



UTM'S E-COMMERCE OF SERVICES (SERVICEX)

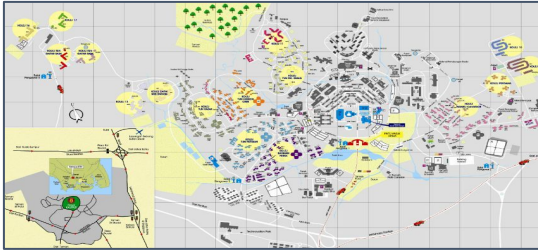
Wong Pei San (A20EC0170)

3/SECRH

Supervisor: Madam Lizawati Binti Mi Yusuf



Background



Location

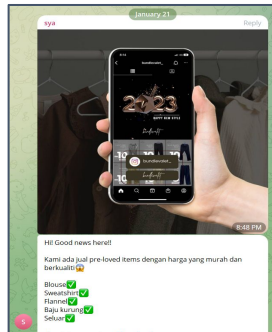
Universiti Teknologi Malaysia, Skudai

Seller

UTM community

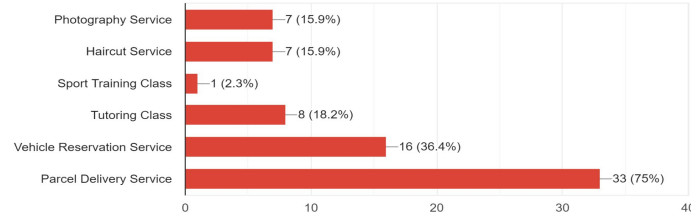
Buyer

UTM community



What services have you used before?

44 responses



Goal



Ideal platform

- **Seller:** Advertise their services by category
- **Buyer:** Assess seller's credibility, verify service availability, and place an order anytime.

Objectives



Identify ServiceX's requirements in mobile applications.



Design and develop ServiceX based on user requirements.



Test the functionality of ServiceX according to user requirements.

Scope



ServiceX is focus on the **UTM, Johor Bahru's community** only.



Users of this application include **guest, seller, buyer, and administrators**.

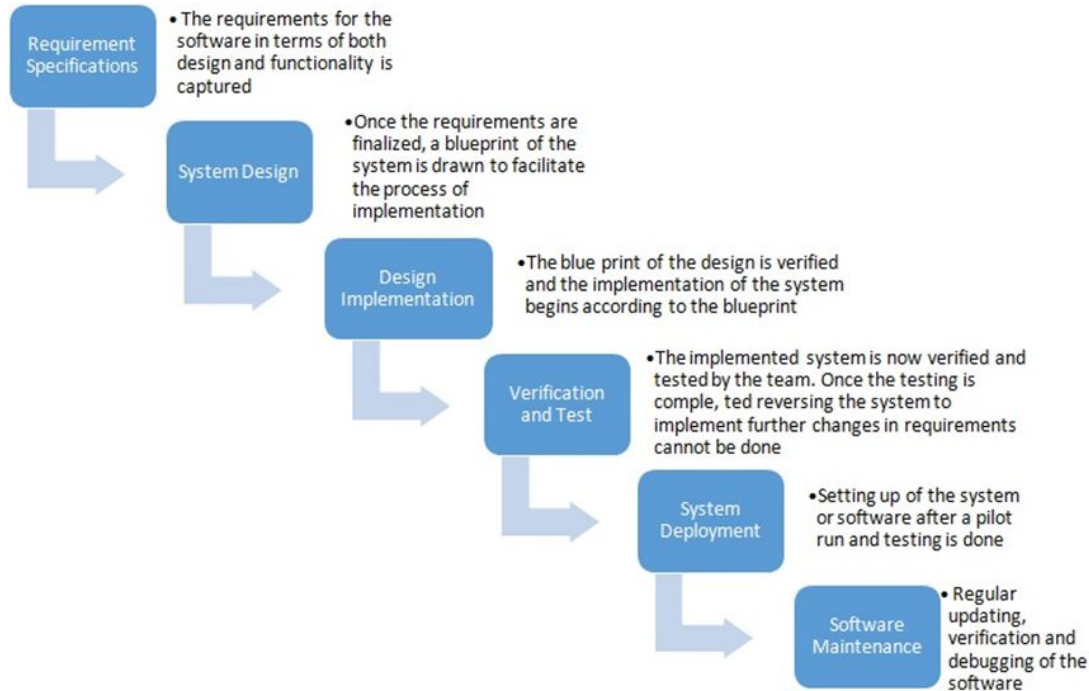


ServiceX only uses an **online payment stimulator**.



