## VIGNAN INSTITUTE OF TECHNOLOGY AND SCIENCE





#### AN AUTONOMOUS INSTITUTION

# **SMART SUGGEST**

## A REAL-TIME RESEARCH PROJECT REPORT

Submitted by

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In partial fulfillment for the award of the degree of

BACHELOR OF TECHNOLOGY

IN
INFORMATION TECHNOLOGY

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## **CERTIFICATE**

This is to certify that the thesis work titled "SMART SUGGEST" submitted by Addula Sony (Regd.No.23891A1202), in partial fulfillment of the requirements for the award of the degree of **Bachelor of Technology in Information Technology** to the Vignan Institute of Technology And Science, Deshmukhi is a record of bonafide work carried out by us under my guidance and supervision.

The results embodied in this project report have not been submitted in any university for the award of any degree and the results are achieved satisfactorily.

Mr. SK. Khaleelullah

**Assistant Professor** 

Prof. B.V.Chowdary

**Head of the Department, IT** 

## **DECLARATION**

I here by declare that project entitled Smart suggest is bonafide work duly completed by m e . It does not contain any part of the project or the is submitted by any other candidate to this or any other institute of the university.

All such materials that have been obtained from other sources have been duly acknowledged.

Addula Sony (Regd.No.HT.No23891A1202)

#### **ACKNOWLEDGEMENT**

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Addula Sony (Regd.No.HT.No23891A1202)

## **ABSTRACT**

In the world of digital entertainment, there has been a massive change in how people globally consume content because of the Over-The-Top (OTT) platforms. As one of those players, Smart suggest is looking forward to catering for different needs of its customers through their innovative OTT platform Smart suggest main objective is to provide uninterrupted user-oriented streaming services featuring a wide range of genres such as movies, TV series, documentaries and original productions. The outlet looks forward to standing out from the competition through the application of cutting-edge technologies in content discovery, personalization and streaming quality improvement. Smart suggest seeks to carve a niche in the competitive OTT market, catering to the diverse entertainment needs of a global audience. In summary, Smart suggest represents a forward- thinking initiative poised to redefine digital entertainment through its comprehensive OTT platform, setting new standards for content delivery, user experience, and industry innovation.

# **TABLE OF CONTENTS**

ACKNOWLEDGEMENT	II
ABSTRACT	III
1. INTRODUCTION	1
2. LITERATURE SURVEY	2-4
3. SYSTEM ANALYSIS	5-6
Problem Statement	5
Existing System	6
Disadvantages of Existing System	6
Proposed System	6
4 REQURIEMENTANALYSIS	7-10
Functional Requirement	7
Non Functional Requirements	8
Computational Resource Requirements	8
Hardware Requirements	8
Software Requirements	9
Life cycle model	9
5. ARCHITECTURE	11-13
Architecture	11
UML Diagrams	12
Use Case Diagram	12
Class Diagram	14
Sequence Diagram	15
Activity Diagram	16
6 IMPLEMENTATION	18-22
Technologies	18
Html	18
CSS	18
Java Scrint	18

Features of Html	19
Pseudocode	19-22
7. TESTING	23-22
Overview Dimensions of Testing	
Stages of Testing	24
Unit Testing	24
Integration Testing	24
System Testing	24
Acceptance Testing	25
Types of Testing	25
Test Cases	26-27
8. SCREENSHOT	28-31
9. CONCLUSION AND FUTURESCOPE	
10 DEFEDENCES	3

## LIST OF TABLES AND FIGURES

Fig5.1:Software Architecture	11
Fig5.2:Technical Architecture.	12
Fig5.3:Use case Diagram(User)	13
Fig5.4:Use case Diagram (Admin)	13
Fig5.5:Class Diagram	14
Fig5.6:Sequence Diagram	16
Fig5.7: Activity Diagram	17
Fig7.1:User (Login)	26
Fig7.2:User (Registration).	26
Fig7.3: Admin (Login)	27
Fig7.4: Admin	27
Fig8.1: Homepage	28
Fig8.2:Home page	28
Fig8.3:Home page	29
Fig8.4: Homepage	29
Fig8.5:Registration page	30
Fig8.6:Login page	30
Fig8.7: Login page	31
Fig8.8: Smart suggest Page.	31

#### 1. INTRODUCTION

Over-The-Top (OTT) platforms have transformed the way video content is consumed by delivering movies, TV shows, documentaries, and original productions directly to viewers over the internet, bypassing traditional distribution channels such as cable and satellite television. This fundamental shift has redefined content accessibility, making on-demand streaming the preferred choice for many users and revolutionizing consumer viewing habits.

