

DEVICE REVIVE

Computer and Laptop Service Management System

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ABSTRACT

The “Online Computer/laptop service website” is a web-based platform designed to provide comprehensive computer/laptop device repair and servicing solutions to users. The platform aims to bridge the gap between computer/laptop device owners and professional technicians offering a convenient and efficient way to address various computer/laptop device issues and to exchange second hand products(laptop/computer).

MODULES

This website include three modules:

- Admin
- User
- Staffs

Admin Functionalities:

- User Management :Manage user accounts,permissions,access levels.
- Service center Management :Managing the available service centers.
- Technician Management :Manage technician profile,skills and schedules.
- Booking Management :View and manage repair requests,assign technicians,and track repair status.
- Exchange of products:Admins can add or delete products based on its availability.

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 center.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.
- Exchange option:User can exchange their laptop/computer.
- 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.

Staffs Functionalities:

- Technician Portal :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.

Topics to be covered on Mini Project

- Registration of users
- Technician Portal
- Provide service type by technician
- Service request and booking by users
- Service booking 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
- Price estimation
- QR code generation

Technologies Implemented

- Virtual Waiting Room
- Artificial Intelligence
- Machine Learning
- Chatbot

Language Preferences:

Frontend: html/css

Backend: Django

References:

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