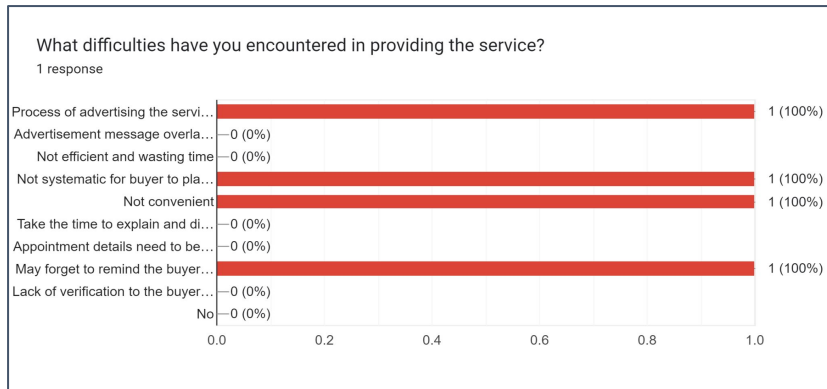
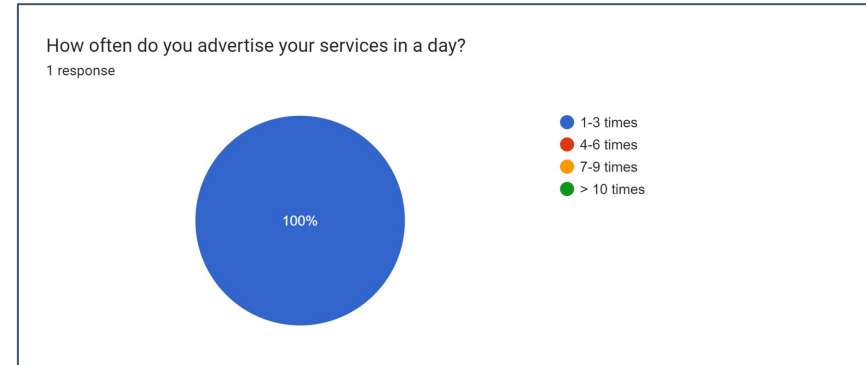
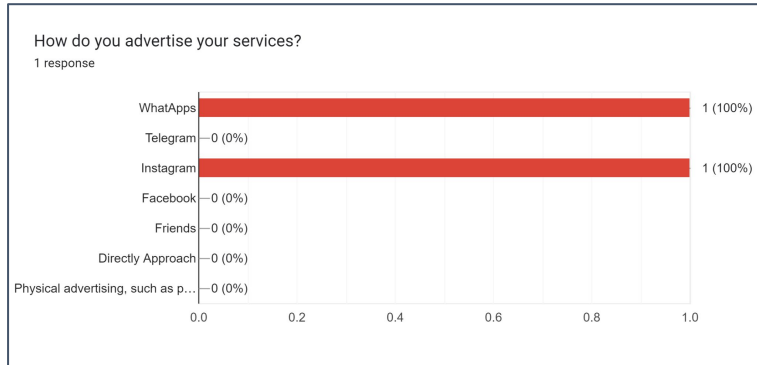
ServiceX only focus on users with **Android devices**.

Methodology



Six Phases of the waterfall model (Team, 2013)

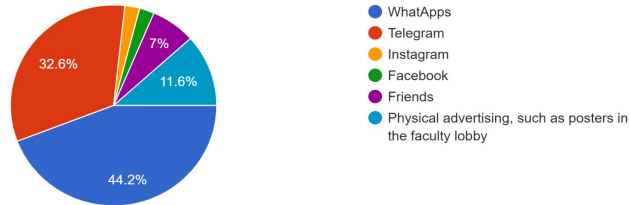
User requirements (Seller)



User requirements (Buyer)

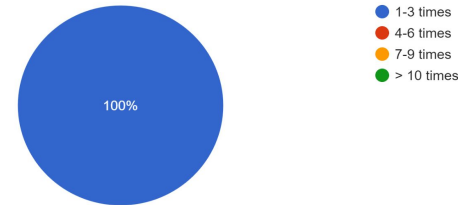
Where can you find services provided by the UTM community?

43 responses



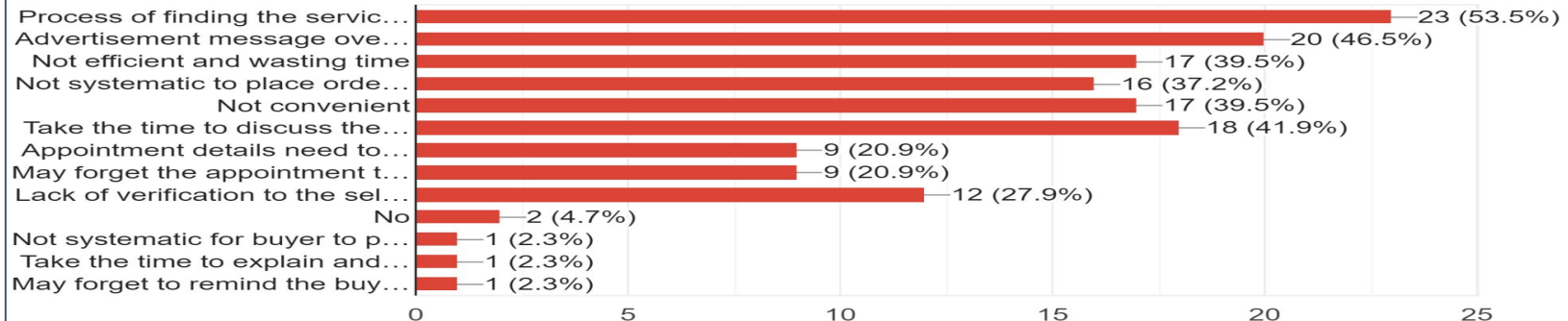
How often do you use the services in a week?

