

Web Based Service Providing Company

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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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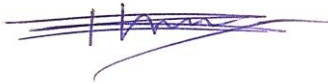
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APPROVAL

This Project titled “**Web Based Service Providing Company**”, submitted by Md. Jahid Hasan, ID No: 171-15-8822 and Md. Asaduzzaman Nahid, ID No: 171-15-8866 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 02 June 2021.

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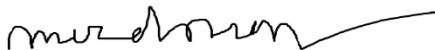


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DECLARATION

We hereby declare that, this project has been done by us under the supervision of **Md. Jueal Mia, Sr. 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

Astha is an online service provider company and it is a platform for serving services through online and generate profits. The goal of this site is to provide services and make life easier through online. Online platform is fastest gaining place where it used as accepted and used for business. Day by day service providers are joining web site based providing functionality for serving their services over the web. We can say undoubtedly the process of proving services on web is becoming common and best place. It is a platform where the user can request or submit order for services directly via online. The intention of this project Is not to make profit only, but in the creating tighter relationships with customers and providing of a high level of service and support. It will return us the goodwill and reputation. The system is developed using PHP, HTML, CSS, JQUERY and JavaScript etc. As the number of consumers increases, we will divide the geographical area into service areas to allow providers more responsive toward customers. It may make our platform more reliable than others.

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CHAPTER 1

Introduction

1.1 Introduction

Our main focus for building this project for a particular audience who does not have any time to find service provider around him and those who does not want waste their time for this kind of problem like shifting, plumbing, repairing, maintaining etc. those are just entered into this website and place order whatever they want. Even it is night or morning they entered into this site, and chosen different kind of services. Customer is happily order at his rest place.

This is summary of ASTHA there is so many featured which is not include right now but in near future when all featured will come like [1] Sheba then we make it more reliable for the consumer.

1.2 Motivation

Online service platform is becoming a major business development across the world within the near future. It is hard to find a thing or our daily needs which is not yet come to online. Online transactions in Bangladesh have been increasing over the years.

According to BTRC officials the number of internet subscribers in Bangladesh had crossed 80 million in 2017. At present there are approximately 2,000 e-commerce sites and 50,000 Facebook-based outlets delivering almost 30,000 products a day [2] which is I think a huge number for us. This sector has a lot of potential and in the next few years for sure. My point is when this number of products people buy in daily basis then there is a huge active customer who would be want shifting, plumbing, repairing, maintaining etc. services also in online and then I did some research. After that I made my mind to build this kind of platform to serve people. My supervisor encouraged me to do the project and I took the opportunity to create an online service brand company with exciting feature.

1.3 Project Objective

Online service is the process whereby consumers directly order their needs over the internet. The theme of this web app is to develop a web-based service company for the people to make their life easier. This web app would be easy to use and hence the online service taking experience pleasant for the users.

Goal of this web application are:

- To build an interactive and easy to use interface where people can order their services.
- People can get hassle free and affordable services from home.
- Payment facilities like EMI, Cash on delivery.
- To build a secure web app with lots of facilities.

1.4 Expected Outcome

The expected result of this web-based project is the service-based platform where people can get their demanding services under in one website. User can track their ordered services. For make life easier people can log in through using Facebook, Google beside of website registration and login system. We are hoping to deliver the finest way of simplicity to use this web application. I could imagine that ASTHA would be one of the unique and modern service platforms and it would be very simple and intelligent for consumers, admins to use.

CHAPTER 2

Analysis

2.1 Application Analysis

This project is a modern online service platform where people can easily order and get their services. To order any service, customers has to register on this platform. User can add items and also can remove from cart without registering on my site but for order he/she has to need an account on this platform. The purpose of this project is to develop and implement online system for business and also providing help to people .Using my system customer can easily searching any kind of products and it works very fast. Admin can add product, add categories and get a customer order.

2.2 Application Specifications

The list of features I applied on my project from user and admin view.

2.2.1 User View

1.1 Register:

- User can sign-up this web application with their mail id or with Facebook/Google social platform.

1.2 Login:

- A user can login with their verified registered mail id and password.
- They can also login via Google, Facebook also.
- Have option of forget pass to recover the account.

1.3 Home:

- Search option for looking services with service name, price, keywords etc.
- People can view the service categories.
- Customer can view the trending categories.
- Customer can view the recommended categories.
- Also can notice the new services from these.
- Customer can view the feature services and new arrivals.
- Customer can view the hot deal and Special offers.
- Customer can look at the service under each category.

- Customer can add the service to cart.
- User can view the featured service under every category.
- User can prospect the service details under hot category.

1.4 Search:

- Customer can search for a particular service via Price, keyword.
- Customer can also search the service by category.
- Customer has the view of entire service category.

1.6 My service:

- Provider can have a my service option and there is a list services.
- Second one is edit option, vendor can edit their services.
- Third one is delivered history, vendor can see the buyer details who want that service.
- In purchase details page manage a total orders and total amounts.
And, in purchased details vendor can search with order from and to dates.
- Vendor can sort purchase history name, date, price and etc.

1.7 My account:

- User can view the shipping address details in the dashboard.
- User can also edit his/her profile information.

1.7.1 Change password:

- User can change their password.

1.7.2 Order:

- User can view the order details with order number, date, status and total amount.
- User can view the invoice of the order.

1.8 Category management:

- User can view the entire services under category.

1.9 Service management:

- User can view the description and review details.
- User can add the service to cart.
- User can view the testimonial from the satisfied customers.
- User can submit rating to the service.

1.10 Cart:

- User can view the service that added to the cart.
- User can view the service image, service name price, quantity and total amount.

1.11 CMS page:

- About us.
- Contact us.
- Terms & conditions.
- Social media connection.
- FAQ.
- Privacy policy.

2.2.2 Admin View

2.1 Login:

- Admin can login with their verified mail id and password.
- Forget option also available in login form

2.2 Dashboard:

- All recent activity can be viewed by the admin.

2.3 Profile:

- Admin can manage and edit their profile.
- Admin has their own dashboard.

2.4 Contact:

- All contact form are managed by the admin
- Contact forms are filtered using date, category

2.6 Service management:

- All services are managed by the admin
- Services are filtered using date, category, type

2.7 Category management

- All service category are managed by the admin

- Category are filtered using name
- Admin can add and manage new category for the services

2.8 Feedback:

- Admin can able to look feedback forms.

2.9 Testimonial:

- Admin can add, edit and delete testimonial details.

2.10 category:

- All service category are managed by the admin
- Category are filtered using name
- Admin can add and manage new category for the services

2.11 General settings:

Admin also can manage:

- Website title
- Website address
- E-mail address
- Date and time format

CHAPTER 3

Requirement Specification

3.1 Requirement Collection and Analysis

This web application would be helpful for both side of users: client and admin. It will be a clean interface and most importantly responsive also. Their functions in this project are predefined in this application by what they can do. The group of product and product shall be inserted from the admin panel by the admin. Establish two distinct customer and admin login schemes where customers can sign up and log in directly also can order services, cart items, manage customer profile from the web page and a separate connection route for admin to log in to the admin panel. Admin can manage category, sub-category, services, front end slides, accept customer orders and monitor everything.

3.1.1 Languages used for web application

HTML5:

Hypertext Markup Language (HTML) is the standard markup language for documents designed to be displayed in a web browser [7].

