DEVELOPING A MOBILE APPLICATION FOR ON-DEMAND ELECTRONIC TECHNICIAN SERVICE

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ABSTRACT

With the advancement of technology, the demand for electronic technician services is on the rise. However, the traditional process of searching for technicians remains inefficient for both customers and the technicians themselves. This study aims to develop a mobile-based application for electronic technician services that enables customers to quickly and easily find and hire technicians. The methodology employed in this study involves software development using an Agile approach, incorporating key features such as real-time service ordering and Google Maps-based navigation. Testing is conducted using the black-box testing method to ensure that each function of the application operates effectively and meets user requirements. This application aspires to create innovative solutions that enhance the efficiency of on-demand electronic technician services, ultimately benefiting both customers and technicians within the electronic repair service ecosystem.

Keywords: Agile, Mobile application, electronic technician, on-demand, black-box testing