

**SERVICE PICKER: A WEB APPLICATION BASED ONLINE SERVICE
SOLUTION**

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

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APPROVAL

This Project titled “**Service Picker: A web application based online service solution**”, submitted by **Md. Hasibul Hossen, Md. Shariful Islam and Zahid Hasan Siam** 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 **April**.

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DECLARATION

We hereby declare that, this project has been done by us under the supervision of **MS. Tania Khatun, Senior 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.

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ABSTRACT

Every country in the world is at the top of modernity where online services play a special role. Bangladesh is no exception. In this country, various activities are done through online services. Our project (Service picker) can bring a new dimension. Service Picker is an online service solution that will deliver services to your doorstep. Our project is a web-based platform that allows skilled and experienced professional workers to connect with users looking for a specific service. This web application is for simplifies our regular problems which we suffer in daily life. Everybody knows how hard to find service workers outside in a local area and we are always annoyed with unknown pricing for service work and service products. Here, the proposed project is for customers who need to be trusted, professional servicing workers for their home or office or industry problems, a systematic reliable servicing system, and easy to book online from home. This platform will help customers to book reliable home services like appliance repair, painting, plumbing, carpentry, cleaning, therapy, etc. This platform is also for educated, skilled, and trained service workers for better-organized ways to do their job. This platform can be a full-time or part-time job sector for professional workers. Our vision is to empower service professionals across our country to deliver services at home.

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CHAPTER 01

INTRODUCTION

1.1 Introduction: Where there is internet in everyone's hands there must be door-to-door service. The process of action cannot be left behind when the world is moving forward at its own pace. Although Bangladesh is lagging, there is a lot of improvement in online services today. Online Service Solution Service Picker has come up with an online web application that has never been done before in Bangladesh. Which will not only solve the problem of unemployment in Bangladesh but will also solve the daily problems at home.

Where a smart device can easily solve all its problems through online service picker can be one of the most effective applications. You can get service of various problems from any electronics problem right at home. Service Picker is one of the most trusted platforms.

Skilled at work but unemployment will end this day at the touch of service pickers. Skilled workers will get a proper evaluation of work and users will get proper and dedicated service.

1.2 Motivation: In keeping pace with advanced technology, Bangladesh is stuck in a low position where most of the countries of the world are developed. If the problem of low-quality work and unemployment can be eliminated, the roads of developed countries can be paved.

- On a regular life basis repairing and servicing workers finding is a problem in our country and also to get efficient worker is difficult.

- In any pandemic situation, a home service system is the only best way to get relief.
- To make an ideal platform for the skillful unemployed workers.
- By using this application will help to get rid of the monopoly business of the local area.

1.3 Objectives:

- To provide services in counties bad situation like pandemic with safety
- To provide home services as soon as possible at the doorstep.
- To gather skilled, well-educated, and professional workers across the country.
- To make a full-time or part-time job place for workers.
- To provide and sell repair equipment or goods with a warranty policy.

1.4 Expected Outcomes:

- To create a trusted platform that can provide services with safety
- The professionals will be able to find jobs according to their arts and craft and make contact directly by the application.
- With this application, customers will get reliable services at an affordable price.

CHAPTER 02

DIAGRAMS

2.1 DFD 0 Level:

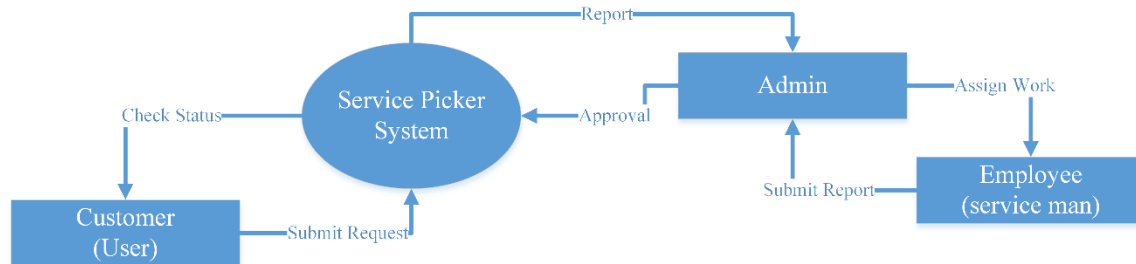


Figure 1: Data Flow Diagram Level 0.