HTML elements are the building blocks of HTML pages. It also used to build audio, video documents, text and mix and customize hypertext links between documents and buttons, etc. HTML5 which is commonly used on the World Wide Web. The browser-side language that is readable for all browsers is HTML5. For example, it can insert JavaScript scripts that interrupt the behavior of HTML5 web pages and build interactive web features.

[3] "Application Foundations" that must be strengthened to achieve the next generation platform and those are:

- **Security and Privacy**
- **Core Web Design and Development**
- **Device Interaction**
- **Application Lifecycle**
- **Media and Real-Time Communications**
- **Performance**

- **Usability and Accessibility**

CSS3:

[6] Cascading style sheets level 3 is the iteration of the CSS used in the styling and formatting of web pages. Colors, style, and fonts can be included in the html tag through the specified class or ID. It is an asset of HTML. The absence of HTML5 from CSS3 makes it stress-free for web pages to be preserved, style sheets to be altered across pages, and pages to be altered in several different contexts, such as translation, gradient, effect etc.

Bootstrap Framework:

Bootstrap is one of the best CSS front-end application for sensitive, first front-end mobile Web creation. It is an open source platform for use on web pages of any kind. Bootstrap incorporates HTML, CSS, and JavaScript code to assist web application building developers and can also be used to develop the development of desktop and mobile apps. An additional justification for using Bootstraps Sensitive Smartphone, Tablet and Laptop Modification is more beneficial. With thousands of elements already installed, Bootstrap is simpler to use for a full grid system.

JavaScript:

Alongside HTML and CSS, JavaScript is one of the core technologies of the World Wide Web. JavaScript enables interactive web pages and is an essential part of web applications. The vast majority of websites use it for client-side page behavior, and all major web browsers have a dedicated JavaScript engine to execute it. And I also used it to make my web application interactive for customers.

PHP:

It is a server-side programming language. PHP can only be interpreted on a server that has PHP installed. It is available free of charge for the creation of a static, interactive

website or web application. The PHP runtime implements PHP code in a requested file to produce traditionally vibrant web pages or dynamic images used on websites. Although I used Laravel framework for my project which is also based on PHP.

Laravel (Framework):

Laravel is an open source PHP framework. A very attractive web application can be created using Laravel framework and it is very strong in terms of security. Nowadays Many websites are created using Laravel Framework and it is the most powerful framework. It is very easy to use and modify codes for me it is user-friendly. Everything is build-in for creating projects.

MySQL Database Server:

MySQL is SQL structured query language based relational database management system. It is used for a vast array of data, including data warehouse, e-commerce, application logging etc. MySQL is commonly used for online databases. MySQL database is able to store data very easily and to retrieve data. The reasons behind choosing it are:

- For transactional processing, data protection and support are strong.
- Optimum speed to ensure high performance.
- MySQL guarantee of 24x7 high availability.
- Huge range of data model.
- MySQL enables quick and simple maintenance, debugging, and updates.

CHAPTER 4

Design Approach

4.1 Introduction to Design

This web application designed with Laravel for developing. UML, Use-case design and also some flow chart used to build it. For front end and back-end design we used Bootstrap, CSS, JQUERY, Java script, some plugins also. We used two external composer for image and pdf making.

4.2 UML Diagrams

UML diagram models usually shows the systems interaction with users. Usage will be planned and actors will be defined when a system is evaluated to gather its features. In general, this diagram used for a graphical overview of the interactions between the components of a device. It is a technique used to describe and organize system specifications in system analysis. Typically, the actors are specifically interested in determining the system according to their positions. There are two types of users who are actors in this system. These are:

- User
- Admin

Different actors have a distinct role to play in the system's actions.

4.3 Use Case Diagram

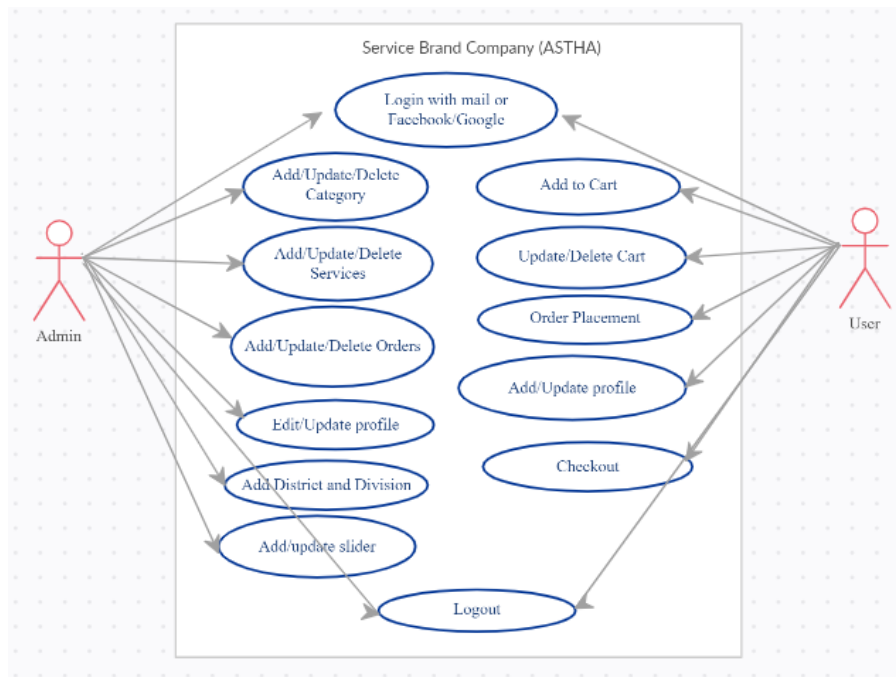


Figure 4.3: Use Case Diagram

4.4 Application Design:

System design is the method of determining the system's overall architecture, Component, interfaces, and data types to describe and define specifications for a system. It is also regarded as the application of system theory to the creation of goods.

4.4.1 Front-End Design:

In this part user can see the architecture, components, interfaces part of this application.

4.4.1.1 Home page:

The following picture is the main home page for user section.

