

ONLINE SERVICE PROVIDER

BY

MD. RASHADUL ISLAM

ID: 162-15-7837

This Report Presented in Partial Fulfillment of the Requirements for the
Degree of Bachelor of Science in Computer Science and Engineering

Supervised By

Ms. Fahmida Afrin

Lecturer

Department of CSE

Daffodil International University

Co-Supervised By

Zerin Nasrin Tumpa

Lecturer

Department of CSE

Daffodil International University



DAFFODIL INTERNATIONAL UNIVERSITY

DHAKA, BANGLADESH

OCTOBER 2020

APPROVAL

This Project titled “**Online Service Provider**”, submitted by “Md. Rashadul Islam” to the Department of Computer Science and Engineering, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 8th October, 2020

BOARD OF EXAMINERS



(Dr. Syed Akhter Hossain)
Professor & Head
Department of CSE
Faculty of Science & Information Technology
Daffodil International University

Chairman



Md. Sadekur Rahman
Assistant Professor
Department of Computer Science and Engineering
Faculty of Science & Information Technology
Daffodil International University

Internal Examiner



Subhenur Latif
Assistant Professor
Department of Computer Science and Engineering
Faculty of Science & Information Technology
Daffodil International University

Internal Examiner



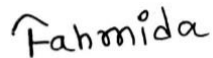
Dr. Md. Saddam Hossain
Assistant Professor
Department of Computer Science and Engineering
United International University

External Examiner

DECLARATION

We hereby declare that, this project has been done by us under the supervision of **Ms. Fahmida Afrin, Lecturer, Department of CSE** Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

Supervised by:



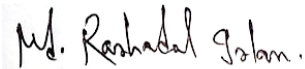
Ms. Fahmida Afrin
Department of CSE
Daffodil International University

Co-Supervised by:



Zerin Nasrin Tumpa
Designation
Department of CSE
Daffodil International University

Submitted by:



(Md. Rashadul Islam)
ID: 162-15-7837
Department of CSE
Daffodil International University

ACKNOWLEDGEMENT

First we express our heartiest thanks and gratefulness to almighty God for His divine blessing makes us possible to complete the final year project/internship successfully.

We really grateful and wish our profound our indebtedness to **Ms. Fahmida Afrin, Lecturer**, Department of CSE Daffodil International University, Dhaka. Deep Knowledge & keen interest of our supervisor in the field of “*Field name*” to carry out this project. His endless patience ,scholarly guidance ,continual encouragement , constant and energetic supervision, constructive criticism , valuable advice ,reading many inferior draft and correcting them at all stage have made it possible to complete this project.

We would like to express our heartiest gratitude to **Prof. Dr. Syed Akhter Hossain**, Professor, and Head, Department of CSE, for his kind help to finish our project and also to other faculty member and the staff of CSE department of Daffodil International University.

We would like to thank our entire course mate in Daffodil International University, who took part in this discuss while completing the course work.

Finally, we must acknowledge with due respect the constant support and patients of our parents.

ABSTRACT

The Project “Online Service Provider” is a web-based application. This Software confirm a platform to connect with different small but very important service providers like: Electrician, Plumber, Laundry, Courier Service, Delivery man, Maid Servant etc. Service providers can upload their details into our application and offer themselves with their fees, specialty, suitable time and date and suitable are. Based on their offer any service consumer can choose any one from them. On the other hand, considering the Covid-19 pandemic, going outside is becoming a big challenge for all. It is also very time consuming to manage such type of services. Security issue is also a determining factor. Our software service removes all above problems and confirm all without any hassle through internet. As the service fee and other parameters are also predefined at the application, service consumer can choose right service from the right person. On the other hand, as all the service providers are enlisted/ registered user of our system, we confirm the security and as well as the health protection. We have a plan to confirm the security of the Service Provider also in our next version also. Finally, we hope our system will becoming a very time demanding as well as very helpful service considering the current situation.

TABLE OF CONTENTS

CONTENTS	PAGE
Acknowledgement	iv
Abstract	v
Table of Content	vi
List of Figures	viii
CHAPTER	
Chapter 1: Introduction	
1.1 Introduction	1
1.2 Motivation	1
1.3 Objectives	1
1.4 Expected Outcome	2
1.5 Report Layout	2
Chapter 2: Background	
2.1 Introduction	3
2.2 Related Works	3
2.3 Comparative Studies	3
2.4 Scope of the Problem	3
2.5 Challenges	4
Chapter 3: Requirement Specification	
3.1 Business Process Modeling	5
3.2 Requirement Collection and Analysis	5
3.3 Use Case Modeling and Description	6
3.4 Logical Data Model	8
3.5 Design Requirements	9
Chapter 4: Design Specification	
4.1 Front-end Design	11

4.2 Back-end Design	11
4.3 Interaction Design and UX	15
4.4 Implementation Requirements	18
Chapter 5: Implementation and Testing	
5.1 Implementation of Database	20
5.2 Implementation of Front-end Design	22
5.3 Implementation of Interactions	33
5.4 Testing Implementation	33
5.5 Test Results and Reports	34
Chapter 6: Impact on Society, Environment and Sustainability	
6.1 Impact on Society	35
6.2 Impact on Environment	35
6.3 Ethical Aspects	35
6.4 Sustainability Plan	35
Chapter 7: Conclusion and Future Scope	
7.1 Discussion and Conclusion	36
7.2 Scope for Further Developments	36
REFERENCES	37

LIST OF FIGURES

FIGURES	PAGE
Figure 3.3.1: Use Case Diagram	7
Figure 3.4.1: Logical Mode	8
Figure 4.2.1: Home Page	11
Figure 4.2.2: Sign up Page	12
Figure 4.2.2: View Maid Servant	12
Figure 4.2.3: View Electrician Info	14
Figure 4.2.4: View Plumber Info	15
Figure 4.2.5: View Courier Info	16
Figure 4.2.6: View Laundry Info	18
Figure 4.3.1: Database of osp	20
Figure 4.3.2: Database table	21
Figure 4.4.1: ER Diagram	22
Figure 5.1.1: Data in Database: User Table	23
Figure 5.1.2: Data in Database: Electrician Info Table	23

CHAPTER 1

Introduction

1.1 Introduction

Our main objective is to confirm necessary services through online. Usually small service providers like electrician, plumber, courier service etc plays very important role in our daily life. But sometimes, it is become very difficult to confirm or communicate with those service provider. Specially in the crisis time like Lockdown, Natural digester or Emergency we could not confirm their service easily. To overcome this problem, we propose an online solution to communicate with such service provider through online. Through our online solution, a general people can choose his/her required service provider and by communicating with them they can confirm the service. It is very easy and also very effective way to confirm such services. Moreover, as this software service is free of cost, both the service consumer and service providers will be benefited from our solution.

1.2 Motivation

Now a days, people are suffering a lot to find appropriate service provider during emergency or crisis period. Safety and reliability issues are also a significant point for confirming such small service at home or private areas. Sometimes payment or cost will also become an important factor of such service. [1] We consider all above issues during designing our solution so that both parties (service provider and service consumers) will get benefit from our solution.

1.3 Objectives

Thus, our main objectives is to help general people to confirm their daily necessary services by finding appropriate service provider and confirm it with secure, cost effective within a shortest possible time. [2] Thus we try to collect all related information of both service consumer and service provider as much as possible and also keep everything very transparent and open to all through online. We also offer our software solution with free of cost for all.

1.4 Expected Outcome

We proposed a web based application in where we offer the different small service provider like electrician, plumber, maid servant, courier, laundry etc to registered their self with their personal information and offer themselves with cost. The Service provider also share their contact details so that the service consumer can communicate with them and can confirm their service or book their service for them. As we have detail of the service provider, we can track him for any security reason in future. Moreover, we also keep the details of Service Consumer also. So we can also track them also. In this way we can confirm a secure and effective way to confirm such small service at our home, office or any private place at any time. [3]

1.5 Report Layout

At first, when an user opens our site he/she will get a home page consisting general information. From here, any user can view the list of different service provider with their service , cost and other related information and offers. The general people can also get the contact information of that service provider and can contact with them while required. Here we have a plan to generate some Reports on Client's expectation, Demand of Services, Service Charge Analysis etc in our second release/ version of our solution.

CHAPTER 2

Background

2.1 Introduction

Our system is a web application. It doesn't need any installation in our computer, we can simply access it through any browser. Before this we need to host it in server. As the application is developed in .Net platform, we host it in IIS server. To enter into admin panel admin needs valid user id and password.

2.2 Related Works

Right now, there are lot of e-commerce site in the market who are mainly offers consumer products, cloths, toys, electronics devices etc. Some are provide Car or Ambulance Service. But no one offer electrician, plumber, maid servant, courier, laundry etc. Most of the product's delivery system is not as swift as we offer. Most of the ecommerce site not offer 24 hours service for their product. [4]

2.3 Comparative Studies

Compare to the current ecommerce site, we can say that our medicine delivery service is a unique service which is not available in our country. We also offer our service 24 hours for the product delivery. And we deliver our medicine within a shortest possible time, in that case it will take not more than half an hour. We also offer problem-based medicine detection system, which is also a unique idea which is not allied before. [5]

2.4 Scope of Problems

The main problem of this type of Service is to ensure the security and payment. Service delivery within a very short time is also a big problem during the crisis or emergency time.. But in the software maintenance part, we need to update the Database with updated information of the service provider very easily. Confirming security and payment for the service provider at the service consumer's home or office is a big factor. But as the service

provider registered their information, we can keep details of service provider and ensure security from the service provider at least a level.[6]

2.5 Challenges

Obviously we faced many problems which were difficult to overcome. But problems are always meant to be solved. Few of the challenges we faced while developing this project such as data insecurity, privacy violation, false data entry etc. [7]

CHAPTER 3

Requirement Specification

3.1 Business Process Modeling

First of all we collect requirement from the user. General people are the target user of our system. We visit different office and company and try to collect user's requirements and expectations from the different small service providers. We also talk with the general people who are living little bit a remote area from where they could not confirm such service very easily.