The rapid growth of OTT platforms has been fueled primarily by two factors: the widespread availability of high-speed internet and the increasing penetration of smart devices, including smartphones, tablets, smart TVs, and streaming media players. These technological advancements have given consumers the unprecedented flexibility to watch content anytime and anywhere, eliminating the constraints of scheduled programming and fixed locations. Consequently, there has been a noticeable decline in traditional linear television viewership as audiences increasingly favor the convenience and variety offered by OTT services.

Modern OTT platforms leverage advanced technologies such as artificial intelligence and machine learning to deliver personalized content recommendations, which enhance user engagement by tailoring viewing suggestions to individual preferences and behavior. Additionally, sophisticated search and discovery features allow users to navigate vast content libraries efficiently, improving the overall user experience. By continuously expanding their catalog with a mix of licensed movies, TV shows, and original content, OTT services cater to diverse tastes and demographics, driving subscriber growth.

As OTT platforms continue to evolve, they are reshaping the media and entertainment landscape by setting new standards for how content is created, distributed, and consumed. This evolution presents both significant opportunities and challenges for content providers and distributors, who must innovate rapidly to meet the dynamic demands of a global audience increasingly accustomed to seamless, personalized, and on-demand entertainment experiences.

**2 LITERATURE SURVEY** 

**Title:** A survey of Deep Conventional Neural Networks Applied for Prediction of Viewer Preferences

in OTT Platforms

**Authors:** Alicia Grant, Raymond Liu, Denise Holloway, Omar Malik, Kenji Yamato, Martin Nowak,

Priya Narayan

**Year:** 2021

**Introduction:** 

Deep learning, particularly Convolutional Neural Networks (CNNs), has transformed content

recommendation systems across OTT platforms like Streamflix. These models are increasingly used to

predict user preferences, optimize thumbnails, and categorize content genres. Given the vast research in

this domain, selecting the most effective architecture is challenging. This survey explores current

literature on deep CNNs applied to media recommendation systems, providing insights into model

architectures, optimization strategies, datasets, and evaluation metrics.

**Methodology:** 

The authors performed a systematic literature review of CNN models used for visual content analysis on

OTT platforms. They compared model architectures, pre-processing methods (e.g., frame extraction,

compression handling), training frameworks, and optimization strategies. Evaluation focused on datasets

like open-source streaming content archives and metrics like classification accuracy, F1-score, and

computational efficiency.

**Findings:** 

Multiple CNN-based techniques were identified for categorizing content types (e.g., action, drama),

detecting NSFW material, and analyzing visual quality. Some models are highly accurate but resource-

heavy, while others offer quick results with lower precision. The study highlights a lack of standardized

benchmarks in OTT content analysis research.

Pros & Cons:

Pros:

• Comprehensive review of CNN applications in OTT content classification

• Analysis of models, datasets, and techniques, Practical recommendations for model selection

2

Cons:

• May not include the latest real-time streaming models

• Inconsistent evaluation criteria across studies, Bias toward popular genres in dataset selection

Title: Smart suggest Viewer Engagement Prediction Using Deep Neural Networks and Transfer Learning

Authors: Nathan Cross, Leah Moretti, Simon Calder, Rajeev Thakur, Mariana Estevez, Elias

Varghese

**Year:** 2021

**Introduction:** 

User engagement is critical to the success of OTT platforms like Smart suggest. Traditional data analysis techniques are inadequate for capturing the complexity of user behavior. This study utilizes deep learning and transfer learning, specifically with the InceptionResNetV2 model, to automate the

prediction of viewer preferences and improve content recommendation.

**Methodology:** 

The team implemented a transfer learning-based deep neural network using InceptionResNetV2, fine-tuned on media interaction data. Data augmentation simulated varying content types and viewer

demographics.

**Findings:** 

The Transfer learning significantly improved training efficiency and prediction accuracy. The model achieved high performance across metrics and was particularly effective in identifying bingewatching tendencies and drop-off points.