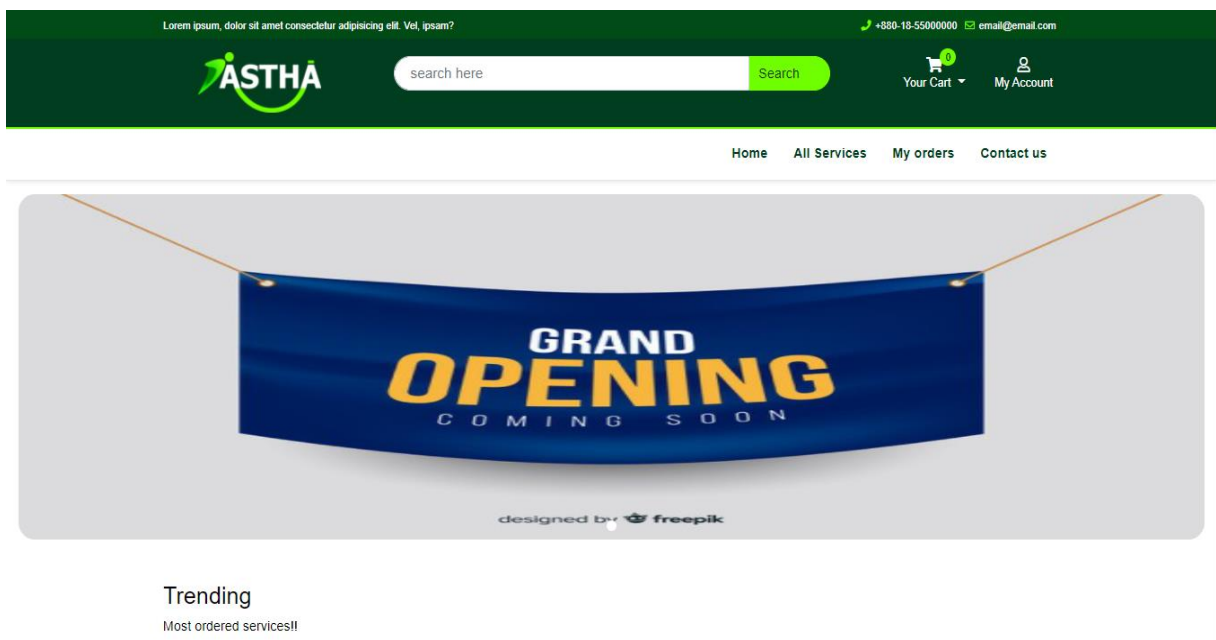


Figure 4.4.1.1: Home Page

4.4.1.2 Navbar:

Here is the navbar, in this section contain logo, Search bar, Cart Icon, User login options.



Figure 4.4.1.2: Navbar

4.4.1.3 Trending and Recommended:

In this section contain trending and recommended categories for user. It may help users to find their needs.

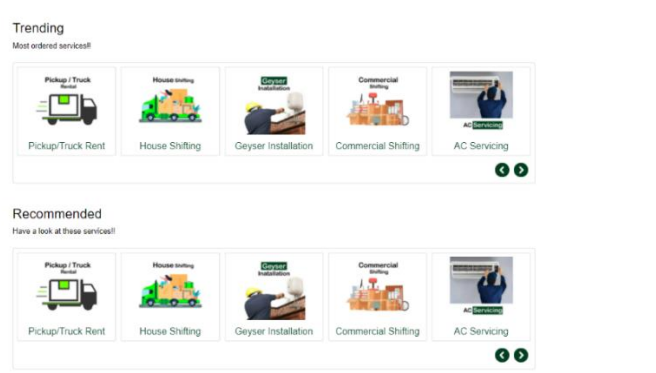


Figure 4.4.1.3: Trending and Recommended

4.4.1.4 Features:

In this section contain features like counter panel, testimonial, reason of choosing us.

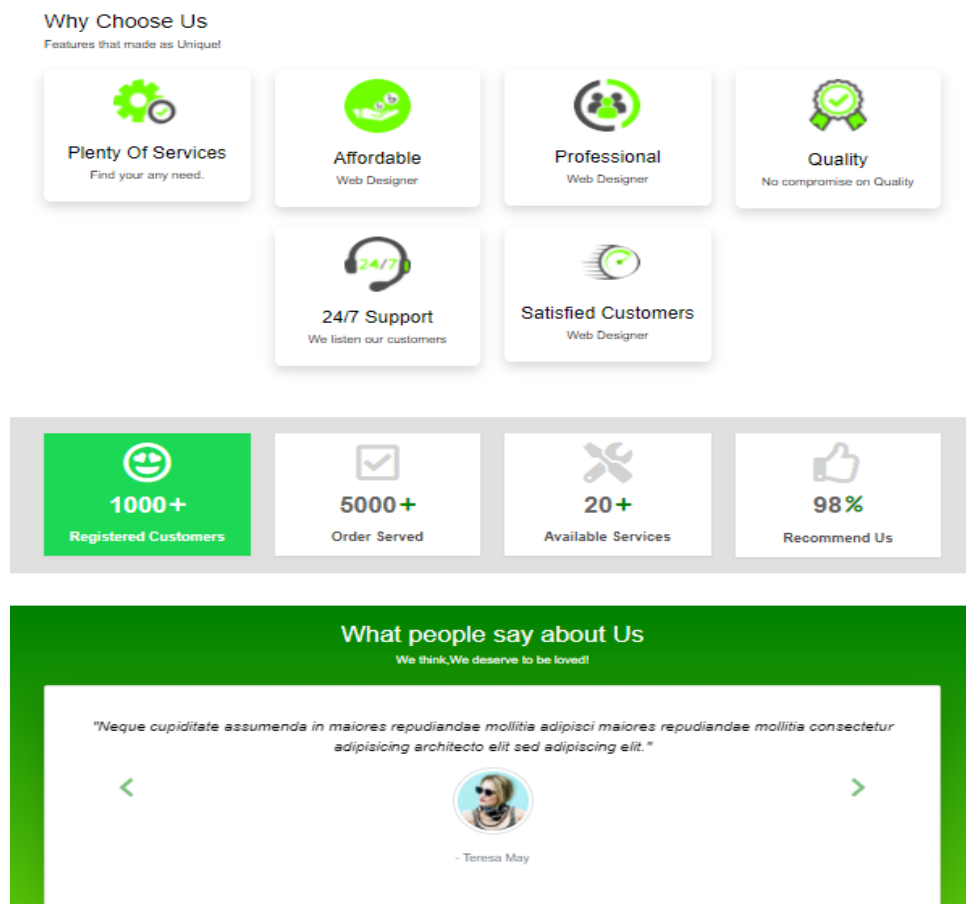
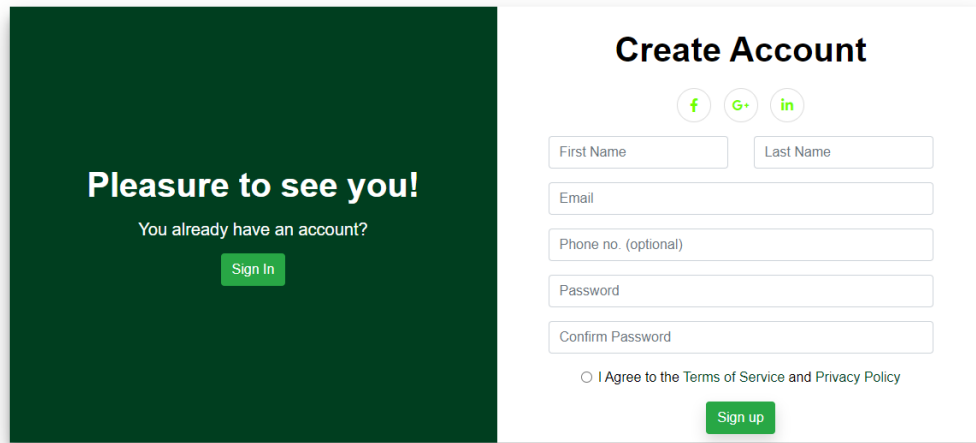


Figure 4.4.1.4: Features

4.4.1.5 Registration Form:

In this section contain user registration form where user can register with his mail id.

