

SERVICE BAZAR: A SMART WAY TO SERVE THE SERVICES

BY

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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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DAFFODIL INTERNATIONAL UNIVERSITY

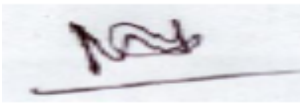
DHAKA, BANGLADESH

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APPROVAL

This Project titled “**Service Bazar: A smart way to serve the services**”, submitted by Noor Imran Ahamad, ID: 181-15-1757, Md. Fahad Bhuayn, ID: 181-15-1721 and Akil Rafi, ID: 181-15-2056 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 25th October.

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We hereby declare that, this project has been done by us under the supervision of **Amit Chakraborty Chhoton, 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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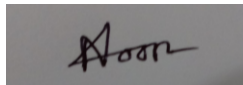
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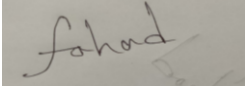


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ABSTRACT

Our project "**Service Bazar: A smart way to serve the services**" is a web-based application. In this advanced digital era where almost everybody has access to the internet, why must we go out to find the necessary help that we need with a certain thing? Why go through all the hassle when we can get the necessary assistance just by sitting comfortably or lying in the bed. Service bazar is a web platform where people can get various types of services even without leaving their homes. Our website is built with that specific agenda in mind. Just to help people. To make people's life comfortable. We have got almost every help they need. We will help people 24/7 with any kind of expert help at anything from little to very big things. They can choose from our help service according to their requirements. They can also get real fast help in case of an emergency. We will provide people with expert help in every uncomfortable situation in their daily life whenever they need it. We will provide user with Electrician, Plumber, Laundry, Courier Service, Deliveryman. We will upload their details of service into our application and we will offer fees to service providers according to their specialty and time. Based on these people can choose any service according to their needs

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Everyone needs help in one area or another in their life. As humankind advances to the future, we are looking for various new ways to make our life more comfortable. So, more and more devices and machines are becoming an important part of our daily lives. These things are making our life really comfortable and enjoyable. But, from time to time these things get damaged or unusable. People need the help of an expert to repair these things. There are also many things that people need help with which they are not normally used to or don't know anything about. In many different scenarios of people's daily life, they need the help of a professional. we human beings can't do everything by ourselves.

In order to provide service to those people who need it, we created a web-based application Service Bazar: A smart way to serve the services. It is capable of fulfilling any kind of expert assistant demand of the consumers. We have almost all the types of service people frequently need. Like, Electrician, Plumber, Laundry, Courier Service, Deliveryman, repairman, house cleaner.

So, from now on people can just order their necessary service without even leaving their house. with the internet connection and a device, they can solve any kind of problems they have with the help of a skillful expert.

1.2 Motivation

When A while ago we went to visit our friend's house. there suddenly a water pipe was leaking in the kitchen. in a matter of minutes, the whole kitchen was flooded with water. As my friend recently moved to that area, he didn't know of any professional who could help to repair the water pipe. he went out to get help but the time he returned with an expert it was too late. Water has already spread to every corner of the house. Because it took him hours to get help. The situation was really uncomfortable and annoying to everyone in the house.

Then after thinking about that uncomfortable situation, we realized that a situation like this is a common occurrence in our life. Nobody knows when this kind of accident will occur or when they will need professional help in life. so, we want to build a website where people can find expert help in any given situation and at whatever time.

1.3 Objectives

- We want to create a website that will be very fast and user-friendly and everyone can use it through the internet connection.
- From our website, everyone can easily get the specific assistance they need at any time.
- Users can see the description of a particular service and buy the service.
- To help professional service providers to get new jobs and help them financially.
- people who need urgent assistance can get emergency service by paying a little more.
- Users will be able to buy any service at a very low cost and They can cancel the service at any time if they want.
- Users can pay online if they want or they can pay cash after they get their service.

1.4 Expected Outcomes

Tenants Everyone can register and login to our website. Our website will be very user friendly, so that everyone big and small can use our website very easily. Through our website everyone can get their necessary help at any time. Users will be able to get their particular service within their budget. We will help users meet their own needs as soon as possible. But those who need assistance very quickly can buy our emergency package and get instant service. We hope that through our website many workers will be able to find their own new job and earn money to support their finance.

1.5 Project Management and Finance

Customers would pay us a certain amount of money for their specific service and we would leave some of this money and give the rest to the professionals. Also, we will provide service very soon for those who need our service very soon but we will take some extra money from them. Site management is very important so we will all manage the website together. If there is any problem, we will fix it in time and we will update the website as slowly as possible which will be based entirely on customer reviews. We thought that in the future we will hire some people to monitor the website better and they will monitor the website all the time and if there are any errors in the website, they will fix it immediately. Project.

CHAPTER 2

BACKGROUND

2.1 Terminologies

With the help of our web-based application Service Bazar: A smart way to serve the services, users can easily find their need. They can be accessed from anywhere with the help of internet technology. People will benefit a lot from using this platform. This project is a web application. It doesn't need any installation on our computer, we can simply access it through any browser. Here, when a consumer opens our site that user will be able to see the front page, which consists general information. From here, any user can view the list of different service, cost and other related information and offers.

2.2 Related Works

At this moment, although a lot of business website in the market that basically offers customer items, fabrics, toys, gadgets, and so on. However, very few platforms offer repairmen, handymen, house cleaner workers, car service, ambulance service, sanitary service. But even most of them do not offer a 24-hour service. One of this such website is "poshora". An honorable mention of such a website is "Digital Manush". these websites services provide services in our country and specifically in certain cities.

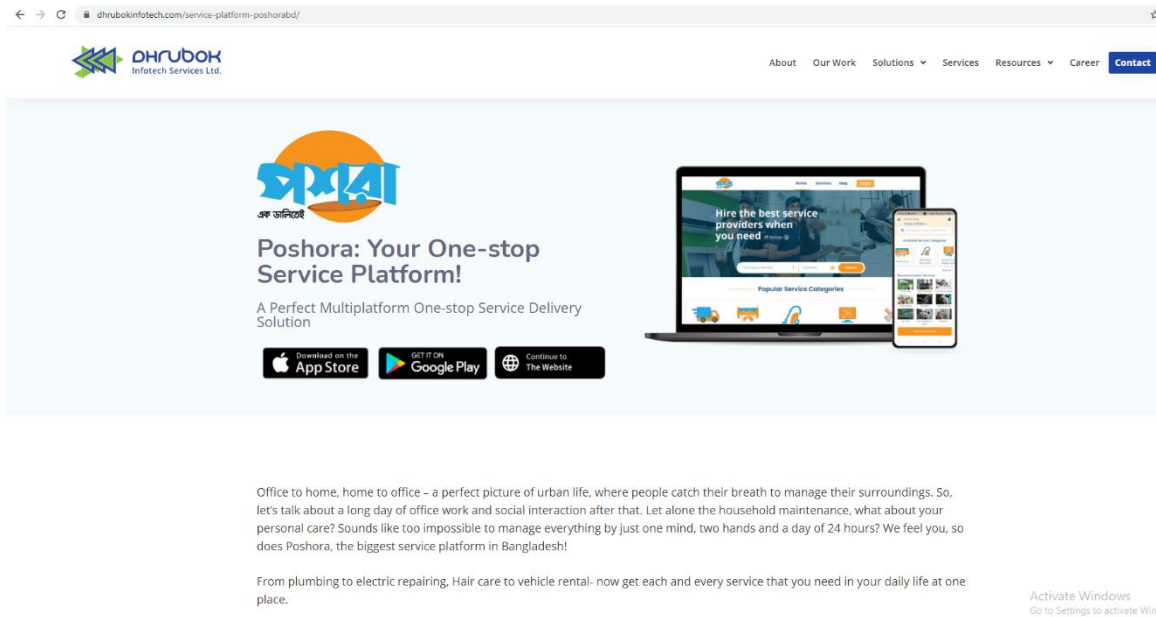


Fig 2.2: USER INTERFACE (UI) RELATED WEBSITE ‘Poshora’

2.3 Comparative Analysis

Although there are a few services provider in our country. But they are not as efficient in their work. Most of them don't have a user friendly interface. Here, our websites interface is really user-friendly. Those websites were really slow, most of the time it takes a lot of time to just load the website. But our website is going to be really fast. Compare to the current service platforms, we can say that our kosai service is a unique service that is not available in our country. We also offer our service 24 hours for any kind of service. And we deliver our service within the shortest possible time, in that case, it will take not more than half an hour. We also offer an emergency situation special service, which is also a unique idea which is not been implemented before.

