



Waterford Institute of Technology
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Smart Services – Location Aware Yellow Pages Service

Overview

The Yellow Pages service is a location aware service that runs over a packet based network. The service allows a user to search for a specific service, e.g. a plumber or electrician, based on their availability and local proximity, and can set up a call between the user and the service provider in addition to job scheduling.

Value Proposition

The Yellow Pages Service provides a more effective alternative to the existing Golden Pages service by allowing users to find the service they require faster and helping service providers find work closer to their current location thereby reducing travelling and idle time.

Technology Description

The Yellow Pages Service tracks the location and availability of service providers therefore allowing users to find providers in their proximity who are “available” and eliminate those indicating “busy”. When a candidate service provider is selected from a search list a call is set up and the user can discuss the job with the candidate. If they come to an agreeable conclusion, the candidate can formally offer his services via the service and the user can accept. At this point the service schedules the job and provides the user with a job ticket. This can then be used at a later stage to identify the person providing the service when they arrive at the user’s home, providing additional security.

A prototype of this service was built which runs in the browser of a mobile device and can use availability and location information supplied

through the device. Call set up can be done either via a GSM network or via a packet based Session Initiation Protocol network. This service was demonstrated at the Enterprise Ireland stand in Mobile World Congress 2008.





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Additional Information

Demonstration video on YouTube of the service running on a Linux based client
<http://www.youtube.com/watch?v=XLPUuSLwukQ>

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