly interface, enabling customers to easily search for and connect with verified service professionals in their area. With features like instant booking, real-time updates, and secure payment options, Our system aims to enhance the overall experience of acquiring local services while ensuring customer satisfaction and convenience. In addition to its customer-focused features, Our system also supports service providers by offering a platform to showcase their skills and reach a broader audience. Providers can manage their schedules, respond to customer inquiries, and track completed jobs through the Application. By facilitating direct communication and transactions between customers and service professionals, Our system creates a seamless and efficient service marketplace. By serving as an intermediary between customers and service providers, Our system ensures a seamless experience for both parties. Service providers can expand their reach, manage bookings, and grow their business, while customers can enjoy convenience, flexibility, and peace of mind. With Our system, booking and managing services has never been easier, making it an essential tool for anyone looking to simplify their lives.

Keywords:- Mobile Application, Real-Time Updates, Service Scheduling.

I.INTRODUCTION

In today's fast-paced world, finding reliable services at the click of an action is a necessity. Our system, an mobile Application, serves as an innovative intermediary between customers and service providers, revolutionizing the way users access daily services. Whether it's household maintenance, transportation, healthcare, or any other service, Our system connects customers with trusted professionals in real time, providing a seamless and efficient experience. This Application eliminates the hassle of manual searches, offering a one-stop solution for a variety of services. Our system is an innovative Application designed to streamline the process of connecting customers with a wide range of service providers. Whether you need a plumber, electrician, tutor, or any other services, Our system acts as a reliable intermediary, making it easier than ever to find and hire trusted professionals. With just a couple of clicks, users can browse through various services, view provider profiles, compare prices, and book Application at their convenience. At the heart of Our system is a user-friendly interface that ensures even the most novice smartphone users can navigate the Application with ease. The Application allows users to browse through a wide range of services categories, compare provider ratings, and book services on the spot. Moreover, Our system integrates secure payment gateways, ensuring a hassle-free transaction experience for both customers and service providers. The Application real-time tracking feature provides updates and live status of the requested services, enhancing user confidence in the process. The Application prioritizes user experience by offering an intuitive interface that is simple and easy to navigate. Users can filter services based on location, availability, and customer reviews, ensuring they find the best match for their needs. Our system also integrates secure payment options and real-time notifications, giving users confidence in their transactions and the ability to track service status. This ensures that customers stay informed from booking to completion, fostering trust between users and service providers. Our system benefits both service providers and consumers alike. For businesses, it offers a platform to expand their customer base without requiring extensive marketing efforts. For customers, it removes the uncertainty of finding reputable service providers by featuring reviews and ratings from previous users. This dual-sided convenience makes Our system a valuable tool in today's digital economy, fostering trust and efficiency between customers and service providers. For service providers, Our system offers an efficient platform to grow their business by reaching a wider audience. By displaying ratings and reviews, providers can build a solid reputation, which helps attract more clients. The platform's simplicity and transparency benefit both parties, making it a reliable solution for anyone looking for efficient, quality services at their fingertips. social media accounts and mitigate the negative impacts of fake accounts on social media platforms.

II.LITERATURE SURVEY

Literature survey is gathering the information of previous work done related to your project. It contains the research study year, researchers name, technologies used and drawback of the system.

1. In the paper "Customer Perception of Online Food Delivery and Analysis of Factors Affecting Customers – "the authors investigate the factors influencing the online food delivery preferences and behaviors of young Chinese consumers. The study highlights key drivers such as convenience, time-saving, and food variety, while also examining concerns related to delivery speed, service quality, and food safety. The research, based on a comprehensive customer behavior survey, provides insights into how these factors shape consumer satisfaction and loyalty within the rapidly expanding online food delivery industry in China.[1]
2. In the study "Importance of Logistics Service Quality in Customer Satisfaction: An Empirical Study" the critical role logistics service quality plays in shaping customer satisfaction. Through empirical analysis, the study identifies key logistics factors, such as timely delivery, accurate order fulfillment, and effective communication, as significant contributors to customer satisfaction. The findings underscore that high-quality logistics services not only enhance customer satisfaction but also contribute to long-term customer loyalty. The research highlights the need for companies to invest in and improve logistics operations to maintain competitive advantage in the supply chain industry.[2]

3. In the paper "Digital Customer Service and Customer – to - Customer Interactions: Investigating the Effect of Online Incivility on Customer Perceived Service Climate" the impact of negative interactions, specifically online incivility, on customer perceptions of a service environment. The study finds that rude or hostile behavior between customers in digital spaces can significantly harm the perceived service climate, reducing overall customer satisfaction and loyalty. The research emphasizes the importance of managing online customer interactions and creating a positive service climate to protect brand reputation in digital customer service environments.[3]

