E-Reparar Online Service Portal

Ankit Mate, Saket Shahare, Saurabh Maske, Rajat Pakhale, Kushal Ghorse, Bhuwaneshwari Deshmukh

Department of Computer Technology Engineering, Rajiv Gandhi College of Engineering & Research, Nagpur, Maharashtra, India

ABSTRACT

Today's world is of internet, everything is available on internet and easy to use and is time saving too. Most of our task for which we have to sand in a queue for hours say for example to pay electricity bill, telephone bills, water bills but with the help of internet it becomes so easy, we can pay any kind of bill by just by one tap. Same goes for online shopping of cloths, groceries, furniture. Considering the need of today's world E-Reparar developed which is an e-commerce website engaged in electronic and electrical appliances repair and service of new and old products. Providing an door to door step service to customer which in turn save time and efforts of customer. In this customer gets a door step technical assistance for their product with one tap request with minimal charges. The key idea behind this project is to provide door step services to customer to save there time and efforts. Our main motive behind this project is to boost up the local service market. It is an online service based portal in which we provide door step services to customer. Services regarding to repairing of defective electronics & electrical gadgets and products. It is a bridge from which customer can connect to entire market of service provider. Bad/faulty gadget/appliances can lead to numerous problems ranging from frequent power outages, house fires, etc. Fixing it on your own can be fatal. Gadget/appliances repairs need to be done by expert technicians as an improper work may put lives and property at risk. Our service provider are highly skilled and take full safety measures while performing a job. Thus this project present the platform for the people that significantly reduces the wastage of time and make convenient for people to repair gadgets at doorstep. Consequently, it also manages the database which is useful for checking the status of the various fields in future.

Keywords: E-Reparar, E-commerce, repair, Appliances.

I. INTRODUCTION

We are always surrounded by electronic appliances and we always use them in our day to day life and our most of the work are completely depend upon them for example computer, laptops, mobile phone, printer and we cannot imagine our life without them.

What if any of them is not working and all your work gets stuck and we do not have enough time to go to repairing shop and get our device repaired. So to make it easier E-reparar is introduced to deal with all of customers concernE-reparar is basically an online electrical appliances repairing portal where customer register their complainant about their product and get repaired by our certified service provider at their door step.

This reduces customers time and energy to search for best service man to repair their product. In almost every home there are horde of appliances that practically remain in use throughout the day to provide us the comfort and easiness of life that we deserve.

We are really grateful to these appliances which are necessity of every home. And if you are grateful to such appliances then you must care for them too. The breakdown of electrical domestic devices is inevitable as machines after long run tend to break down.

At times they break down early due to misuse or over use. The electrical appliances like mixer/ grinder, Geysers, water heater, fan, Iron, computer, laptop, mobile etc. are widely used in almost every house hold. These electrical appliances do need periodic servicing, maintenance and repair actively.

We are not only providing electronic appliance services but we also focusing on automobiles and industrial automation. Though there are a number of authorized repair & servicing centers, provided by the authorized dealers network but still there is wide spread need of the repair & servicing centers to cater the need of repair and servicing activity for these appliances specially in semi urban and rural areas.

We provide online platform to the customer, customer can easily connect with us by registering complaint on our website or application. Customer having the option of to choose the service provider from their own cities.

1.1 Aim and Objectives

The objectives of the project is to design a smart drip irrigation system to water plants with the use of devices like raspberry pi, Arduino microcontrollers. Arduino is used to control the system wirelessly while C/C++ programming language is used for automation purpose. This system also contributes an efficient and fairly cheap automation irrigation system. System once installed has no maintenance cost and is easy to use. Environment parameters monitoring system based on wireless communication technology has been developed to control remotely, which realizes the measurement of temperature, rain fall, soil parameters.

1.2 Existing Methodology

HOME TRIANGLE It is similar to our project and it is most famous e-service provider but their implementation is different they are not connecting local service provider to the customer they provide their own service agent and service is in limited area. MR. RIGHT It is similar to our project but their implementation is different they are not connecting local service provider to the customer they provide their own service agent and service is in limited area but it is not user friendly and customer reviews are very bad about their service. HOUSEJOY.COM It is similar but it does not provide that much products services to customer and limited area services, bad user interface.

II. PROPOSED SYSTEM

The system scenario will elaborate the actual step by step flow of process I.e. from first when user visit to the web site up to the final feedback all the aspects have been shown in the figure 2. Flow Diagram. Homepage is the very first page when user enter into the website. This is the page where all the main functional attributes were present at the top web page. From this icon we can access the particular attribute directly from the homepage. After login user can see actual services available in there are and can avail them according to their need and which are trusted to them and near around them.