2.4 Scope of the Problem

We found a variety of problems after monitoring some service provider websites. the most common problem that we faced are:

- Those websites are most of the time really slow.
- The designs of those websites are not very user-friendly.
- If there is even a little traffic on those websites, they slowed down a lot immediately.
- There are too many unnecessary materials.
- The main problem of this type of service is to ensure security and payment. Service delivery within a very short time is also a big problem during a crisis or emergency time.

2.5 Challenges

We have faced many challenges while working on this project, some of them are:

- It was very challenging to make our website user friendly
- We are working on making our website very fast and making it capable of taking as much pressure as possible. so that many people can take our services together and the website will still be working fast. which is quite fast.
- We want to give the best service to our users so we want to hire trustworthy and skillful experts who know very well and It's hard to find them.

CHAPTER 3

REQUIREMENT SPECIFICATION

3.1 Business Process Modeling

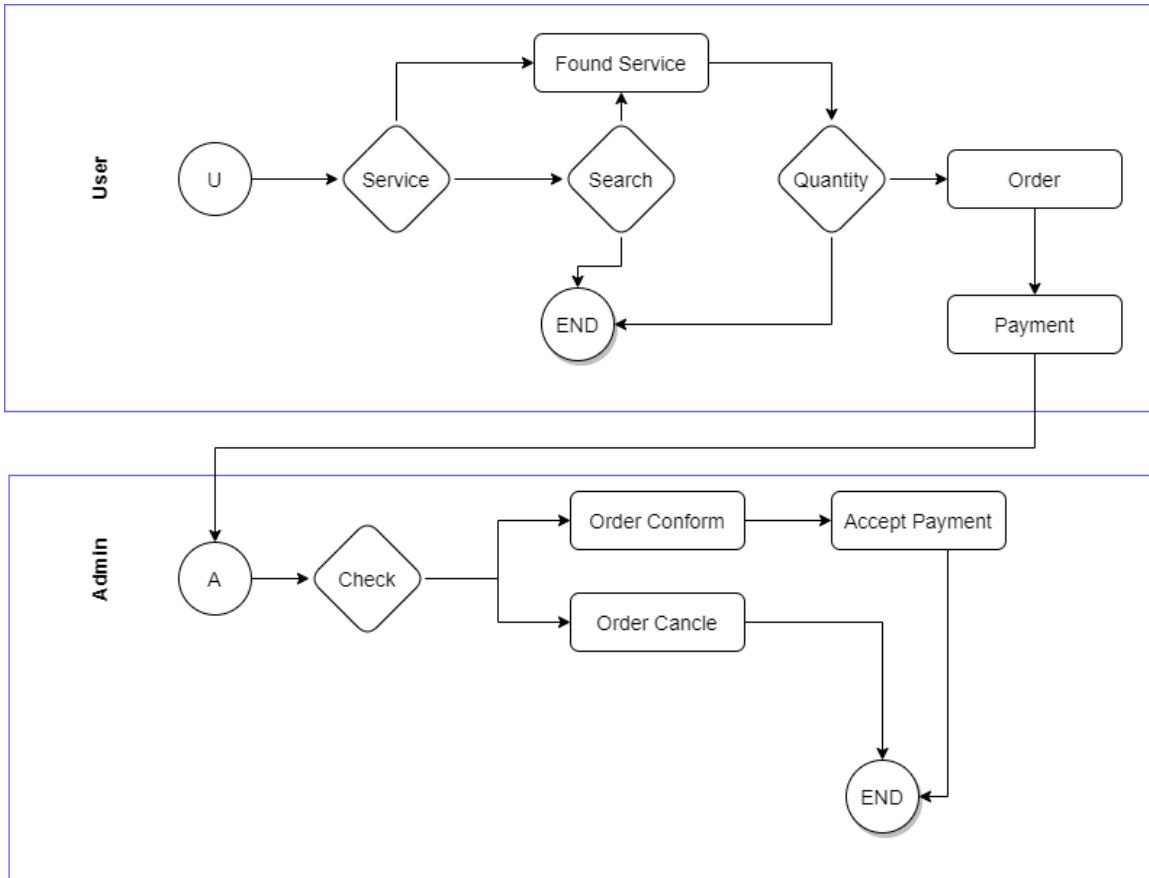


Fig 3.1: Business Process Modeling

3.2 Requirement Collection and Analysis

Table 3.2: Requirement Collection and Analysis

Serial No	Requirement Name	Requirement Analysis
01.	User Registration	Users have to be registered to visit this web application. Then the user will be able to see the details of the provided services on the website.
02.	User Login	If a consumer has been registered, then that person can see the provided services and view order details.
03.	User order service	Users can order from any existing service from the website according to their requirements and budget.
04.	Online Payment	After ordering a certain service the consumer can pay online. Using mediums like Bkash, Rocket, DBL.
05.	Admin Login	To bring any kind of changes to the website, Admin must have to be logged in to the application.
06	Add service	Only admin can add any kind of new service to the website.
07	Delete Service	Only the admin can delete any type of existing service from the website.
08	Add new admin	The existing admin can give any user super permission to become a new admin and grant him with the power to control the whole website.