4. In the paper "Incremental Fairness in Two-Sided Market Platforms: On Smoothly Updating Recommendations" how to implement fairness in recommendation updates on two-sided market platforms, such as e-commerce sites, without causing abrupt changes that could disrupt user or provider experience. They propose an "incremental fairness" Application that allows for gradual adjustments in recommendations to maintain fairness for both consumers and service providers over time. The study highlights that smoothly updating recommendations can help achieve a fairer balance in exposure for providers while still delivering personalized and relevant suggestions to users, thus promoting long-term platform sustainability.[4]

III. PROBLEM DEFINATION:

Enhancing Service Accessibility and Management through a Digital Platform. In today's fast-paced world, customers often face challenges in finding reliable service providers for various needs such as home repairs, cleaning, and beauty treatments. The traditional process of searching for, booking, and managing service requests is often inefficient, time-consuming, and lacks transparency.

IV. SYSTEM DESIGN :

The system architecture is designed to efficiently manage interactions between customers and service providers through a robust and scalable framework. At the core of the architecture is a centralized back-end server that handles all data processing and storage. This server is responsible for managing user accounts, service provider registrations, and administrative controls. It stores comprehensive information such as service provider details, service categories and subcategories, user profiles, and service request. The administrator interface provides a secure authentication portal through which administrators can access functionalities to view and manage service providers. They can accept or reject providers and handle the assigning, viewing, or removing of service categories and subcategories. This interface ensures that the service directory remains current and relevant. 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. The system architecture integrates these components seamlessly, ensuring smooth communication between the Application, back-end server. This setup ensures that all users, including administrators, service providers, and customers, have access to the features they need for efficient service management and interaction. In the current system, the intermediary role between customers and service providers is managed through a standard service platform. This platform typically includes a mobile application where users can browse a list of providers, choose service categories and subcategories, and submit requests. Service providers can register on the platform, create profiles showcasing their offerings, contact details, and locations. Users can search and view providers based on various criteria like proximity and service type. However, this system often lacks advanced features such as real-time service tracking, comprehensive administrative controls, and robust customer feedback mechanisms. The administrative interface may have limited options for managing service provider approvals and categories, while the user interface might not fully support seamless communication or provide comprehensive profile management for providers.

