

DEVICE REVIVE

Computer and Laptop Service Management System

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ABSTRACT

The "Online Computer/Laptop Service Website" is an innovative web-based platform meticulously crafted to deliver all-encompassing repair and servicing solutions for computer/laptop devices. Our primary goal is to seamlessly connect computer/laptop device owners with seasoned professional technicians, providing a user-friendly and efficient avenue to address a myriad of issues affecting their devices.

In addition to our comprehensive repair and servicing offerings, our platform introduces a unique feature that facilitates the exchange of second-hand products, specifically laptops and computers. Recognizing the growing demand for sustainable and cost-effective solutions, we aim to create a vibrant marketplace where users can not only seek expert assistance for their device issues but also conveniently trade or purchase pre-owned laptops and computers.

This integrated approach sets our platform apart by not only catering to immediate repair needs but also fostering a dynamic community where users can explore affordable and reliable alternatives through the exchange of quality second-hand devices. Embracing the ethos of efficiency, convenience, and sustainability, our Online Computer/Laptop Service Website is poised to redefine the way users interact with and manage their computer/laptop devices.

MODULES

This website include three modules:

- Admin
- User
- Staffs
- Delivery Boy

Admin Functionalities:

- User Management :Manage user accounts,permissions,access levels.
- Technician Management :Manage technician profile,skills and schedules.

- Booking Management :View and manage repair requests,assign technicians,and track repair status.
- Exchange of products:Add new products for exchange, including details such as brand, model, condition, and pricing.
- Remove or update product listings based on availability and condition.
- Access and maintain a comprehensive history of product exchanges, including details of exchanged products, dates, and associated payments.

User Functionalities:

- Registration :The user can register their information including name,address,phone number and email.
- Service request and booking :User can submit service requests by providing details about the issue,device model,and preferred service time.They can also select a suitable date and time for an appointment if required.
- Tracking and notifications :User can track repair status,receive notification about booking confirmation,repair updates etc.
- Online consultation :User can engage in real-time online chats with certified technicians to discuss minor problems and receive immediate guidance.
- Secure payment :Enable users to make online payments securely for services rendered,replacement parts and any other associated charges.
- Service history and documentation :User can access a digital record of their past service requests, repairs, and maintenance.
- Reviews and ratings :Users can leave reviews and ratings for services,technicians,sharing their experiences with others.
- Product Browsing :Browse available products for exchange, filtering based on preferences such as brand, model, and condition.
- Exchange Request Submission :Submit exchange requests, providing details of the device to be exchanged and the desired product.
- Payment Processing: Make secure online payments for any additional charges associated with the exchange.
- Exchange Status Tracking:Track the status of their exchange requests, including approval status, delivery updates, and completion.

Staffs Functionalities:

- Managing personal information including working time and working hours.
- Service request handling :Technicians can view incoming service requests.
- Communication with users :Technicians can interact with users through the platform's messaging system,providing updates,asking for more information or offering guidance.
- Update status :Update repair status and mark requests as completed when the service is done.
- Product Availability Checking :View available products for exchange and their details.
- Review and approve/reject exchange requests submitted by users.

Delivery Boy Functionalities:

- Receive information about product pickups and deliveries.
- Pick up products from the user's location for exchange.
- Deliver exchanged products to the designated user's location.

Topics to be covered on Mini Project

- Registration of users
- Technician Portal
- Provide service type by technician
- Service request and booking by users
- Service request handling
- Payment
- Receiving confirmation mail
- Managing technician's activities

Topics to be covered on Main Project

- Exchange option
- Receiving notification for users when technicians are available
- Online consultation

Technologies Implemented

- Artificial Intelligence
- Machine Learning
- Chatbot

Language Preferences:

Frontend: html/css

Backend: Django

Database: SQLite

References:

<https://www.taskmario.com/kochi/computer-and-laptop-repair-service-156>