- - -

Pros & Cons:

Pros:

• High accuracy in engagement prediction using advanced CNNs.

• Efficient training via transfer learning.

• Real-time deployment potential for personalized recommendation.

Cons:

• Dependency Relies on high-quality labeled interaction data.

• Fine-tuning is resource-intensive.

3

#### 3 SYSTEM ANALYSIS

#### **Problem Statement:**

In the rapidly evolving digital entertainment landscape, global audiences are increasingly turning to Over-The-Top (OTT) platforms for on-demand content consumption. However, many existing platforms struggle to deliver a seamless, personalized, and high-quality streaming experience that caters to diverse user preferences across genres and geographies. The growing competition in the OTT space demands innovative solutions that not only enhance user engagement but also differentiate platforms through advanced technology and superior service delivery. Smart support aims to address this challenge by developing a robust and intuitive OTT platform that leverages cutting-edge technologies for content discovery, personalization, and streaming quality. The objective is to provide uninterrupted, user oriented access to a wide variety of content—including movies, TV series, documentaries, and original productions—while creating a distinctive niche in the global market. Smart support seeks to set new benchmarks in digital entertainment by redefining how audiences interact with and experience content.

### **Objectives:**

- **Deliver a Seamless Streaming Experience:** Ensure uninterrupted, high-quality video streaming across various devices and internet bandwidths through advanced compression technologies and adaptive streaming protocols.
- Offer Diverse and Inclusive Content: Curate a comprehensive content library that includes movies,
   TV series, documentaries, and original productions across multiple languages, cultures, and genres to serve a global audience.
- Implement Advanced Personalization: Utilize AI and machine learning algorithms to provide personalized content recommendations based on user behavior, preferences, and viewing history.
- Enhance Content Discovery: Design intuitive search and browsing features, including voice search, smart categorization, and trending suggestions, to help users easily discover relevant and engaging content.
- Enable Cross-Platform Accessibility: Develop applications for multiple platforms including smart TVs, mobile devices, tablets, and web browsers to maximize user accessibility and convenience.

## **Existing System:**

OTT platform has undoubtedly emerged as the medium to target a wide audience and generate revenue via various models. Now it is impossible to build your own OTT app in your niche and see an increase in engagement and subscribers. Many OTT platforms are available today and used by lots of people. The system provides access of limited videos and there's no option to add review to the videos.

#### **Disadvantages of Existing System:**

- Users cannot add comments.
- There are no options to add ratings.
- Customers may find it frustrating to switch between multiple platforms to access their favorite shows and movies.
- To overcome the drawbacks on the existing system a new system has to be implemented in the proposed system.

## **Proposed System:**

Proposed system will overcome these limitations. The OTT will introduce give users the ability to add their comments on each videos so that a new viewer can chose the video to be watched by the previous comments. Also there's a provision to add rating to the video if the user insists.

- User can like and dislike the video.
- User can add ratings.
- Ease of accessibility.
- Users can share their experiences.

## **4 REQURIMENT ANALYSIS**

#### **Functional Requirements:**

The Smart Suggest is an online streaming website developed to enable identification of automobile using the automobile id in a press of key. It consists of two basic modules which is user and admin.

The Smart Suggest online streaming website consist the following modules:

- Admin module
- User module

#### **Admin Module:**

The Admin Module provides comprehensive tools and functionalities for managing the Users and content. Admins have access to a User details, content management features, and user account controls to ensure smooth operation and integrity of the streaming process.

## **Key functionalities include:**

- Login/Logout: Secure authentication for admin.
- Content Analytics: Tracks viewer ship statistics, popular content, user engagement, etc.
- User Management: Admin tools for managing users, subscriptions, and permissions.
- Content Moderation: Tools to monitor and manage user-generated content, comments, and reviews.

#### **User Module:**

The User Module allows users to authenticate themselves, watch movies and web series, view content, and know the rating actors for a particular movie. This module ensures that users can efficiently participate in the process with ease and security.

### **Key functionalities:**

- Login: Access the login page to authenticate user credentials.
- User Registration: Allows users to create accounts.
- Profile Management: Users can update their profiles, preferences, and settings.

### **Non - Functional Requirements:**

These requirements ensure the online streaming website Smart Suggest operates effectively and provides a reliable and user-friendly experience. They address key aspects such as security, performance, maintainability, and usability.