43 responses



What difficulties have you encountered in providing the service?

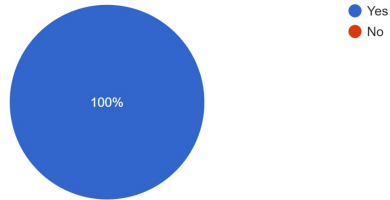
43 responses



User requirements (ServiceX)

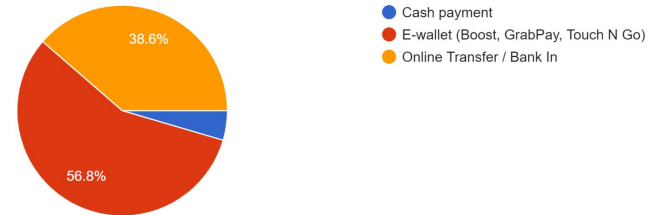
If a mobile application (ServiceX) is developed to manage services in UTM, would you like to try the ServiceX application?

44 responses



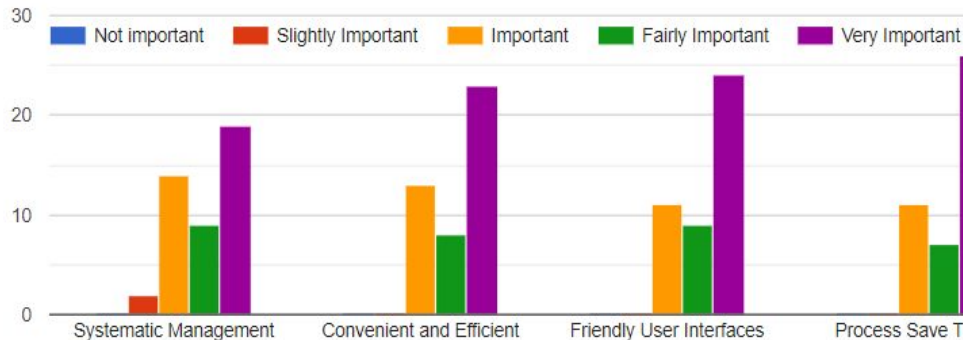
Which payment method would you like to use?

44 responses



How important are each of the following aspects to the proposed application?

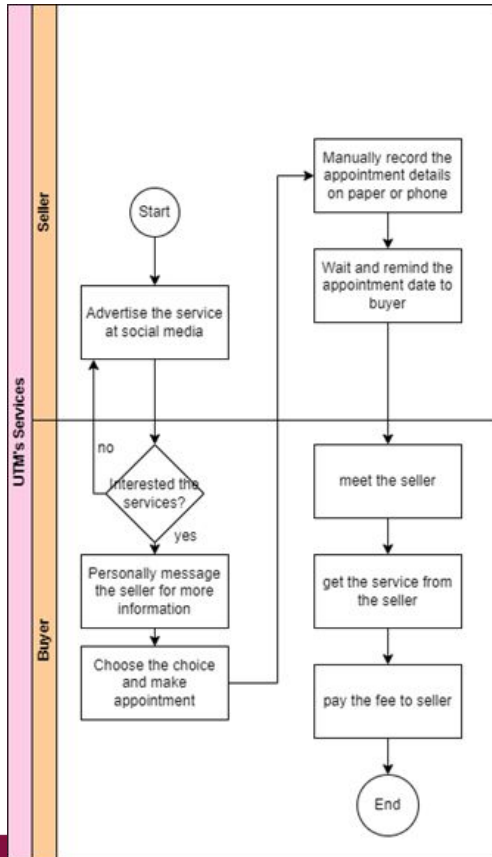
 Copy



Differences between the systems that have been studied

Features	Lazada	Mudah.my	Recommend.my	ServiceX
Able to sign in with Facebook and Google	/	/	/	/
Bottom navigation bar	/	/	X	/
Various kind of payment method	/	X	/	/
Auto calculated the fee after the selection	/	X	/	/
Buyer can easily to contact the seller	/	/	/	/
Buyer can report the seller	/	/	X	/
Buyer can review the seller	/	X	/	/
User interface is clean and user-friendly	/	/	/	/
Buyer and seller are user within the same application	X	/	X	/
Provide a detail of the services	/	/	/	/

Flowchart of Current System



Not having the right platform to advertise their services



Inefficient for buyer to place order by personal message or calling



Buyer unaware of the quality of the service and the seller's credibility

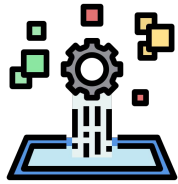


Handwritten orders are less systematic



Seller and Buyer might forget the appointment

UTM'S E-COMMERCE OF SERVICES (SERVICEX)



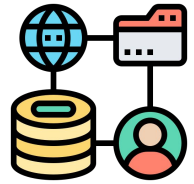
Ideal Advertising Platform



Place order at anytime



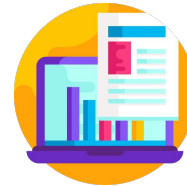
Review the Service's quality



Systematic Data Storage




Appointment Notification



Auto-generate sales report

ServiceX - Seller advertise their service

< My Shop



photographer

servicex.com.my/photographer

View Shop

Order Status
[Generate Sale Report](#)

1

To Service

1

Review


0

Cancelled

0

Report

My Service



Graduation Photo RM 80.00

A photograph keeps a moment from running away. RM80.00 is a photography charges for one hour, so the additional shooting hours will be calculated based on the buyer's choice.