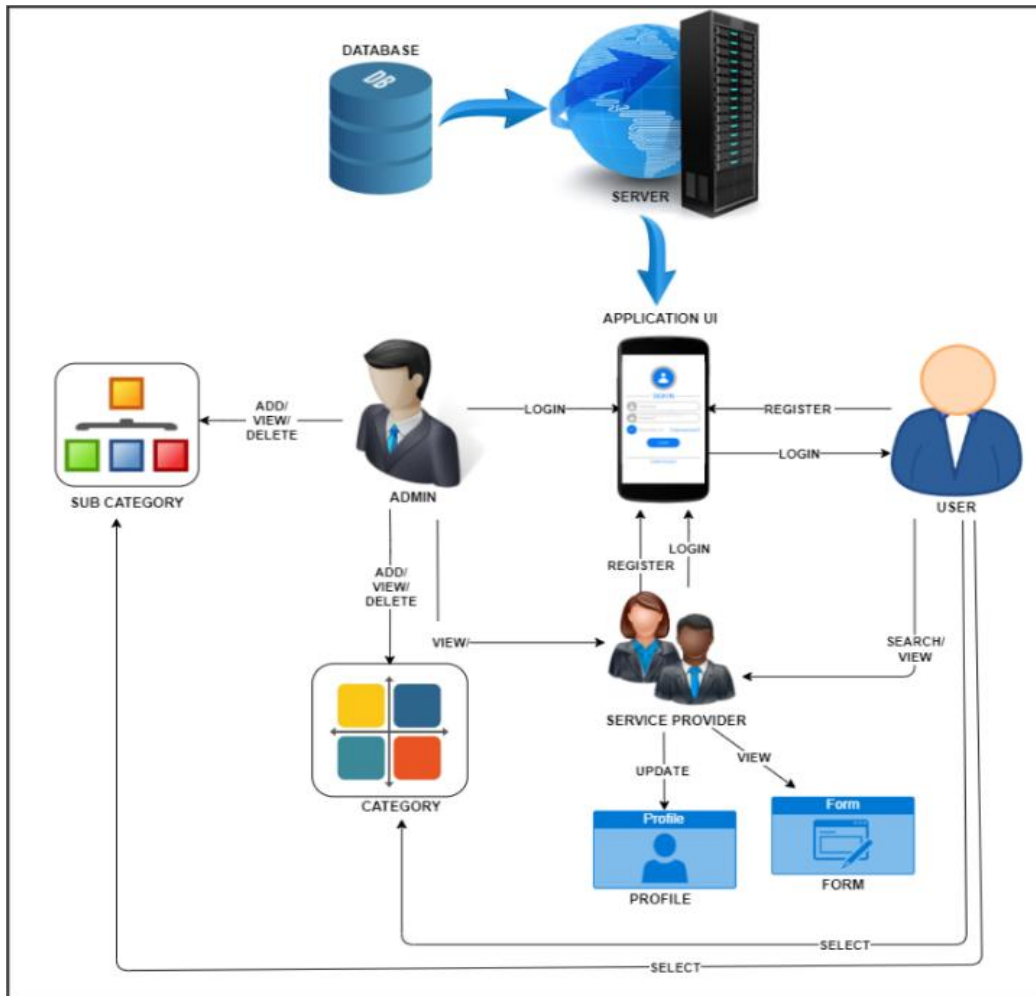


Fig.1 Architecture Diagram

V.PROPOSE WORKING :

Our system is an intermediary Application designed to bridge the gap between customers and service providers. It facilitates the seamless connection of users seeking various services with trusted professionals in their area. The Application offers an intuitive platform where customers can easily browse through a wide range of services, compare providers, read reviews, and select the most suitable option based on their preferences. On the other hand, service providers can list their offerings, manage bookings, and communicate directly with clients, creating a streamlined experience for both parties. Our system aims to enhance convenience, transparency, and efficiency in the service marketplace.

VI. GRAPH and RESULT:

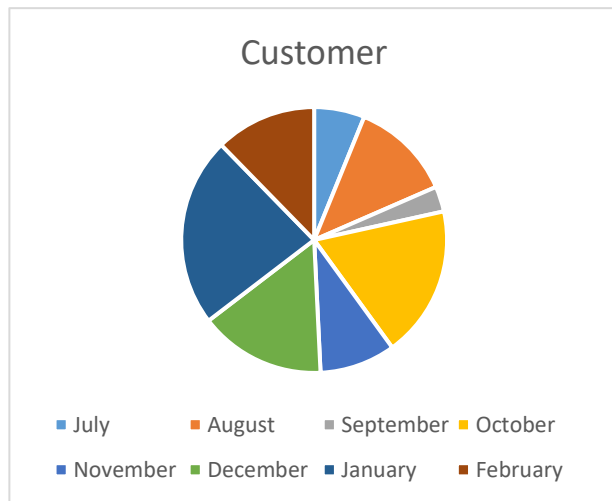


Fig.1.1 Monthly Customer Analysis

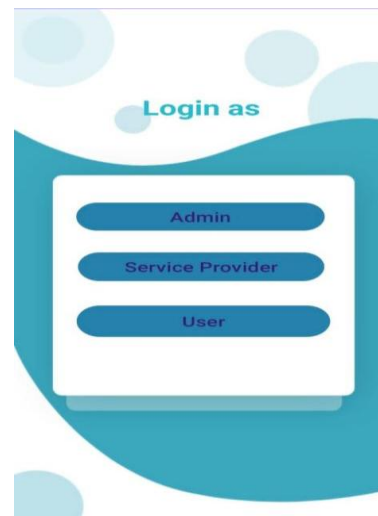


Fig.1.2 Login Window

Table 1.1 Monthly Customer Analysis

Months	Customer
July	200
August	100
September	375
October	50
November	400
December	250
January	300
February	390

VII. FUTURE SCOPE :

In monitoring quality and safety of organic products through effective temperature management lies in the integration of advanced Stand. Abbrev., in press. technologies, data analytics, and compliance with regulations. These advancements will not only enhance product safety but also strengthen consumer confidence in organic products.

VIII. CONCLUSION :

In 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. By bridging the gap between service demand and supply, ServEasy fosters a mutually beneficial environment where customers can access verified, high-quality services, and providers can showcase their expertise to a vast customer base. This streamlined application to connecting customers and providers not only promotes trust but also sets a new standard for convenience and satisfaction in local service marketplaces. In temperature monitoring technology, organic product producers now have the tools to effectively monitor and manage temperature throughout the supply chain, ensuring the delivery of high-quality and safe organic products to consumers.

IX. REFERENCES

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