



# FIXIT

Powdered By



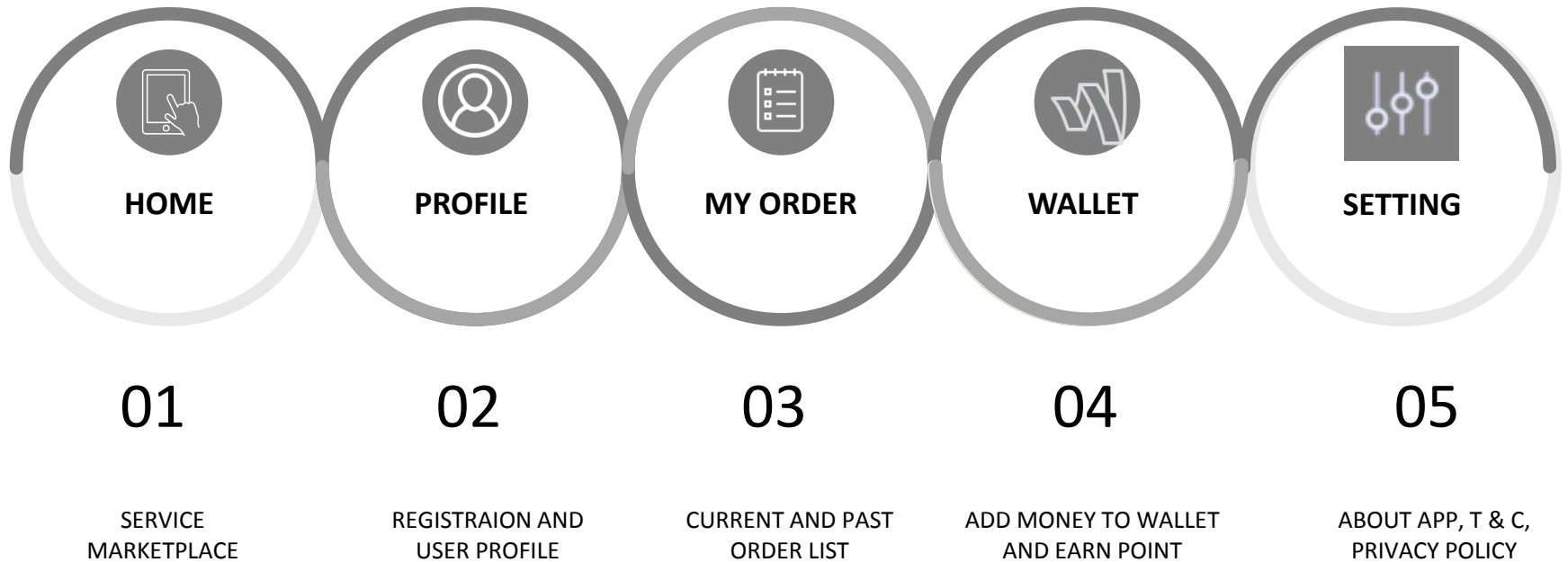
**SAHARA**  
INDIA PARIWAR

# Problem Statement

The Business goal of an app , with a vision was to enhance the user experience through a better visual interface, which stood by three main principles: Human-centered design, brand reflection, and delivering the design.



# FIVE SCREENS COVERED IN DESIGN

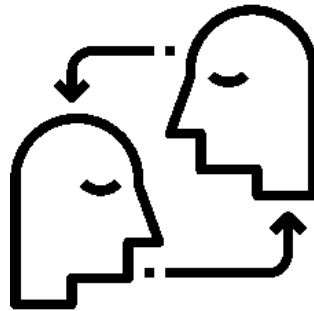


# DESIGN APPROACH

Design thinking approach is used for solving the problem

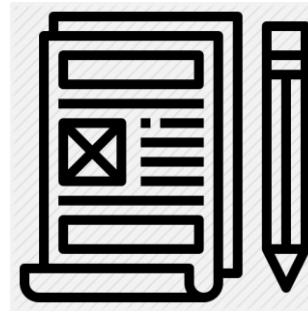
## EMPATHY

Understanding the user problem and outline the problem. Create user persona based on problem



## wireframe

Based on defined use case a wireframe design is done to complete the user journey.