3.3 Use Case Modeling and Description

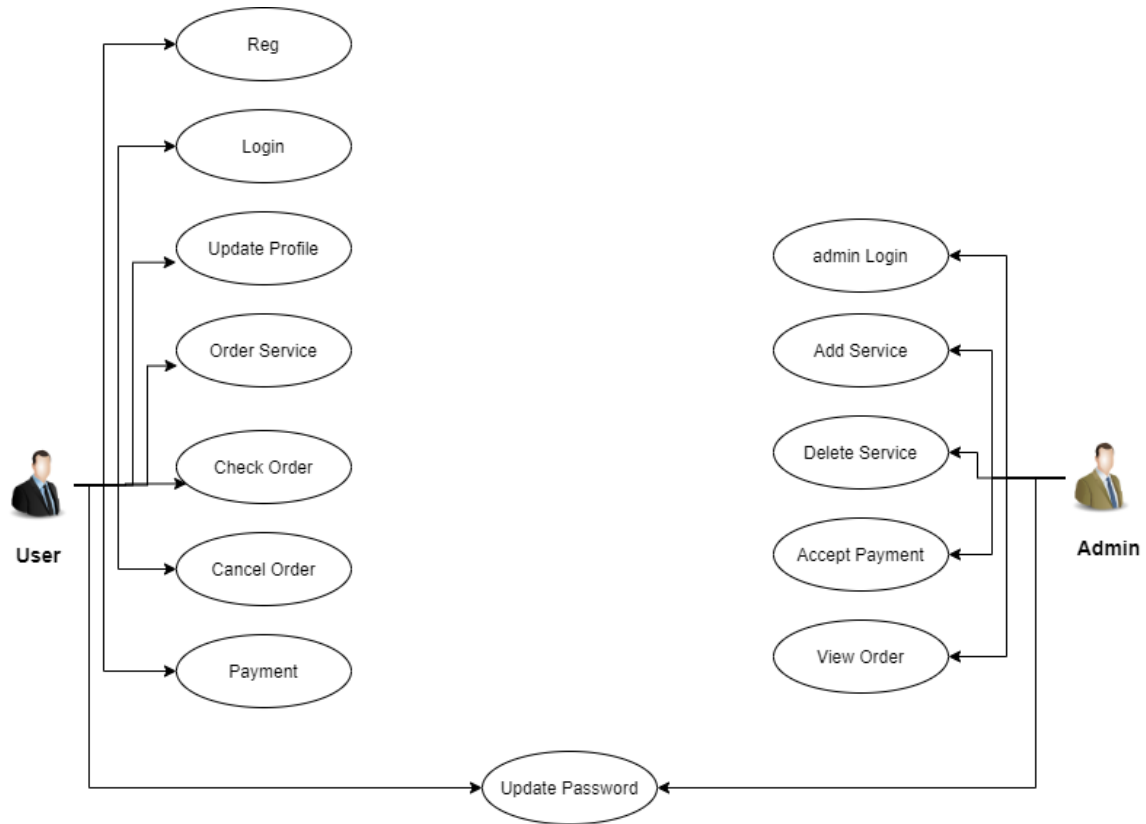


Fig 3.3: Use Case Modeling and Description

3.4 Logical Data Model

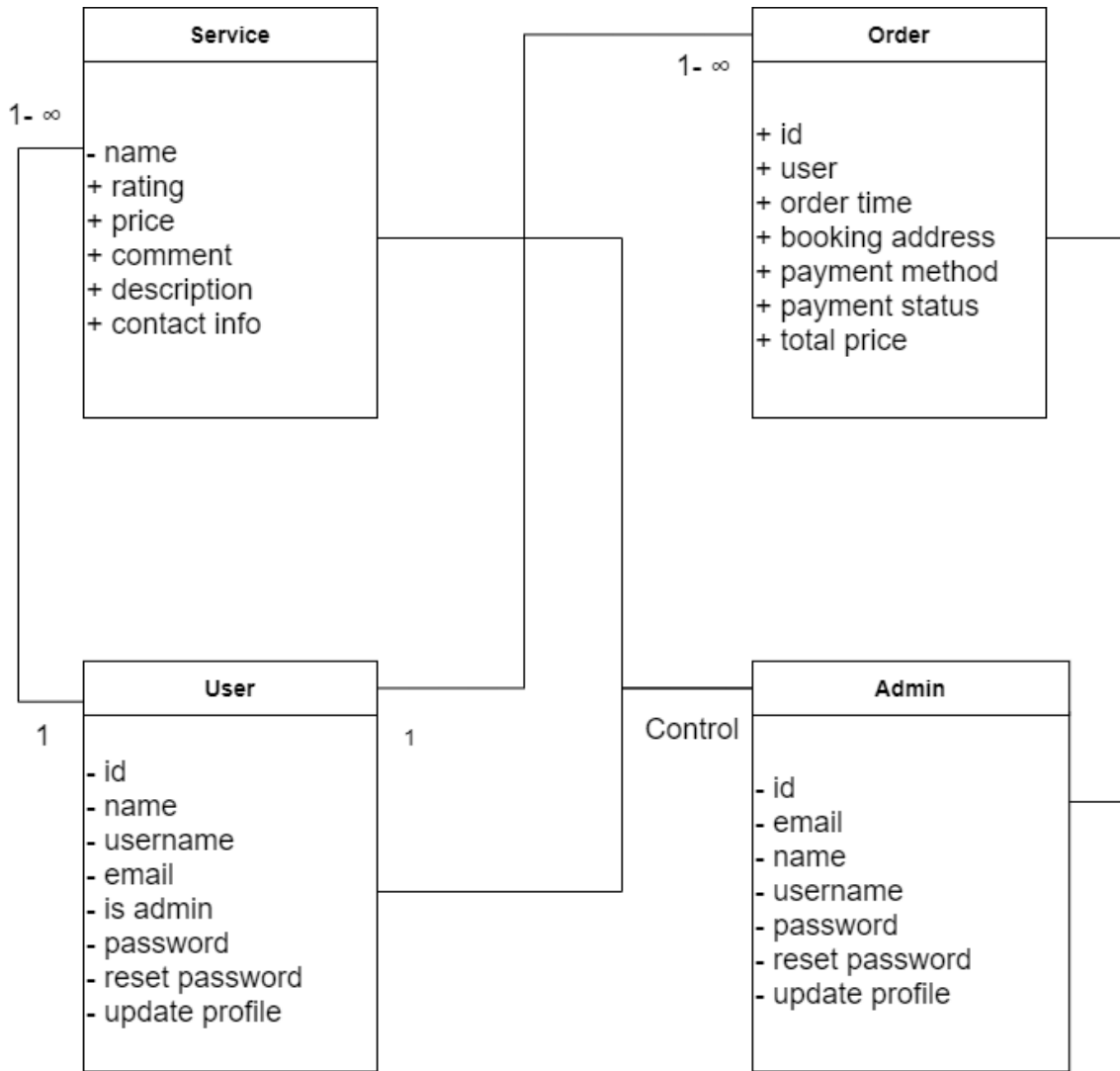


Fig 3.4: Logical Data Model

3.5 Design Requirement

In order to design our website well, we divided the website into two parts, this two are front-end and back-end. In the front end of our website, we used React.js and in the back-end we used Express.js. For the management, we used 'visual studio code'.

React JS is an open-source front-end framework, it is based on JavaScript and is a component-based JavaScript library. It is used to build UI, especially for single-page applications. JavaScript is used to create dynamic elements on the web application. It is a declarative, effective, and flexible JavaScript in order to build the user interface. React.js lets users compose complicated UIs from small and secluded pieces of code. these are known as components.

Express JS is an insignificant and adaptable Node.js web application system that gives a hearty arrangement of provisions for web and versatile applications. Express Js application is a Node Js web application server structure, it builds single page, multi-page, also crossbreed web applications. This is the accepted standard server system for hubs. Express Js is a free application structure for Node and open-source web. Express JS is a prebuilt NodeJS framework. it can help users to create server-side web applications faster and smarter. Simplicity, minimalism, flexibility, scalability is some of the Express JS characteristics. It is made in NodeJS itself. So, it inherited its performance too. Express is the backend part of the MEAN stack, which likewise incorporates MongoDB for the information base, AngularJS for the front end, and Node.js for the JavaScript runtime climate.

CHAPTER 4

DESIGN SPECIFICATION

4.1 Front-end Design

To register we need to click on the registration button with the name password confirm password email information.

localhost:3000/register/redirect=/
SERVICE BAZAR Search Services... SEARCH CART SIGN IN

SIGN UP

Name
Enter name

Email Address
Enter email

Password
Enter password

Confirm Password
Confirm password

REGISTER

Have an Account? Login

Fig 4.1.1: Registration Page

After registration we have to sign in website, for this we have fill up form Email and password Which we use for registration then click the SIGN button.

localhost:3000/login?redirect=/
SERVICE BAZAR Search Services... SEARCH CART SIGN IN

SIGN IN

Email Address
fahad@gmail.com

Password

SIGN IN

New Customer? Register

Fig 4.1.2: Log in Page

This is our main page we can see all our services in this page in details.