2.2 DFD 1 Level:

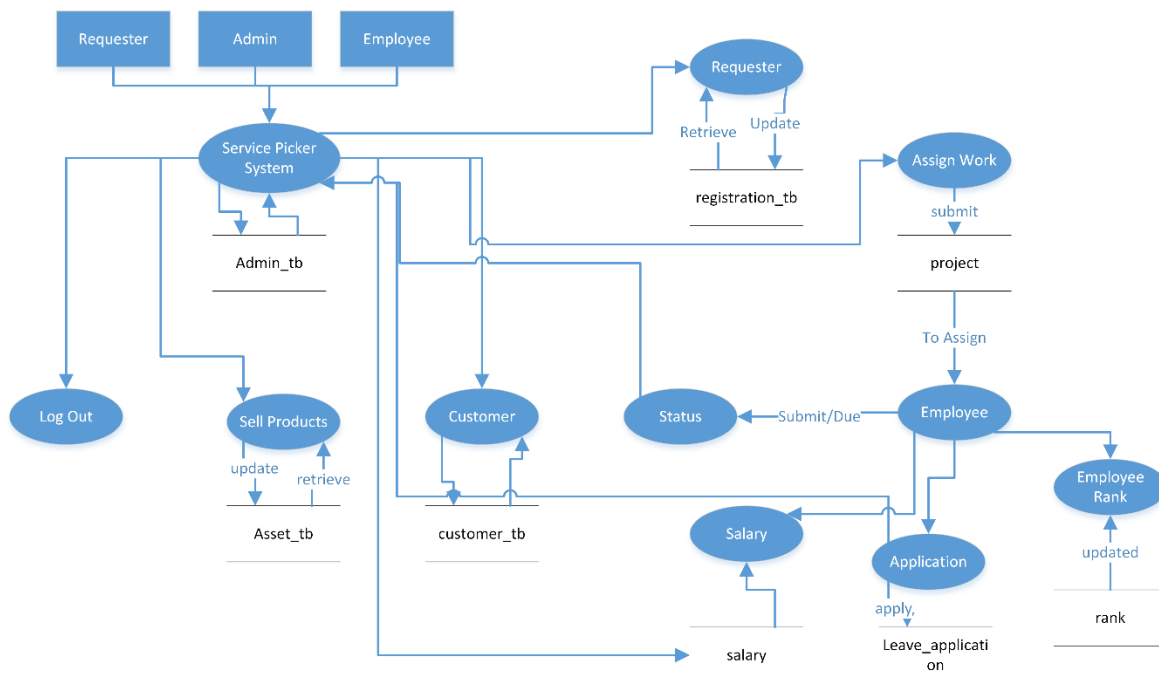


Figure 2: Data Flow Diagram Level 1.