Category: Photography

Shooting hours: RM 20.00/hour


Location: Task Ilmu, #IamUTM, Dewan Sultan Iskandar


★★★★★ 5.0 | 50 sold


Edit


Delete


Add New Service


Inbox


Service


Dashboard



Finance



Account


< Add Service


+
Add Photo


Publish


Inbox



Service


Dashboard


Finance


Account


< Add Variation

Location 

Tasik Ilmu


#IamUTM


+Add


Shooting Price Per Hour 


+ Add Variation


Complete


Inbox



Service


Dashboard


Finance



Account

ServiceX - Advertising platform



PROFESSIONAL PHOTOGRAPHER

Memorable time deserves to be captured





Photographer category:


- Portrait
- Fashion
- Product
- Landscape
- Event
- Architectural
- Sports
- Documentary
- Graduation


ORDER NOW


SERVICE CATEGORY



 Tutoring


 Barber



 Parcel Delivery


 Photography



 Training


 Vehicle Reservation






DAILY DISCOVER




Barber Service
 RM 10.00
 ★★★★★ 20 sold
MAL, KTDI





Parcel delivery service
 RM 1.00
 ★★★★★ 50 sold
ISL, KTHD


 Inbox
 Wallet
 Home
 Cart
 Account





SERVICE CATEGORY



 Tutoring


 Barber



 Parcel Delivery


 Photography



 Training


 Vehicle Reservation






DAILY DISCOVER



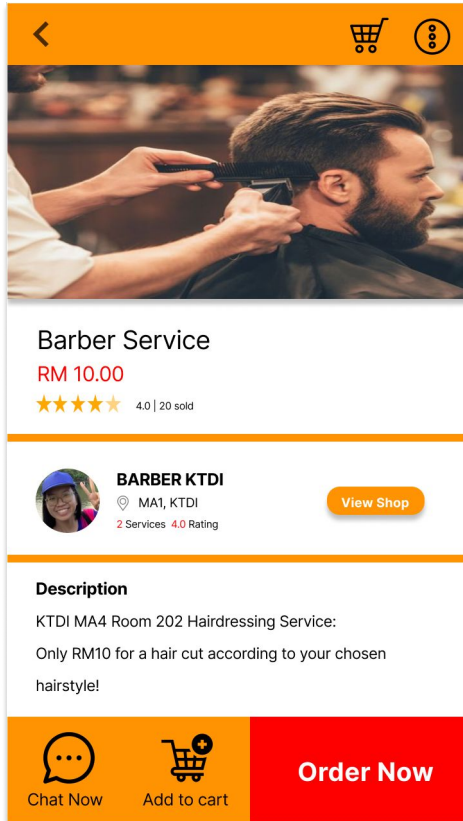
Barber Service
 RM 10.00
 ★★★★★ 20 sold
MAL, KTDI







Parcel delivery service
 RM 1.00
 ★★★★★ 50 sold
ISL, KTHD

 Inbox
 Wallet
 Home
 Cart
 Account


ServiceX - Quality of the Service & Seller's Credibility









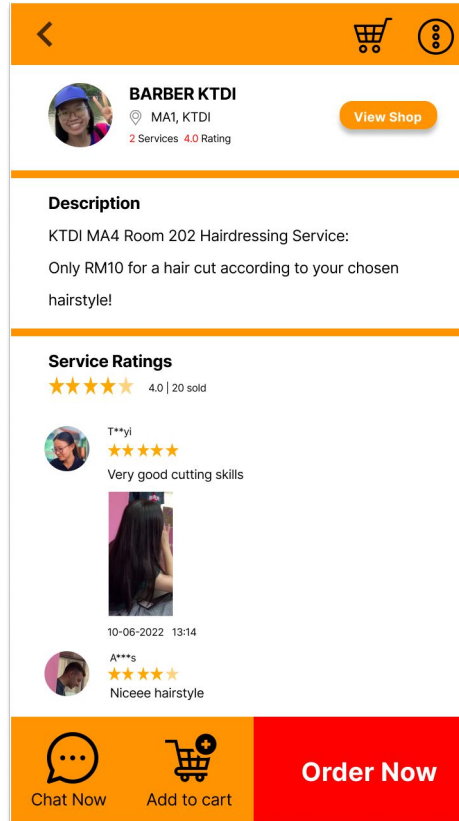





Barber Service
 RM 10.00
 ★★★★★ 4.0 | 20 sold



BARBER KTDI
 MA1, KTDI
 2 Services 4.0 Rating
 [View Shop](#)

Description
 KTDI MA4 Room 202 Hairdressing Service:
 Only RM10 for a hair cut according to your chosen hairstyle!

