



URBAN EASE: HOME SERVICES

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Abstract: In present scenario, people are buried up in a heavy work culture, as everyone is engaged with busy schedules, and hectic tasks which make them deviate from family life. If any issues encounter unexpectedly, it distracts them and makes them choose over the work they have to accomplish primarily. It is important to manage both professional and family life. In such circumstances, every one of us would have fantasized about a kind of house which doesn't have any leaks in pipes, if it doesn't have any mess in fixing a furniture and a kind of house which never face any maintenance issues and every one of us have thought that a life would be much better if no point of issue arises in getting a service at your door step and if there is no mess in bargaining a labor for home service. In such situation's E-Commerce plays a vital role in today's life as it has so many advantages in our life because it makes convenient in daily life of the people.

Keywords: Urban ease, home services, customizable packages, AI-based recommendation, secure payment gateways, user experience, operational efficiency

I. INTRODUCTION

When someone need aid with small but major household tasks, the trouble arises when service skilled persons are unavailable or the trusted providers are impossible to find, who delivers consistently flawless service on instance. Our online system for household services provides the most expedient and annoys free way to get your domestic work done. We aim to help in providing optimal solutions to all your household troubles with more efficiency, ease and majorly, a delicate touch. A single click system describes booking highly skilled in-house professionals and gets your service done on time. Customers' overall willingness to pay is significantly and positively correlated with the expectation that fee-based services would be better, and with the belief that "pay for what you get" is the right thing to do [2]. Keeping that in sense our proposed system is basically a marketplace for household services and it is the platform where the rates were standardized and there is no necessitate haggling over prices. Several aspects like painting, pest control, home cleaning, plumbing, electrical works and carpentry services are involved in a system to provide happy and healthy home atmosphere in order to satisfy consumers.

II. LITERATURE REVIEW

The emergence of home services platforms in the digital economy has been extensively studied over the past decade. Several studies have focused on their socio-economic impact, including the growth of the gig economy, shifts in consumer behaviour, and the democratization of access to services.[1]

UrbanClap, one of the leading platforms in this space, has grown significantly by offering a diverse range of services, integrating service ratings, and implementing basic customer relationship management (CRM) features. However, recent academic and industry research, such as Sharma & Gupta (2021), has identified a gap in **customization and personalization** within these applications. Consumers often seek tailored solutions based on their specific needs, and platforms providing a one-size-fits-all model fail to meet these expectations.[2]

Furthermore, studies by Agarwal & Banerjee (2020) indicate that the integration of **Artificial Intelligence (AI)** into consumer platforms significantly improves user engagement by offering personalized recommendations, increasing overall satisfaction. Similarly, Singh et al. (2021) suggest that the adoption of **secure payment gateways** and seamless financial transactions can enhance trust, a key factor in the growth of home services platforms.[3]

The world has entered the information age, which is believed by many economists and experts to be a revolution similar to the industrial revolution. This revolution has brought about significant changes in society's economic, social, and cultural aspects.



One aspect of this transformation is the shift from paper-based commercial transactions to electronic-based ones, resulting in changes in economic relationships between individuals, corporations, and governments. This article will focus on the benefits of e-commerce and its impact on the market.[4]

Looking ahead, the literature suggests that home services applications must evolve to meet changing consumer expectations and technological advancements. The incorporation of artificial intelligence (AI) for personalized recommendations and enhanced customer service is an emerging trend (Thompson, 2023). Additionally, the shift toward sustainability is influencing consumer choices, prompting applications to adopt eco-friendly practices and promote sustainable service options (Martinez & Gomez, 2022).[5]

III. EXISTING SYSTEM

Urban Clap: It is a service marketplace app that connects customers with service professionals. Due to the increasing number of elementary families and due to excessive workload everyone wants to spend more time with their families. Services delivered to doorsteps with the click of a mouse are a welcomed change that has given rise to business models such as Urban Clap. However, its success heavily relies on the company’s ability to meet its customers' expectations, alleviate their pain, and provide overwhelming satisfaction.