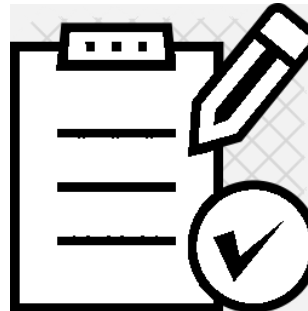
## CONCEPTUALIZATION

Brainstorm for multiple ideas. Based on Double Diamond approach, Divergent and convergent, help to select best near to solution



## VALIDATE & EVALUATE

Solution outcome is validated with business goals



# MVP Design

## Easy to find services

Make sure User find the utilities services easily and app also supports search for sub items

## Locate and Track Service provider

Designed should support the tracking of service provider along with Service order Status along with cancel & Rescheduling

## Multiple payment option Support

App should support multiple payment

## Persuasive and Behavioral Design

App support persuasive and behavioral design for continues engagement with user. Hooked and BJ Fogg Design principle applied for Loyalty points and redeemed the points for service payment.



# Vinod Solanki

**AGE** 36  
**OCCUPATION** Electrical Engineer  
**STATUS** Married  
**LOCATION** Bangalore, India

Vinod a Electrical Engineer who owns a house in outskirts of city. He always wanted a interested in the latest technology and tries to be ahead of curve. He wants a App integrated with utilities service for his smart home support.



"I Want an App, so I can connect to any utilities service at finger time with less turn around"

Ambitious Admired Focused

## BEHAVIOR

- Uses his Amazon Echo call utilities service.
- Use App to keep local Hardware and utilities service provider no.
- Use Just Dial App for search for Utilities provider

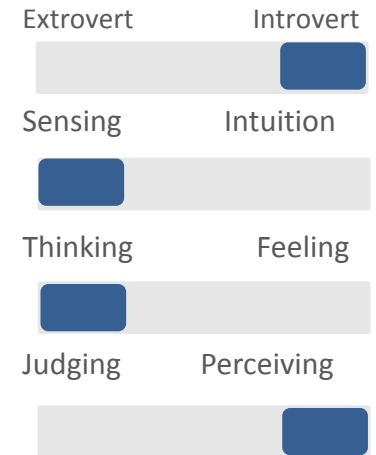
## GOALS

- Keep one App for All Utilities solution provider No#.
- Looking for Flexible service provider as per his need.
- Can Reschedule service provider without cancelation charge

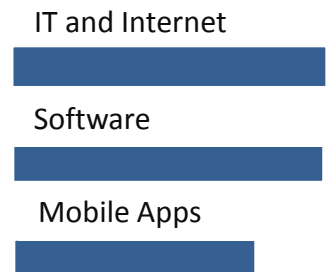
## FRUSTRATIONS

- Finds it difficult to get all service provider when needed
- Available no. on internet are not updated
- Turn around time is very high
- Unrealistic service charge with non warranty support on service and replaced parts

## PERSONALITY



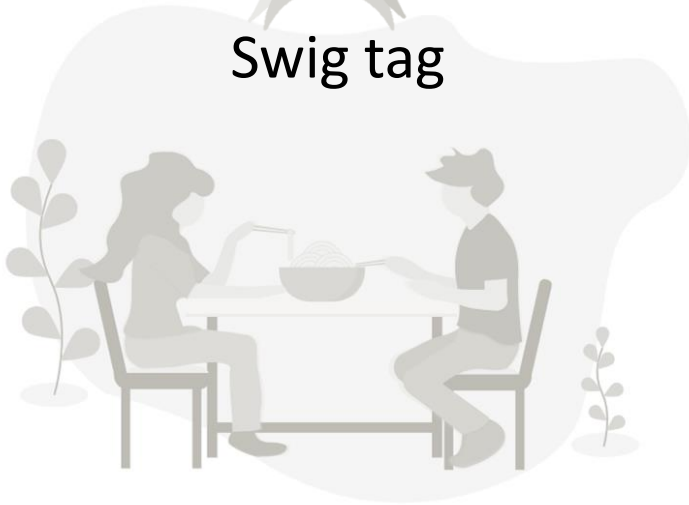
## TECHNOLOGY



SPLASH SCREEN



Swig tag



Continue

Product Tour

# Splash Screen

- When User First Time Install Splash screen appear
- On Every Loading splash screen will appear
- user can continue to App feature
- user can go for Product Tour for New User