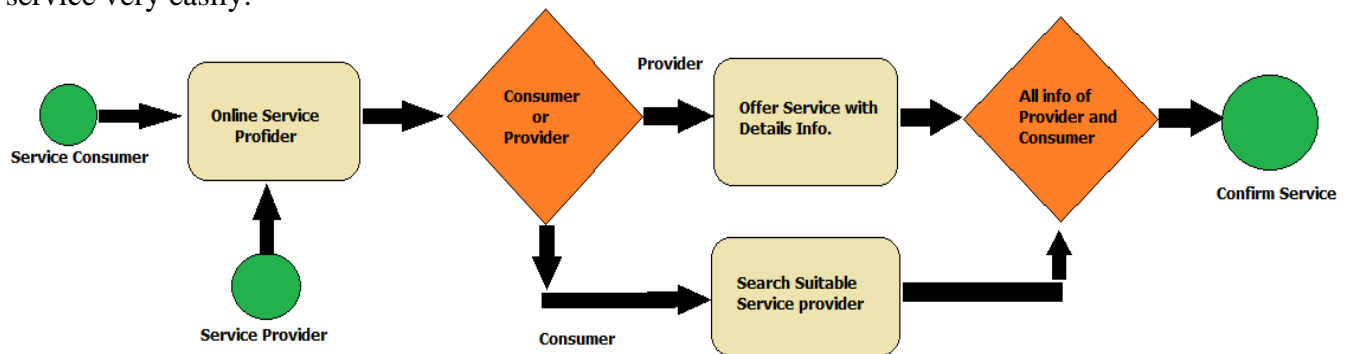


Figure 3.1.1: Business Process Model

3.2 Requirement Collection and Analysis

We try to accumulate all the requirements in a format so that we can identify the service provider and service consumer's requirements and our technical people can draw a design for the software.

Service Provider's Requirements:

- Service Provider can upload and represent their information
- Service Provider can upload and represent their offers
- Service Provider can upload and represent their preferred Time, Location
- Service Provider can upload and represent the Cost

Service Consumer's Requirements:

- Service Consumer can search/ find their necessary service provider easily
- Service Consumer expect the security
- Service Consumer expect the service will delivered quickly
- Service Consumer expect the service very cost effective

3.3 Use Case Modeling and Description

A use case diagram is a dynamic or behavior diagram in UML. Use cases are a set of Actions, Services, and functions that the system needs to perform. Identifying Actors and their Activity with graphical representation is the main goal of Use Case Design.

In our System there are two Actors:

1. Service Provider:
 - a. Electrician
 - b. Plumber
 - c. Maid Servant
 - d. Courier
 - e. Laundry
2. Service Consumer

And there are 5 Activity:

1. Electrical Prob. Solution
2. Repair Pipes
3. Confirm Bazar
4. Distribute Parcel
5. Wash Cloth

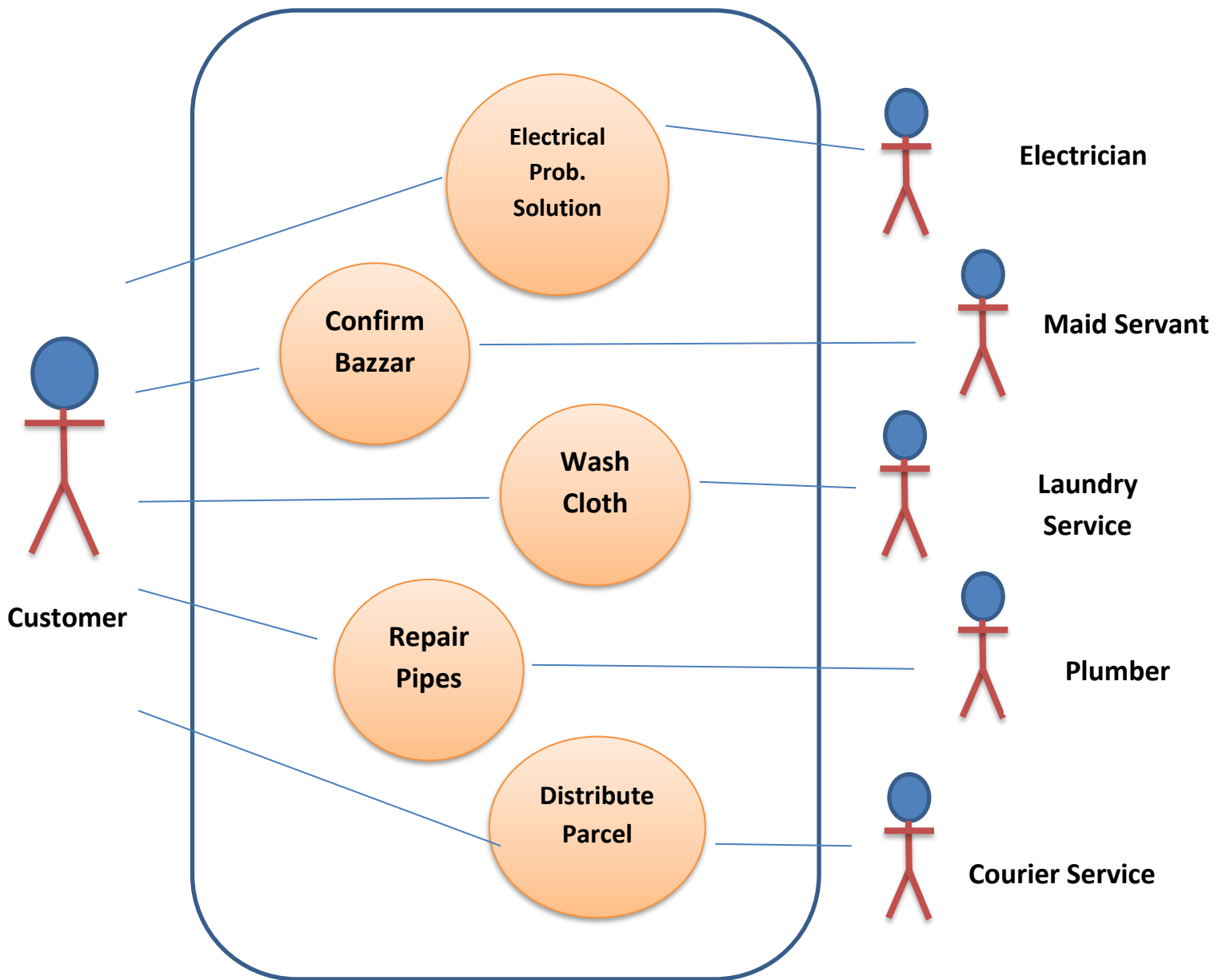


Figure 3.3.1: Use Case Diagram

3.4 Logical Data Model:

First of all the service provider keep his records and offers in to the system. Then the Service consumer can search or find their required service provider and communicate with them and contact over phone and finally confirm the deal. After confirming the job, the service consumer pay the bill.

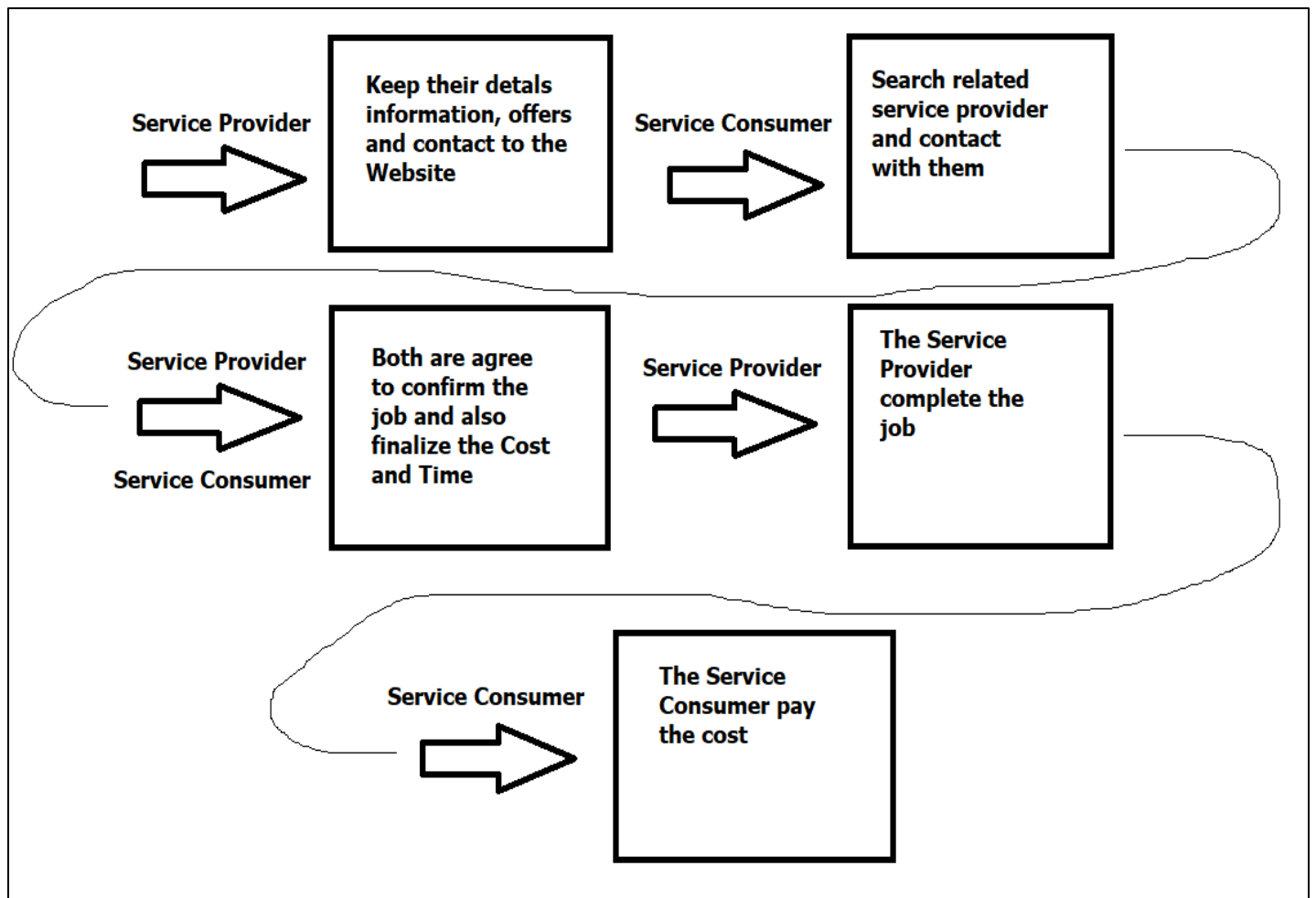


Figure 3.4.1: Logical Mode

3.5 Design Requirements:

Using our online Service Provider solution anyone can get following requirements:

1. Service Consumer can search Service Provider like:
 - Electrician
 - Plumber
 - Maid Servant
 - Courier
 - Laundry
2. Service Consumer can communicate with Service Provider
3. Service Provider can Log-in into the System
4. Service Provider can enter their detail information
5. Service Provider can change their Status

3.5.1 Service Consumer can search Service Provider

Service Consumer can search small service provider from our system. Anyone can do it without login to the system. Service consumer need to select the type of the service provider by click on the image of the service provider and enter the view page and click on the search button.