Forfix: It was launched in the market to provide a user- friendly herbal solution to fix the problems related to pests, insects, and diseases they spread.

Handyman: To provide services related to AC (air conditioning) house painting, electrical equipment, and plumbing a platform named ‘HANDYMAN’ was brought to the market. They also offer cleaning and janitorial services, construction management tasks, and repair work.

IV. PROPOSED METHODOLOGY

The home services application aims to connect homeowners and renters with qualified service providers for various needs, such as cleaning, plumbing, and electrical work. By simplifying the process of finding, booking, and paying for services, the platform enhances user trust and satisfaction. Central to the application is a user profile system, featuring profiles for both customers and service providers. Customers can manage personal information and service history, while providers showcase their skills and customer reviews. The app will include a categorized service listing, allowing users to search and filter based on location, category, ratings, and price, facilitating a tailored experience. The booking system enables users to view provider availability and schedule appointments, with automated reminders sent via push notifications. Secure payment processing will support various methods, ensuring transparency through automatic invoicing. After services are completed, users can rate and review providers, promoting accountability. The application will employ a modern tech stack, including React Native for mobile development, Node.js for the backend, and MongoDB or PostgreSQL for data storage. Security measures, such as data encryption and provider verification, will protect user information, while in-app messaging and 24/7 customer support will enhance communication.