- **Maintainability**: The system should be designed and implemented in a way that makes it easy to understand, modify and update.
- **Performance**: This includes requirements related to the speed, scalability and responsiveness of the system.
- Security: The data inside the system must be protected against unauthorized users.
- **Usability**: This includes requirements related to the ease of use and understandability of the system for end-users.
- **Reliability**: Reliability requirements describe the ability of the software system to perform its functions consistently and accurately over time. The system should be available and responsive when needed, and should not experience frequent failures or crashes.

#### **Computational Resource Requirements:**

## **Hardware Requirements**

• Processor: Intel i5

• Hard Disk: 150GB

• RAM : 8GB

## Software Requirements

• Operating System : Windows 10 & above

• IDE : Visual Studio Code

• User Interface : HTML, CSS

• Scripting language : Java Script

Database : MySQL Server

## **Life Cycle Model:**

We use Spiral Model, it is a risk-driven model, meaning that the focus is on managing risk through multiple iterations of the software development process. It consists of the following phases:

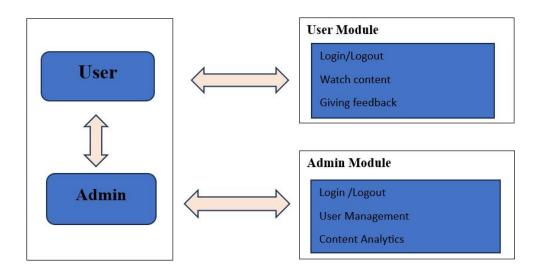
- **Planning:** The first phase of the Spiral Model is the planning phase, where the scope of the project is determined and a plan is created for the next iteration of the spiral.
- Risk Analysis: In the risk analysis phase, the risks associated with the project are identified and evaluated.
- **Engineering:** In the engineering phase, the software is developed based on the requirements gathered in the previous iteration.
- **Construction:** During this phase, the software is actually built based on the specifications outlined in the previous phases. It involves coding, testing, integration of components, and system testing. The emphasis is on implementing the requirements gathered in the earlier stages.
- Release: Once a version of the software is deemed stable and functional, it is released to the customer or stakeholders. The release may be a prototype, an alpha version, or a beta version, depending on the progress and the agreement with the customer. Feedback from users and stakeholders gathered during this phase is vital for refining the software.
- Customer Evaluation: In the evaluation phase, the software is evaluated to determine if it meets the customer's requirements and if it is of high quality.
- Customer Communication: Communication with the customer is continuous throughout the Spiral model. It involves regular interactions to gather requirements, discuss progress, share prototypes or interim deliverables, and collect feedback. This ongoing communication allows for adjustments and improvements based on the customer's evolving needs.

## **5 ARCHITECTURE**

Project architecture represents number of components we are using as a part of our project and the flow of request processing i.e. what components in processing the request and in which order. An architecture description is a formal description and representation of a system organized in a way that supports reasoning about the structure of the system. Architecture is of two types. They are

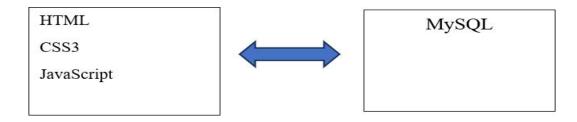
- Software Architecture
- Technical Architecture

#### **Software Architecture:**



5.1 Software architecture

#### **Technical Architecture:**



5.2 Technical architecture

### **UML Diagrams:**

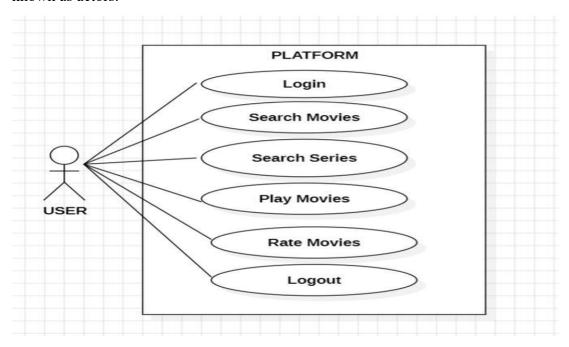
Design engineering deals with the Unified Modelling Language (UML) which is a standard language for writing software blue prints. The UML is a language for