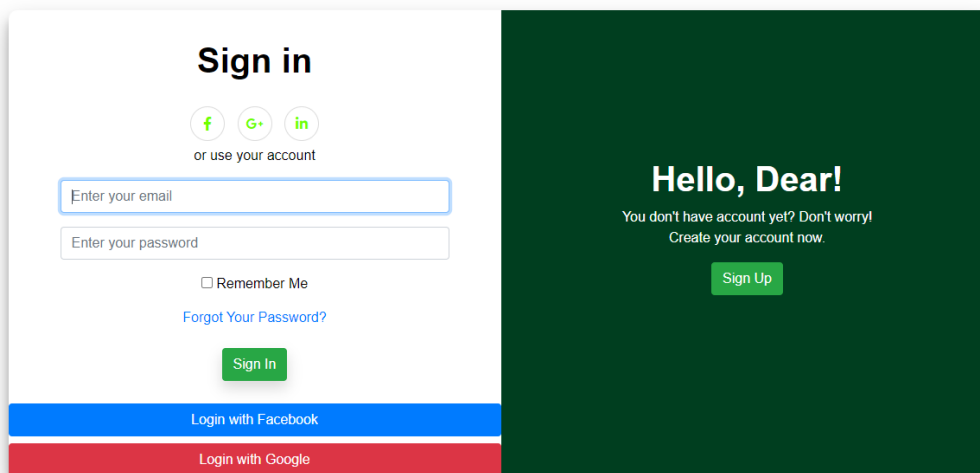


The registration form is split into two panels. The left panel has a dark green background with the text "Pleasure to see you!" and "You already have an account?" with a "Sign In" button. The right panel has a white background with the title "Create Account" and social media icons for Facebook, Google+, and LinkedIn. It contains input fields for "First Name", "Last Name", "Email", "Phone no. (optional)", "Password", and "Confirm Password". There is a checkbox for "I Agree to the Terms of Service and Privacy Policy" and a "Sign up" button.

Figure 4.4.1.5: Registration Form

4.4.1.6 Login Form:

In this section contain user log in form where user can log in via registered mail, using Google or Facebook.



The login form is split into two panels. The left panel has a white background with the title "Sign in" and social media icons for Facebook, Google+, and LinkedIn. It says "or use your account" and has input fields for "Enter your email" and "Enter your password". There is a "Remember Me" checkbox, a "Forgot Your Password?" link, and a "Sign In" button. At the bottom, there are two buttons: "Login with Facebook" (blue) and "Login with Google" (red). The right panel has a dark green background with the text "Hello, Dear!" and "You don't have account yet? Don't worry! Create your account now." with a "Sign Up" button.

Figure 4.4.1.6: Login Form

4.4.1.7 Two-Step verification:

For active an account user needs verification with his mail. For resetting password also need the same. This features also available for admin also.

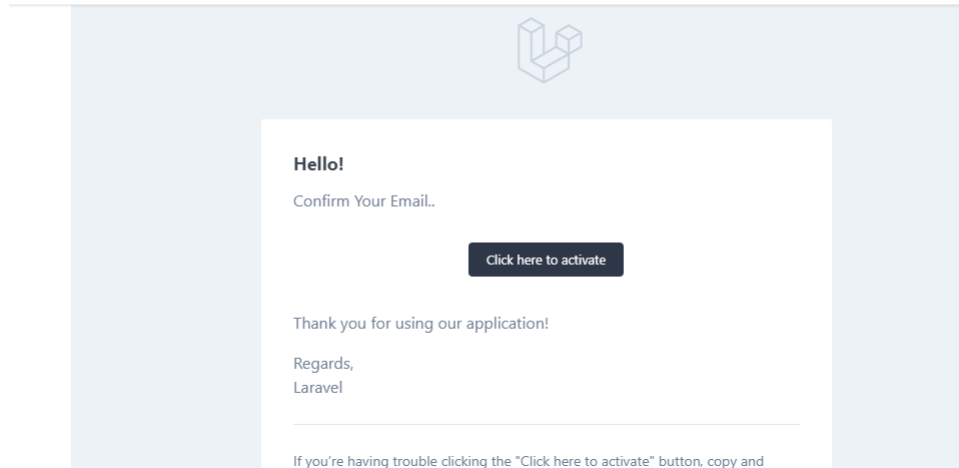


Figure 4.4.1.7: Two-Step verification

4.4.1.8 Unauthorized Orders:

Those who did not able to find any service which he/she looking for they can also order their services simply by fill up this form also no registration required for this. Unregistered user can place an order from this form.

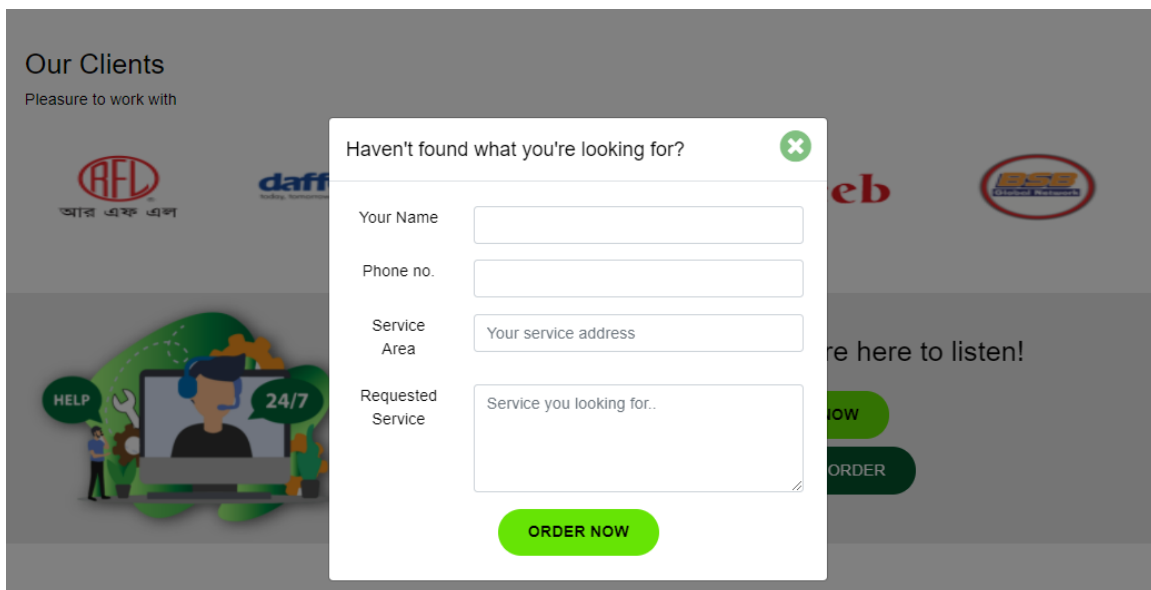


Figure 4.4.1.8: Unauthorized Orders

4.4.1.9 Category page:

All available services will be shown here.