 Chat Now
  Add to cart
 [Order Now](#)











BARBER KTDI
 MA1, KTDI
 2 Services 4.0 Rating
 [View Shop](#)



Description
 KTDI MA4 Room 202 Hairdressing Service:
 Only RM10 for a hair cut according to your chosen hairstyle!

Service Ratings
 ★★★★★ 4.0 | 20 sold

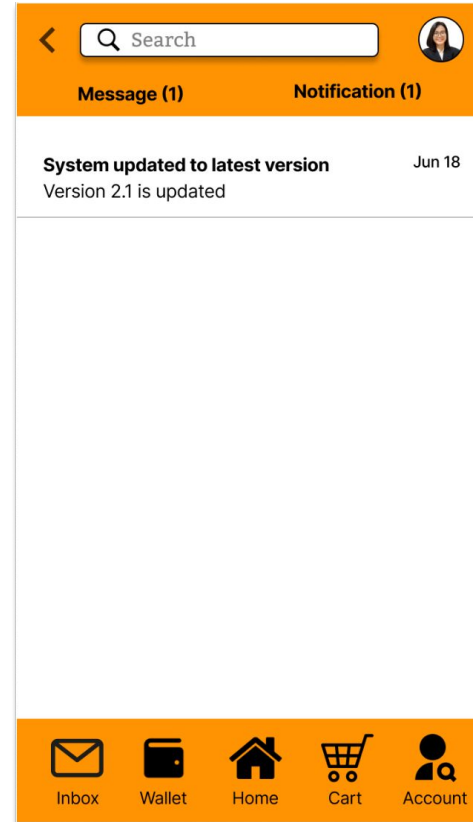
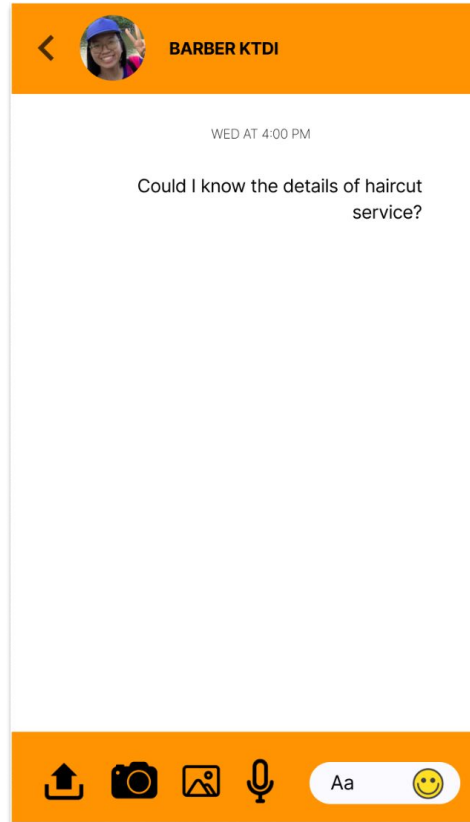
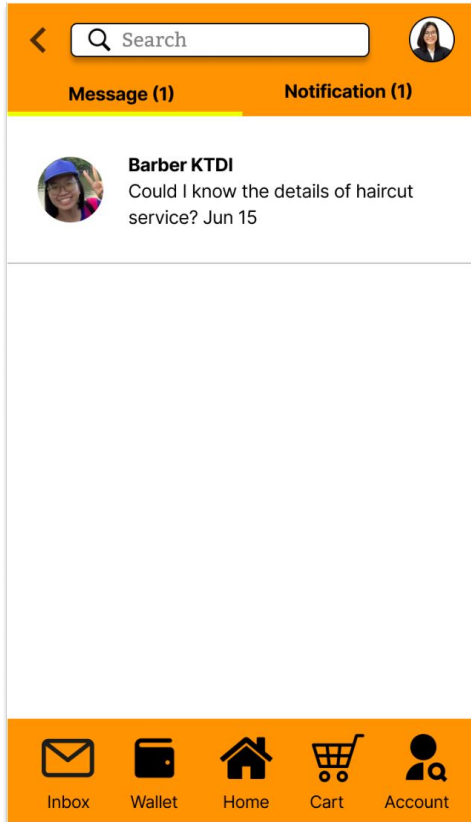
 T**yi
 ★★★★★
 Very good cutting skills