2.3 ER Diagram:

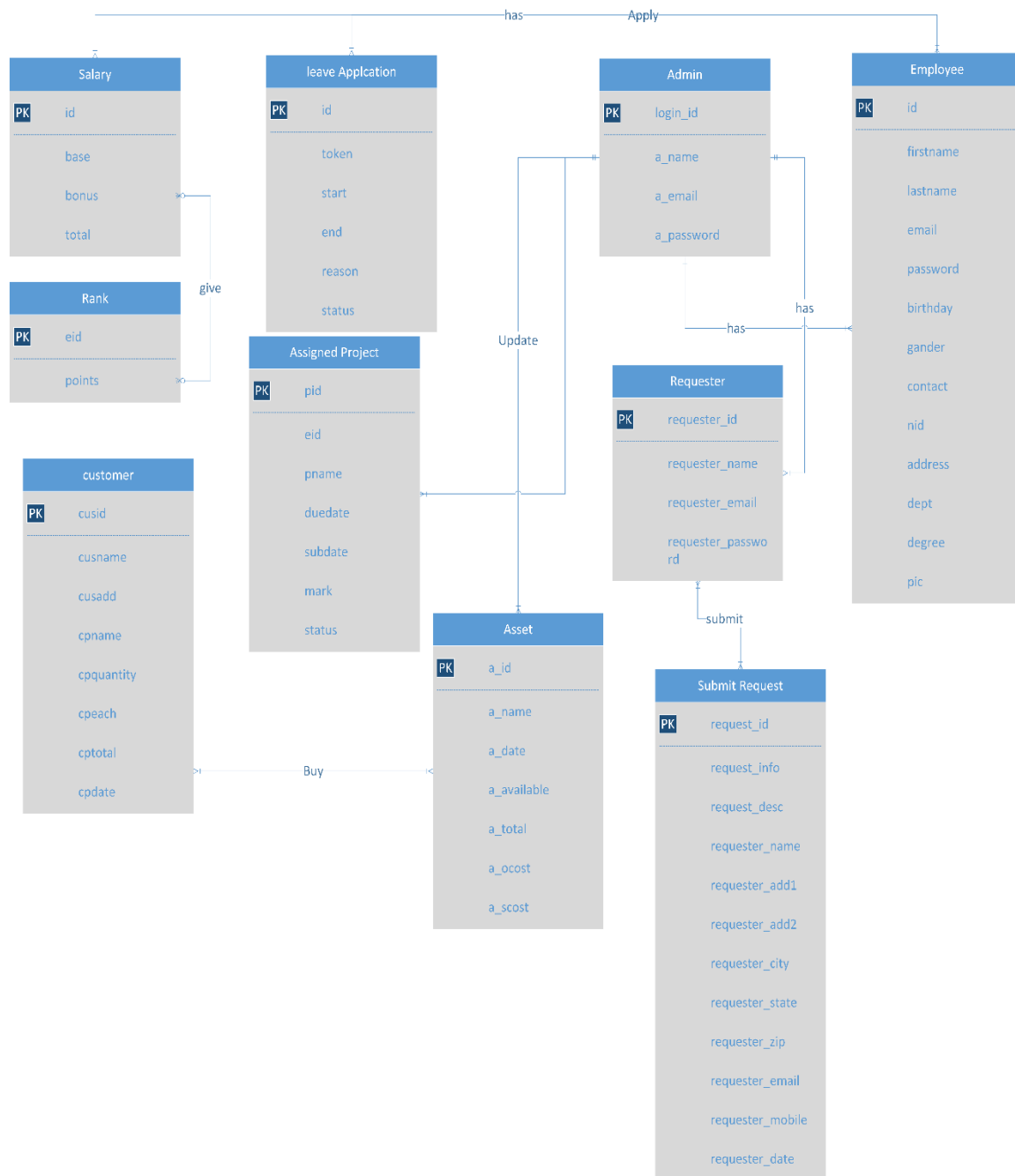


Figure 3: Entity-Relationship Diagram.

2.4 Flow Chart of Requester:

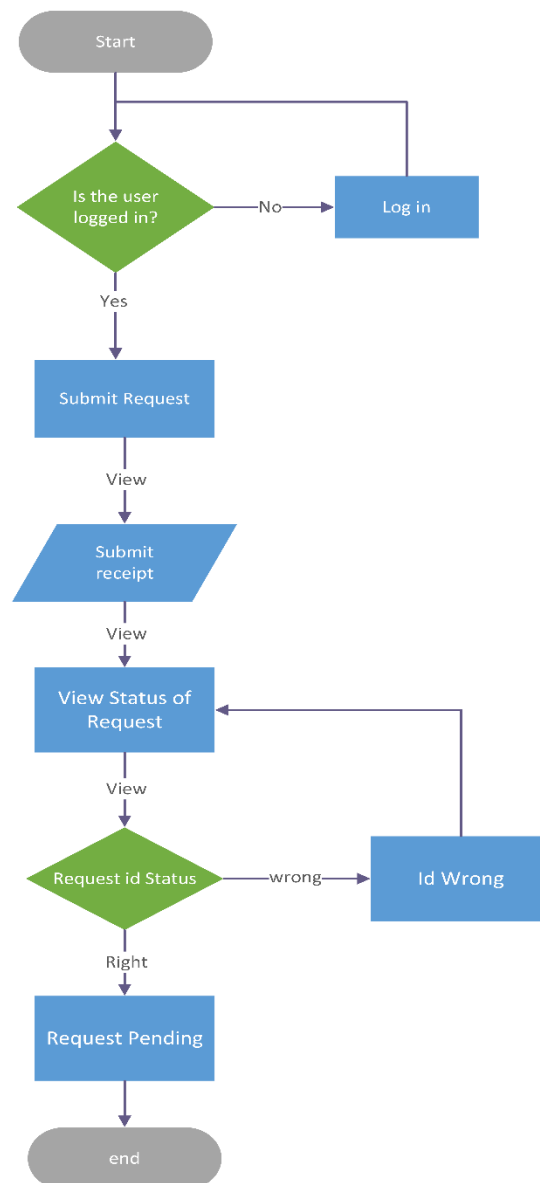


Figure 4: Requester (User) Flow Chart Diagram.

