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A Unified Platform for Daily Services

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ABSTRACT:

In many urban areas, people often struggle to find trustworthy help for everyday services such as electrical repairs or plumbing. Traditional options—classified ads or word-of-mouth—can be slow and unreliable. This paper presents Smart Connect, a lightweight web platform aimed at helping users quickly connect with local, verified technicians. The system supports real-time search, service booking, and technician verification. Early results from a prototype suggest SmartConnect can improve access and reduce the hassle involved in finding home service professionals.

Keywords: Urban services, online booking, technician portal, web platform, Smart Connect

1. Introduction

City residents often need help with household issues—like electrical work, water leak repairs, or general maintenance. While the demand is rising, there is no central way to quickly find professionals who are both available and reliable. Apps like UrbanClap and Housejoy exist, but they are often region-specific or charge high commissions. The idea behind *SmartConnect* is to offer a simplified, web-based tool where users can search for local service providers based on their location and need. This paper explains the architecture, features, and early results from a demo version of the tool [2-5].

2. Review of Literature

Getting everyday help—like hiring a plumber, finding a mechanic, or booking an electrician—has changed a lot in the last few years. People no longer flip through directories or ask neighbors. Instead, they're reaching for their phones. Researchers have noticed this trend, and several have tried to understand or improve how these interactions happen in the digital space.

One paper by Jia and colleagues in 2023 explored how command suggestions could be improved using input from other users. While their study was more about developer tools, the broader takeaway applies here too: systems can get better by learning how people use them. This could help when designing services meant for users who might not be very familiar with technology [1].

Another study by Schröder and Cito (2020) focused on how people adjust command-line tools to suit their needs. What stands out is the emphasis on customization. In something like SmartConnect, this could mean allowing users to search or filter services in ways that make sense to them, rather than locking them into one way of doing things [2].

Morohashi and Miura (2019) tackled a slightly different issue—how machines handle vague instructions. Their work was mostly on robots, but the idea of asking clarifying questions when a user's input isn't clear could work really well in apps that help people find local services [3].

Then there's work by Indriyono and Pratama (2021), which showed how normal, everyday language can be turned into database queries. This can be useful when users type something like "I need an electrician tomorrow morning" and the system figures out what that means in terms of scheduling and availability [4].

Russell-Rose and Shokraneh (2020) took a deep dive into how search interfaces can be better organized. Though their study focused on academic libraries, the same rules apply to service apps: make things easy to find, use good labels, and avoid confusing design choices [5].

Looking beyond research, apps like UrbanClap (now Urban Company) and Housejoy have already been trying to solve these problems. But user reviews and some small-scale studies point out gaps—like a lack of available workers in smaller towns, or inconsistent service quality [6]. Clearly, there's room for improvement, especially in places where these big apps don't reach.

All of this suggests that future platforms shouldn't try to do everything at once. Instead, they should stick to the basics, do them well, and keep things simple. That's the philosophy behind SmartConnect.

3. Methodology

The platform consists of four core components:

Frontend: Built using HTML, CSS, and vanilla JavaScript. It includes user registration, login, service selection, and a results page showing available technicians.

Backend: A simple PHP engine processes incoming requests and talks to the database.

Database: A MySQL system holds user records, technician profiles, and service history. Indexing was added to improve lookup speed.

Search Logic: Users choose a service and area, and the backend returns matching technicians.

Security is handled using sessions and hashed credentials. The current version is web-only but could be extended into a mobile app later.

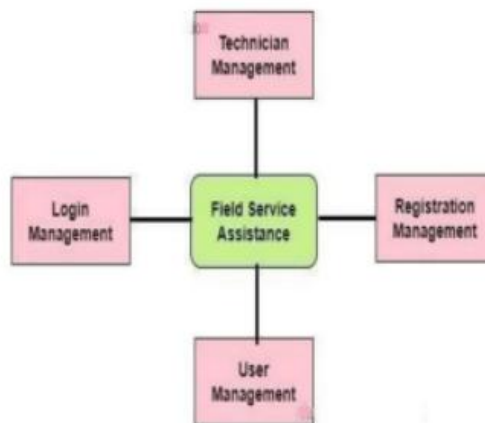


Fig. 1 Architectural diagram of Field Service Assistance

4. Result and Discussion

The results of the proposed system are shown in this section. Fig. 2 shows the Search page of the proposed system, and Fig. 3 shows the Contact Page. Fig. 4 depicts the Admin Login page on the portal and Fig. 5 shows the Registration Page.

Fig. 2 Search Page



Fig. 3 Contact Page



Fig. 4 Admin Login

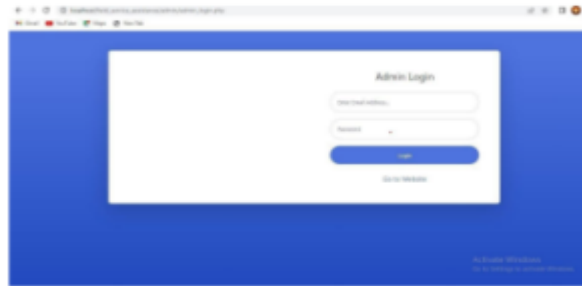


Fig. 4 Admin Login

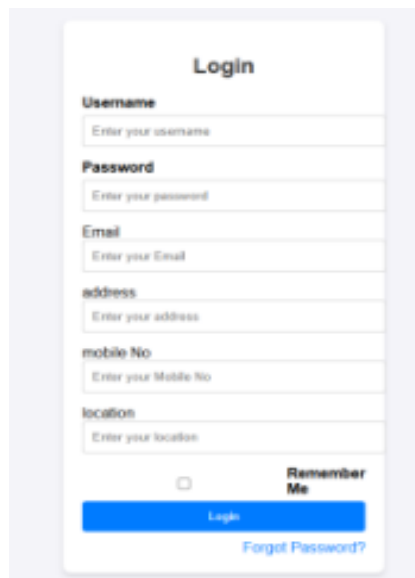


Fig. 5 Registration Page

5. Conclusion

Smart Connect simplifies the process of locating nearby daily service providers. It is designed to be low-cost, fast to use, and scalable for mid-sized cities. The prototype worked reliably for basic service booking and could be improved by adding features like ratings, chat support, or mobile notifications. While it's still early in development, the tool shows promise as a community-first solution to a common urban problem.

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