

## Technical Service At Home

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### ABSTRACT

*The profuse use of Mobile Applications has made them a part and parcel of our lives, be it for personal use, corporate based task or entertainment. "Customer Service Management System", is a Corporate based mobile application for android users that brings together the client and service providers and connects them using the GPS (Global Positioning System). Clients request for the home services and based on the location by fetching the latitude and longitude of the client, the nearest service provider is allotted to serve the client's needs. This application also had a wide scope for integrating maps to allow drag and drop to another location, and make this application available for other mobile operating systems other than android. Nowadays, the home maintenance services are still largely unexplored and demand is sky-rocketting. Chatbot is used to give the customer human like interaction experience.*

**KEYWORDS:** *Android-Application, Chatbot, Global-Positioning-System (GPS), notifications, server, push messages.*

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### I. INTRODUCTION

This topic falls under the domain of android app development [1]. In this project, android studio is used for making the application which gives services to the customer for repairing of their technical products (household as well as official) like for repairing computer's hardware, mobile repair and many more like this. In this fast growing technology, we still have to take the appointment of person who solves the problems related to hardware and software issues of computers. To take the appointment of service provider we have to call him or with the personal meeting we can meet him, and it is not sure that we get the appointment of the service provider at a time because there are many problems occur, like the service provider is busy at somewhere else or he is not present at his office when we go there or he wants heavy cost for fix the problem etc. We are not getting any service on time and also not proper changes of services. It is also not secure in terms of safety concern. To overcome these type of problem we are going to make our android [3] application where the people get appropriate result. This android application is very dynamic and very easy to understand. The interface of the android application is very easy and anybody can easily work on it. This android application can provide all the description and important information about the problem. This android application is also very useful because the customer, don't have to visit to service provider's office, he/she can easily book his/her order via this application and he/she can also pay the payment online in this android application. So he/she can book order without any kind of disturbance. To make this application work successfully we have used some latest technology such as Android as the platform and mysql [5] as the database management environment. Basically, these home services are for providing luxury to customers of getting instruments or things get repaired at their houses or offices. This application connects villages with the service providers to give them home service of repairing products direct purpose of digital India.

### II. WORKING

Firstly, the user needs to register himself inside the application. After that he needs to login using his user id and password inside the application. Next step is to choose the required service and give the details for it. Then the payment is done by customer and he receives the email regarding the payment and all the details [2][4]. At last, the administrator (service provider) will get the email [2] with all the details listed, to provide the service.

For example: If the user needs the service to repair display of his computer. So, he needs to click the checkboxes and give details like HP computer => Display issue => Payment Generation => Email to administrator.

**SYSTEM FEATURES**

1. Notification: It is used to notify the user’s for appointments of technical engineer.
2. Personal information of the engineers.
3. Service Request: These are the request provided by service provider.

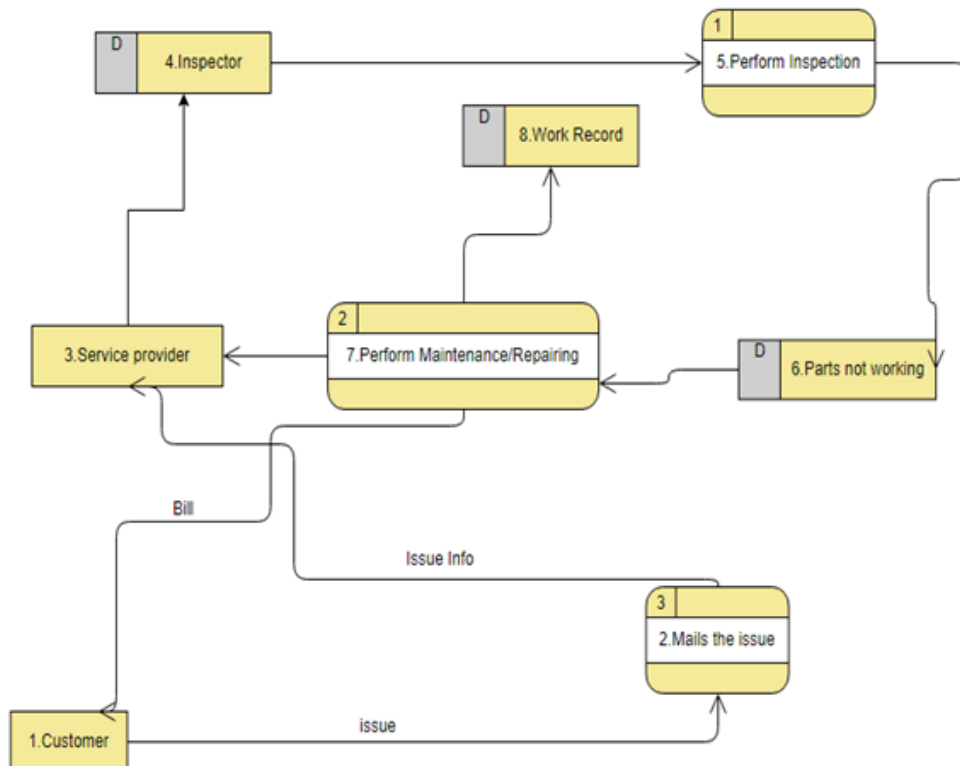
**SOFTWARE REQUIREMENTS**

- *Operating System:*
  - Microsoft Windows XP and above
  - Android Marshmallow
- *Front End:*
  - XML
- *Back End:*
  - JAVA
- *Database*
  - SQL
  - FIREBASE(Authentication)

**HARDWARE REQUIREMENTS**

- Microsoft **Windows** 7/8/10 (32-bit or 64-bit)
- 3 GB **RAM minimum**, 8 GB **RAM recommended** (plus 1 GB for the Android Emulator)
- 2 GB of available disk space **minimum**, 4 GB **recommended** (500 MB for IDE plus 1.5 GB for Android SDK and emulator system image)
- Android phone

**ARCHITECTURE**



### III. RESULTS AND DISCUSSION

The research has revealed that the customer satisfaction can be defined as an overall customer attitude towards a service provider, or an emotional reaction to the difference between what customers anticipate and what they receive, regarding the fulfilment of some need, goal or desire. Moreover, the application made is very beneficial to increase market-base of customers for the company. Proper care is taken in order to use all the technologies available to give the best user-friendly experience to the end user. Our android application is available free of cost in the android store. One can download it and use it efficiently to get premium experience of service at home. The user of the application only need to have good internet connection to use it seamlessly.

### IV. CONCLUSION

We often get frustrated while taking the appointment of service provider because there the many problems are occur, like the service provider is busy somewhere else or his not receiving our call or his cost is very high according to problem. So in this project we will remove this headache. The online household services application provides some of the home services which are most frequently used. This system accommodates the changing needs of the end user. The overall system can be designed so that its capacity can be increased in response to the further requirements for which the application provides an appropriate service. Further this application can be prolonged by merely adding up the required services and additional payment systems. Hence from the purpose of entrepreneurship its best nowadays. After the explosion of start-ups catering to the fields of Online Food Delivery and Shopping Websites, the next big venture currently being pursued by entrepreneurs is the field Online Home Maintenance Services.

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