LOGIN SCREEN



 Email Address



Sign In

Facebook

or

Twitter

New user Registration

# Login Screen

- Login Page appear when user first time installed the app login screen appear
- For login into App user has to provide valid Email address along with password.
- On Click on Sign in button and providing the valid Credential user Successfully Sign In to the App
- user can also Sign In via facebook or Twitter account credential
- User Can create New Account on tapping New user Registration Button

## Actionable Item

Sign In

Facebook

or

Twitter

New user Registration

# USER REGISTRATION SCREEN

# User Registered Screen

Name

Email Address

Password

Confirm password

Mobile No

We will send one Time SMS message.

Carrier rate apply

Verify Mobile No

- User Registered Screen Come only one time after App get installed in the Device
- User Registration Screen Capture Minimal Information for Account Creation
- User can cancel the registration for Account Creation

## Actionable Item

---

Verify Mobile No

## Verification Code

Please type the Verification code sent  
To +91 6863839390

2	4		
---	---	--	--

Resend Now

1	2	3
4	5	6
7	8	9
	0	⌫

Submit

# Verify Mobile No.

- User Registered Screen Come only one time after App get installed in the Device
- User Registration Screen Capture Minimal Information for Account Creation
- User can cancel the registration for Account Creation

## Actionable Item

Resend Now

Submit

LEFT MENU SCREEN



Home



Profile



Trends



Review



chat



Setting



Logout

# Slider Menu Screen

- Slider Menu for Quick access of items
- All the Item section are available in slider
- Home item redirect the user to main section of services type
- My order shows the current and Past Orders
- Wallet helps to add money for payment. It also shows the points earn by user
- Setting Items shows the About Fixit and Terms & Conditions
- Help section shows the chat and Contact detail no.
- User can logout from the app

PROFILE SCREEN





My Profile



Suhas karthikey

Email

Mobile

Address

Password

# Profile screen

- Profile Screen showing the Profile Pic
- Profile Name
- Profile Other Details like Email address, Mobile no. Address and password

MY ORDER SCREEN



## My Order

Current Orders

Past Orders

Refrigerator Repair

RS. 2500.00

4<sup>th</sup> Jan | 3-4 p.m.

Order ID: 05673898



Order Placed



In Progress



Completed

### Order Successfully Placed

We will Notify you when your job is assigned



Cancel



Reschedule



Track

# My Order screen

- My order screen shows the Current and past Order.
- Current order shows the Order Status like (Order placed, In Progress & Completed)
- User can Can, Reschedule & Track the Order
- Tracking the order shows the Service executive location and Estimated time to reach the location.

TRACK MY ORDER  
SCREEN



## Track Mechanic



Call Jivesh Sarang



Connect



Cancel

### Location Address



Salarpuria Infinity, 3rd Floor  
No. 5, Bannerghatta Road  
Bangalore, 560029

### Estimated time to reach to Destination



3 Min | **2KM**



**Mechanic on the Way**



# Track My Order screen

- Track the Service Mechanic
- User can connect via call.
- Shows the MAP with Geo location of Mechanic , and estimated time to reach to service loaction.

WALLET SCREEN



## My Wallet

My Wallet

Points

Available Balance

RS. 7500.00

Last Transaction Date :

4<sup>th</sup> Jan

**Add Money**



Card No.

Month ▼

Year ▼

CVV



Pay Now

**View Report**



# Wallet screen

- My wallet shows the wallet and Points Tab
- Showing the Available balance in Wallet
- Add money to wallet via Credit/Debit card
- View Report shows all Wallet Transaction detail list.

