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Web Application to find Software and Hardware Technician for Laptop and Desktop

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Abstract: ***The name of the project is "Find my technician", name specify the work. we used php programming language to develop this project. The main aim behind developing this project / software is to form a bridge between the person/ client/ customer and technician (a person who have good professional skills). Client / customer will be the person whose laptop/ desktop is not working properly or giving any kind of hardware or software problem. Technician will be a person who will be good with his/ her skills and can repair any kind of problem related with desktop laptop. The main purpose behind developing this project / application is to decrease the human efforts. By using this application one can reach the technician so easily. The service will be provided at the door step reducing the human efforts. Through this application so many technicians will also get employability.***
Keywords: PHP; MySQL Server; Mango DB; Browser;

I. INTRODUCTION

Today world is growing, with respect to research with respect to technology, with respect to inventions and on other scale as well. Every one trying to use new technology new routes to fulfil their demands or say to complete their work.

In this era of virtual world everyone wants some kind of shortcut to complete their work. everyone wants to complete their work without too much of hard work and without wasting to much of time the project is focusing on same aspect. Now a days so many people use laptop desktop for their work and facing problem with laptop desktop is common now a days anyone could face any software or hardware problem with respect to their laptop desktop at that time they are required to go out to find technician who can repair their laptop this work will be done by our software.

Basically, our application will allow any technician to form their profile where they can specify their work experience, their address, their contact no, and other information about them. technician can see update their profile anytime according to their convenience.

At the same time a person who want a technician can also create their account/ profile so that they can see the technician profile and book them to repair their laptop with single click. After booking any technician, that technician can see the booking request un their profile as well. And as the same time the customer can still be in touch with the booked technician.

II. OBJECTIVE

A. To providing the online software which will act as a bridge between technician and the person who want the service of technician.
B. To Increase the employability.
C. To reach the technician within less time.
D. The primary objective is to eliminate the traditional method of finding the technician because it takes more time and more money as well.
E. To provide service at door step without any hazzle
F. To provide a platform which will connect the technician and the customer resulting in welfare of both the parties, as customer will get the work done in less money and technician will get the work instantly.
G. Will reduce the extra exertion of the person whose laptop require any kind of servicing.

III.TECHNOLOGY USED

A. Frontend part- html, CSS, bootstrap

We know that while designing the front end we require many different languages and libraries as well but the main three languages which are used by us in this project are HTML, CSS, and Bootstrap. These three front end coding languages are used in such a way that it providing beautiful frontview which has an ability to attract viewer easily. Html is used for basic structure while CSS is providing so many uniqueness to that structure. CSS is something which is providing visual appeal to our HTML structure.

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IV. PROBLEM DEFINITION

Now a days we know that we have the boom of it industry in this world everybody is focusing on devices or software which will make their life easy and hazzle free, now a days everything is going virtual. everybody is adapting the virtual platform rather than choosing the traditional method. As we can see that everybody was following the traditional method till now but young minds are changing the whole scenario, the young minds are coming up with new-new software which are forcing people to quit the traditional method. People are jumping on different aspects of life and accepting these new technologies with lots and lots of happiness and this is helping the country to develop with great speed. Everyone is jumping in a virtual world. As people are accepting the new technology, they are accepting new gadgets as well like computers, desktop, laptop, tablet. As we can see round, so many people are working on a laptop or desktop it became the primary requirement for those who are working in an office, for those who are working in a bank, for the engineers, for doctors for students and for those who are required to work virtual so in conclusion we can say that laptop and desktop are requirements of this generation. We know that laptop and desktop are electronic gadget with inbuilt software which help us to perform so many work and operations. As we know it's an electronic gadget so definitely it can suffer through some problems like some hardware problem or could occur any software problem as well no one could ever know that which kind of problem is going to occur when .So when this kind of problem occur the user get so much of hesitation as it's so hard to find the right technician for the right laptop When the person seek for the laptop repair technician, the problem occurs, qualified personnel are inaccessible or reputable suppliers are difficult to locate who regularly offer flawless service on demand. At the same time right technician which is also in budget and within a friendly fee. When the user or the person step outside to find the technician it's so hard to find the technician within time. that means the traditional method is going to take too much of time which will be really not good for the user. so, finding the technician by traditional method will going to consume the maximum time and hard work and definitely the more money. Now we will focus on another disadvantage of traditional method of finding the technicism, there will be so many between money seekers who will manage their commission on the amount which will be received by technician. This is the reason because of which the amount which will be paid by user or customer will increase definitely a technician want a work so he will be ready to share his income so that he would get some income. This is the situation where the technician and user /customer both suffer so, this is the problem definition of our topic. Our topic will solve the whole problem and will make the whole process smooth and simple. Our software will play the role bridge between technician and user or customer. our software/ application will make the work easy and hazzle free. the application will contain such kind of modules which will connect the technician and to the person whose laptop need a service.