- Visualizing
- Specifying
- Constructing
- Documenting the artifacts of a software intensive system

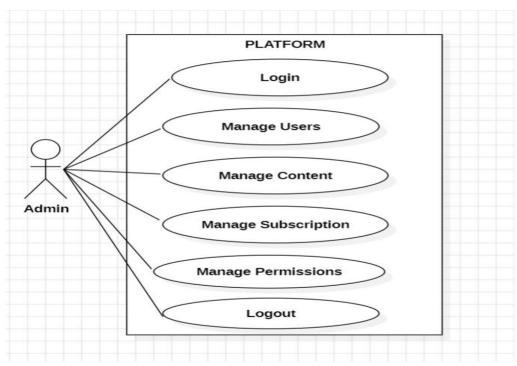
The UML is a language which provides vocabulary and the rules for the rules combing words in that vocabulary for the purpose of communication. A modelling language is a language whose vocabulary and the rules focus on the conceptual and physical representation of a system. Modelling yields an understanding of a system.

### **Use Case Diagram:**

Use case diagram are used to gather the requirements of a system including internal and external influences. A use case represents a functionality of a system. So, use case diagrams are used to describes the relationships among the functionalities and their internal/external controllers. These controllers are known as actors.



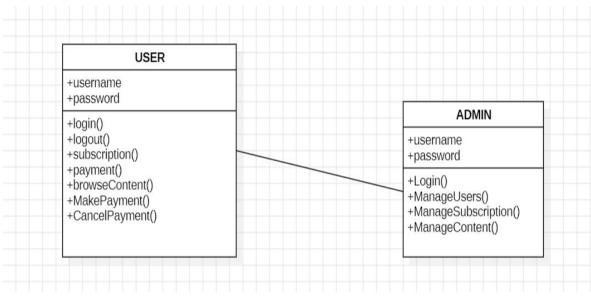
5.3 Use case diagram for User



5.4 Use case diagram for admin

## **Class Diagram:**

A class diagram in UML represents the static structure of a system by showing its classes, attributes, operations, and relationships. Key components include classes (depicted as rectangles divided into sections for name, attributes, and operations), attributes (properties of a class), operations (methods of a class), and various relationships like associations, aggregations, compositions, generalizations, and dependencies. It is used for designing and modeling object-oriented systems, serving as a blueprint for software development and facilitating communication among developers and stakeholders. Class diagrams can be used for both forward and reverse engineering of systems.



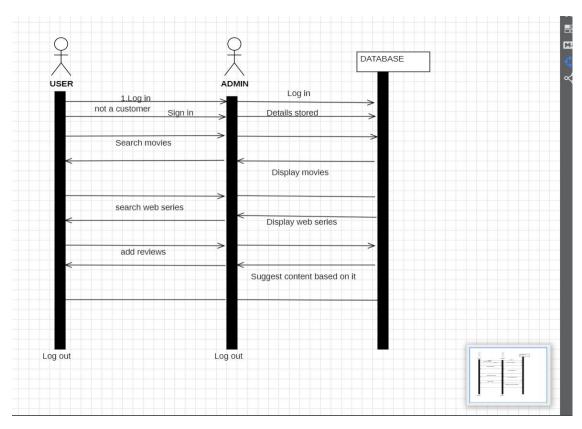
5.5 Class Diagram

### **Sequence Diagram:**

A sequence diagram illustrates the sequence of messages between objects in an interaction. A sequence diagram consists of a group of objects that are represented by lifelines, and the messages that they exchange over time during the interaction.