2.5.1 Flow Chart of Admin:

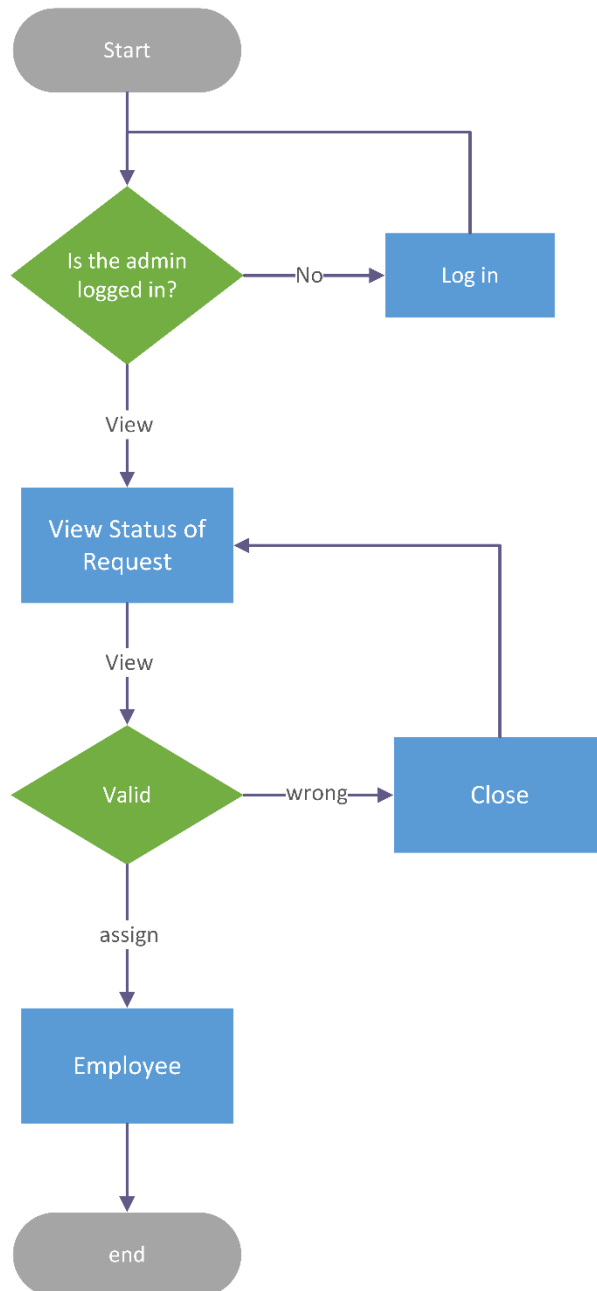


Figure 5.1: Admin Assign Employee Work Flow Chart Diagram.

2.5.2 Flow Chart of Admin:

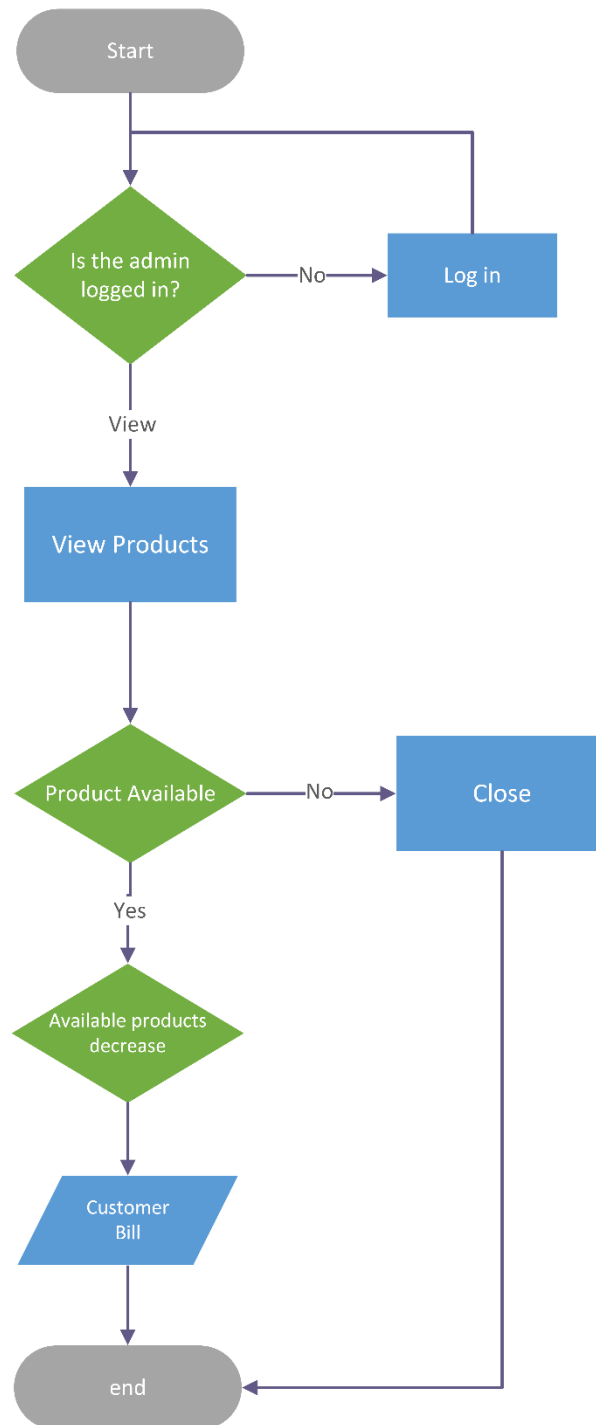


Figure 5.2: Admin Sell Product to Customer Flow Chart Diagram.