3.5.2 Service Consumer can communicate with Service Provider

Service consumer can get all the detail of service provider and can communicate with them and negotiate the cost of the service and finally confirm/ book the service provider.

3.5.3 Service Provider can Log-in into the System

All the Service Provider must have to confirm the sign-in into the system. By using their user id and password, they can login into the system and enter their detail information into the system.

3.5.4 Service Provider can enter their detail information

By using user id and password, a service provider can login into the system and enter their detail information into the system. They can also edit and update their information regularly. They also update their offers and cost. Contact details are also updated regularly.

3.5.5 Service Provider can change their Status

Service Provider can change their Status: Active or Inactive at any time. If the Service Provider inactive their status, so service consumer can get or find him at the view. Again if the service provider activated his profile, all the service consumer can find them from the search panel.

CHAPTER 4

Design Specification

4.1 Overview of Design and Development

We develop Online Service Provider System using Microsoft Platform. We use Microsoft .Net web Application, C# .Net and Microsoft SQL Server 2005. First of all we try to collect main requirement by consulting among us and some other students. Then try to create the Interfaces. Based on the requirements and Templates of Interfaces we create Database. Finally, we Design the UI and related methods and functions. After completing the development part, we do Testing and finally close the development part and keep it ready for use. In our Project, we use Waterfall Model.

4.2 Front-end Design

Normal people can get following home page while they enter our application. They can search or find any service provider from here.

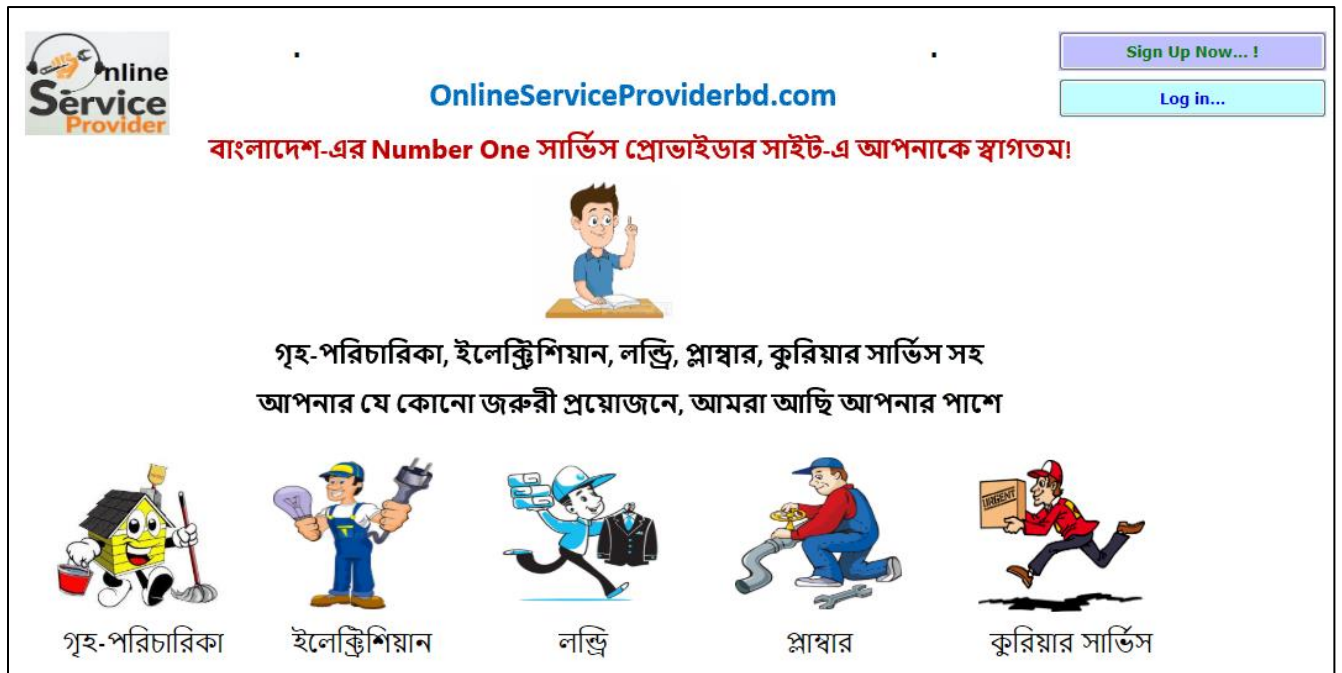


Figure 4.2.1: Home Page

But to be a service provider,
confirm the sign up.

he/she must

User Info

Full Name: AbdulKarim Phone: 0171767867

Address: 102, Shukrabad, Dhanmondi Dhaka

Email: abdul@karim.com University:

Education: Date of Birth: Thursday, September 17, 2020

Login Password: Password Again:

Save

Figure 4.2.2: Sign up Page

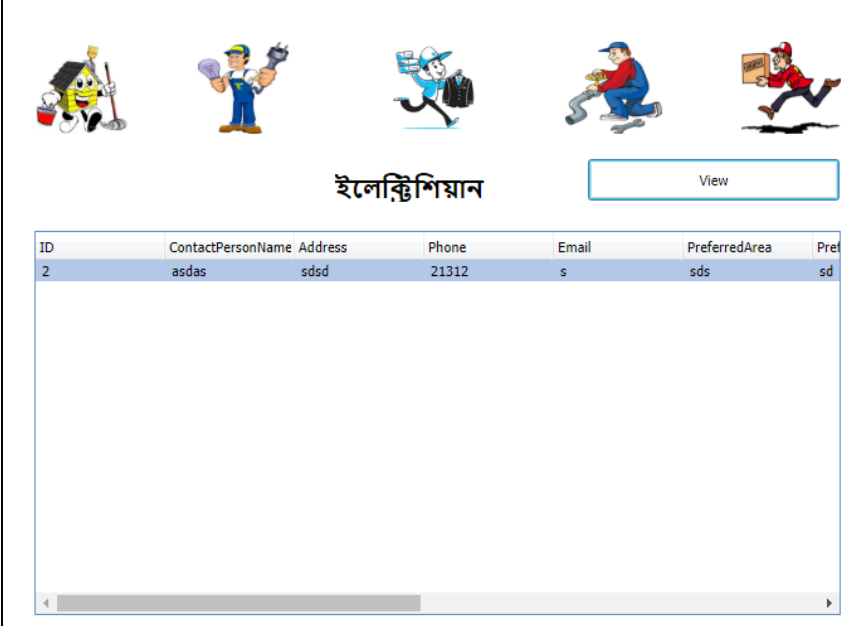
But without sign up, anyone can get detail of any service provider.

গৃহ-পরিচারিকা [View](#)

ID	ContactPersonName	Address	Phone	Email	PreferredArea
2	AbulMali	ihh	898	aa@aa.com	sdf
3	Alala	ghfghf	67686	as@as.com	ghgf

Figure 4.2.2: View Maid Servant

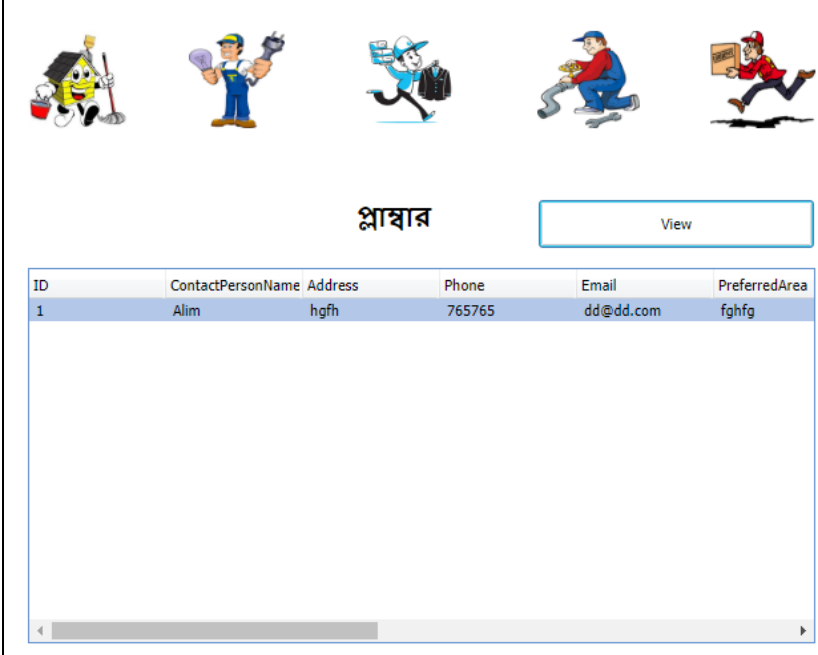
Without sign up, anyone can get Electrician's info:



ID	ContactPersonName	Address	Phone	Email	PreferredArea	Pref
2	asdas	sdsd	21312	s	sds	sd

Figure 4.2.3: View Electrician Info

Anyone can get Plumber's info:



ID	ContactPersonName	Address	Phone	Email	PreferredArea
1	Alim	hgfh	765765	dd@dd.com	fgfhg