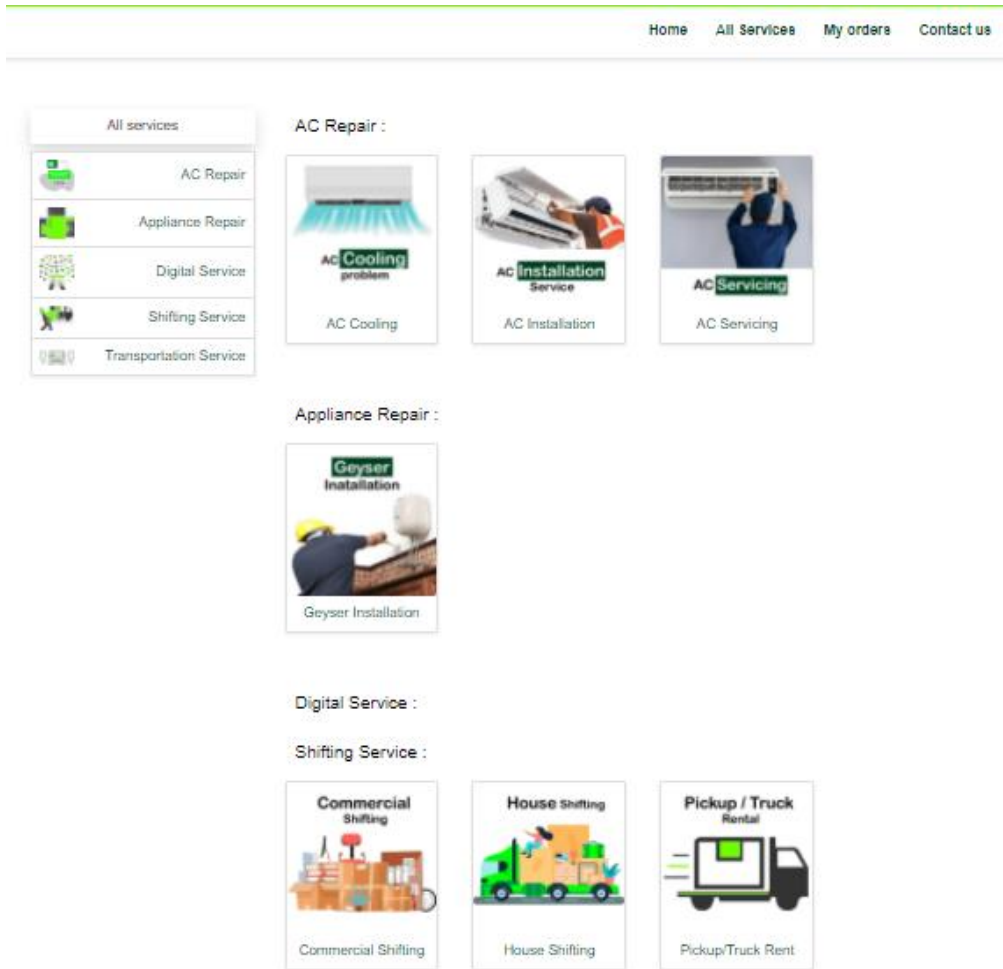


Figure 4.4.1.9: Category page

4.4.1.10 Services under particular category:

All available services will be shown here under specific category. People can cart their require services from here.

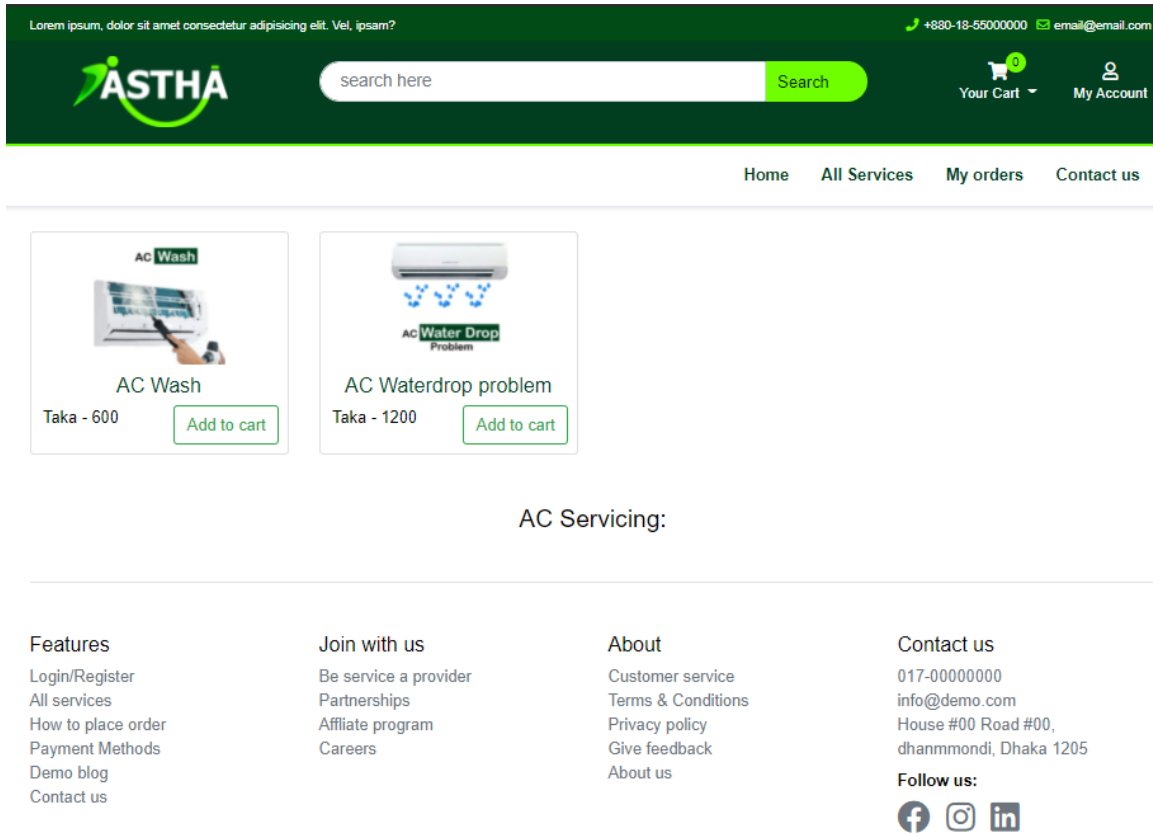


Figure 4.4.1.10 Services under particular category

4.4.1.11 Cart page:

Here shows all cart items which selected by an user. This is also real time.

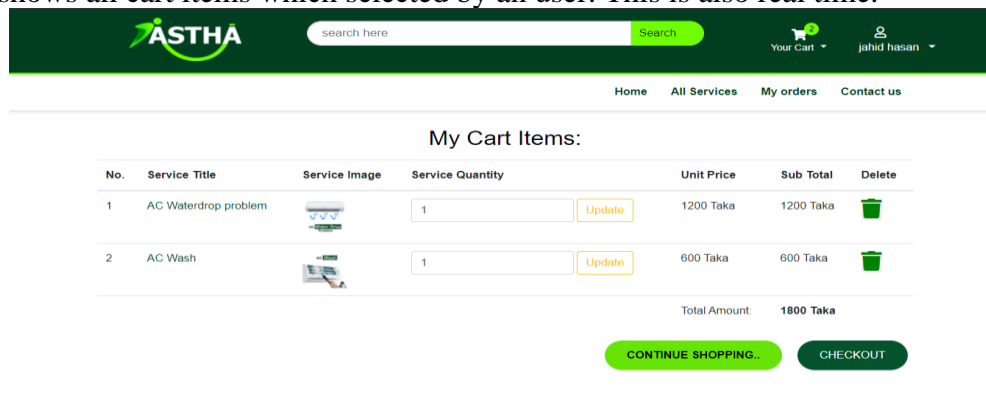


Figure 4.4.1.11 Cart page

4.4.1.12 Checkout page:

Here is the checkout page for ordering services.