2.6.1 Flow Chart of Employee:

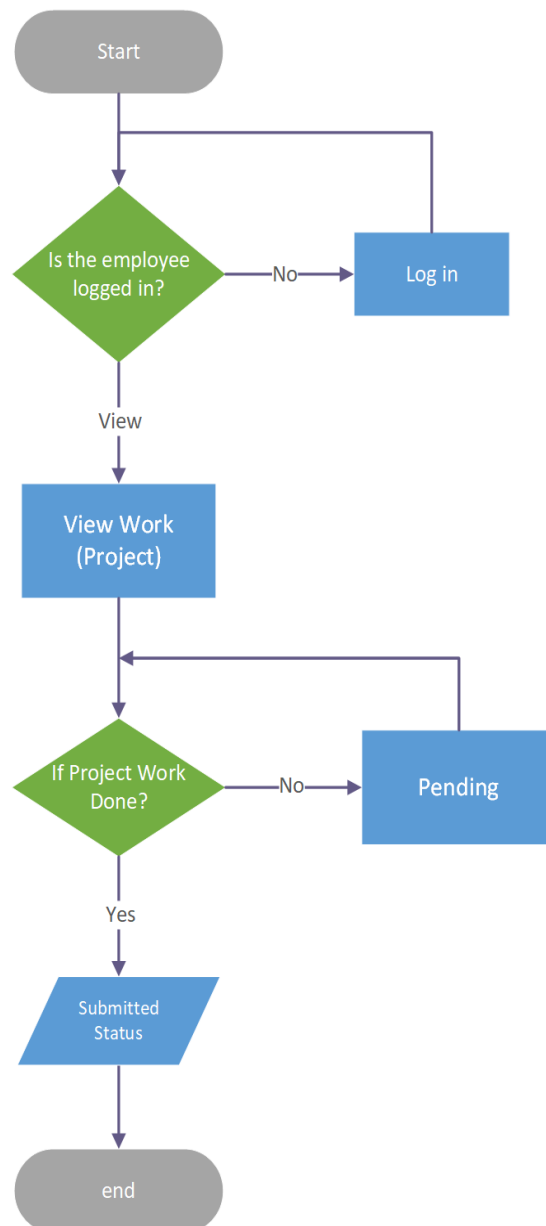


Figure 6.1: Employee Work Status to Admin Flow Chart Diagram.

2.6.2 Flow Chart of Employee:

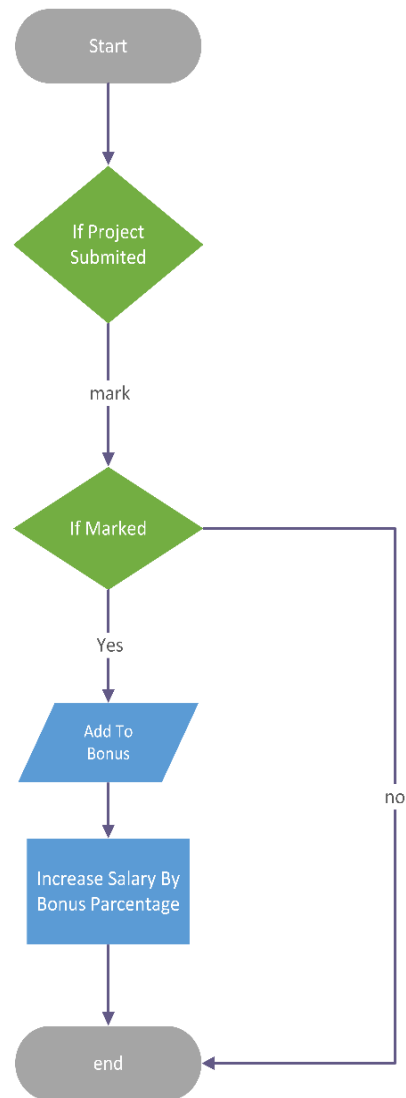


Figure 6.2: Employee Salary Bonus from Admin Flow Chart Diagram.

CHAPTER 03

MODULES AND DESCRIPTION

3.1 Modules:

- Home
- Company
- Review
- Service
- Register
- Login
- User Panel
 - Submit Request
 - Check Status
 - User Profile
 - Change Password
 - Log Out
- Company Page
 - Admin Panel
 - Dashboard
 - Assigned Work
 - Requests
 - Employees
 - Accepted Requests
 - Products
 - Salary
 - Applications
 - Customers
 - Sell Report
 - Profile
 - Logout
 - Employee Panel
 - Home
 - My Projects
 - Application
 - My Profile

- Logout

3.2 Modules Description:

Home: This module of the web contains all the information about the Service Picker. In the navbar, this module has other page links, new user registration, a user log in and company login only links of the main system.

Company: This module describes the company which is named Service Picker.

Review: This is a demo page for showing customers our reviews.

Services: This module shows all the available services and price ranges for requesters.

Register: This module provides the customer a form for registration as new users for the system where they can log in/signup to submit their service requests.

Login: This module is used by the user to login into the user panel by email and password.

User Panel: In this module contains all the other module links of the system for the users.

Submit Request: This module provides users a form to request a service to the system after submitting successfully system provides a receipt along with a unique request ID.

Check Status: This module has a search option by the unique ID of receipt to check the user's request pending or accepted. If the system accepted the submitted request, the user can see full information and assigned employee and date.