POINTS SCREEN





## My Wallet

My Wallet

Points

Total Available Points

7500 pt

Last point Earn Date :

4<sup>th</sup> Jan

### Want to Earn more Points ?

Refer Friends

50 pt

Every Service Order

200 pt

Like and Follow on Social Media

250 pt

Share on Internet (FB or TW)

100 Pt

Write A Blog

500 pt

Affiliate Link on Website

200 pt

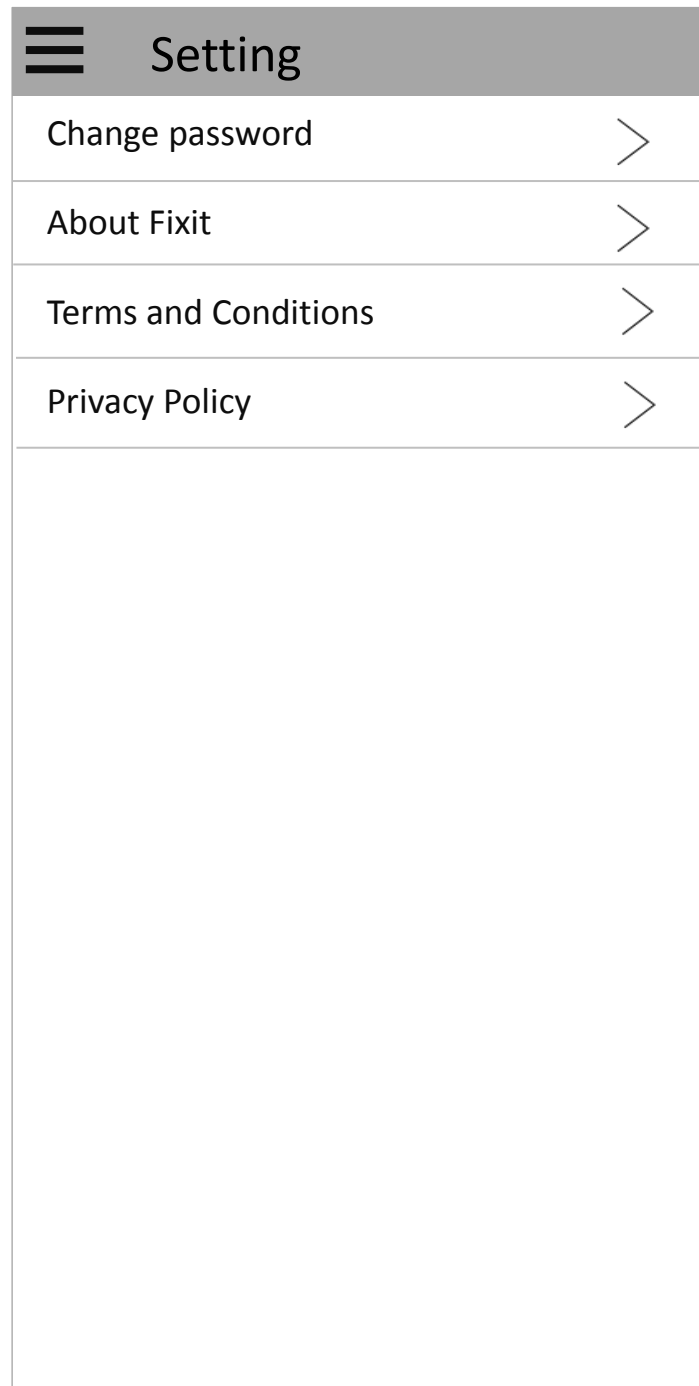
**View Report**



# Points screen

- My Points tab shows the available points in Wallet
- How to Add more points
- View Report shows all Wallet Points earned through different activities

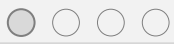
SETTING SCREEN



# Setting screen

- User can Change The password
- About App
- View terms & Conditions
- View Privacy policy

