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MyService: Modernising Appliance Service Management

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Abstract:

The creation of MYService, a web-based platform intended to simplify home appliance repair services, is examined in this study. It tackles the difficulties that customers and service providers encounter in finding and using trustworthy repair services. The purpose of the study is to find out how well MYService works to improve user experiences, make service bookings easier, and provide more job possibilities in the service sector. Using an agile methodology, the study explores the platform's design and execution, placing a focus on intuitive user interfaces and effective service management systems. Results show that MYService gives customers a simpler way to browse and make reservations while giving service providers a way to highlight their qualifications and abilities. Increasing the security of the flow status and automating the administrator user addition procedures are two suggestions for improvement. The results of this study highlight how MYService can completely transform the home appliance services market by promoting ease, openness, and trust among service providers and customers.

Keywords: home appliance repair, service booking, user experience.

Introduction

The service industry faces several obstacles, making it difficult for both providers and customers to connect effectively (Bolton et al., 2018). One major challenge is the difficulty in identifying appropriate platforms for advertising or locating required services. Furthermore, data gathering, and preservation provide substantial challenges, preventing efficient communication between service providers and customers.

To overcome these issues, the goal of this research is to create a comprehensive website called MYService. This platform intends to make it easier for users to register, schedule appointments for services, and communicate with service providers and consumers, all while efficiently preserving pertinent data in a database (Immonen et al., 2020). Furthermore, MYService will have a job board designed exclusively for the service business. This feature will allow job searchers to find and apply for openings that match their talents and interests, increasing employment opportunities in the sector (Wanberg et al., 2020).

MYService supports three separate user categories: Administrator, Customer, and Service Provider. Administrators will have the authority to approve service providers, manage user accounts, track payments, provide reports, and ensure the website runs smoothly. Customers will be able to browse service provider profiles, make appointments, and communicate directly with service providers. Service providers, on the other hand, will use the platform to successfully promote their expertise and services (Mehmood T., 2021).

Functionally, MYService will allow users to create accounts, which is critical for service providers looking to properly showcase their talents. Customers will be able to make appointments with service providers straight from the site. Administrators will be able to monitor user accounts, including registering them as service providers before they begin selling their talents.

Upon reviewing the current literature, different platforms such as Bosch Home Appliances repair services, Mr.Clean, and LocalService sought to address comparable difficulties within the service industry. These platforms provide specialized services geared to specific locations or niches, with varying signup/login processes and booking mechanisms. However, none of these platforms offer a more comprehensive solution than MYService, which provides a wide range of home appliance services, standardized signup/login procedures, and website-based booking capabilities, increasing user ease and accessibility.

WEBSITE	SIGNUP/LOGIN	SERVICES OFFER	BOOKING PROCESS
BOSCH	Have SignUp/Login	Only repair BOSCH home appliances	Booking are on website
Mr.Clean	Do not have SignUp/Login	Only offer laundry services	Booking are on whatsapp
LocalService	Do not have SignUp/Login	Only offer services in certain area	Booking are on whatsapp
MYService	Have SignUp/Login	Offer all home appliances service	Booking are on website

Table 1: Comparison between existing applications

MYService intends to transform the service business by providing a user-friendly interface, standardized procedures, and a diverse selection of services, bridging the gap between service providers and consumers while also promoting job prospects in the field.

Research Methodology

The development methodology for MYService follows agile principles, focusing on flexibility and iterative feedback loops. Planning involves defining project objectives, target audience, and budget considerations, alongside database planning for effective data management. Designing the user interface prioritizes user-friendliness and layout, utilizing HTML, CSS, and database design tools like phpMyAdmin.

Development begins with PHP coding to create website functionality, providing smooth user interactions and data processing. The testing phases attempt to find and correct system issues, as well as to conduct unit and integrated tests to ensure reliability. Deployment involves configuring servers, databases, and network settings for public use, while ongoing reviews allow for continual system support and optimization (Al-Sagga et al., 2020).

Upon completion, the MYService system is formally launched, ready to bridge the gap between service providers and users.

Analysis and Discussion

Service providers can also access the website, register, search, update statuses, upload services, and change passwords. Administrators have additional capabilities such as user login management, service provider qualification approval, data access, account management, status updates, and payment facilitation. These requirements collectively form the foundation of the system, ensuring comprehensive user engagement and administrative control.