User Profile: This module gives access to update their basic information from the system.

Change Password: This module gives access to update/change their login password for the system.

Log Out: This module is for exiting/sign-out users from the system.

Company Login: This module is used only for the company. It contains two login systems for company admin and employees only.

Admin Panel: This module is only for system admin with all the privileges of the system. It contains a dashboard, service requests, accepted requests, employees, salary, product, products report, etc.

Assigned Work: This module of the admin panel shows all the assigned information and status of work. If an employee completes assigned work the status shows submitted or the status shows as due.

Requests: In this module shows admin requests in the system along with all the information. An admin can view all information for verification and it contains here options as accept, assign worker and reset.

Employees: This module contains all the company employees. The main work to accomplish in this module is to add employees, update their information and remove it from the system.

Accepted Requests: This module contains all the accepted requests. The main work of the module is to print the document for employees and requested users.

Products: The main work of this module is to sell products, add products, and print documents of the selling products.

Salary: This module contains all the information on employee base salary, bonus, and total salary.

Applications: This module contains all the applied applications for leave to the system from the employees. An admin can accept or cancel the application.

Customers: This module contains all the information of registered users. An admin can add new customers, edit and remove.

Sell Report: This module contains a search option between two dates. System shows sell reports as the document to print.

Admin Profile: This module is the same as the user profile. Admin can change basic information and update.

Change Password: This module is for the admin to forget the password the system allows to change by entering a new one.

Log Out: This module is for exiting the admin panel from the system.

Employee Panel: This module only for employees of the system. It contains options for the employees like home, my projects, applications, etc.

Home: This module is a dashboard of the employees. It contains employee ranking position, bonus mark, short info of assigned work, etc.

My projects: The main work of this module is to inform employees about newly assigned work and an employee can send status to the system after finish the work.

Application: In this module, an employee can apply for leave to the system. The system counts days and sends them to the admin panel.

My Profile: This module is for employee information. An employee can update their information and change password to the system.

Log Out: This module is for exiting/sign-out employees from the employee panel.

CHAPTER 04

INPUT AND OUTPUT MODULES

4.1 Input Modules to The System:

- User Registration
- User Login
- Submit Request
- Service Status
- Admin Login
- Accept Request
- Assign Work
- Mark to The Finish Work
- Add New Customer
- Add New Employee
- Add New Products

4.2 Output Modules from The System:

- Requested Work
- Accepted Work
- Assigned Work
- Employees
- Products
- Salary
- Applied Applications
- Customers
- Sell Report
- Employee Projects
- Employee Ranks

CHAPTER 05

SYSTEM METHODOLOGY

5.1 Company Information Pages:

Home: When a customer/user enters into the web application it will display the brief information of the company info along with other module links. Customers/users can change modules by clicking on them.

Company: When a customer enters this page, they will find brief information about the company's success, company statistics, company mission, promise, team, etc.

Reviews: This page will show viewers the reviews of the customers. This will make customers happy and positive to the company.

Services: This module contains service information with categories and starting prices of the services.

Register: The system provides a form that allows new customers to create a new account in the system. Customers will enter the name, a valid and password, and then by clicking on submit they can create a new account.

Login: Those customers who have already an account can simply click into the login. The system provides a login form. Users/customers can log in to the user panel by entering a valid email and password otherwise the system will notify as “You entered a wrong email or password.”

Company Login: This page contains two options. The first one is admin login and the other one is employee login. By clicking admin will user admin login to enter into the admin panel and the employee will click on the employee login option to log in to the employee panel.

5.2 User Panel:

This Panel is only for registered users of the system allows taking advantage of the system which is given below

Submit Request: After entering into the user panel, the user will see a form to submit a request. Here all information is necessary. By entering proper information clicking on the submit button user will get a submit receipt with request-id.

Check Status: This page has a search bar in which users can enter request-id. Users need to enter the correct user-id otherwise the system will notify them as wrong request-id. After entering the proper id user will see the status as the request is pending or the request is accepted. If the request is accepted user will see all the information along with the serviceman's name and assigned date.

User Profile: After entering into this page users can change and update their basic information. Under that user can see a link to forgetting the password. By clicking users can change and update their new password for login.

Logout: By clicking the logout icon users can exit from the user panel.

5.3 Admin Panel:

Admin will enter into the admin panel by entering a valid admin email and password.

Dashboard: After entering into the dashboard, the admin can see small cards. Small tables of customers and employee information. Under that admin can see bar charts of yearly revenue.

Assigned Work: By entering into this page admin can see a list of assigned work to the employee along with information on the status of work condition. If the status is submitted it means the work is completed. If the status is due it means work is still pending or in the process. On the right admin will see a mark icon to mark the completed work.

- **Mark:** This button allows the admin to mark into employee's work. Marking is increasing the ranking between employees and marking is added to the base salary as a bonus salary.