Figure 4.2.4: View Plumber Info

Service consumer can also find details of Courier Service's Details as bellow:

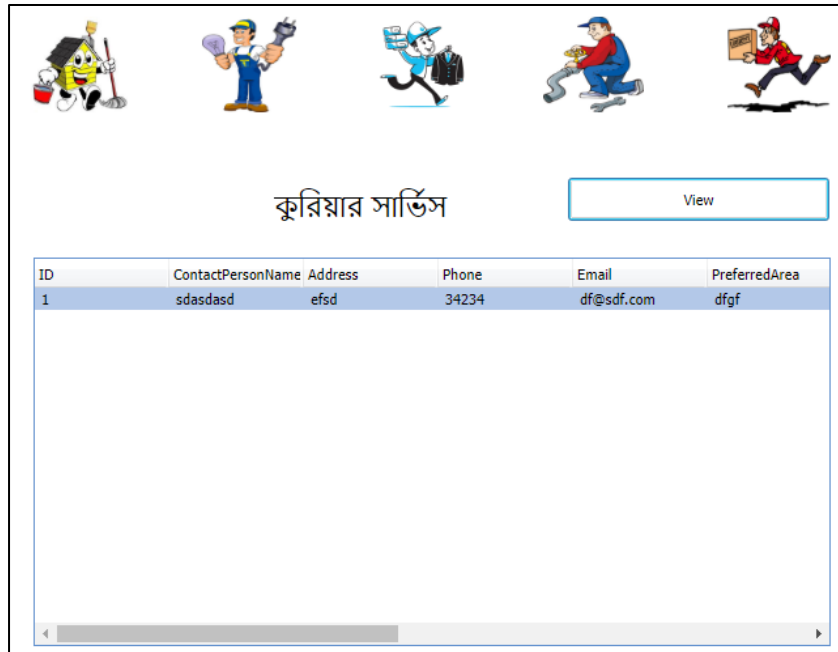


Figure 4.2.5: View Courier Info

We can get the detail of Laundry Service provider also as bellow:

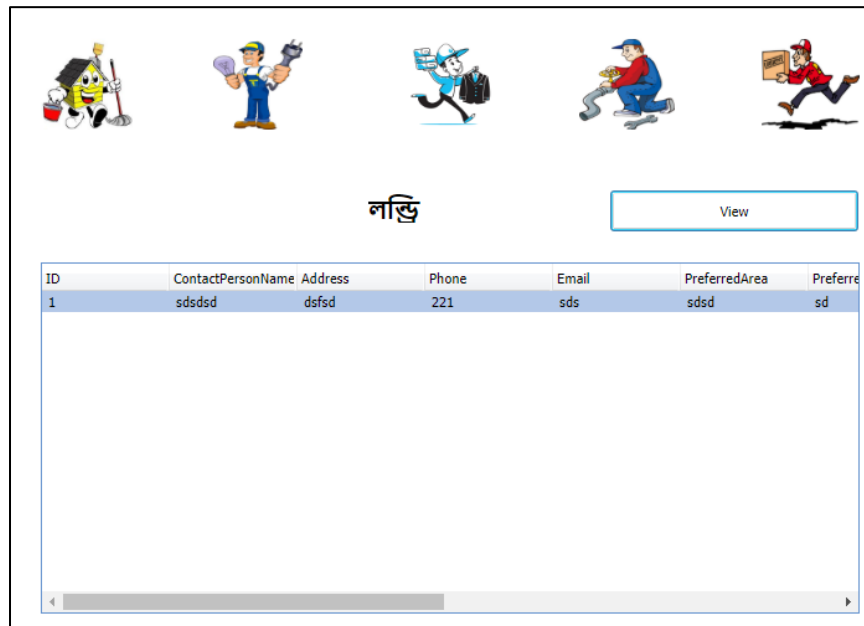


Figure 4.2.6: View Laundry Info

4.3 Back-end Design

In this system, we used database named OSP (Online Service Provider) which consists four following tables:

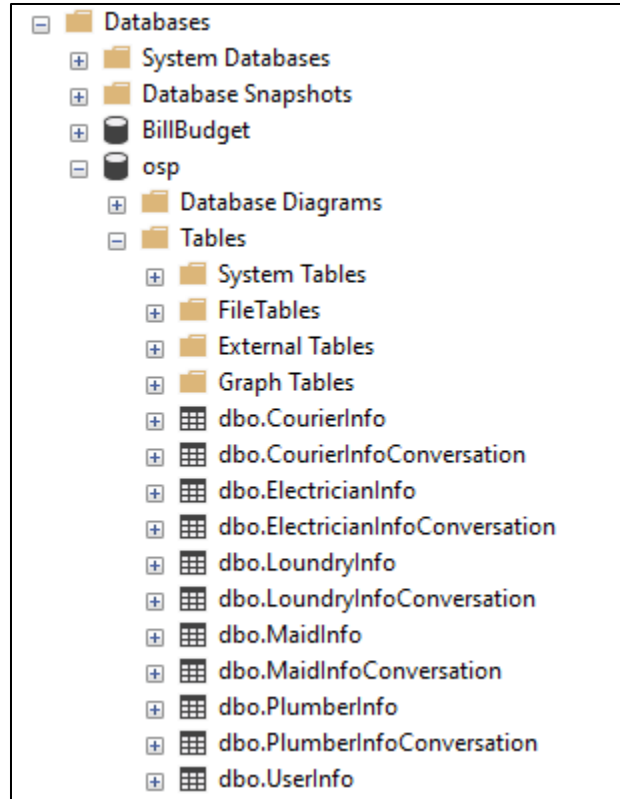
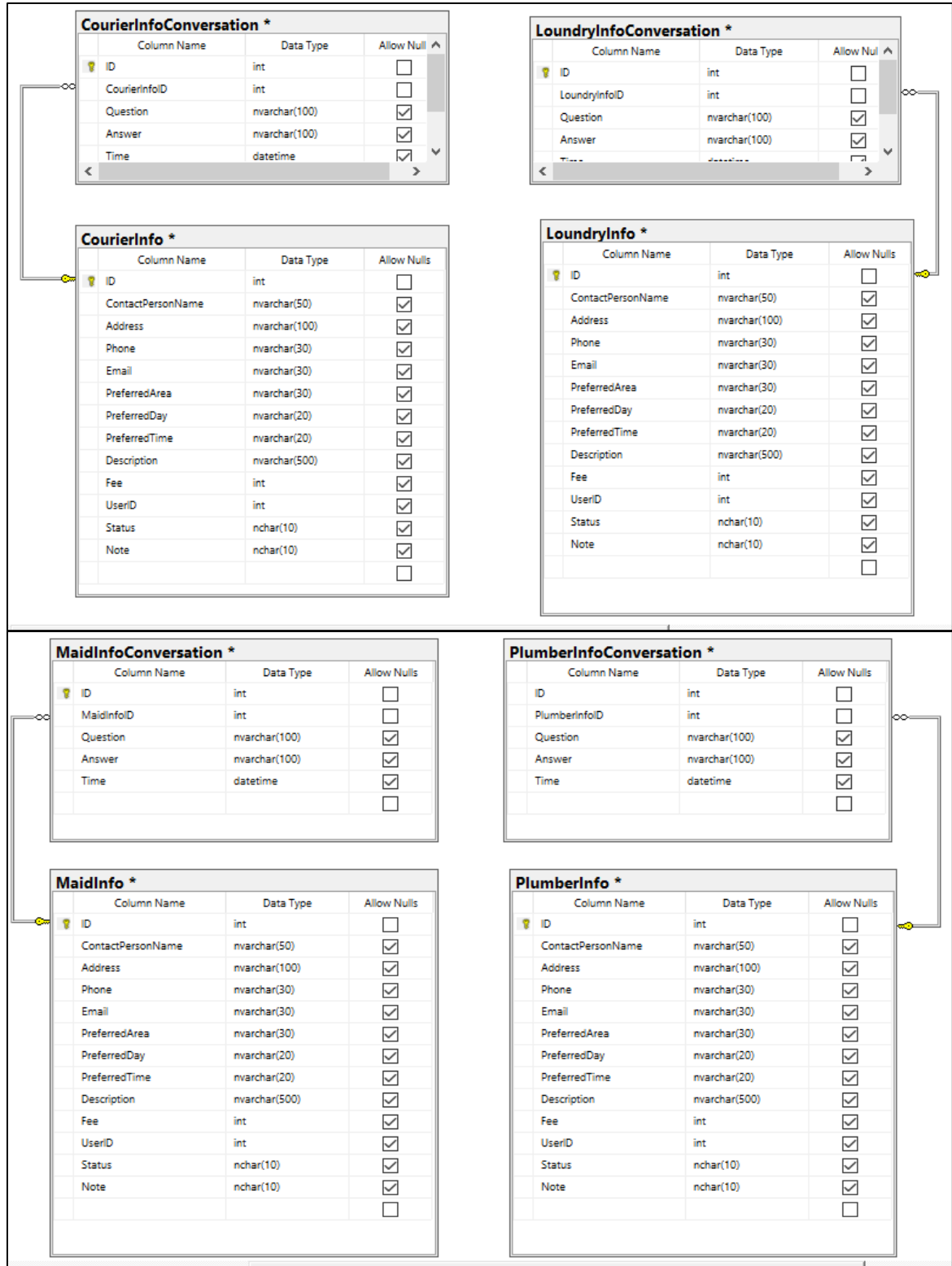