In addition to functional requirements, non-functional requirements address critical aspects of system performance, internet connectivity, scalability, capacity, hardware and software configurations, as well as specific system features like search bars, navigation menus, booking buttons, profile views, and rating comments. Rapid loading times, optimal website performance, dependable internet access, user-friendly interfaces, and robust data storage capabilities are paramount to the system's effectiveness and customer satisfaction. Furthermore, stringent security measures, such as enforcing password complexity, data encryption, and email opt-out options, safeguard user information and transactions, thereby bolstering system trust and confidentiality.

Overall, the analysis emphasizes the multifaceted nature of the MYService system, encompassing a wide range of features and performance benchmarks designed to enhance user experiences, promote operational efficiency (Pazienze et al., 2024), and uphold data security standards. By addressing both functional and non-functional criteria, MYService aspires to establish a seamless and secure platform that bridges the gap between service providers and consumers, fostering effective service delivery and user engagement within the industry.

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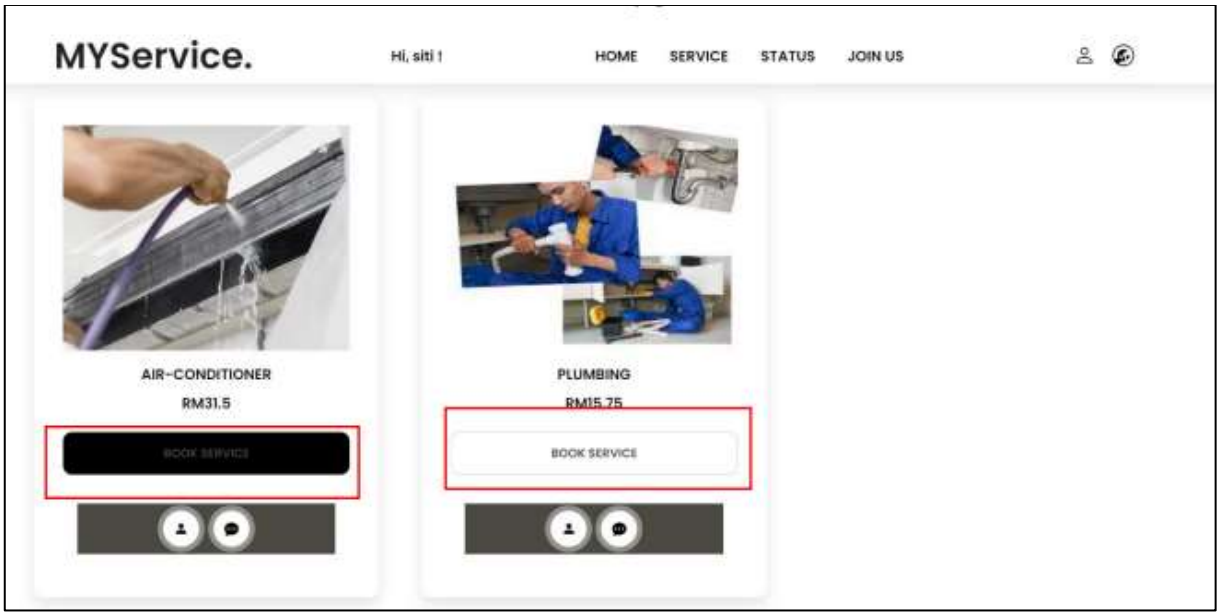

