

# QUICKFIX

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**Abstract**—QuickFix is a web application aimed at transforming household issue resolution. It connects homeowners dealing with problems like pipe leaks and electrical issues to certified service providers, ensuring prompt and efficient solutions. The platform provides a user-friendly interface for homeowners to submit complaints, track their progress, and communicate with service providers. Through rigorous certification processes, QuickFix ensures that only qualified professionals can address these complaints, streamlining home maintenance and enhancing its efficiency. This abstract provides a concise overview of the QuickFix project's mission and capabilities in revolutionizing household problem-solving.

**Index Terms**—household issue resolution

**Index Terms**—Technologies: PHP and mysql

## I. INTRODUCTION

The project "QuickFix" emerges as a beacon of innovation, offering a dynamic web application designed to revolutionize the way we tackle common household problems. This platform is ingeniously crafted to bridge the gap between homeowners grappling with issues like pipe leakages, electrical circuit malfunctions, and a myriad of other inconveniences, and a network of certified service providers armed with the expertise to deliver swift and effective solutions. QuickFix is more than just a digital solution; it is a transformative approach to household maintenance.

With a user-friendly interface at its core, QuickFix empowers homeowners to effortlessly submit detailed complaints, monitor the progress of their requests, and engage in direct communication with service providers. The days of endless phone calls and unanswered emails are replaced with a seamless and transparent experience that places homeowners firmly in control of their household needs. One of QuickFix's defining features is its unwavering commitment to quality and expertise. Through rigorous certification and approval processes, the system meticulously vets and verifies service providers, ensuring that only qualified professionals can accept and address the complaints submitted by homeowners. In doing so, QuickFix not only streamlines the resolution process but also elevates the standard of service delivery, setting a new benchmark for home maintenance efficiency.

## II. LITERATURE SURVEY

QuickFix, a dynamic web application, is revolutionizing household issue resolution by bridging the gap between homeowners and certified service providers. It offers a user-friendly interface for effortless complaint submission, progress tracking, and direct communication, replacing traditional methods with a seamless experience. Rigorous certification processes ensure only qualified professionals address complaints, elevating service standards. In today's digital age, QuickFix stands as a game-changer, providing homeowners with a reliable, efficient, and user-centric platform. It expedites issue resolutions, empowering homeowners to regain control over their living spaces. As home services increasingly move online, QuickFix represents this shift, offering benefits while addressing challenges highlighted in relevant publications..

## III. TECHNOLOGIES

### A. PHP

Hypertext Preprocessor (simply PHP) is a server-side scripting language designed for web development, also used as a general-purpose programming language. It was originally created by Rasmus Lerdorf in 1994, in PHP interface implementation is now produced by The PHP Group. PHP originally stood for personal home page, but now it stands for the recursive acronym PHP: Hypertext Preprocessor. PHP code may be embedded into HTML code, or it can be used in combinations with various web template systems, web content management systems and web frameworks. PHP code is usually processed by a PHP interpreter implemented as a module in the web server or as Common Gateway Interface (CGI) executable. The web server combines the results of the interpreted and executable PHP code, which may be any type of data, including images with a command-line interface (CLI) and can be used to implement standalone graphical applications. The standard PHP interpreter, powered by the Zend Engine, is free software released under the PHP License. PHP has been widely ported and can be deployed on most web servers on almost every Operating system and platform, free of charge.

### B. MySQL

MySQL is an open-source relational database management system or RDBMS (RMS) developed by Oracle. MySQL is based on SQL, which stands for "Structured Query Language." A database is a structured collection of data. A database can be a simple shopping list, an image gallery, or a place to store the vast amounts of data that exist in a company network. MySQL is an essential part of many of the world's most popular software stacks. It powers everything from robust, data-driven business-to-business (B2B) services to customer-oriented web applications. Internet giants such as Facebook (owned by Google), Flickr (owned by Microsoft), Twitter (owned by Twitter), Wikipedia (owned by Wikipedia), and YouTube (owned by Google) all use MySQL backends because of the open nature, reliability, and rich functionality of MySQL, plus Oracle's ongoing development and support.

### C. HTML

HTML is an acronym which stands for Hyper Text Markup Language which is used for creating web pages and web applications. Let's see what is meant by Hypertext Markup Language, and Web page. HyperText: Hypertext simply means "Text within Text." A text has a link within it, is a hypertext. Whenever you click on a link which brings you to a new webpage, you have clicked on a hypertext. Hypertext is a way to link two or more web pages (HTML documents) with each other. Markup language: A markup language is a computer language that is used to apply layout and formatting conventions to a text document. Markup language makes text more interactive and dynamic. It can turn text into images, tables, links, etc.

### D. JAVASCRIPT

JavaScript is a dynamic computer programming language. It is lightweight and most commonly used as a part of web pages, whose implementations allow client-side script to interact with the user and make dynamic pages. It is an interpreted programming language with object-oriented capabilities. JavaScript was first known as LiveScript, but Netscape changed its name to JavaScript, possibly because of the excitement being generated by Java. JavaScript made its first appearance in Netscape 2.0 in 1995 with the name LiveScript. The general-purpose core of the language has been embedded in Netscape, Internet Explorer, and other web browsers.