 10-06-2022 13:14

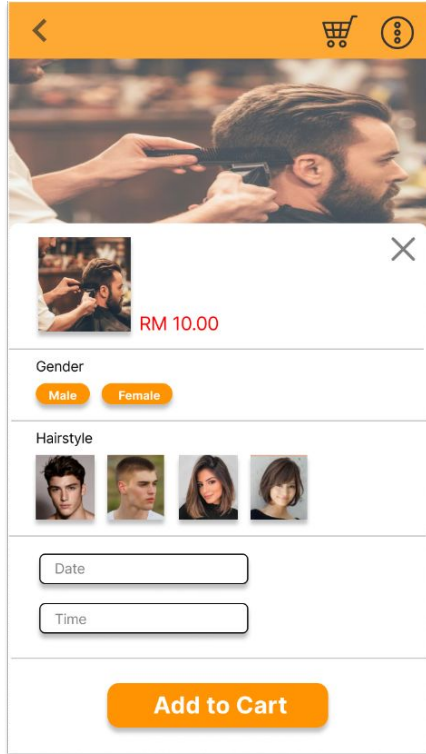
 A***s
 ★★★★★
 Niceee hairstyle

 Chat Now
  Add to cart
 [Order Now](#)

ServiceX - Inquiry & Notification



ServiceX - Making Order



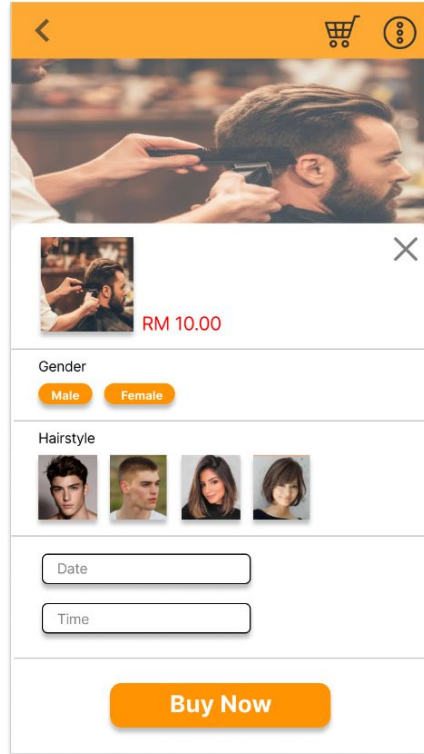
Barber Service
 RM 10.00

Gender
 Male Female

Hairstyle

Date
 Time

Add to Cart



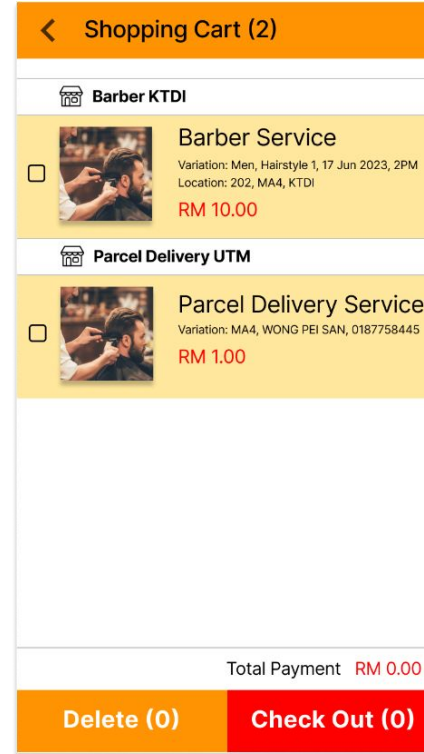
Barber Service
 RM 10.00

Gender
 Male Female

Hairstyle

Date
 Time

Buy Now



Shopping Cart (2)

Barber KTDI

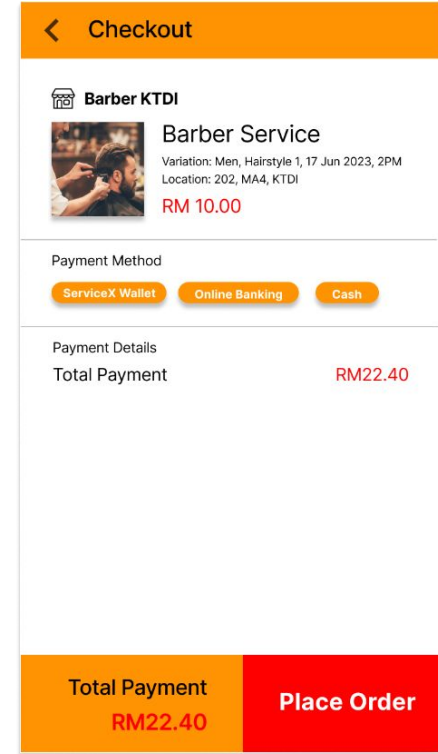
Barber Service
 Variation: Men, Hairstyle 1, 17 Jun 2023, 2PM
 Location: 202, MA4, KTDI
 RM 10.00

Parcel Delivery UTM

Parcel Delivery Service
 Variation: MA4, WONG PEI SAN, 0187758445
 RM 1.00

Total Payment **RM 0.00**

Delete (0) **Check Out (0)**



Checkout

Barber KTDI



Barber Service
 Variation: Men, Hairstyle 1, 17 Jun 2023, 2PM
 Location: 202, MA4, KTDI
 RM 10.00