HOME SCREEN



### Repair



Appliance  
Repair



Computer  
Services



Mechanics

### Home Services



Laundry Services



Home Design



Home Cleaning

### Event and wedding



Astrologer



Birthday party  
Planner



Weeding  
Planner

### Fitness and Yoga



Fitness & Yoga  
Trainer



Dietician



Physiotherapy


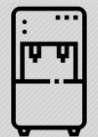






# Home Screen

- Banner on top showing the current offer and promotions
- Home page List All the Available Section of Services
- Each section is Represent with Section Name and service icon

## Actionable Item



← Appliance Repair

	Geyser / water heater Repair	<input type="checkbox"/>
	RO or Water Purifier Repair	<input type="checkbox"/>
	Washing Machine Repair	<input type="checkbox"/>
	Refrigerator Repair	<input checked="" type="checkbox"/>
	Microwave Services	<input type="checkbox"/>
	TV Repair & Installation	<input type="checkbox"/>
	Chimney Servicing and Repair	<input type="checkbox"/>
	A/C Service and Repair	<input type="checkbox"/>

# Appliance Repair

- Showing all the available service listing under selected under Appliance Repair section
- Refrigerator Repair service is selected

## Actionable Item

Appliance  
Repair

What Type of Refrigerator do you have ?

Double  
Door

Single  
Door

Triple  
Door

Side By Side  
Door

# Appliance Repair

- Select the Refrigerator Type

## Actionable Item

---

Fridge Type

## Refrigerator Repair Service



Service Cost Rs. 2500.00

### Address



Salarpuria Infinity, 3rd Floor ,No. 5,  
Bannerghatta Road ,  
Bangalore, 560029

### Select Preferred Date and Time for Service

1

Tue

2

Wed

3

Thu

4

Fri

5

Sat

10-12  
P.M

1-3  
P.M

3-5  
P.M

5-7  
P.M

### Payment

Wallet

Saved  
Card

Debit/ credit  
Card

BHIM  
UPI

Net  
Banking

Paytm

Pay By  
cash

Payment By  
points

Rs.500.00

Continue →

# Appliance Repair

- The Popup over full window of Refrigerator Repair service
- Showing the Estimated cost
- Full Address. User can edit the address also
- Choose the Day for Service
- Choose the Time slot
- Select the available payment options
- Showing the total payment and continue for payment

## Actionable Item

Edit  
Address

Date

Time

Payment  
Options

Continue



Paytm



Login to use paytm balance  
or your saved card

Login

Total Amount to be paid

Rs. 2500.00

### Debit Card

Card No.

Month ▼ Year ▼ CVV

Pay Now

### Other Payment Modes

Wallet

Preferred  
card

Debit  
Card

Credit  
Card

Net  
Banking

Pay By  
cash

Payment By  
points

PAYMENTS ARE SAFE AND SECURE



VISA

MasterCard

DISCOVER

AMERICAN  
EXPRESS

# Appliance Repair

- The Popup over payment option via PayTM through login

## Actionable Item

Edit  
Address

Date

Time

Payment  
Options

Continue

## Order Confirmation

Order Confirmed

Order ID: 05673898

Dear customer Thanks you for the booking an order on Fixit. Please find your job detail below. We will send you the service Provider detail below.

### Service Details

Refrigerator Repair                      RS. 2500.00  
4<sup>th</sup> Jan | 3-4 p.m

### Payment Details

Service Cost	RS. 2500.00
Convenience Charge	RS. 100.00
CGST @ 9%	RS. 225.00
SGST@ 9%	RS. 225.00

**Total Cost:                                      Rs. 3050.00**

**Close**

PAYMENTS ARE SAFE AND SECURE



# Order Confirmation Screen

- The Popup over order confirmation screen after final payment

## Actionable Item

Close

LOGO



**FIXIT**

SPLASH SCREEN



**FIXIT**

Continue

Product Tour

LOGIN SCREEN



# FIXIT



E-mail address



.....

Sign in



Sign in

OR



Sign in

New user Registration



HOME SCREEN



### Repair



Appliance Repair



Computer Service



Mechanics

### Home Services



Laundry Services



Home Furnishing



Home Cleaning

### Event and Wedding



Astrologer



Birthday Party Planner



Wedding Planner

### Fitness and Yoga



Yoga Trainer



Dietician



Physiotherapy

THANK YOU