After the selection of service provider user may register their complaint to the selected service provide. After successful registration of complaint registration our executive will be present with in a 24 hour to pick up and examine.
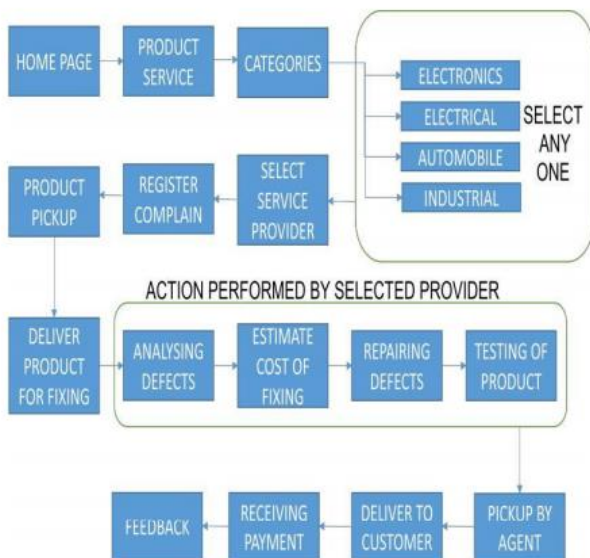
We are providing platform to the customer which provides doorstep services to the customer, services related to the repairing of different products and gadgets (automobile, electrical, electronics, industrial automation and etc.). Customer can easily connect with us they can simply visit to our website and register complaint.

Firstly, user visit to our website then select area then select category which kind of products he/she wants to repair then select service provider as per their choice provide details of address and one of our service agent will visit to customer site and pick up the product and deliver to the selected service provider and later the service provider analysis the defects in the products then decide estimate cost to repair or fixing the problem then he forward estimate cost to admin then admin forward estimate cost to the specified customer then customer decide he wants to execute further steps such repairing of products and fixing of product.

After performing all the operation by the service provider one of our expertise analysis the refurbished product and our agent will pick up the product from services provider and deliver to the customer then our agent will give the running demo of refurbished product to customer after all the confirmation of customer. Payment made by customer sand receive by our agent. We are providing extended warranty on refurbished product the customer can rate and review the selected shop. Customer reviews can be taken as feedback.

III. CONCLUSION

Based on above work carried out following conclusion are presented. Provides platform for the people that significantly reduces the wastage of time and make convenient for people to repair gadgets at doorstep. Consequently, it also manages the database which is useful for checking the status of the various fields in future. It will probably boost the local market places and leads to increase in their services as before.

The paper has summarized all the benefits of E-repairer which is going to help society by providing its services in future. It is also going to help the local service provider to boost their market providing and online platform to their services. Service Providers can easily register their services whit minimal cost and can maximize their revenue.

Today almost everyone is on internet, so it is also going to help people to get their gadgets repaired just by registering a complaint and sit back. Consequently, it also manages the database which is useful for checking the status of the various fields in future

Our project is a mediator between customer and the service provider it will help local service provider to boost up their business service provider can get door step customer and customer will get door step services.

IV. REFERENCES

[1]. Y-N Shen and F "AN APPROACH FOR ONLINE REPAIR AND YIELD ENHANCEMENT OF VLSVWSI REDUNDANT MEMORIES", Lombardi Texas A&M University

Department of Computer Science College Station.

[2]. Dr. Mahavir P.Nakel, Dr. Sameer Naval, "Study Of Impact And Dependency Of Electronic Gadgets on Health & Life Style of Student - A Comparative Study Among Youth Population in MGM Campus, Aurangabad", Volume 6 Issue 5,May 2017, Paper ID:ART20173757.

[3]. E.W.T. Ngai ,285 West port Road USA Available Online 11 July 2005,"A review for mobile commerce research and applications".

[4]. Omer,"ElectronicCommerceResearchandApplications".Volume27, January–February 2018, Pages 152-162.

[5]. Brain j. Corbitt ,"Trust and e-commerce: A study of consumers perception". Volume 2 Issue 5.

[6]. Francisco J. Martinez, "Consumer engagement in an online brand community". Volume 23, May-June 2017.

[7]. Vikash Saadan, "Repair and servicing of domastic electrical application". Electrical Division MSME-Developement Institute Ministry of MSME, Govt. Of India.