Figure 4.3.1: Database of osp

The table contains following columns with datatype and relation



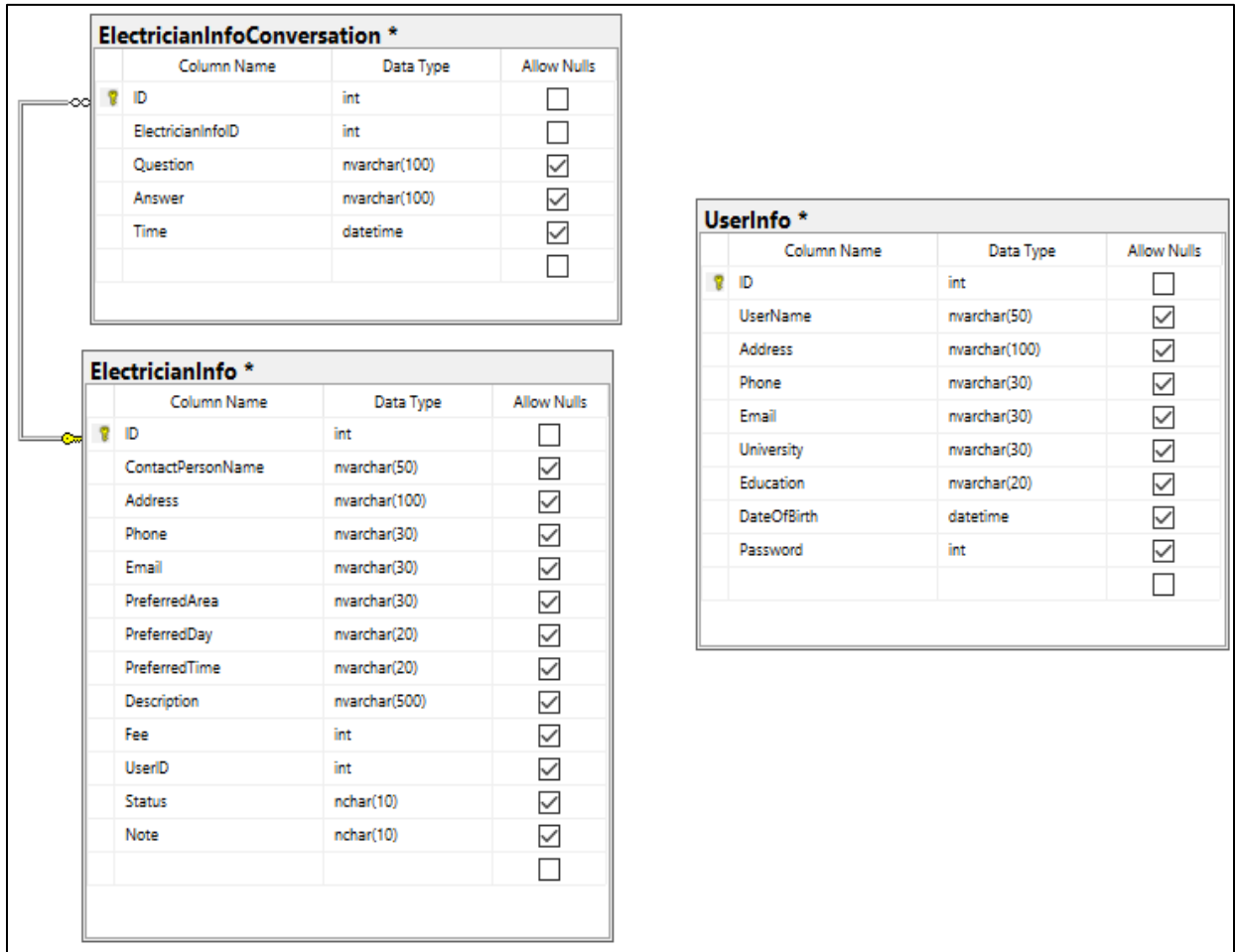


Figure 4.3.2: Database table

4.4 Interaction Design and UX

The Final result of ER-modeling is called the ER-Diagrams (ERD). [8]

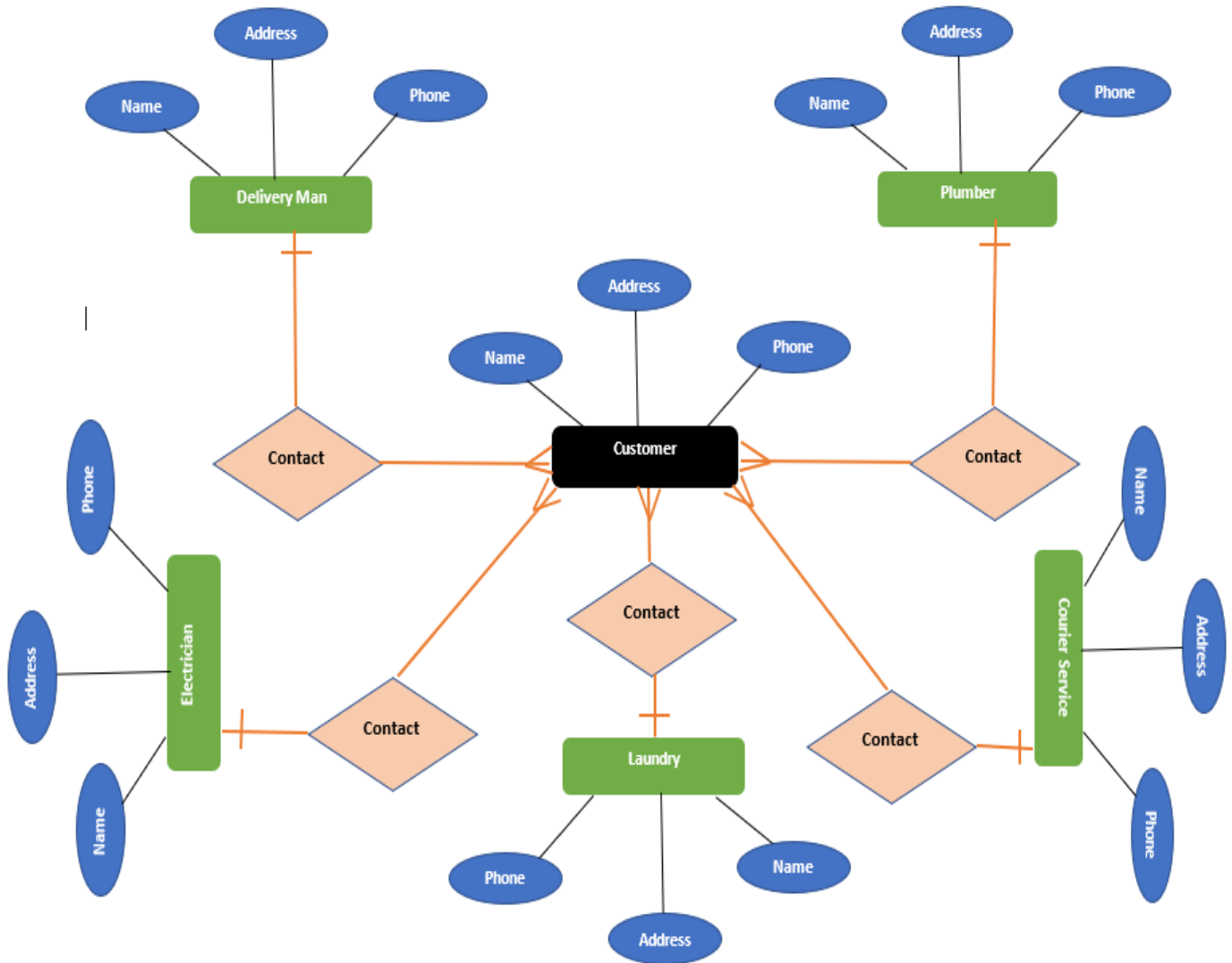


Figure 4.4.1: ER Diagram

4.5 Implementation Requirements

The different phases of our Development times are:

- Requirement Analysis
- Template Design
- Database Design
- UI Design
- Coding (Method and Function)
- Testing

CHAPTER 5

Implementation and Testing

5.1 Implementation of Database

We develop Automated Question Generator using Microsoft Platform. We use Microsoft .Net web Application, C# .Net and Microsoft SQL Server 2008. First of all we try to collect main requirement by consulting among us and some other students. Then try to create the Interfaces. Based on the requirements and Templates of Interfaces we create Database. Finally, we Design the UI and related methods and functions.

Here we can found the Data of User Information:

ID	UserName	Address	Phone	Email	University	Education	DateOfBirth	Password
1	Alam	Dhaka	0176576575	ww@ww.com			2020-01-01 00:00:00.000	123**
2	Rahman	Rajshahi	01765757576	aa@aa.com			2020-09-05 00:00:00.000	123**
3	AbdulKarim	102, Shukrabad, Dhanmondi Dhaka	0171767867	abdul@karim.c...			2020-09-17 00:00:00.000	123**
4	Jamal	Dhaka	0176576575	ww@ww.com			2020-01-01 00:00:00.000	123**
5	RahmanAli	Rajshahi	01765757576	aa@aa.com			2020-09-05 00:00:00.000	123**
6	AbdulKarim	102, Shukrabad, Dhanmondi Dhaka	0171767867	abdul@karim.c...			2020-09-17 00:00:00.000	123**
7	Jam	Dhaka	0176576575	ww@ww.com			2020-01-01 00:00:00.000	123**
8	Kami	Rajshahi	01765757576	aa@aa.com			2020-09-05 00:00:00.000	123**
9	Salam	102, Shukrabad, Dhanmondi Dhaka	0171767867	abdul@karim.c...			2020-09-17 00:00:00.000	123**
10	Test	Dhaka	0176576575	ww@ww.com			2020-01-01 00:00:00.000	123**
11	Abul	Rajshahi	01765757576	aa@aa.com			2020-09-05 00:00:00.000	123**
12	Dhaly	102, Shukrabad, Dhanmondi Dhaka	0171767867	abdul@karim.c...			2020-09-17 00:00:00.000	123**
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

Figure 5.1.1: Data in Database: User Table

Here we can find that the Table contains name **Electrician information** with Data:

ID	ContactPersonN...	Address	Phone	Email	PreferredArea	PreferredDay	PreferredTime	Description	Fee	UserID	Status	Note
1	ALIAK	Dhanmondi	01715676575	aa@aa.com	Dhanmondi	Saturday	10 AM	dsd	100	1	Active	Per Hour
2	Rofiq	Mirpur	01715676575	s	Mirpur	Sunday	10 AM	sdsd	150	2	Active	Per Hour
3	Jamal	Mirpur	01715676575	aa@aa.com	Mirpur	Monday	10 AM	dsd	200	1	Active	Per Hour
4	Kamal	Jigatola	01715676575	s	Jigatola	Wednesday	10 AM	sdsd	100	2	Active	Per Hour
5	ALIAK	Banani	01715676575	aa@aa.com	Banani	Friday	10 AM	dsd	120	1	Active	Per Hour
6	Dhuly	Gulshan	01715676575	s	Gulshan	Sunday	10 AM	sdsd	110	2	Active	Per Hour
7	Ashiq	Asadgate	01715676575	aa@aa.com	Asadgate	Sunday	10 AM	dsd	75	1	Active	Per Hour
8	Tabla	Sukrabad	01715676575	s	Sukrabad	Sunday	10 AM	sdsd	100	2	Active	Per Hour
NU...	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