## **Purpose of Sequence Diagram:**

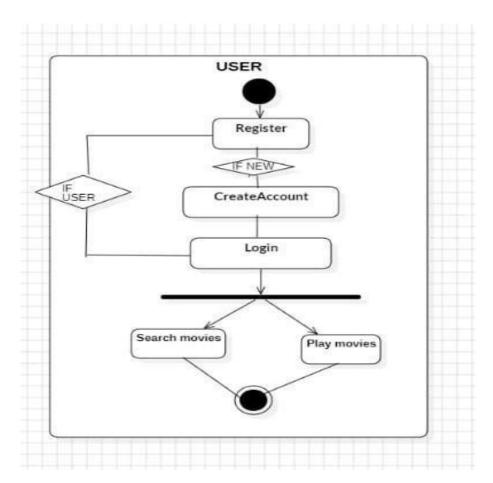
- Model high-level interaction between active objects in a system.
- Model the interaction between object instances within a collaboration that realizes a use case.
- Model the interaction between objects within a collaboration that realizes an operation.
- Sequence diagrams provide a visual representation of the sequence of messages exchanged between objects or components in a system.
- They capture detailed interactions among objects, showing the order in which messages are sent and received.
- Sequence diagrams can be used to verify that the system behaves as expected under various conditions and scenarios. They facilitate early detection of design flaws or inconsistencies in the interaction patterns.
- Developers can use sequence diagrams as a guide during implementation to ensure that the interactions between objects are correctly implemented. Testers can also refer to sequence diagrams to design test cases based on expected interactions.



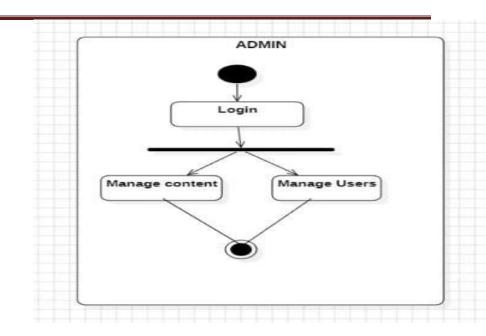
5.6 Sequence diagram

### **Activity Diagram:**

Activity Diagram describe how activities are coordinated to provide a service which can be at different levels of abstraction. Typically, an event needs to be achieved by some operations, particularly where the operation is intended to achieve several different things that require coordination, or how the events in a single use case relate to one another use cases where activities may overlap and require coordination. It is also suitable for modelling how a collection of use cases coordinate to represent business workflows. Activity diagrams are valuable for clarifying complex workflows, identifying decision points, parallel activities, and synchronization among different tasks or actors. They help stakeholders and developers visualize the flow of control from one activity to another, aiding in the analysis, design, and understanding of system behavior. Additionally, activity diagrams can be used to define the sequence of operations in use cases, map out business processes.



5.7 Activity diagram for User



5.8 Activity Diagram for Admin

#### 6. IMPLEMENTATION

### **Technologies:**

This online voting system is developed using various web technologies to ensure a seamless, secure, and user-friendly experience. The core technologies used in the development of this system include HTML, CSS, JavaScript along with a MySQL database for back-end data management.

#### HTML:

HTML (HyperText Markup Language) is the standard markup language used to create web pages. It forms the backbone of the web application, providing the structure and layout of the content displayed on the online voting platform. HTML is used to define the elements of the voting system, including the login forms, voting ballots, and user interface components.

While HTML defines the structure and content of a document, CSS (Cascading Style Sheets) is used to control its presentation, including layout, colors, fonts, and more.

#### CSS:

CSS (Cascading Style Sheets) is used to control the presentation and layout of the web pages. It allows for the styling of HTML elements, making the online voting system visually appealing and easy to navigate. CSS is used to define the look and feel of the platform, ensuring a consistent and professional appearance across all pages.

## JavaScript:

JavaScript is a versatile scripting language that enables dynamic and interactive features on web pages. In the online voting system, JavaScript is used to enhance user interaction, validate input data, and manage client-side operations. It plays a crucial role in providing real-time feedback to users, such as confirming vote submissions and updating election results without requiring page reloads.

#### Features of Html:

- Structured Document Format: HTML provides a structured way to organize content using elements and tags, which define the structure and semantics of the content.
- Cross-Platform Compatibility: HTML documents can be rendered consistently across different devices and browsers, ensuring a uniform user experience.
- Ease of Learning and Use: HTML has a straightforward syntax with tags that are easy to understand and use, making it accessible for beginners and seasoned developers alike.