Payment Method
 ServiceX Wallet Online Banking Cash


Payment Details
 Total Payment **RM22.40**

Total Payment RM22.40 **Place Order**


ServiceX - My Orders


WONG PEI SAN

My Shop


My Orders
View All Orders >




To Receive



To Review




To Report









Cancellation

ServiceX Wallet

RM 10.00

Top Up

Last Transaction

	Barber service <small>17 April 2022</small>	-RM 10.00
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Inbox
Wallet
Home
Cart
Account

< My Orders

To Receive
To Review
To Report
Cancelled

BARBER KTDI >
To Receive



Barber Service

RM 10.00

Qty: 1

Total: RM10.00

Order Received








Inbox
Wallet
Home
Cart
Account

< My Orders

To Receive
To Review
To Report
Cancelled

BARBER KTDI >
Completed








Barber Service

RM 10.00

Qty: 1


Total: RM10.00

Review


Inbox
Wallet
Home
Cart
Account

< Review



Barber Service

Seller Service ★★★★★

Add 50 characters with 1 photo and 1 video to earn 5 coins








Upload photo



Upload video

Share more thoughts on the service to help other buyers.

Submit


Inbox
Wallet
Home
Cart
Account

ServiceX - My Orders Con.

< My Orders

To Receive To Review **To Report** Cancelled

BARBER KTDI > Completed



Barber Service
RM 10.00

Qty: 1
Total: RM10.00

[Report](#)

Inbox


Wallet

Home

Cart

Account

< Report




BARBER KTDI
Barber Service
RM 10.00


Qty: 1
Total: RM10.00

Solution Refund

Description

Leave your comments here


 Upload photo


 Upload video

[Submit](#)

Inbox

Service

Dashboard


Category

Account

< My Orders

To Receive To Review To Report **Cancelled**

BARBER KTDI > Progress



Barber Service
RM 10.00

Qty: 1
Total: RM10.00

[Cancel](#)