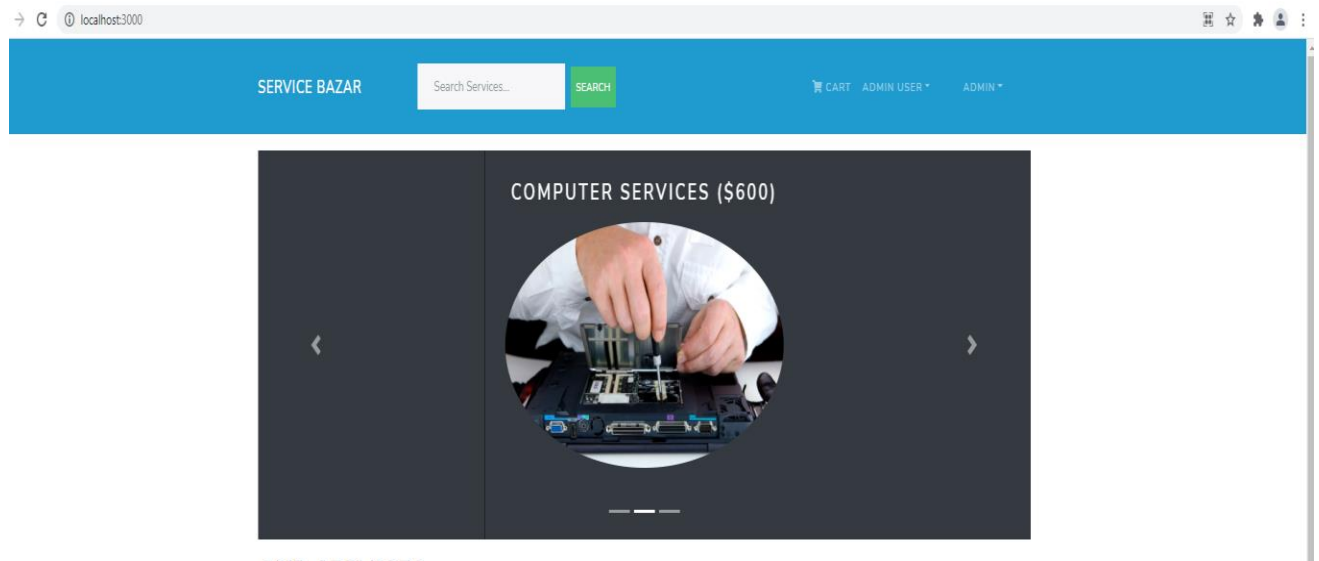


Fig 4.1.3: HOME PAGE

Here is our service, our service is AC service, House service, Computer service, Refrigerator service, Car service, Motor service, Construction service, Solar service, Car Cleaner service.

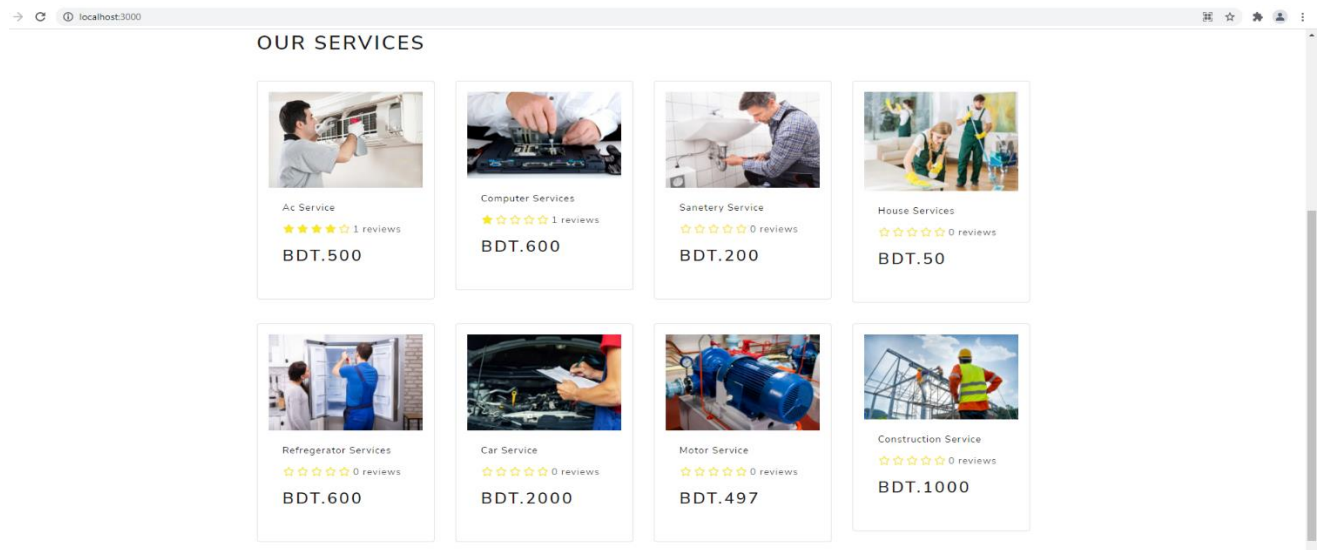


Fig 4.1.4: Service PAGE

After Click any service we can see detail of ministry. Also, we can buy the service, give reviews and comment for this service.

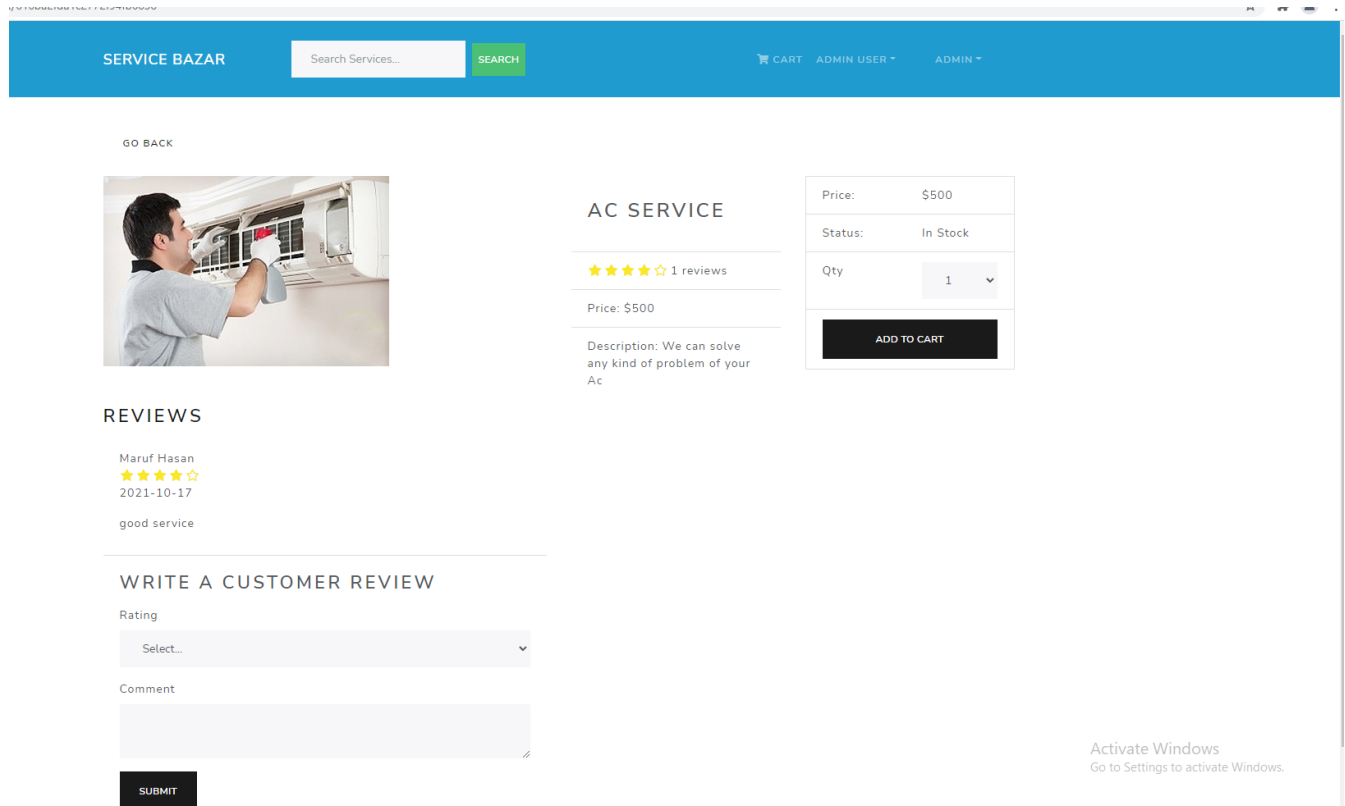


Fig 4.1.5: Service Details Page

User will be able to see the orders placed in the website.