Requests: This page allows the admin to see user requests as a small card on the left side. This card has two options first one is the to view full details of the requested service. The second is close to removing the request from the system. On the right side of the page, there is a form. Admin can verify information from this form and this form has three options.

- **Accept:** By entering the employee id, name, and date an admin can accept the request. When a request is successfully accepted, the system will notify the admin.
- **Assign Worker:** After accepting the request admin can assign a worker for the worker by clicking this button. The system needs some information to assign a

worker. Admin needs to enter employee id, work info, and the assigned date, and then admin can assign employee by clicking on assign button.

- **Reset:** If the admin needs to reset all fields of the form, this button will reload this page.

Employees: This page contains a list of all the information of employees. Every employee has a unique id, picture, name, email, birthday, gender, contact, nid, address, department, degree, Points, and two buttons of the edit and deletes option.

- **Edit:** An admin can update employee information by clicking the pen icon of the edit option. The system will provide a form with the employee information. To update admin to fill all the fields and need to click on the update button.
- **Delete:** An admin can delete an employee by clicking on the trash icon. Delete mean it will permanently delete all the information of the employee from the system.

On the bottom right corner, there is a '+' icon that allows the admin to add new employees. By clicking on that system provides a form to register new employee. The submit button saves all the information on the system. The close button closes the new employee form.

Accepted Request: The main work of this page to store the accepted requests which come from the users to the system. This allows the admin to print the document by clicking on the eye icon and the trash icon helps to delete the info from the system.

Products: This page contains a list of information about products. There is the product id, product name, date, available product, total, original cost selling cost, and few options to manage the product.

- **Edit:** An admin can update product information by clicking the pen icon of the edit option. The system will provide a form with the product information. To update the product to fill all the fields and need to click on the update button.
- **Delete:** An admin can delete a product by clicking on the trash icon. Delete mean it will permanently delete all the information of the product from the system.
- **Sell:** This option allows to sell products from the system and print the receipt for customers.

Salary: This page contains all the salary information of employees. Every employee has id, name, base salary, the bonus from the ranking of the employee, and total salary.

Applications: This page contains all the applications as a list. Employees are applied for leaves that come to the system and an admin can assess them from this page. Admin can either accept the application or cancel it. If the admin accepts the application, employees can take leave from the company.

Customers: This page contains all the information of customers who have registered to the system. It contains user id, name, email, and some options.

- **Edit:** An admin can edit the information by clicking on the pen icon which is an edit. After the update, the admin can save all data by clicking on the update button.
- **Delete:** An admin can delete customers by clicking on the trash icon. Delete mean it will permanently delete all the information of the customer from the system.

On the bottom right corner, there is a '+' icon that allows the admin to add new customers. By clicking on that system provides a form to register new customer. The submit button saves all the information on the system. The close button closes the new customer form.

Sell Report: This page main works to generate sell documents for the company. It has two dates. Admin can independently search sell report between two dates and print as a document.

Admin Profile: This page allows admin to view and update the information of admin. There is a forget password option to update the login password of the admin panel.

Logout: By clicking logout admin can exit from the admin panel.

5.4 Employee Panel:

This panel is only for employees of the system. By entering the valid email and password of the employee they can enter into this panel.

Home: After successful login to the employee panel employee will see this page. This page contains the ranking employee board of the company. Short information of new work assigns to the employee, total salary status with bonus and leave application status.

My Projects: This page contains all the information of work that employee submit to the users and new work come to employee. New work shows the due status in the list. There is an option to submit. An employee can submit a status after finish the work done.

Apply to leave: This page contains a simple application system. A text box in which employees can write the reason, starting date, and lastly ending date of leave. After that employees can simply apply by clicking on the submit button. After that employees can see all submitted applications and employees also can see the status. If the admin approves the application it will show approved status or if the admin cancels the status will show as canceled otherwise the status will show as pending.

Employee Profile: This page allows an employee to view and update the information of employees. There is a forget password option to update the login password of the employee panel.

Logout: By clicking the logout icon employee can exit from the employee panel.

CHAPTER 06

DATA DICTIONARY

6.1 Introduction: The data dictionary is the collection of all attributes and data types which is used in the system database. Every attribute has a description for a better understanding of the action and work of attributes in the database table.

6.2 Data Dictionary with Description:

TABLE 1: Admin Login Table from Database.

Attribute	Data Type	Description
a_login_id	Integer	Stores login id (automatically incremented)
a_name	Varchar (60)	Stores admin name
a_email	Varchar (60)	Stores admin email
a_password	Varchar (60)	Stores admin password

TABLE 2: Registration of New User Table from Database.

Attribute	Data Type	Description
requester_id	Integer	Stores login id (automatically incremented)
requester_name	Varchar (60)	Stores name
requester_email	Varchar (60)	Stores email
requester_password	Varchar (60)	Stores password

TABLE 3: Request Service Table from Database.