Make Your Checkout Here

Please register in order to checkout more quickly

Name *
jahid hasan

Email Address (optional)
jahidhasan.4004@gmail.com

Phone Number *
01800000000

Service Date *
04/27/2021

State *
Dhaka

Service Address *
Dhanmondi

Anything else you want to share with us? (optional)

Promo (optional)
daffodil10

CART TOTALS

AC Waterdrop problem - 1200 taka - 1 item

AC Wash - 600 taka - 1 item

Change Cart items

Total 1800

PAYMENTS

Cash On Delivery

Terms & condition

Privacy Policy

PROCEED TO CHECKOUT

Figure 4.4.1.12 Checkout page

4.4.1.13 User Profile:

This is the dashboard of a user. Here he/she can able to see their orders and get to know the order status along-side of personal information.

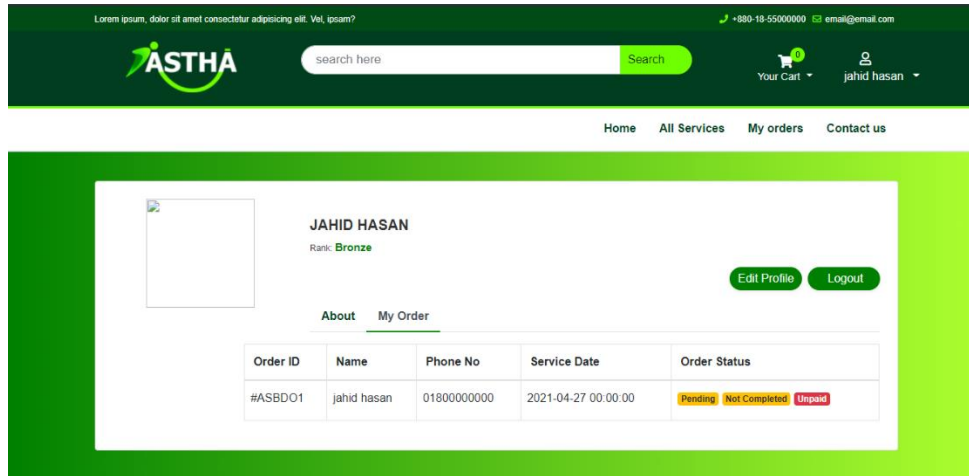


Figure 4.4.1.13 User Profile

4.4.1.14 User profile update:

User can Add, update personal information by filling up this form.

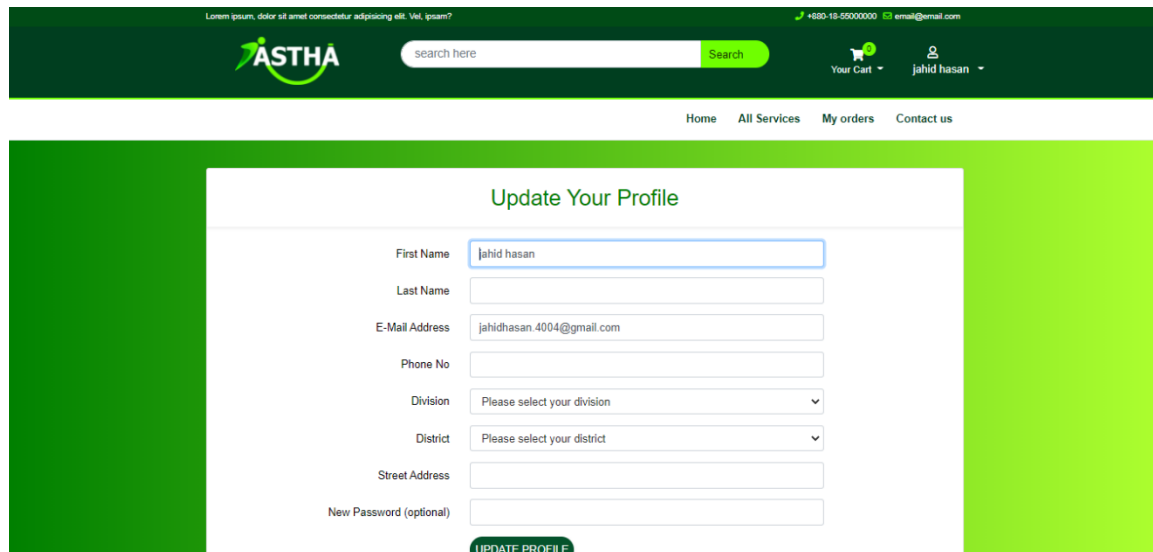
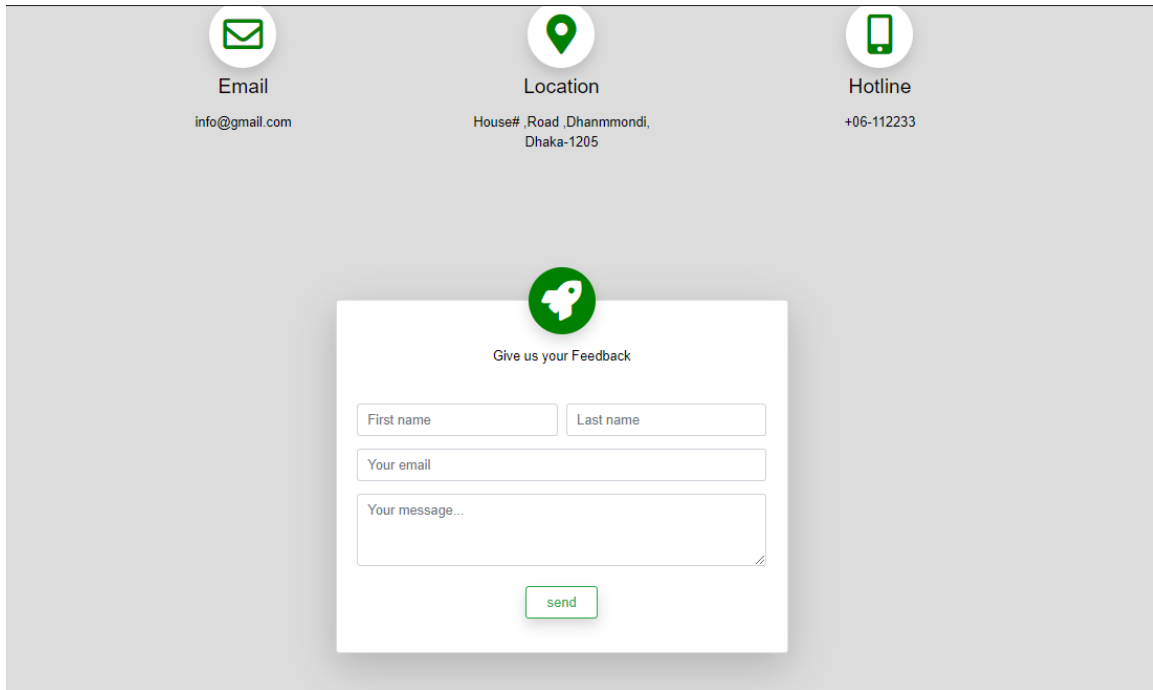


Figure 4.4.1.14 User profile update

4.4.1.15 Feedback Form:

User put his feedback by filling this form.