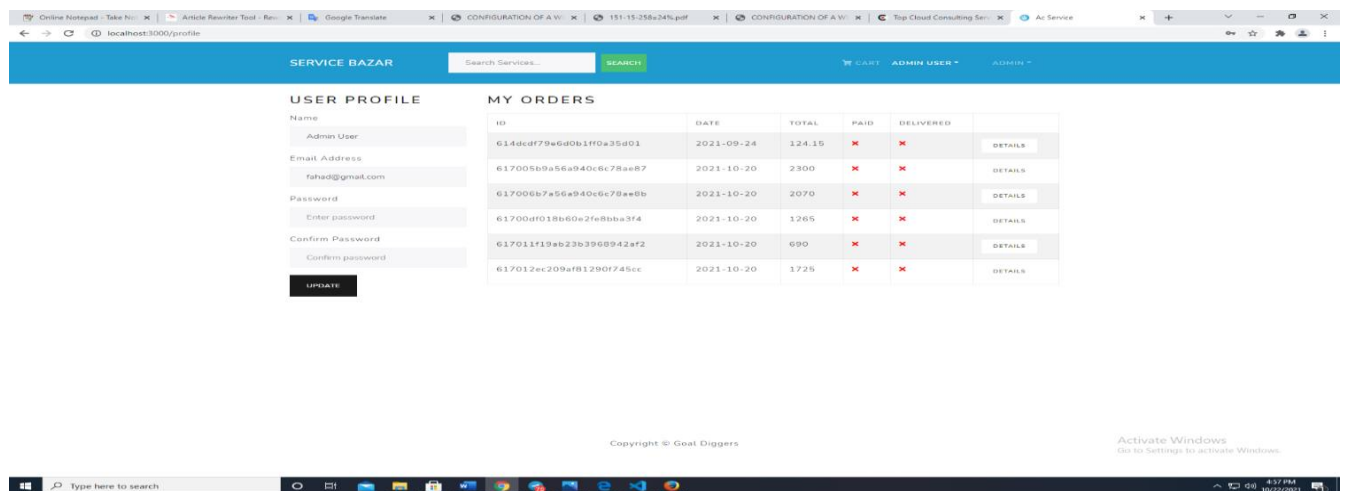


Fig 4.1.6: User Profile Page

Admin will be able to give another user access and make a new admin.

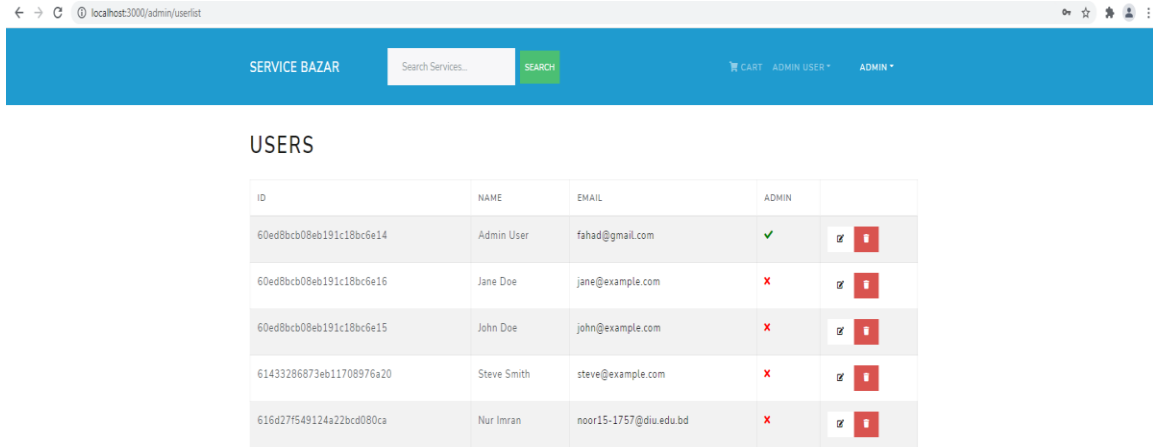


Fig 4.1.7: Admin User Page

Admin can see all the order placed on the web application.

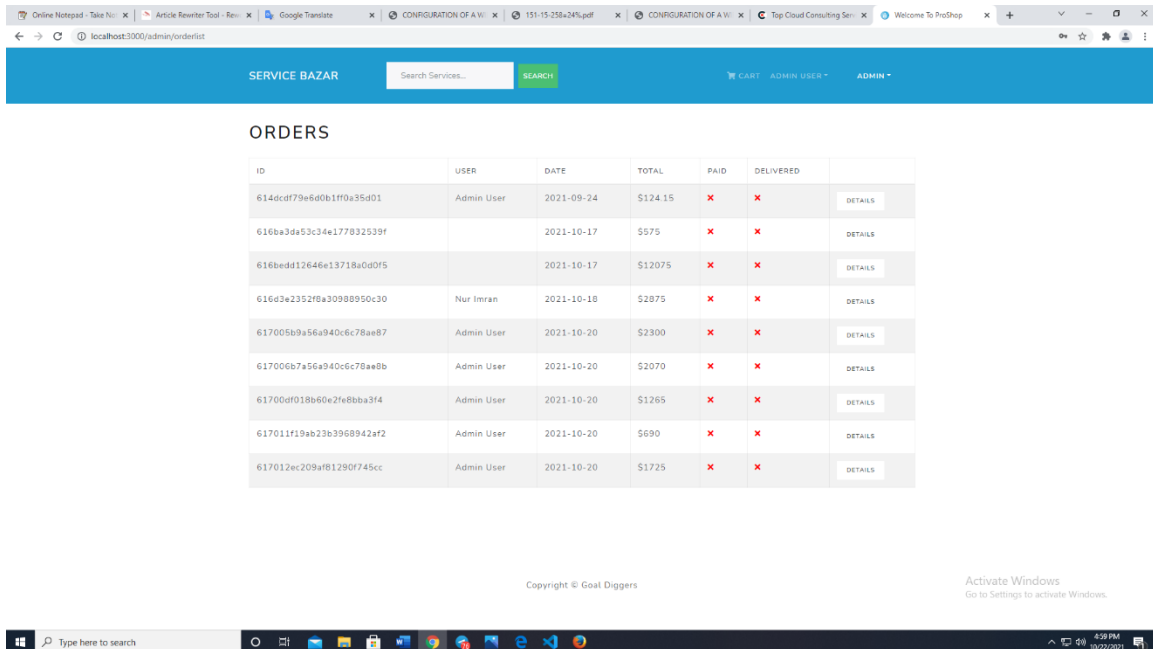
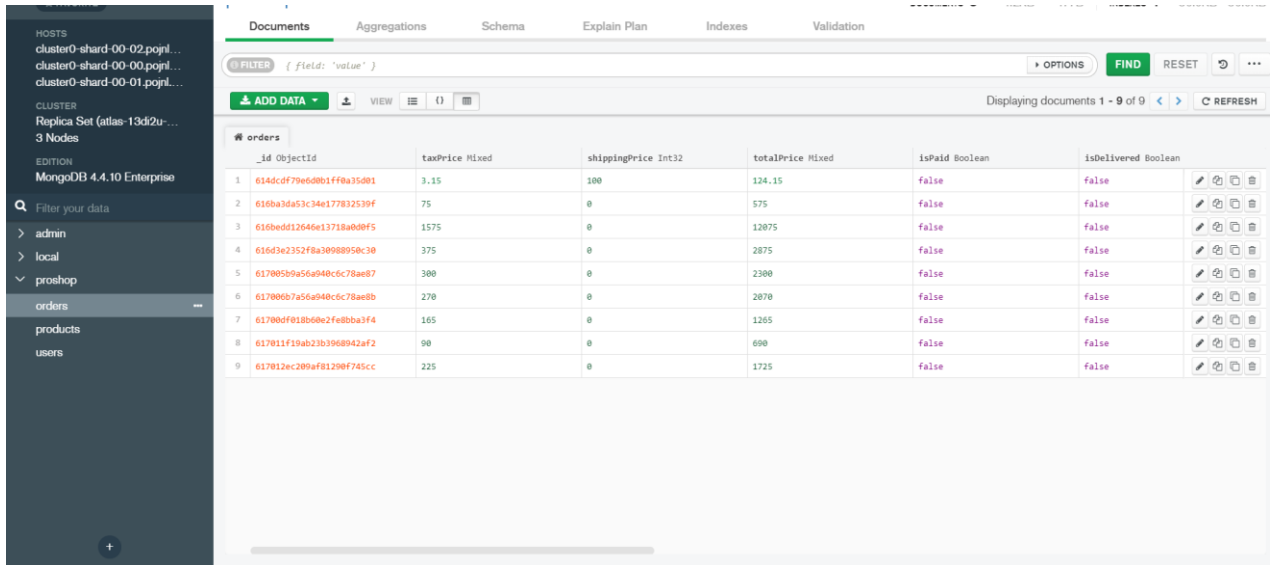