Attribute	Data Type	Description
request_id	Integer	Stores request-id (automatically incremented)
request_info	Varchar (100)	Stores request information
request_desc	Varchar (100)	Stores request description
requester_name	Varchar (100)	Stores requester name
requester_add1	Varchar (100)	Stores requester address 1
requester_add2	Varchar (100)	Stores requester address 2
requester_city	Varchar (100)	Stores requester city
requester_state	Varchar (100)	Stores requester state
requester_zip	Integer	Stores requester zip
requester_email	Varchar (100)	Stores requester email
requester_mobile	Varchar (100)	Stores requester contact
request_date	Date	Stores request date

TABLE 4: Accepted Request Service Table from Database.

Attribute	Data Type	Description
rno	Integer	Stores accepted request id (automatically incremented)
request_id	Integer	Stores request id
request_info	Varchar (100)	Stores request information
request_desc	Varchar (100)	Stores request description
requester_name	Varchar (100)	Stores requester name
requester_add1	Varchar (100)	Stores requester address 1
requester_add2	Varchar (100)	Stores requester address 2
requester_city	Varchar (100)	Stores requester city
requester_state	Varchar (100)	Stores requester state
requester_zip	Integer	Stores requester zip
requester_email	Varchar (100)	Stores requester email
requester_mobile	Varchar (100)	Stores requester contact

assign_emp	Varchar (100)	Stores Employee name
assign_date	Date	Stores accepted date

TABLE 5: Employee Table from Database.

Attribute	Data Type	Description
id	Integer	Stores employee id (automatically incremented)
firstname	Varchar (100)	Stores employee first name
lastname	Varchar (100)	Stores employee last name
email	Varchar (100)	Stores employee email
password	Text	Stores employee password
birthday	Date	Stores employee birth date
gender	Varchar (100)	Stores employee gander
contact	Varchar (100)	Stores employee contact
nid	Integer	Stores employee nid
address	Varchar (100)	Stores employee address
dept	Varchar (100)	Stores employee department
degree	Varchar (100)	Stores employee degree
pic	Text	Stores employee image

TABLE 6: Assigned Work to Employee Table from Database.

Attribute	Data Type	Description
pid	Integer	Stores assigned work id (automatically incremented)
eid	Integer	Stores employee id
pname	Varchar (100)	Stores work information
duedate	Date	Stores assigned description
subdate	Date	Stores submitted name
mark	Integer	Stores marks of work
status	Varchar (50)	Stores current status

TABLE 7: Product Table from Database.

Attribute	Data Type	Description
a_id	Integer	Stores product id (automatically incremented)
a_name	Varchar (100)	Stores product name
a_date	Date	Stores product store date
a_availabel	Integer	Stores product available number
a_total	Integer	Stores total product number
a_ocost	Integer	Stores original cost
a_scost	Integer	Stores selling cost

TABLE 8: Product Sell to Customer Table from Database.

Attribute	Data Type	Description
cusid	Integer	Stores customer id (automatically incremented)
cusname	Varchar (100)	Stores customer name
cusadd	Date	Stores customer address
cpname	Integer	Stores customer product name
cpquantity	Integer	Stores product quantity
cpeach	Integer	Stores product each price
cptotal	Integer	Stores total price
cpdate	Date	Buying date

TABLE 9: Employee Salary Table from Database.

Attribute	Data Type	Description
-----------	-----------	-------------

id	Integer	Stores employee salary id (automatically incremented)
base	Integer	Stores base salary
bonus	Integer	Stores bonus salary
total	Integer	Stores base and bonus salary

TABLE 10: Employee Rank Table from Database.

Attribute	Data Type	Description
eid	Integer	Stores employee id
points	Integer	Stores employees work point

TABLE 11: Employee Leave Application Table from Database.

Attribute	Data Type	Description
id	Integer	Stores employee id
token	Integer	Stores application id (automatically incremented)
start	Date	Stores starting date
end	Date	Stores ending date
reason	Character (100)	Stores reason
status	Character (50)	Stores application status

CHAPTER 07

CONCLUSION

7.1 Limitations: In this proposed web application there are some limitations we have.

- There is no SMS facility in this system.
- Portal is not SEO-friendly.
- The Review page currently not active.
- New user registration email verification not Available.

7.2 Summary: In this proposed work, we attempt to make a system that helps normal people around us and make their life easier. This project's main purpose is to provide services in every situation like pandemic situation and a digital safe and trusted home service provider in our country. currently, we can see our country becoming digital day by day. Every one using smart devices so, we have implemented a user-friendly design that everyone can operate easily. We think it will take the country one step further in the digital era.

7.3 Future Scope: In the future, there are various ways we can update this proposed project. We believe this project can help across the country and an opportunity for unemployed workers in this country. In the future, we hope we can start this platform in other countries.