A. Conceptual design of Smart Technician Services Development, Provisioning and Management Framework

The architecture for developing, provisioning, and managing Smart Home services is a distributed multicomponent structure that consists of three major conceptual parts: the ecosystem for developing, provisioning, and managing Smart Home services; a neighborhood support Centre; control equipment for residential house installations; and an information subsystem.

The Framework is built on Internet technology that can provide Smart Home services over a variety of networking platforms, including cable, local area networks, and mobile operator networks. The Framework is geographically agnostic, allowing developers to create, deliver, and track Smart Home services from any Internet venue. The growth, provisioning, and management system for smart home services enables new business models such as B2B, B2C, and even C2C. (Figure 1). The Framework automatically tracks and regulates the supply of services and their consistency over their lifecycle, as well as informing about nonstandard or emergency situations. Residents in Smart Homes will choose (or refuse) the utilities they want, as well as purchase and install them.

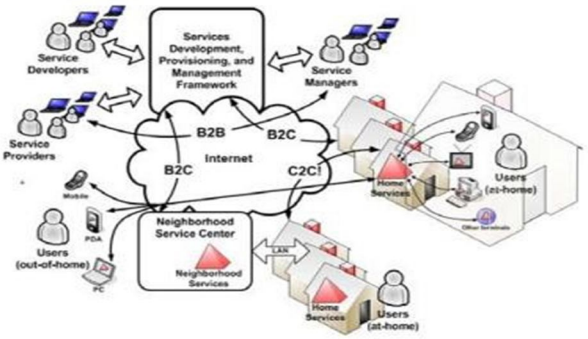

Fig 1 : Service delivery scenario (B2B – Business-to-Business; B2C – Business-to-Customer; C2C – Customer-to-Customer).

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V. WORKING

There are also several applications that have similar services, such as assisting users with their service needs and dispatching staff to the customers' homes to resolve issues. However, this is of little use to the workers since these businesses use their own workforce rather than store workers or regular wage workers. The restoring platform is mostly concerned with this segment of society, and it is an effort to eliminate all intermediaries between the client and the employee/laborer. The intended audience is global. Some applications only provide a limited number of programmers depending on the availability of their trained staff. There will be no such issue with a repair platform since it would bind the consumer directly to the shop/labor on the basis of their needs. Since there is still the possibility of commission when a mediator is involved, premiums for even minor services are higher. The presence of a mediator is eliminated when a portal is repaired, and therefore, the expense of facilities is reduced. In terms of having skilled staff, only a few are valid.