The image shows a feedback form interface. At the top, there are three contact options: Email (info@gmail.com), Location (House#, Road, Dhanmmondi, Dhaka-1205), and Hotline (+06-112233). Below these is a central white box with a green speech bubble icon and the text "Give us your Feedback". The form contains four input fields: "First name", "Last name", "Your email", and "Your message...". A green "send" button is located at the bottom of the form.

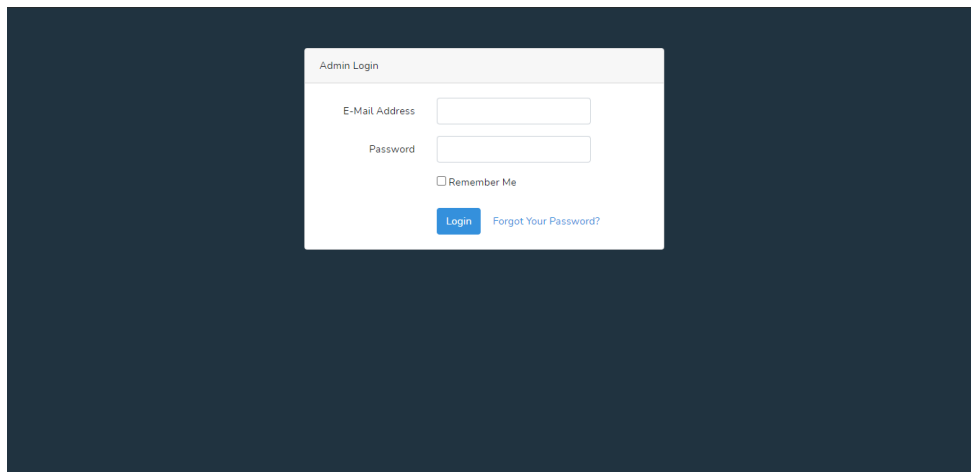
Figure 4.4.1.15 Feedback Form

4.4.2 Back-End Design:

Back-end design part is only for admin panel. Who have all the access related to this application.

4.4.2.1 Admin Login:

Login panel for admins.



The image shows an "Admin Login" form. It has a title "Admin Login" and two input fields: "E-Mail Address" and "Password". Below the password field is a checkbox labeled "Remember Me". At the bottom, there is a blue "Login" button and a link "Forgot Your Password?".

Figure 4.4.2.1 Admin Login

4.4.2.2 Admin Dashboard:

This is the dashboard for admins to control everything in frontend. Admin can manage Orders, Feedbacks, Categories, Services, Districts, Divisions, Sliders, Trending/Recommended services etc.

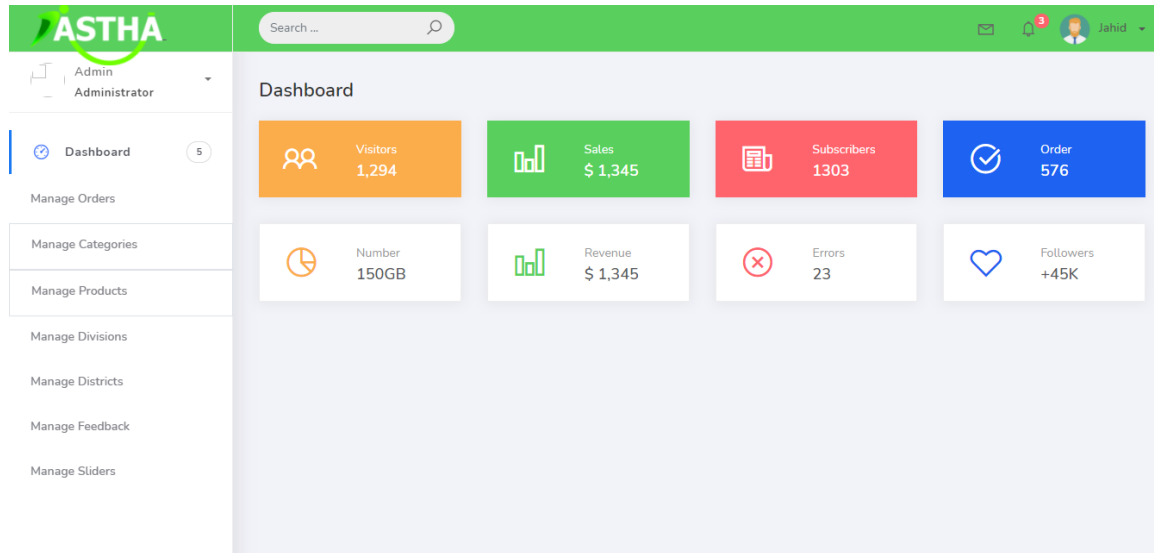


Figure 4.4.2.2 Admin Dashboard

4.4.2.3 Category listing:

Admin can add, edit, delete category and view is like that. Same for Feedbacks, Services, Districts, Divisions, Sliders, Trending/Recommended etc.

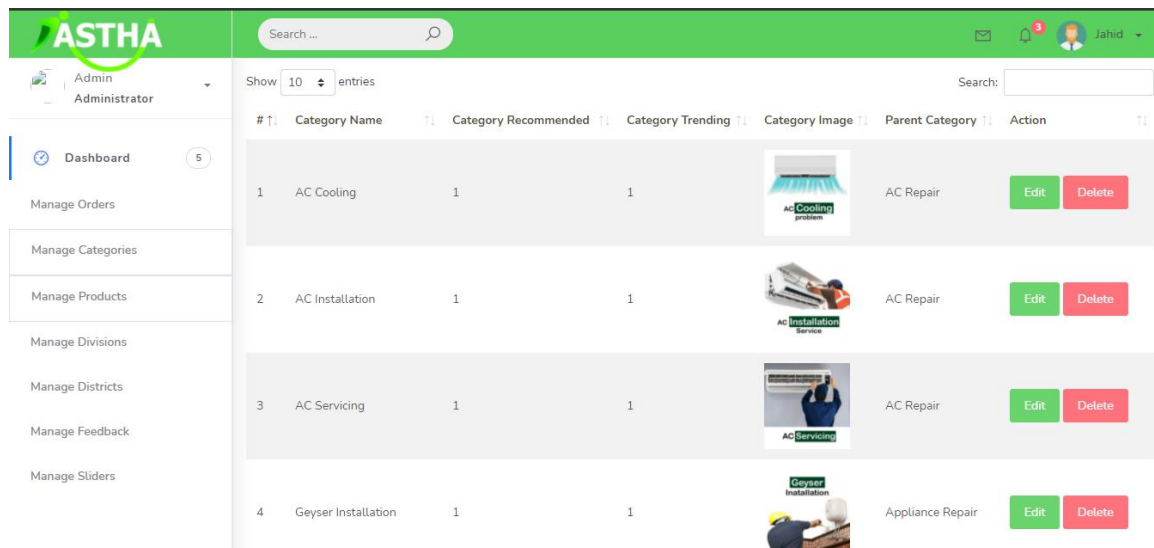


Figure 4.4.2.3 Category listing

4.4.2.4 Orders:

Admin can view, update, delete, change status of orders and view is like that. Admin able to give discount, changing service cost, quantity etc. By updating status user can get to know that changes.