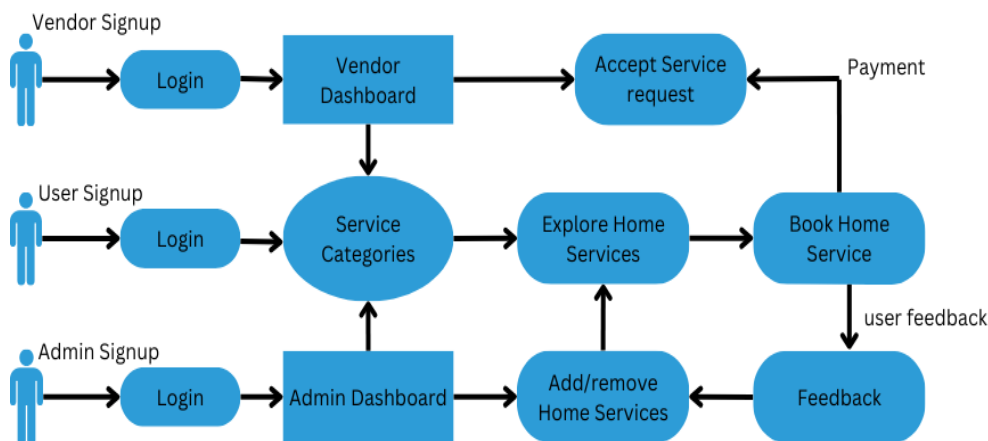


Fig. 1 System Diagram

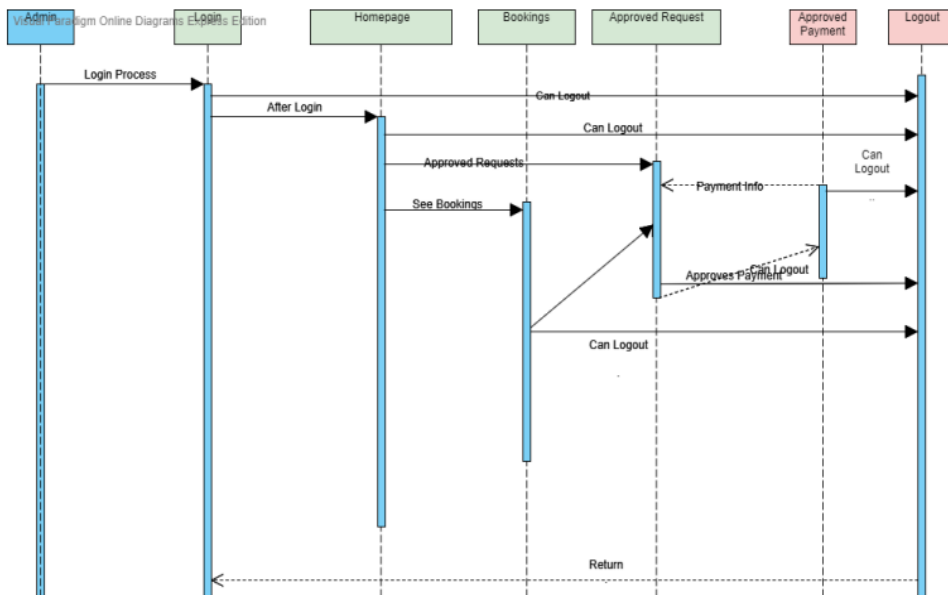


Fig. 2. Sequence Diagram

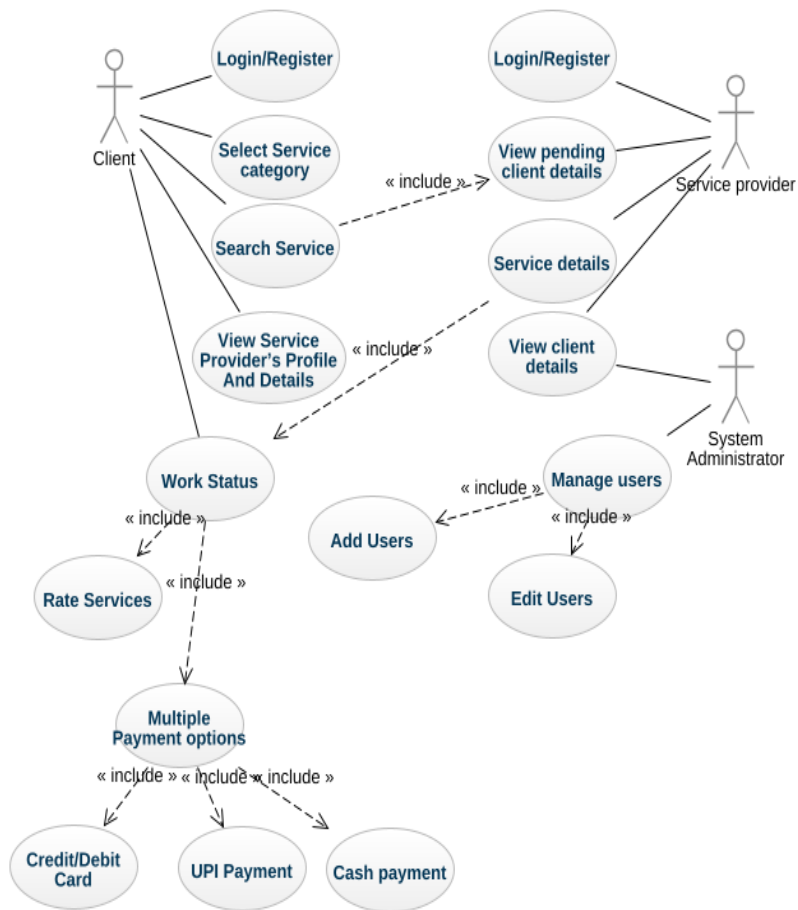


Fig.3. Use Case Diagram

**V. CONCLUSION**

In conclusion, the Urban Ease home services application represents a transformative solution designed to streamline the way homeowners and renters connect with qualified service providers. By focusing on user-friendly features, such as intuitive navigation, secure payment options, and a robust rating system, Urban Ease effectively addresses the common challenges faced when seeking home services. The application's emphasis on building trust through verified service providers and transparent user reviews enhances user confidence, while its categorized service listings and advanced search functionalities allow for quick and efficient service discovery. Moreover, the incorporation of strong security measures and responsive customer support ensures a safe and satisfying user experience.

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