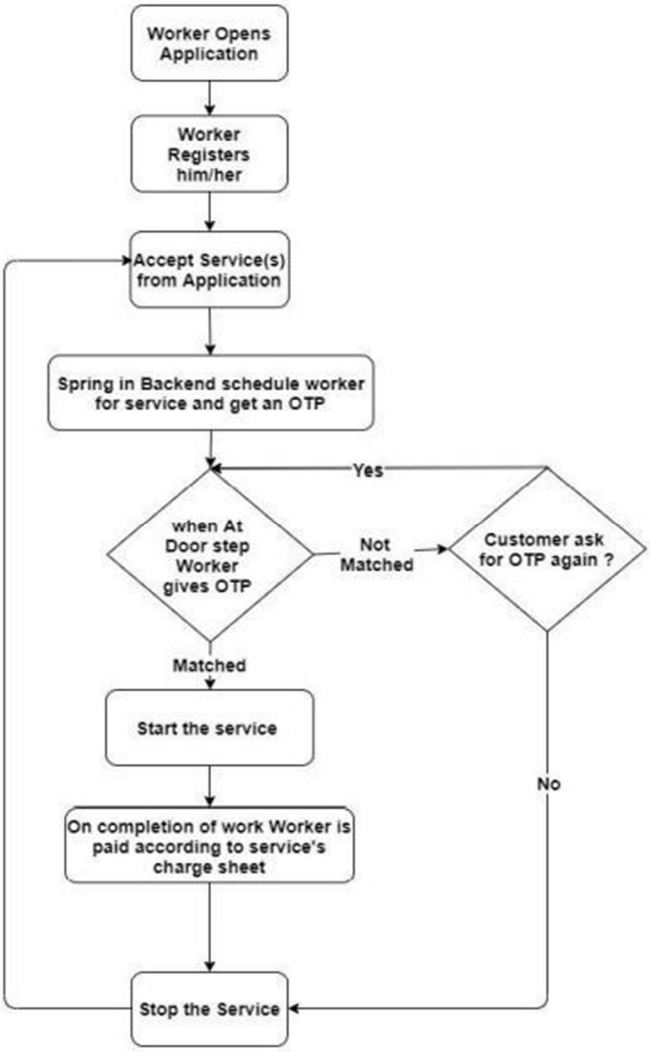

Fig 2 . Flowchart of Worker login and accessing system

Since the laborers at the restoring portal must be connected to the shop, no retail store or small business would risk its reputation by hiring imposters. Many times, if consumers are dissatisfied with an employee's job, there is no way for them to report their grievances via chat or phone. Both would be there if the gateway were to be repaired. People will write both positive and negative reviews. And, unlike other businesses that mask unfavorable comments/reviews, the fixing site will be honest with its clients and will not apply any filters on any shop/employee. Customers may also book their employee depending on how well a certain labor/shop has been rated. This will assist both the client and the employee in choosing the best and giving their best. This will build a friendly rivalry.

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VI. CUSTOMER SIDE

A. Registration Module

Customers who want to use this platform for home services will do so for free by following a few simple measures. There will be no registration fee or query. An OTP will be sent to the registered number for verification after presenting valid credentials for account formation. The customer(s) is/are free to use the facilities as required until they have been checked.

B. Booking Module

Customers will book services at any time by signing into their account. The customer will be expected to have specific information about the service available. They should also look at the resources provided by a laptop repair portal to get a deeper understanding. If the booking is complete, the order is sent, and the client is given information about the worker who will be attending their service so that they will be confident in the employee who will be there.

The data integration module is used to view data and contains Application Programming Interface (API) methods for inserting, changing, and removing data in the server database. Company logic is applied as an operating system service that is self-contained. This part is linked to the following four message-based communication elements: Sender and receiver of events for the handler of home engineering devices. This component guarantees coordination between the business logic component and the home engineering equipment controller.

Receiver/sender of service broker's events. This component ensures communication between the component of business logic and the service broker.

Receiver/sender of service integration stack. This component ensures communication between the component of business logic and the service integration stack

Receiver/sender of technological service status monitoring events. This component ensures communication between the component of business logic and external systems. It allows monitoring the service status locally or remotely. It is not used continuously, only in certain cases, e.g., during service testing and tuning-up.