The screenshot shows the ASTHA Admin Dashboard. The top navigation bar is green with the ASTHA logo and a search bar. The user is logged in as 'Jahid'. The sidebar on the left contains a 'Dashboard' menu with a notification badge '5' and several management options: Manage Orders, Manage Categories, Manage Products, Manage Divisions, Manage Districts, Manage Feedback, and Manage Sliders. The main content area is titled 'Manage Orders' and features a table with columns: #, Order ID, Orderer Name, Orderer Phone No, Orderer Email, Service Date, Transaction id, Order Status, and Action. A single order is listed with ID #ASBD01, name jahid hasan, phone 01800000000, email jahidhasan.4004@gmail.com, service date 2021-04-27 00:00:00, and transaction id. The status is 'Unpaid', and there are buttons for 'Unseen', 'Pending', 'Not Completed', 'View Order', and 'Delete'. The table footer indicates 'Showing 1 to 1 of 1 entries' and includes 'Previous', '1', and 'Next' navigation buttons.

#	Order ID	Orderer Name	Orderer Phone No	Orderer Email	Service Date	Transaction id	Order Status	Action
1	#ASBD01	jahid hasan	01800000000	jahidhasan.4004@gmail.com	2021-04-27 00:00:00		Unseen Pending Not Completed Unpaid	View Order Delete

Figure 4.4.2.4 Orders

CHAPTER 5

Implementation

5.1 Concepts and Techniques

[4] Implementation is the carrying out, execution, or practice of a plan, a method, or any design, idea, model, specification, standard or policy for doing something. As such, implementation is the action that must follow any preliminary thinking in order for something to actually happen.

5.1.1 Implementation of Database

Database server consisting of a computer program and offers database services to other computer based on its primarily on the server of clients model. Mainly data processing, store, manipulate, archiving and recovery are carried out by the database server. I used my MYSQL server for the project in the system.

5.1.2 Tables for the total database design:

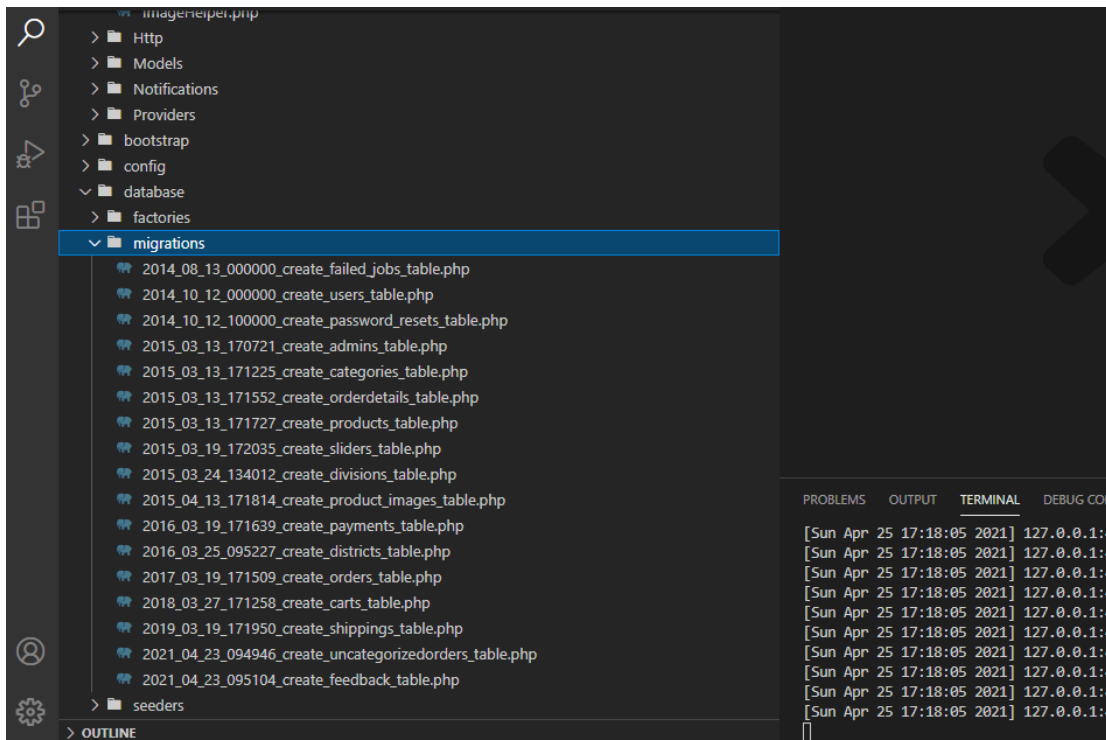


Figure 5.1.2 Tables for the total database design

5.2 Testing

[5] Software Testing is a method to check whether the actual software product matches expected requirements and to ensure that software product is defect free.

Testing begun from user sign up to order confirmation phase. For admin panel also I tested from login to serving order phase also product, category, slider, feedback upload, edit, delete, update etc. tasks we perform for finding any bugs in it. Checked and corrected each and every method in this project. For makes it more user friendly we build our application responsive. All operations are brought together in a particular test situation, than tested for errors. We adopted the SDLC-System Development Life Cycle model for system development in this project and trying to find potential errors.

By taking some acceptable input data, I have checked the entire scheme. The output is right, which is extracted according to the output. In the analysis of data, the data was designated according to the device requirements from the input analysis. Data is taken from various sources in this framework. We all knew the importance of testing, to give a bug free web application to the customers it is essential us and that is why I took this testing level seriously and several testing applied on it to build a bug free application.

CHAPTER 6

Conclusion

6.1 Introduction

Even though my goal was to achieve a completed system with high precision. I managed to create a framework and an instruction on how to create an application for a web-based online service. People can easily get their service from my website. Simply find their needs by searching from search bar then cart that service and finally checkout for order if he/she have registered email then. I have seen many errors and fixed them and tried my best to move forward with progress and I hope to continue working with the project to improve its features and functionality.

6.2 System Development

By pursuing the SDLC-System Development Life Cycle, I've completed system development. In the analysis of data, the data was designated according to the device requirements from the input analysis. In this method, data is obtained from various sources. At the beginning of the development process, the specifications are obtained from the customer.

CHAPTER 7

Future Enhancements

1.1 provider

- User can submit a provider form, once they registered in proper way they will get a approval from admin. while submitting the form provider have to agree a terms and policy For each and every service price will divided in two parts of commission, one for vendor and another one for admin. Admin will get a 20% of commission for each service and vendor will receive a balance amount.
- Once they got a approval from admin they can post a service with the admin permission. If admin give a permission that service will show in site. -
- Provider can edit their services

1.2 Admin

- Admin can manage a provider detail.
- Admin can edit, delete, and view the provider details.
- Admin can change the active status for provider once they registered a provider form he will give approval.
- Admin can maintain a provider along with no of services post by the provider
- Admin can manage total sale services for no. Of services.-
- Admin can manage commission in total no. of services for provider fee and admin fee.
- Admin can view a buyer details along with the provider details who post a service.

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