Figure 1: Booking Form Interface

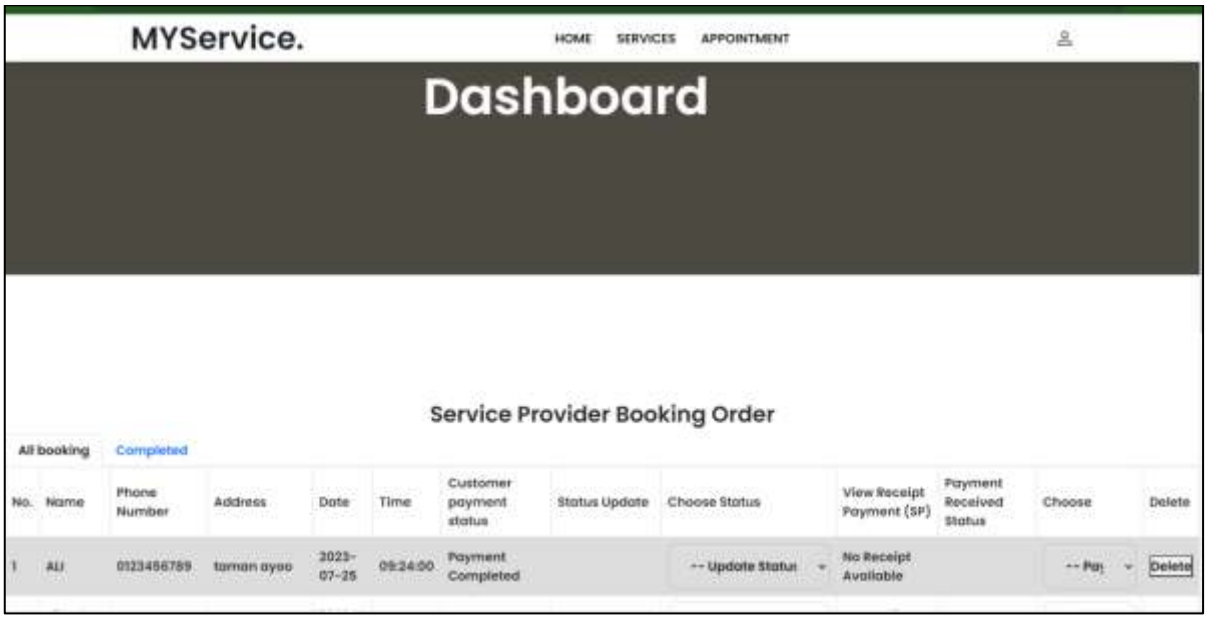

Figure 2: Dashboard for booking status

The established functional and non-functional criteria informed the design phase, which involved creating and developing MYService's service booking interface. This crucial stage translated the specified requirements into concrete user interfaces that would facilitate smooth interactions between customers, service providers, and administrators (Budake et al., 2023).

The design process focused on developing intuitive and user-friendly interfaces to cater to the diverse needs and preferences of all user groups. A key deliverable of this phase is the Booking Form Interface, illustrated in Figure 1. This interface acts as a consolidated portal for customers to submit service requests, select service providers, specify service preferences, and schedule appointments. The design prioritizes clarity, simplicity, and accessibility, ensuring that users can effortlessly navigate the booking process while providing all necessary information for optimal service delivery.

Furthermore, to empower customers with real-time visibility and control over their service requests, the design team created the booking status dashboard, depicted in Figure 2. This dashboard furnishes customers with real-time data on the status of their bookings, including confirmation messages, service provider details, appointment schedules,

and payment statuses. By centralizing this information within a visually appealing and user-friendly interface, customers can monitor the progress of their service requests and promptly address any concerns or inquiries.

The Booking Form Interface and the Booking Status Dashboard were meticulously crafted to adhere to the highest standards of usability, functionality, and aesthetics, incorporating stakeholder feedback and industry best practices. These interfaces exemplify the commitment to delivering a seamless and intuitive user experience that aligns with MYService's core objectives. Moving forward, the design will continue to be refined and optimized based on user feedback and future technological advancements. This continuous iteration aims to position MYService at the forefront of service delivery platforms, providing users with unparalleled ease, transparency, and satisfaction throughout their service journey.

Conclusion and Recommendation

In conclusion, MYService provides a valuable solution for individuals looking for home appliance repair services, with a user-friendly portal that streamlines the search and booking procedure. Customers may quickly search for services, schedule appointments, and follow repair statuses because to its simple user interface and straightforward features. However, certain limitations, such as insecure flow status and manual user addition by administrators, must be addressed. Nonetheless, MYService greatly improves customer convenience by allowing for flexible appointment scheduling and empowers experienced providers to demonstrate their knowledge. MYService bridges the gap between service providers and customers by cultivating trust through transparent profiles and certificates, thereby improving the overall experience for both sides in the home appliance services business (Uzir et al., 2021).

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