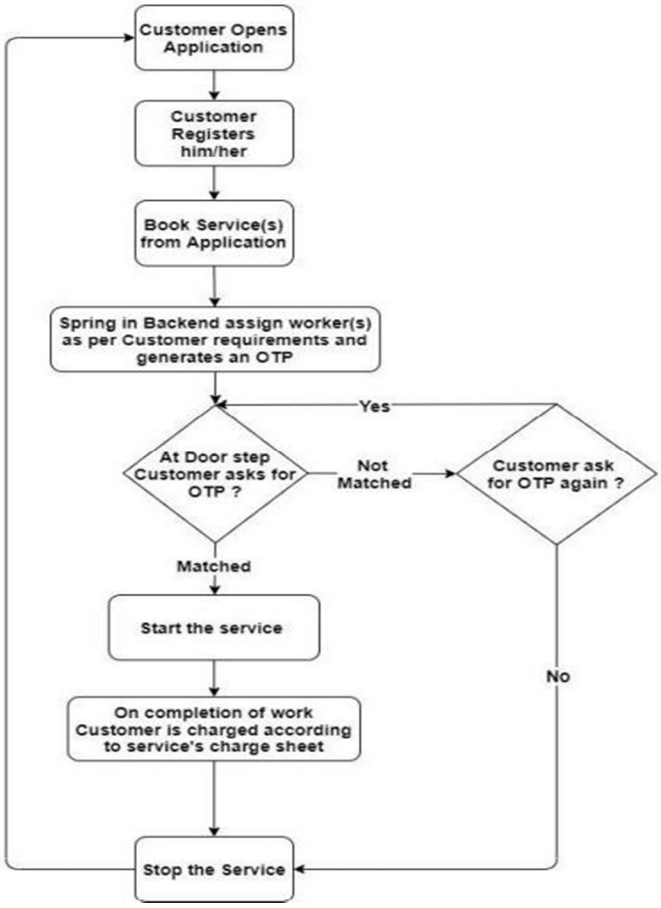

Fig 3. Flow Chart of Customer login and accessing system

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VII. CONCLUSIONS

In today's fast-paced environment, a laptop repair platform would assist consumers in reducing their burden by providing basic electronics needs and facilities. It will act as a forum for connecting clients with the most dependable, trustworthy, and professional laborers for in-house services. Staff, small business owners, manufacturers, and others will benefit from the laptop repair portal because they will be able to respond to the evolving technological trend and will not be left behind in any way. It's a positive step in the right direction for lowering unemployment. The proposed scheme offers a variety of facilities right at the customer's doorstep. The framework is designed in such a way that both the user and the worker (who is not highly educated) can understand and use the app without difficulty. All facilities, including washing, monitor replacement, electrical work, and machine repair, as well

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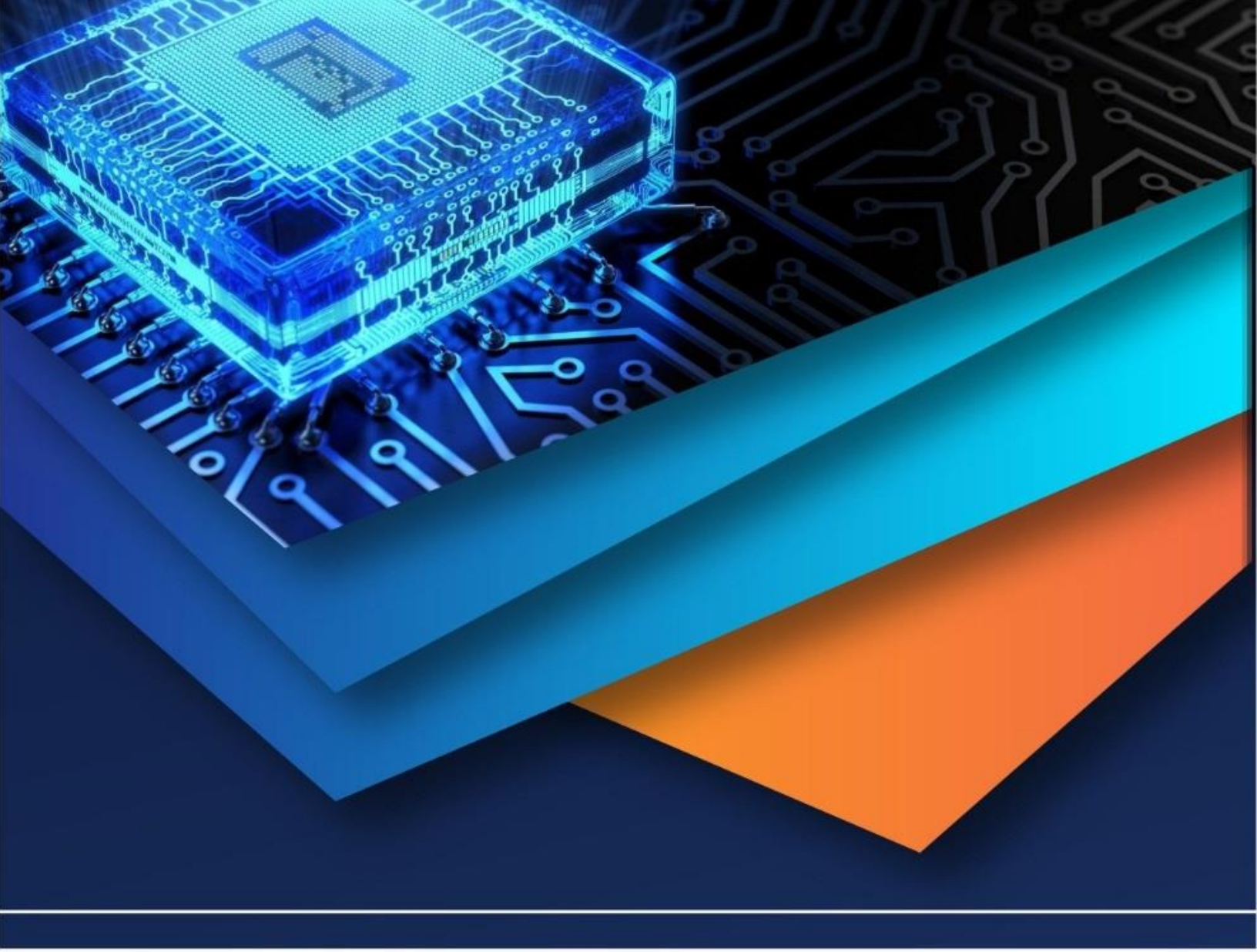

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