Figure 5.1.2: Data in Database: Electrician Info Table

Here we can find that the Table contains name **Laundry information** with Data:

ID	ContactPerson...	Address	Phone	Email	PreferredArea	PreferredDay	PreferredTime	Description	Fee	UserID	Status	Note
1	Ajjj	dsfsd	221	aa@aa.com	sdsd	sd	sdfs	sdfs	212	2	Active	Per Hour
2	Pasha	Dhanmondi	01715676575	bb@aa.com	Dhanmondi	Saturday	10 AM	dsd	100	1	Active	Per Hour
3	Rofiq	Mirpur	01753446575	cc@aa.com	Mirpur	Sunday	10 AM	sdsd	150	2	Active	Per Hour
4	Jamal	Mirpur	01745456575	dd@aa.com	Mirpur	Monday	10 AM	dsd	200	1	Active	Per Hour
5	Kamal	Jigatola	01715676575	ee@aa.com	Jigatola	Wednesday	10 AM	sdsd	100	2	Active	Per Hour
6	Thakur	Banani	01776676575	ff@aa.com	Banani	Friday	10 AM	dsd	120	1	Active	Per Hour
7	Dhuly	Gulshan	01715676575	cc@aa.com	Gulshan	Sunday	10 AM	sdsd	110	2	Active	Per Hour
8	Ashiq	Asadgate	01715676575	dd@aa.com	Asadgate	Sunday	10 AM	dsd	75	1	Active	Per Hour
9	Tabla	Sukrabad	01715676575	aa@aa.com	Sukrabad	Sunday	10 AM	sdsd	100	2	Active	Per Hour
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

Figure 5.1.3: Data in Database: Laundry Table

Here we can find that the Table contains name **Courier information** with Data:

ID	ContactPersonN...	Address	Phone	Email	PreferredArea	PreferredDay	PreferredTime	Description	Fee	UserID	Status	Note
1	ALIAK	Dhanmondi	01715676575	aa@aa.com	Dhanmondi	Saturday	10 AM	dsd	100	1	Active	Per Hour
2	Rofiq	Mirpur	01715676575	s	Mirpur	Sunday	10 AM	sdsd	150	2	Active	Per Hour
3	Jamal	Mirpur	01715676575	aa@aa.com	Mirpur	Monday	10 AM	dsd	200	1	Active	Per Hour
4	Kamal	Jigatola	01715676575	s	Jigatola	Wednesday	10 AM	sdsd	100	2	Active	Per Hour
5	ALIAK	Banani	01715676575	aa@aa.com	Banani	Friday	10 AM	dsd	120	1	Active	Per Hour
6	Dhuly	Gulshan	01715676575	s	Gulshan	Sunday	10 AM	sdsd	110	2	Active	Per Hour
7	Ashiq	Asadgate	01715676575	aa@aa.com	Asadgate	Sunday	10 AM	dsd	75	1	Active	Per Hour
8	Tabla	Sukrabad	01715676575	s	Sukrabad	Sunday	10 AM	sdsd	100	2	Active	Per Hour
NU...	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

Figure 5.1.4: Data in Database: Courier Table

Here we can find that the Table contains name **Plumber information** with Data:

ID	ContactPersonN...	Address	Phone	Email	PreferredArea	PreferredDay	PreferredTime	Description	Fee	UserID	Status	Note
1	ALIAK	Dhanmondi	01715676575	aa@aa.com	Dhanmondi	Saturday	10 AM	dsd	100	1	Active	Per Hour
2	Rofiq	Mirpur	01715676575	s	Mirpur	Sunday	10 AM	sdsd	150	2	Active	Per Hour
3	Jamal	Mirpur	01715676575	aa@aa.com	Mirpur	Monday	10 AM	dsd	200	1	Active	Per Hour
4	Kamal	Jigatola	01715676575	s	Jigatola	Wednesday	10 AM	sdsd	100	2	Active	Per Hour
5	ALIAK	Banani	01715676575	aa@aa.com	Banani	Friday	10 AM	dsd	120	1	Active	Per Hour
6	Dhuly	Gulshan	01715676575	s	Gulshan	Sunday	10 AM	sdsd	110	2	Active	Per Hour
7	Ashiq	Asadgate	01715676575	aa@aa.com	Asadgate	Sunday	10 AM	dsd	75	1	Active	Per Hour
8	Tabla	Sukrabad	01715676575	s	Sukrabad	Sunday	10 AM	sdsd	100	2	Active	Per Hour
NU...	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

Figure 5.1.5: Data in Database: Plumber Info Table

Here we can find that the Table contains name **Maid Servant information** with Data:

ID	ContactPerson...	Address	Phone	Email	PreferredArea	PreferredDay	PreferredTime	Description	Fee	UserID	Status	Note
1	Ajj	dsfsd	221	aa@aa.com	sdsd	sd	sdfs	sdfs	212	2	Active	Per Hour
2	Pasha	Dhanmondi	01715676575	bb@aa.com	Dhanmondi	Saturday	10 AM	dsd	100	1	Active	Per Hour
3	Rofiq	Mirpur	01753446575	cc@aa.com	Mirpur	Sunday	10 AM	sdsd	150	2	Active	Per Hour
4	Jamal	Mirpur	01745456575	dd@aa.com	Mirpur	Monday	10 AM	dsd	200	1	Active	Per Hour
5	Kamal	Jigatola	01715676575	ee@aa.com	Jigatola	Wednesday	10 AM	sdsd	100	2	Active	Per Hour
6	Thakur	Banani	01776676575	ff@aa.com	Banani	Friday	10 AM	dsd	120	1	Active	Per Hour
7	Dhuly	Gulshan	01715676575	cc@aa.com	Gulshan	Sunday	10 AM	sdsd	110	2	Active	Per Hour
8	Ashiq	Asadgate	01715676575	dd@aa.com	Asadgate	Sunday	10 AM	dsd	75	1	Active	Per Hour
9	Tabla	Sukrabad	01715676575	aa@aa.com	Sukrabad	Sunday	10 AM	sdsd	100	2	Active	Per Hour
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

Figure 5.1.6: Data in Database: Maid Servant Table

5.2 Implementation of Front-end Design

Here we try to describe the total system that we develop:

1. Service Provider Sign Up
2. General User Access
3. Service Consumer can search Service Provider like:
 - o Electrician
 - o Plumber
 - o Maid Servant
 - o Courier
 - o Laundry
4. Service Consumer can communicate with Service Provider
5. Service Provider can Log-in into the System
6. Service Provider can enter their detail information
7. Service Provider can change their Status

5.2.1 Connection with the Database

We use “Sql Connection” to connect with Database named “Questions”.

To connect with Database, the system need to know following things:

Server Name (Name of the Server PC) = ‘ DESKTOP-LTPE1RM’

Database Name: Name of the Database= “osp”

User of the Database= “sa”

Password of the Database User sa= “123”

5.2.2 Admin Login

Only the Admin user can Login with full access of the system. We check the User ID and Password of the user before entering the system.



Figure 5.2.1: Login Screen

5.2.3 Home Page

Service Provider user can view Home page as bellow:

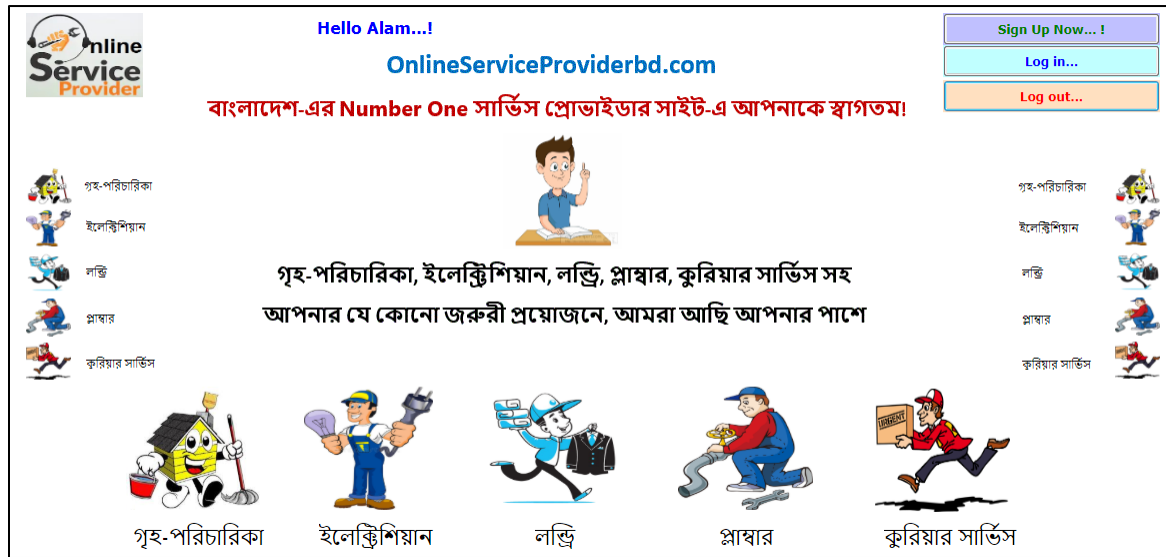


Figure 5.2.2: Home (Service Provider)

But Normal User can get the following Home page

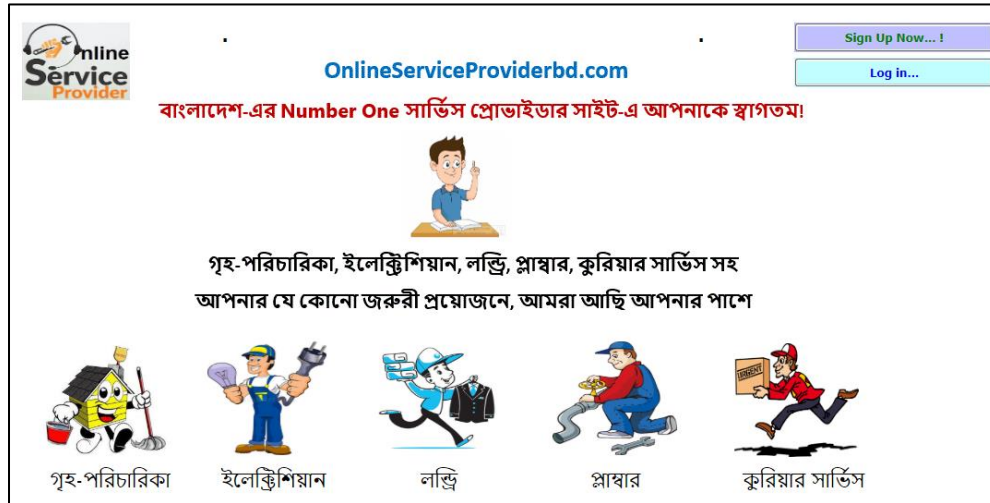


Figure 5.2.3: Home (User)

But to be a service provider, he/she must confirm the sign up.