Fig 4.1.8: All Orders Page

4.2 Back-end Design

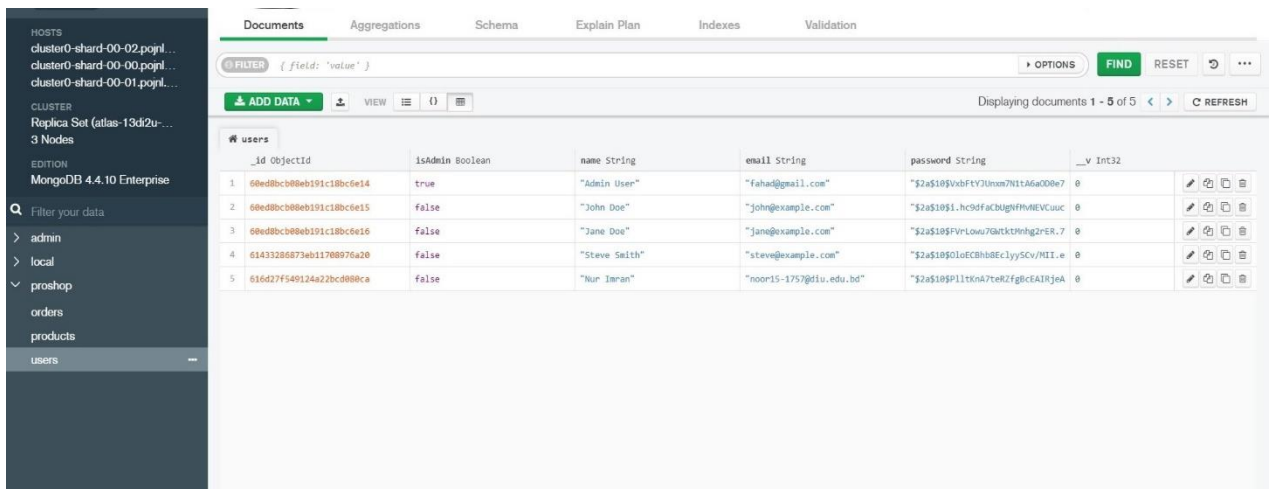
This is the order table. Where we store all the order information.



#	orders	_id Objectid	taxPrice Mixed	shippingPrice Int32	totalPrice Mixed	isPaid Boolean	isDelivered Boolean
1		614dcdf79e6d8b1ff0a35d81	3.15	100	124.15	false	false
2		616ba3d53c34e177832539f	75	0	575	false	false
3		616bedd12646e13718a0d9f5	1575	0	12875	false	false
4		616d3e2352f8a30980950c30	375	0	2875	false	false
5		617005b9a56a940c6c78ae87	300	0	2300	false	false
6		61700067a56a940c6c78ae8b	270	0	2070	false	false
7		61700df018b60e2fe8bba3f4	165	0	1265	false	false
8		617011f19ab23b3960942af2	90	0	690	false	false
9		617012ec209af91290f745cc	225	0	1725	false	false

Fig 4.2.1: Order table

This is the User Information table. Where we store all information of the user. The table attributes are id, name, email, password.



#	users	_id Objectid	isAdmin Boolean	name String	email String	password String	_v Int32
1		60e8d8cb08eb191c18bc6e14	true	"Admin User"	"fahad@gmail.com"	"\$2s105VxbFy7Umm7N1tA6a00e7	0
2		60e8d8cb08eb191c18bc6e15	false	"John Doe"	"john@example.com"	"\$2s105i.hc9dFacBqWfHMEVCuc	0
3		60e8d8cb08eb191c18bc6e16	false	"Jane Doe"	"jane@example.com"	"\$2s105FvPLowJ7Gatkt9hg2rER.7	0
4		61433286873eb11708976a20	false	"Steve Smith"	"steve@example.com"	"\$2s1050l0ECBh8EcLyy5Cv/HII.e	0
5		616d27f549124a22bc0880ca	false	"Nur Iman"	"noor15-1757@diu.edu.bd"	"\$2s105P1tKn47eR2fgRCEA1Rj6A	0

Fig 4.2.2: User Information

This is the Service Information table. Where we store all the service information.

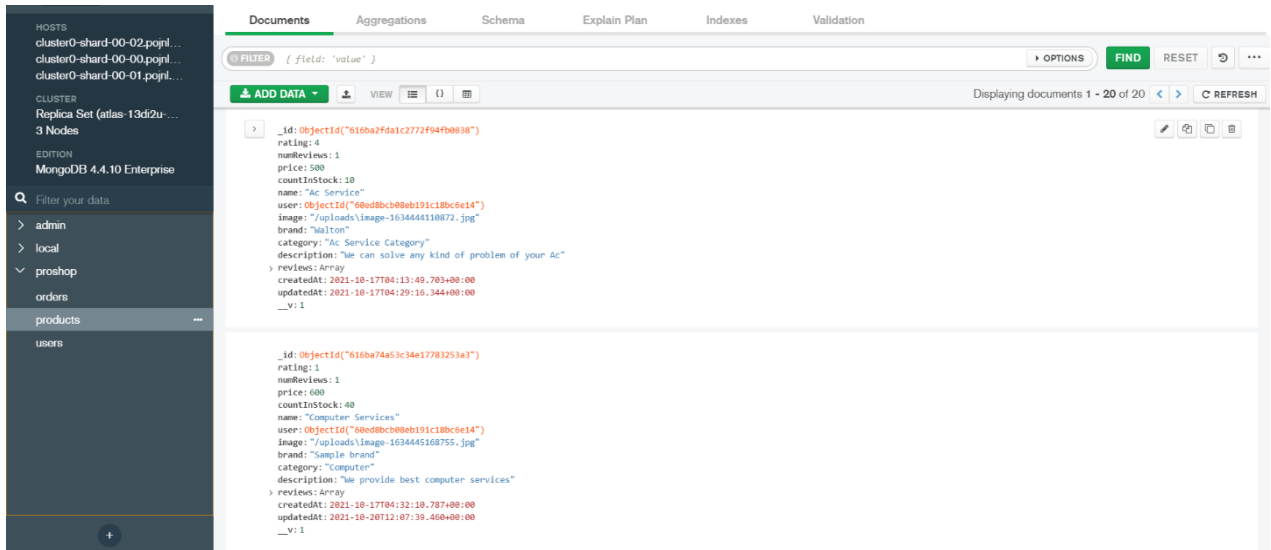


Fig 4.2.3: Service Information Table

This is the admin table. Where we store the admin related information.