## IV. . HARDWARE AND SOFTWARE

### A. Hardware Specification

The selection of hardware is very important in the proper working of an existence software. When selecting hardware, the size and capacity requirements are also important. Below is some of hardware that is required by the system:

- Processor: Dual core processor of 2.0 GHz or more
- RAM: 4 GB DDR4
- Hard Disk Space: 2 GB free hard disk space
- Input Device: AD8232 ECG sensor and ESP8266
- Output Device: Monitor with 1280 x 720 resolution

### B. Software Specification

We require much different software to make the application which is in making to work efficiently. It is very important to select the appropriate software so that the software works properly. Below is the software that are required to make the new system.

- Operating System: Windows 10 and Above

- Front End: HTML, CSS, JavaScript, Bootstrap
- Language: PHP • IDE: Visual Studio or Brackets
- Web Browser: Google Chrome, Microsoft Edge

## V. SYSTEM DESIGN

### A. Data Design and Modelling

System design is the process of defining the architecture, components, modules, interface and data for a system to satisfy specified requirements. It is a solution to an approach compared to system analysis which translates these "what is orientation. System requirements into making them operational. The design phase focuses on detailed implementation of the system recommended in the feasibility study. Planning of a system or to replace or complement an existing system. But before this, planning should be done. It must thoroughly understand the old system and determine how computers can make its operations more effective. The importance of system design is the quality. Design is the place where quality is fostered in software development. Design representation of software provides us with that can be assessed or quality. System design is a transaction from a user-oriented document to a programmer or database personal. It is a creative activity in both art and technology. It involves the following procedures, they are

- Database Design
- Input Design
- Output Design

### B. Input Design

Input design is one of the most expensive phases of the operation of a computerized system and often the major problem of a usually. A larger number of problems with a system can be traced back to fault input design and methods. It is the process of converting the user-oriented description into a computer-based business information system inputs of input design to create a programmer-oriented specification. The objective errors. An input layout that is easy to follow and prevent operator. It covers all phases of input from creation of initial data into actual entry of the data to the system for processing. The input design is the link that ties the system into the world of its users. The user interface design is very important for any application. The interface design defines how the software communicates within itself, to systems that interpret it and with humans who use it. The goal of designing input data is to make the automation as easy and free from errors as possible. For providing a good input design for the application easy data input and selection features are adopted. The input design requirements such as user friendliness, also considered for the development of the project.

#### Requirements of Form Design:

- User Friendliness
- Physical factors
- Ease of data entry
- size and arrangement

### C. Output Design

A quality output is one, which meets the requirements of the end user and presents the information clearly. In any system results of processing are communicated to the user and to the other systems through outputs. In the output design it is determined how the information is to be displayed for immediate need and the hard copy output. It is the most important and direct source of information to the user. Thus, output design generally refers to the result and information that are generated by the system. For many end users' output is the main reason for developing the system and the basis on which they evaluate the usefulness of the application.

### C. Basic Modules

#### 1) Admin:

- Service Provider Management
- Reporting and Analytics
- Support Desk
- Payments

#### 2) Users:

- Complaint Submission
- Complaint Tracking
- Communication
- Rating and feedback
- Notification
- History
- Payments
- Invoice
- Authenticated complaint status update

#### 3) Service Providers :

- Complaint Acceptance
- Complaint Management
- Communication
- Rating and Feedback
- Profile Management
- Notification
- Payment
- Invoice

## VI. IMPLEMENTATION AND TESTING

### A. Implementation Approaches

The implementation is one phase of software development. Implementation is that stage in the project where theoretical design is turned into a working system. Implementation involves placing the complete and tested software system into the actual work environment. In the context of this project, implementation is a pivotal phase where the conceptual design transforms into a fully functional system. Implementation is the crucial phase where the theoretical design becomes a working system, marking the transition of the project into an operational environment. For QuickFix, the implementation strategy aims to ensure a seamless deployment of the platform while considering the dynamic nature of household issue resolution.

### B. Testing Methods

Testing is the process of examining the software to compare the actual behavior with that of the expected behavior. The major goal of software testing is to demonstrate that faults are not present. In order to achieve this goal, the tester executes the program with the intent of finding errors. Though testing cannot show absence of errors but by not showing their presence it is considered that these are not present. System testing is the first Stage of implementation, which is aimed at ensuring that the system works accurately and efficiently before live operations commences. Testing is vital to the success of the system. System testing makes a logical assumption that if all the parts of the system are correct and the goal will be successfully achieved. A series of testing are performed for the proposed system before the proposed system is ready for user acceptance testing. Software testing is an integral part of ensuring software quality. Some software organizations are reluctant to include testing in their software cycle, because they are afraid of the high cost associated with the software testing. There are several factors that attribute the cost of software testing. Creating and maintaining a large number of test cases is a time-consuming process.

## VII. CONCLUSION

QuickFix embodies an innovative solution in the realm of household issue resolution, addressing the pressing need for prompt, efficient, and user-centric maintenance services. The project's core objective was to revolutionize the way homeowners tackle common household problems by providing a seamless digital platform that bridges the gap between users and certified service providers. Through meticulous certification processes and a user-friendly interface, QuickFix has successfully empowered homeowners to effortlessly submit complaints, track their progress, and engage in direct communication with service providers. The platform's commitment to quality and expertise ensures that only qualified professionals address submitted complaints, elevating the standard of home maintenance efficiency. By integrating technologies like HTML, CSS, JavaScript, Bootstrap, PHP, and MySQL, QuickFix has established a robust foundation, laying the groundwork for a transformative approach to household maintenance.

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