Inbox

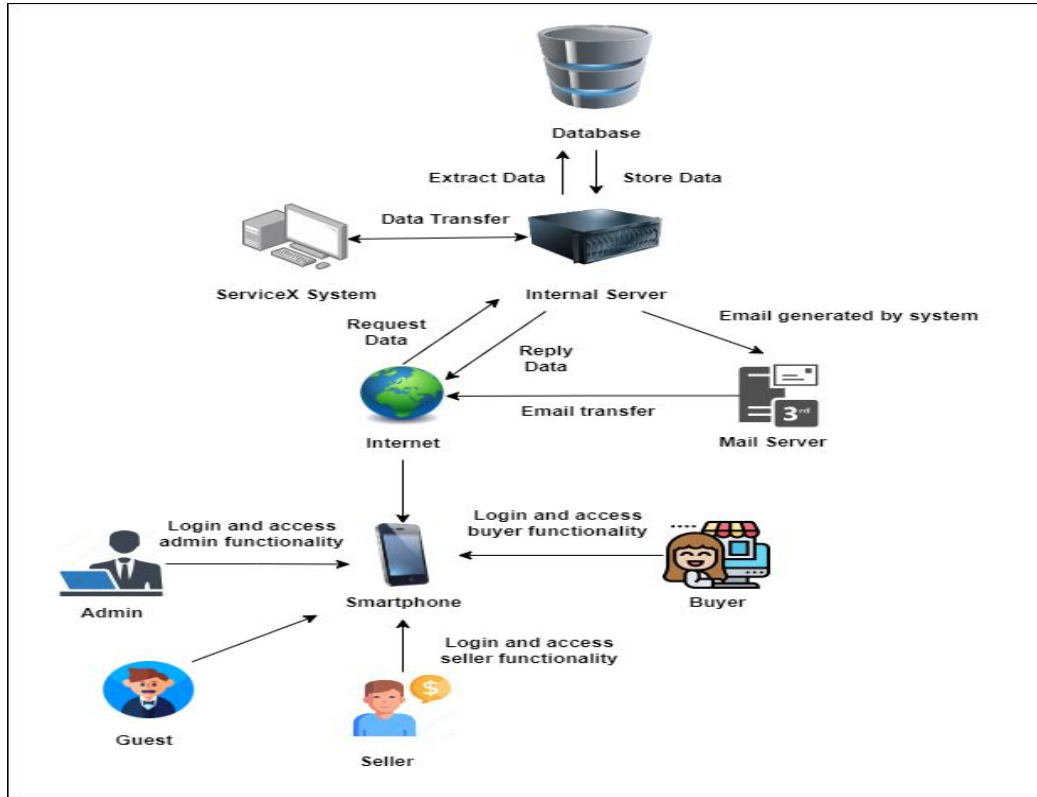
Wallet

Home

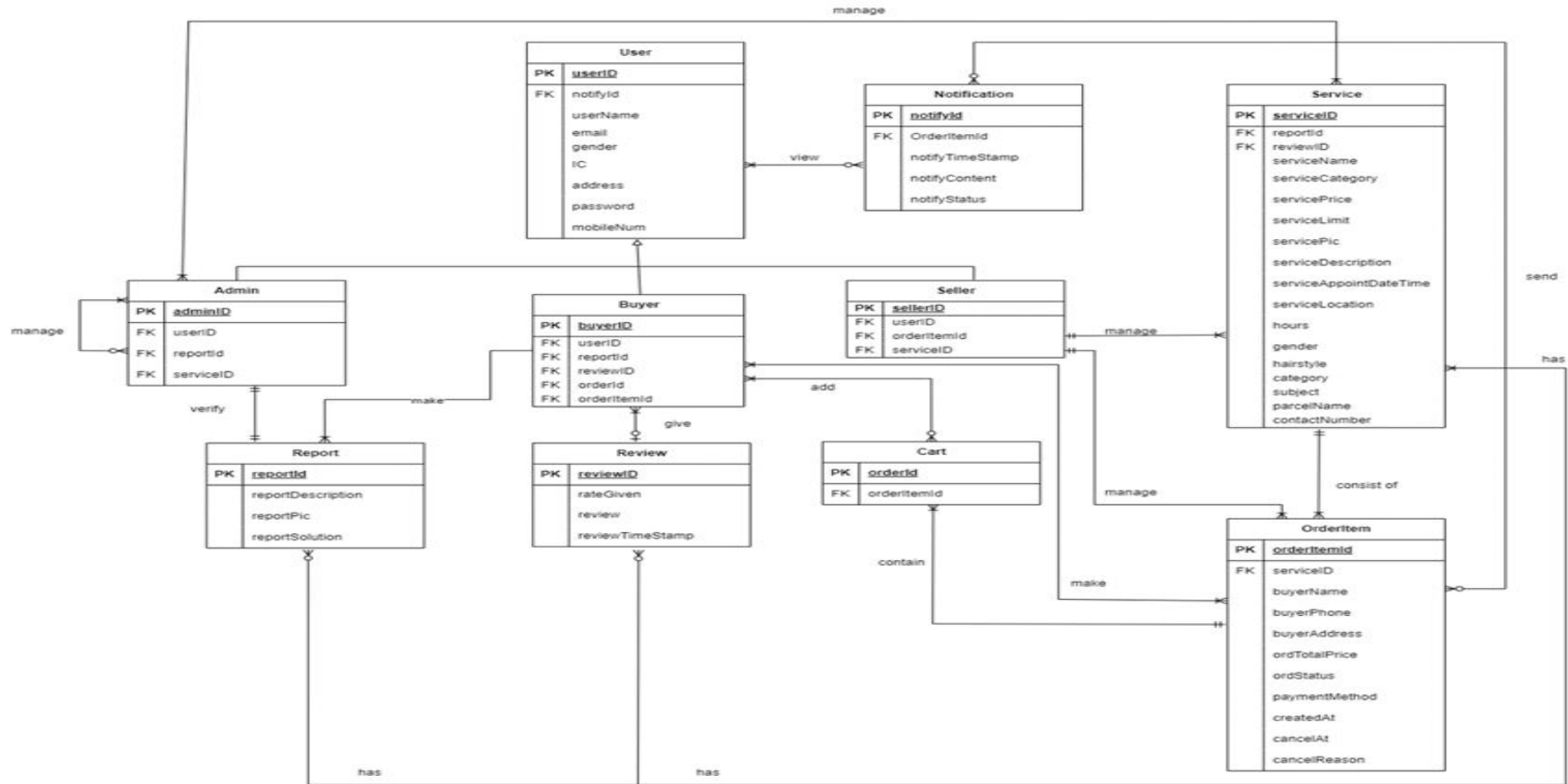
Cart

Account

System Architecture



Database Design



Network & Security Element



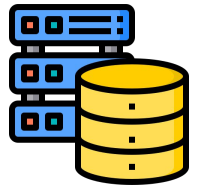
User Authentication and Verification

Mobile Number, Password, Email



Authorization & Access Control List

Guest, Seller, Buyer, Admin

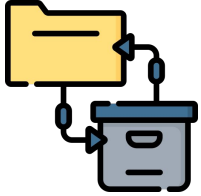


Secure Data Storage

Encrypt sensitive user data stored locally on the device to protect it from unauthorized access or theft.

- **Encryption:** Salt and Hash Passwords(bcrypt, Argon2), AES
- Password, Email, Phone Number

Network & Security Element Con.



Secure Data Transmission

Make sure to use HTTPS when sending data between your mobile app and the backend servers. HTTPS encrypts the data during transmission, keeping it secure from potential eavesdroppers.



Secure Error Handling

Implement proper error handling and avoid exposing sensitive information in error messages that could be exploited by attackers.



Input Validation & Sanitization

Protect application from various types of attacks and ensure the overall reliability and safety of user interactions.

Software



Window 11



Flutter



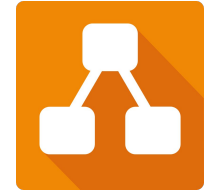
Android Studio



Email



Figma



Draw.io

Hardware



Laptop

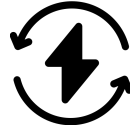


Smartphone

Project Importance



Goal Achievement



Efficiency and Productivity



Stakeholder Satisfaction



Organization and Data Management



Innovation and Improvement



Time and Resource Saving



Reporting and Insights



Thank you



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