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RANNLAB

PROJECT REPORT

Empowering Your Enterprise
for Success

Prepared for

Djnni

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1. INTRODUCTION

Djnni is a dedicated platform offering personalized solutions for home appliance services. It aimed to develop a modern, scalable, and dynamic system to showcase its offerings, manage service requests, and enhance user engagement. The objective was to create an intuitive platform that meets industry standards and supports its growth aspirations.

2. RESEARCH & ANALYSIS

Comprehensive research and analysis formed the basis of this project, ensuring the platform addressed user needs and stood out in the competitive appliance service industry.



UNDERSTANDING REQUIREMENTS

Project overviews are the initial touchpoint for potential users visiting your platform. They provide an opportunity to showcase why Djnni is the ideal choice and the value it delivers.



COMPETITOR ANALYSIS

Researched similar platforms in the home appliance service industry to identify trends, strengths, and areas of improvement.



MARKET DEMAND

Studied user needs and preferences to ensure the platform's features and services align with industry standards.

This phase ensured our approach was data-driven & aligned with project requirements and goals.

3. UI DESIGNING

The next phase was to turn our research into an intuitive and engaging design: After several revisions, the Djnni team will finalize and approve the design, setting the stage for the development phase.

1

WIREFRAMES & PROTOTYPES

Designed wireframes to define the app's structure and enhance user navigation.

2

CLIENT COLLABORATION

Collaborated closely with the client to enhance the platform, integrating feedback to align with their requirements.

2

RESPONSIVE DESIGN

Guaranteed a seamless, user-friendly experience across all device making Djnni accessible

4. PROBLEM STATEMENT

Building a scalable Djnni platform presented challenges such as incorporating tailored features, ensuring seamless user experience across devices, optimizing speed, and managing the platform efficiently within the set timeline.

1. SCALABILITY

The platform needed to support a wide range of appliance-related services & user interactions.

2. USER EXPERIENCE

Both users needed an easy-to-use interface to quickly access and resolve appliance service issues.

3. CONTENT MANAGEMENT

The client required a CMS that allowed non-technical staff to easily update and manage.

5. PROPOSED SOLUTION

To address the client's challenges, we implemented:



Custom Post Types

Created tailored post types for appliances, service requests, and reviews to streamline content organization.



Dynamic Search and Filtering

Implemented advanced search filters to optimize service requests and enhance the user experience for home appliance issue.



CMS Optimization

Tailored the platform dashboard to allow non-technical users to efficiently manage and update appliance service requests.



Performance Enhancements

Optimized service request handling and faster resolution processing for seamless user experience.

6. RESULTS

The newly developed platform enabled Djnni to:

- Streamline service request management and resolution.
- Enhance engagement with both users & service providers.
- Enhance visibility with SEO-driven content.