VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI – 590 018.

A MINI PROJECT REPORT ON
"MOBILE SERVICE APP"

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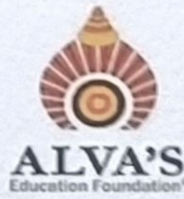
DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

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This is to certify that, the Mini Project entitled **"Mobile Service App"** for the subject code **21CSMP67** has been successfully completed and report submitted by **Poorvi K Shettar (4AL21CS094)** during the academic year 2023–2024. It is certified that all corrections/suggestions indicated presentation session have been incorporated in the report and scored ____91____ Marks out of 100.

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ABSTRACT

The Mobile Service App centers on the development of a sophisticated mobile application designed to optimize communication and operational efficiency between customers and repair shops. The application integrates a range of essential features tailored to meet the distinct needs of both customers and service providers within the automotive repair sector. For customers, the application offers a comprehensive suite of functionalities, including secure user registration and authentication systems to safeguard personal information. Users can effortlessly manage their profiles, search for nearby service providers based on location and service type, and seamlessly book appointments at their convenience. The platform facilitates efficient appointment management, allowing customers to view and modify upcoming appointments, while also providing a detailed service history for reference and future planning. This comprehensive service history feature ensures transparency and continuity in customer interactions with repair services.

On the service provider side, the application equips repair shops with robust tools for managing their business operations effectively. Service providers can create and manage detailed profiles showcasing their expertise and service offerings. They can list available services with descriptions and pricing, enabling customers to make informed decisions. The appointment management system sends notifications to service providers, keeping them updated on booking requests and schedule changes. Additionally, service providers benefit from a comprehensive service history dashboard that includes reporting capabilities, facilitating data-driven insights into business performance and customer preferences.

The application leverages secure database integration to store and manage user and service data confidentially, ensuring compliance with data protection regulations and enhancing trust between users and the platform. The user interface is intuitively designed to cater to the diverse needs of both customers and service providers, promoting ease of use and enhancing overall user experience.