User Info

Full Name: AbdulKarim Phone: 0171767867

Address: 102, Shukrabad, Dhanmondi Dhaka

Email: abdul@karim.com University:

Education: Date of Birth: Thursday, September 17, 2020

Login Password: *** Password Again: ***

Save

Figure 5.2.4: Sign up Page

But without sign up, anyone can get detail of any service provider.

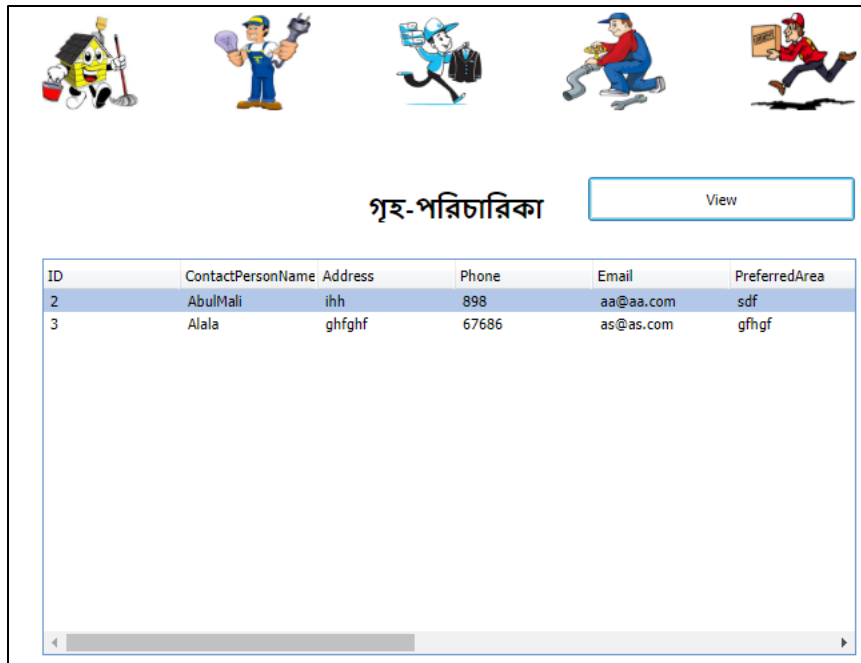


Figure 5.2.5: View Maid Servant

Without sign up, anyone can get Electrician's info:

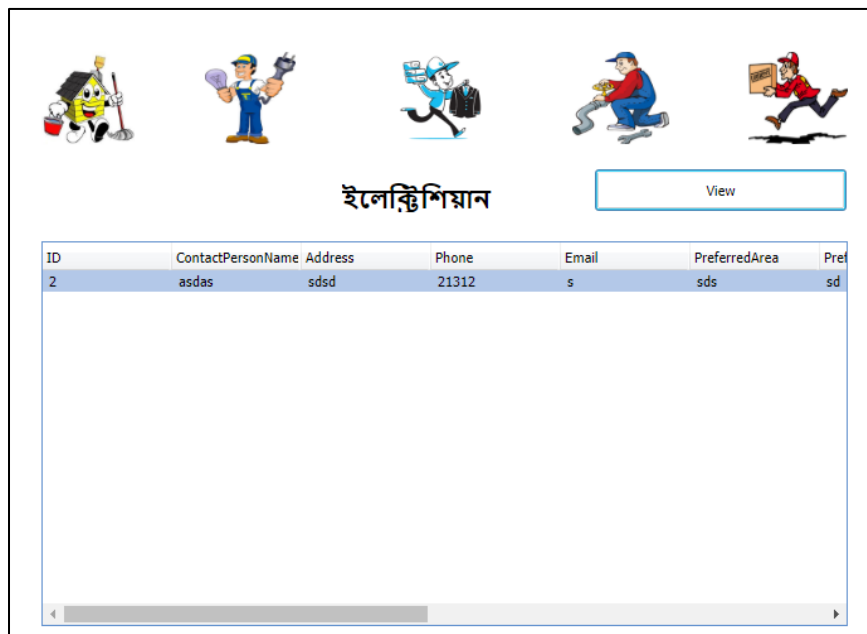


Figure 5.2.6: View Electrician Servant

Anyone can get Plumber's info:

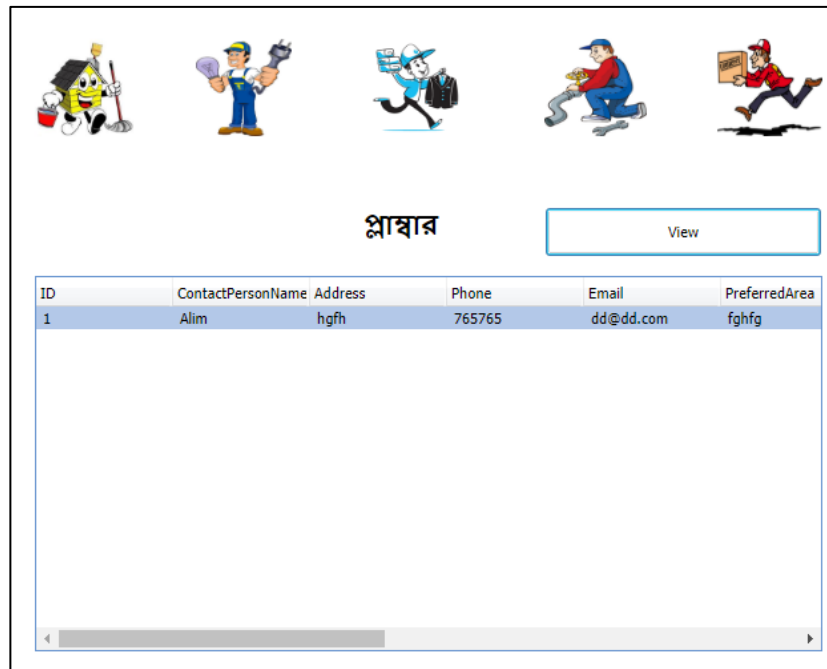


Figure 5.2.7: View Plumber Servant

Service consumer can also find details of Courier Service's Details as below:

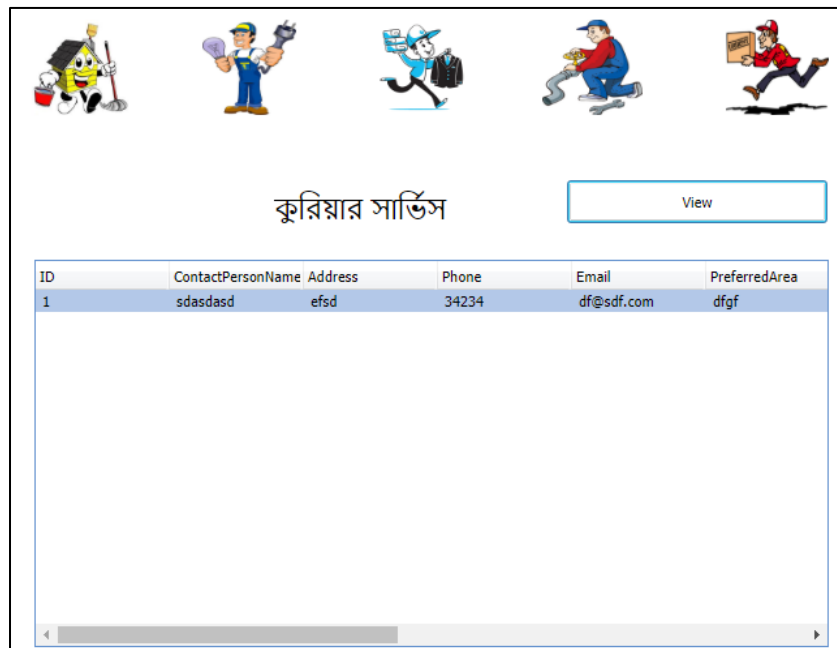


Figure 5.2.8: View Courier Servant

We can get the detail of Laundry Service provider also as bellow:

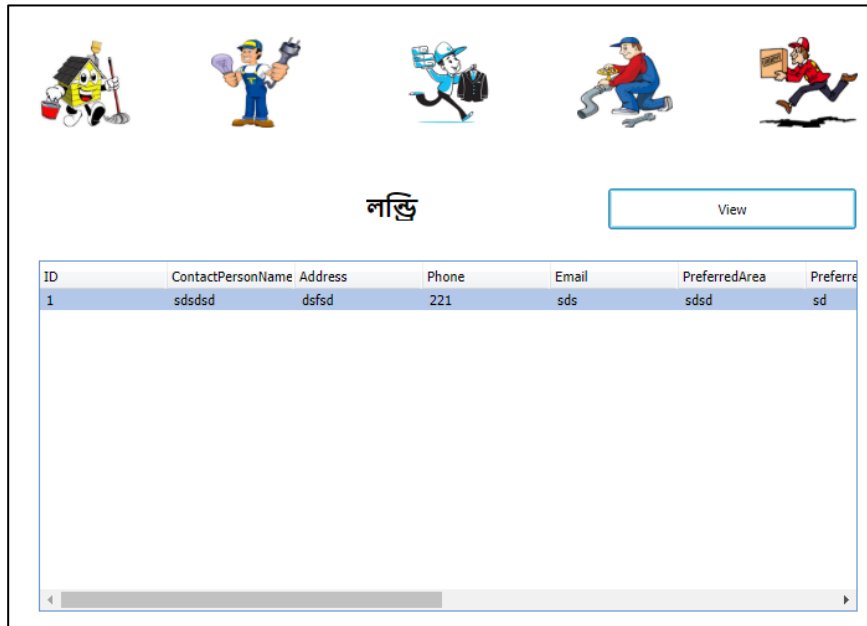


Figure 5.2.9: View Laundry Servant

After Login we can get following home page and can add related information as bellow:



Figure 5.2.10: Home (Service Provider)

We can add maid servant info as bellow:

Add Maid Info

Contact Person: Addullah Phone: 017657575
Address: Dhaka Email: ss@ss.com
Preferred Area: Dhanmondi Preferred Day: Saturday, Sunday, Monday
Preferred Time: 10 AM to 4 PM Fee: 100/ Hour
Note: Rate is Per Hours Basis Status: Active

View

Save Update Delete

Figure 5.2.11: Add Servant Info

Here is the all info of Maid Servant, we can edit or delete info from here also

Add Maid Info

Contact Person: Phone:
Address: Email:
Preferred Area: Preferred Day:
Preferred Time: Fee:
Note: Status:

View

ID	ContactPersonName	Address	Phone	Email	PreferredArea
2	AbulMali	ihh	898	aa@aa.com	sdf

Save Update Delete

Figure 5.2.12: Update, Delete Servant Info

We can Add Electrician Info and Bellow:

Add Electrician Info

Contact Person: Phone:

Address: Email:

Preferred Area: Preferred Day:

Preferred Time: Fee:

Note: Status:

Figure 5.2.13: Add Electrician Info

View of all Electrician, we can edit or delete info from here also:

Add Electrician Info

Contact Person: Phone:

Address: Email:

Preferred Area: Preferred Day:

Preferred Time: Fee:

Note: Status:

ID	ContactPersonName	Address	Phone	Email	PreferredArea
1	ALIAK	Dhanmondi	01715676575	aa@aa.com	Dhanmondi
3	Jamal	Mirpur	01715676575	aa@aa.com	Mirpur
5	ALIAK	Banani	01715676575	aa@aa.com	Banani
7	Ashiq	Asadgate	01715676575	aa@aa.com	Asadgate
10	Emran	Banani	01767786786	as@as.com	Banani

Figure 5.2.14: Update, Delete Info

We can Add Laundry Info and Bellow:

Add Tuition Info

Contact Person: Phone:

Address: Email:

Preferred Area: Preferred Day:

Preferred Time: Fee:

Note: Status:

Figure 5.2.15: Add Laundry Info

We can Edit or Update it also as bellow:

Add Tuition Info

Contact Person: Phone:

Address: Email:

Preferred Area: Preferred Day:

Preferred Time: Fee:

Note: Status:

ID	ContactPersonName	Address	Phone	Email	PreferredArea
2	Pasha	Dhanmondi	01715676575	bb@aa.com	Dhanmondi
4	Jamal	Mirpur	01745456575	dd@aa.com	Mirpur
6	Thakur	Banani	01776676575	ff@aa.com	Banani
8	Ashiq	Asadgate	01715676575	dd@aa.com	Asadgate
10	Nasir	Gulshan	0187657656	as@as.com	Gulshan

Figure 5.2.16: Update Laundry Info

We can Add Plumber info as bellow:

Add Plumber Info

Contact Person: Faruq Phone: 0154645764
Address: Motijhil Email: aa@aa.com
Preferred Area: Motijhil Preferred Day: Sunday
Preferred Time: 10 AM Fee: 200
Note: Status: Active

View

Save Update Delete

Figure 5.2.17: Add Plumber Info

We can also Edit and Delete info also:

Add Plumber Info

Contact Person: Phone: Active
Address: Email: Preferred Day: Fee: Status: Active
Preferred Area: Preferred Day: Fee: Status: Active
Preferred Time: Note: Status: Active

View

Save Update Delete

ID	ContactPersonName	Email	PreferredArea
1	Alim	d@dd.com	fgfhg
2	Faruq	a@aa.com	Motijhil

Saved Successfully...!
Ok

Figure 5.2.19: Update Plumber Info

We can add Courier Service also

Add Courier Info

Contact Person: Kashem Phone: 017675
Address: Dhaka Email: aaaaa@aa.com
Preferred Area: Dhaka Preferred Day: Friday
Preferred Time: 10 PM Fee: 200
Note: Status: Active

View

Save Update Delete

Figure 5.2.20: Add Courier Info

We can Edit the info and also delete the info as after save

Add Courier Info

Contact Person: Phone:
Address: Email:
Preferred Area: Preferred Day:
Preferred Time: Fee:
Note: Status: Active

View

ID	ContactPersonName	mail	PreferredArea
1	sdasdasd	f@sdf.com	dfgf
2	Kashem	aaaaa@aa.com	Dhaka

Save Update Delete

Saved Successfully...!
Ok

Figure 5.2.21: Update Courier Info

5.3 Implementation of Interactions:

We implement all interactions like finding appropriate Service Provider, communicate with them over phone or email, can identify the preferred area, preferred time, and cost of the service provider. Considering all above info, a service consumer can choose appropriate service provider and confirm the job.

5.4 Testing Implementation

We test our solution accordingly. First of all, we create some Test case before developing the system. Followings are some samples of Test Cases:

Test Case 1: Suitable Service Provider Search

In our system, a service consumer can search following service provider:

- Electrician
- Plumber
- Maid Servant
- Courier
- Laundry

We can check it by just visiting/ without login to the system.

Test Case 2: Match Preferred Location, Preferred Time and Cost

Consumer can match Preferred Location, Preferred Time and Cost of the service provider. Service Provider can Add it into their profile and also can edit it. And Service consumer can check it.

Test Case 3: Communicate over Phone or Email with the Service Provider

For communication purpose, service provider must include the phone and email. Service consumer can communicate through this.

Test Case 4: Change the Status of Active & Inactive

Service Provider can Change his status: Active or Inactive. If it is Active, only then the Service consumer can get his/her info.

5.5 Test Results and Reports

After developing the system, we found all Test Cases are passed successfully.

- Test case 1: Passed Successfully
- Test case 2: Passed Successfully
- Test case 3: Passed Successfully
- Test case 4: Passed Successfully

CHAPTER 6

Impact on Society, Environment and Sustainability

6.1 Impact on Society

We expect, our solution will create a good impact on the society. Now a days all the society are passing a tough time due to covid-19 pandemic. And it is very difficult to confirm Small Service at home. We hope, our propose solution will confirm a good impact to the society by ensuring such services effortlessly.

6.2 Impact on Environment

We also expect, our solution has a good impact on the environment also. As our service is offered through online, the service provider need not to open a Shop or Office for their service, which reduce the cost and also confirm a good impact on the environment also.

6.3 Ethical Aspects

Our Service is 100% free of cost and to help the general people is the main moto of our solution. Moreover, our Solution keep the records of all service providers and also planning to keep all record of service consumers and all the confirmed services in our next release. It will confirm the Security of all Parties.

6.4 Sustainability Plan

As our service is 100% free, we expect some donation from the government or top business parties to run the daily cost to confirm the service smoothly.

CHAPTER 7

Conclusion and Future Scope

7.1 Discussion and Conclusion

Actually, we have a goal to develop a Small Service Provider's Database with detail necessary information so that a Service Consumer can get necessary service at any time through website. Our main goal is to reduce the pain of finding small service provider during the lock-down and emergency and we hope, our system will do it properly.

7.2 Limitations

There is some limitation of our system also which are as bellow:

1. Not preserve service consumer's information at database
2. Not have messenger for commination

7.3 Scope for Further Developments

We will incorporate following things in future:

1. Will confirm/ preserve the Service Consumer's information
2. We also introduce emergency Order System also for critical situation.

7.4 Conclusion

In conclusion, we can say, our motive is to introduce a cost effective and user-friendly small service provider system with general people's satisfaction. The features, that we already introduced here is almost ensure it and we believe, we can do it successfully. But we also identify some limitation and also hope we can overcome it in near future.

Reference:

[1] Journal of Internet Services and Applications, available at << <https://jisajournal.springeropen.com>>> last accessed on 06-06-2020 at 12:00 PM.

[2] The effects of online service quality of e-commerce Websites on user satisfaction, available at <<https://www.researchgate.net/publication/277967995_The_effects_of_online_service_quality_of_e-commerce_Websites_on_user_satisfaction>> last accessed on 01-07-2020 at 12:00 AM

[3] Journal of Services Marketing, available at << <https://www.emerald.com/insight/publication/issn/0887-6045>>> last accessed on 01-07-2020 at 12:00 AM

[4] Journal of Service Management, available at<<<https://www.emerald.com/insight/publication/issn/1757-5818>>> last accessed on 01-08-2020 at 12:00 AM

[5] SAGE Journals, available at << <https://journals.sagepub.com/home/jsr> >> last accessed on 04-03-2020 at 12:00 AM

[6] Publication Support Services, available at << <https://www.enago.com/publication-support-services/>>> last accessed on 01-04-2020 at 12:00 AM

[7] JOURNAL BINET, available at <<https://www.journalbinet.com/>> last accessed on 07-07-2020 at 12:00 AM

Plagiarism Report:

10/6/2020 Turnitin

[Document Viewer](#)

Turnitin Originality Report

Processed on: 06-Oct-2020 14:21 +06
ID: 1406854263
Word Count: 3214
Submitted: 1

Online Service Provider By Md.
Rashadul Islam

Similarity Index	Similarity by Source	
17%	Internet Sources:	5%
	Publications:	1%
	Student Papers:	14%