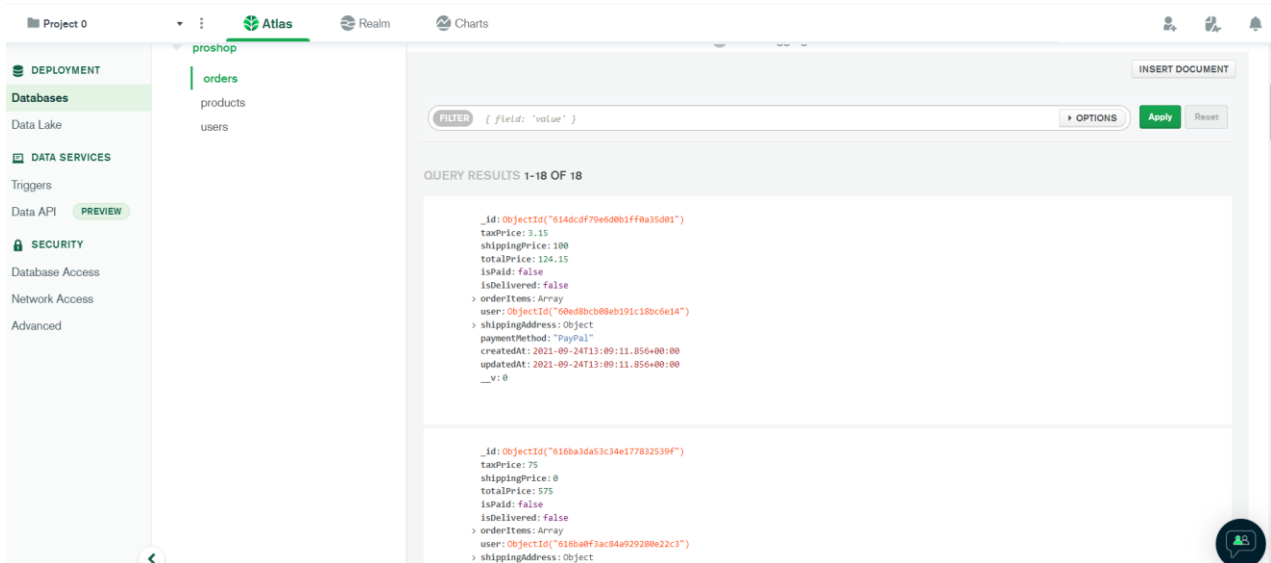


Fig 4.2.4: Admin Table

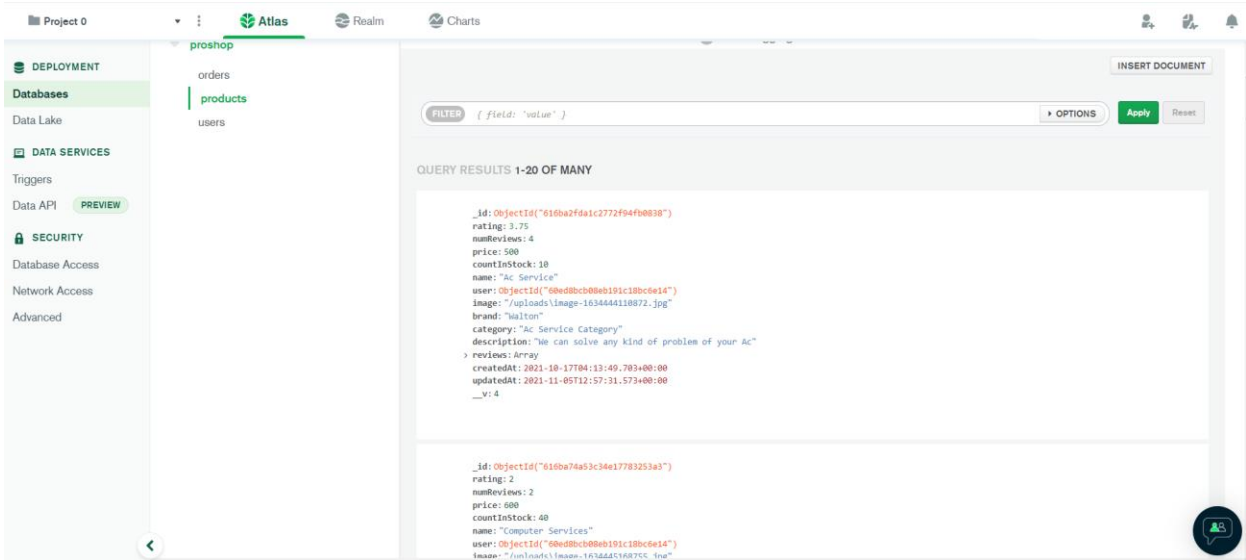


Fig 4.2.5: Admin Table

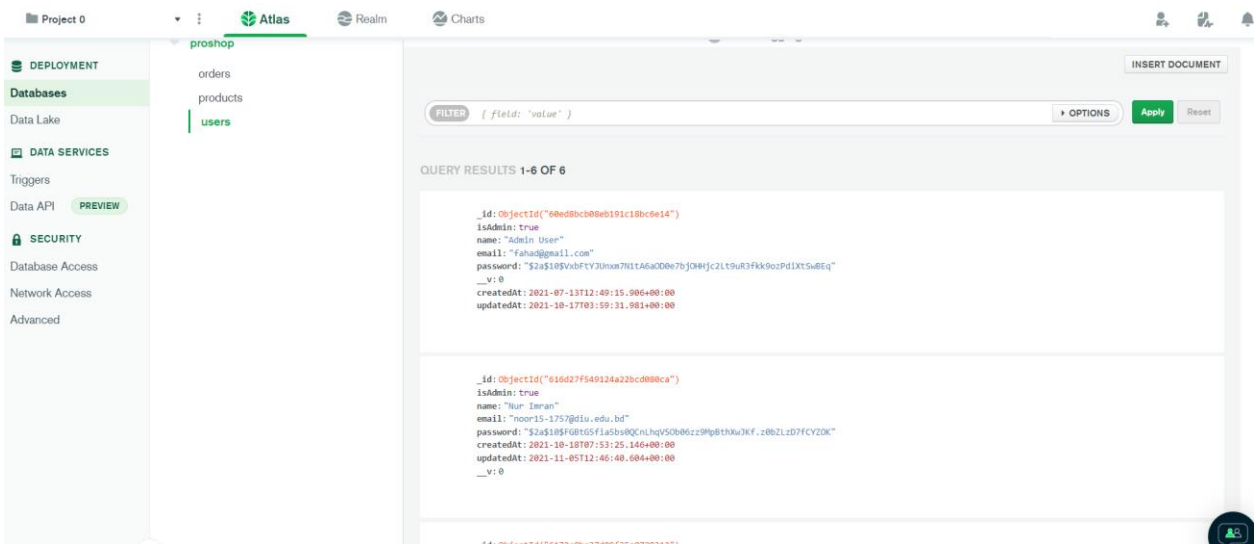


Fig 4.2.6: Admin Table

4.3 Interaction Design and User Experience (UX)

Interaction design is really important for web applications. We have focused on the design that we have created because that consumer can easily find their necessary service. That's why we focused on creating such a user-friendly system. We have all kinds of service records and offers in the system. The consumers can search or find their required service and then users can place any particular service order. After confirming the service consumers can pay the payment in cash or online. After receiving the service, the consumer can add a rating and a comment on the service.

4.4 Implementation Requirements

Our website was developed in different phases:

- Requirement Analysis
- Template Designing
- Database designing
- (UI) Design
- coding
- Testing

CHAPTER 5

IMPLEMENTATION AND TESTING

5.1 Implementation of Database

In our web application, we used MongoDB Atlas as our database. MongoDB Atlas is a cloud database. It takes care of complexity of deploying, managing on the cloud service. With MongoDB Atlas, data is protected with pre-configured security features for authentication, authorization, and encryption. MongoDB Atlas is a NoSQL database. By using MongoDB Atlas users can significantly reduce management time and cost. It is document oriented data model. This is what makes it quite easy to add and change fields. Mongo dB Atlas is a cloud based, open source and NoSQL database. it uses JSON documents with dynamic schemas. It provides all the features of Mongo dB while it automates database administration tasks. Like database configuration, infrastructure provisioning, patches, scaling, backups, and many others.

Mongo dB stores data in JSON like documents. It can vary in structure. Here, Related information is stored together. It is to get fast query access through the MongoDB query language. It uses dynamic schemas.

To connect MongoDB with our web application we used the mongoose function. Mongoose is an Object Data Modeling library for MongoDB. In order to connect our database with the application and to make database schema mongoose provides us with a lot of built-in functions. With the help of these functions, we can easily connect MongoDB with any application. By using mongoose, we can easily create tables and queries in our database. Mongoose also helps us to create, retrieve and manipulate data along with various other features that make it easier to work with MongoDB.

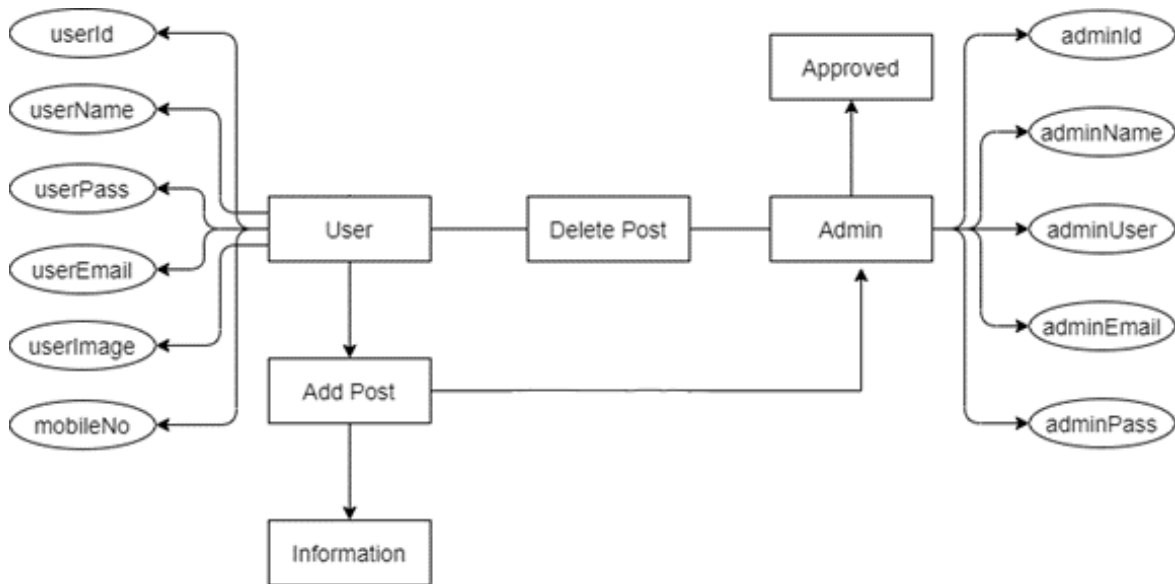


Fig 5.1.1: Database Implementation

5.2 Implementation of Front-end Design

To design our website well, we divided our website into two corridors, They are front-end and back- end. in the fountain- end of our website we usedReact.js and in the reverse- end we usedExpress.js. For the operation, we used' visual plant law'.

A brief view:

1. Service Provider Subscribe Up
2. Service Consumer can search Service Provider like
 - Electrician
 - Plumber
 - Maid Menial
 - Courier
 - 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

5.3 Testing Implementation

Testing of web application is important to see the outcome. Therefore, we produce Tests case before developing the system. A few examples are:

Test Case 1: Suitable Service Provider Hunt In our system, a service consumer can search the following service providers

- Electrician
- Plumber
- Maid Menial
- Courier
- Laundry

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

Test Case 2: Match Preferred Location, Preferred Time, and Cost. The consumer can match the Preferred Location, Preferred Time, and Cost of the service provider. Service Providers can Add it to their profile and also can edit it. And Service consumers can check it.

Test Case 3: Communicate over Phone or Dispatch with the Service Provider. For communication purposes, the service provider must include the phone and dispatch. The service the consumer can communicate through this.

Test Case 4: Change the Status of Active & Inactive Service Provider Can Change his status Active or inactive. However, only also, If it's Active. The Service consumer can get his/ her word.

5.4 Test Results and Reports

Table 5.4: Test Results and Reports

No.	Description	Text Data	Expected Result	Actual Result
01.	Check all input field empty or not	If empty	A message will be displayed as all field must not be empty.	Pass
02.	Check the input email is in valid format	Email: fahad@.com	A message will be displayed as input validation	Pass
03.	During registration check the input mail is already registered	Email: nadim@gmail.com	A message will be displayed as the input mail is already registered.	Pass
04.	Check if username is already existing	Username: Nadim	A message will be displayed as the username is already existing.	Pass
05.	Clicking the login button with invalid email or password or both.	Email: inavild@gmail.com Password:” invalid”	A message should be displayed as account is not valid	Pass
06.	Clicking the login button with valid email and password	Email: Rafi@diu.edu.bd Pass: 12345	Redirect to Home page.	Pass

CHAPTER 6

IMPACT ON SOCIETY, ENVIRONMENT AND SUSTAINABILITY

6.1 Impact on Society

Service Bazar website is here to provide all the local services and get things done without any hassle. We have many services like AC Service and repair, computer service and repair, sanitary services, house service, car service, etc. We provide services that are most important for every urban family. Like for example in our country sometimes the weather gets really hot, without an AC living here would be very much tough, mostly in every house there Are AC's, as it is an electronic device it needs to get serviced. So here in Service Bazar, you can hire people to service your AC, same goes with like your computer has stopped working you can hire people who can make it good as new. Everyone in society needs everything they use or the things they need in their everyday life work on point. We provide service that will make everything on point, there will be no hassle.

If we can spread our service perfectly, we can see a good impact in society.

6.2 Impact on Environment

We believe that through our services we give solutions to every household problem so it will set a good impact on the environment also. As I have mentioned before household problems like AC, Cars, computers, mobile phones, refrigerators, electronic servicing, House cleaning, Sanitary servicing all problems will be solved just by contacting us.

That's how we help people to get the perfect solution. That will help to build a positive and perfect environment.

6.3 Ethical Aspects

At present we have to search different stores for our services and go to different people to find them for this type of services. When we are shifted to a new place, we have no idea who is providing that service. That is why many times we have to go through different types of suffering, this is our website to solve all these problems. All the services are available in one place through our website, As a result. Human suffering is greatly reduced, In the midst of the busyness of our lives through the website, much of the time wasted is reduced. Our website is very easy to use and user-friendly so that anyone can use this website very easily and get the services they need from this website. After all, this website will play a big role in our daily lives. Our Service will help the general people it is the main motto of our solution. Moreover, our Solution keeps the records of all service providers and is also planning to keep all records of service consumers and all the confirmed services in our next release. It will confirm the Security of all Parties.

6.4 Sustainability Plan

The service we are providing this is not very much known in our country. If people face any household issues it is a big hassle to find people to make that done for them, and it becomes kind of costly. From us, they can hire people in a less amount of without any hassle just in a minute. If we provide good service to customers, we will get good publicity from them to their relatives and neighbors that's how this project may work pretty well in future days.

CHAPTER 7

CONCLUSION AND FUTURE SCOPE

7.1 Discussion and Conclusion

The main purpose of our website is to make the user easy to understand and use without waiting for service, making human life more accessible. To reduce server stress and save the user time, we have developed a front-end with react JavaScript which will reduce server stress. We had to go through a lot of trouble to create this website because we are using new to this website. This will create employment for the unemployed and reduce the unemployment rate in the country.

7.2 Scope for Further Developments

we have big plans regarding our project development. we are currently working on it. we will add many different services in the future. the one that we are looking forward to is providing help service. so that we can give emergency health service in an urgent situation. we will work with a professional doctor to provide users with the best satisfying service. We want to reach every part of the country from the service. We would like to arrange training for those who have inexperienced employees, we have some service limitations here now. We would like to increase the number of services in the future. This will create employment for many unemployed people, Adequate job opportunities will be created for experienced employees. We will try to open different branches of this service in different parts of the country from our own service so that people can take the service easily. Those branches will have job opportunities for experienced employees and training for inexperienced employees. We want to turn this website into an app in the future so that people can easily take advantage of this service. Our aim is to make people's lives easier and this service will make people's lives much easier.

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