#### **Pseudocode:**

#### Home page:

```
function displayHomePage()
 // Display the header/navigation bar displayHeader();
 // Display main content section displayMainContent();
 // Display footer with links and additional information displayFooter(); }
 function displayMainContent() {
 // Display main content section
 }
 Registration page:
 function displayRegistrationForm()
// Display registration form Example:
 <section id="registration-form">
 <h2>Sign Up</h2>
 <form action="register.php" method="post">
 <label for="username">Username:</label>
 <input type="text" id="username" name="username" required>
 <label for="password">Password:</label>
 <input type="password" id="password" name="password" required>
 <label for="confirm-password">Confirm Password:</label>
 <input type="password" id="confirm-password" name="confirm-password" required>
 <label for="email">Email:</label>
 <input type="email" id="email" name="email" required>
 <button type="submit">sign in </button>
 </form>
 </section> }
```

### Log-in page:

```
function loginPage() {
displayLoginForm(); // Function to display the login form
// Wait for user input (username and password) waitForUserInput();
// Validate user credentials
if(validateCredentials(username, password)) {
// Successful login redirectToHomePage();
} else {
// Failed login
displayErrorMessage("Invalid username or password. Please try again."); loginPage(); // Show login
page again
}
}
function displayLoginForm() {
Display the HTML form with fields for username and password Example:
<form id="loginForm">
                        type="text"
                                      id="username"><br>
                                                                                     type="password"
Username:
              <input
                                                              Password:
                                                                           <input
id="password"><br>
<input type="button" value="Login" onclick="login()">
</form> }
function validateCredentials(username, password) {
Check if username and password match records in the database Example pseudo logic:
if (username and password match database records) { return true;
else {
return false;
}}
function redirectToHomePage()
// Redirect user to the home page after successful login
```

#### 7 TESTING

#### **Overview:**

Software testing is a process, to evaluate the functionality of a software application with an intent to find whether the developed software met the specified requirements or not and to identify the defects to ensure that the product is defect free in order to produce the quality product.

As per the current trend, due to constant change and development in digitization, our lives are improving in all areas. The way we work is also changed. We access our bank online, we do shop online; we order food online and many more. We rely on software's and systems. What if these systems turnout to be defective? We all know that one small bug shows huge impact on business in terms of financial loss and goodwill. To deliver a quality product, we need to have Software Testing in the Software Development Process.

Some of the reasons why software testing becomes very significant and integral part in the field of information technology are as follows.

- Cost effectiveness
- Customer Satisfaction
- Security
- Product Quality

## **Dimensions of Testing:**

There are many different dimensions to consider:

- Layers of the application (DataBase, APIs, UI)
- Scale of testing (unit, module, integration, scenario)
- Type of testing (functional, performance, security, etc.)
- Methodology (exploratory, scripted manual, automated)

## **Stages of Testing:**

**Unit Testing:** During This first round of testing, the program is submitted to assessments that focus on specific units or components of the software to determine whether each one is fully functional. In this phase, a unit can refer to a function, individual program or even a procedure, and White box testing method is usually used to get the job done. One of the biggest benefits of this testing phase is that it can be run every time a piece of code is changed, allowing issues to be resolved as quickly as possible. It

quite common for software developers to perform unit tests before delivering software to testers for formal testing.

**Integration Testing:** Integration testing allows individuals the opportunity to combine all of the units within a program and test them as a group. This testing level is designed to find interface defects between the modules/functions. This is particularly beneficial because it determines how efficiently the units are running together. Keep in mind that no matter how efficiently each unit is running, if they properly integrated, it will affect the functionality of the software program. In order to run these types of tests, individuals can make use of various testing methods, but the specific method that will be used to get the job done will depend greatly on the way in which the units are defined.

**System Testing:** System testing is the first level in which the complete application is tested as a whole. The goal at this level is to evaluate whether the system has complied with all of the outlined requirements and to see that it meets Quality Standards. System testing is undertaken by independent testers who haven't played a role in developing the program. This testing is performed in an environment that closely mirrors production. System Testing is very important because it verifies that the application meets the technical, functional, and business requirements that were set by the customer.

Acceptance Testing: The final level, Acceptance testing (or User Acceptance Testing), is conducted to determine whether the system is ready for release. During the Software development life cycle, requirements changes can sometimes be misinterpreted in a fashion that does not meet the intended needs of the users. During this final phase, the user will test the system to find out whether the application meets their business needs. Once this process has been completed and the software has passed, the program will then be delivered to production. The extensiveness of these tests is just another reason why bringing software testers in early is important. When a program is more thoroughly tested, a greater number of bugs will be detected; this ultimately results in higher quality software.

# **Types of testing:**

**Black box testing:** It is also called as Behavioral/Specification-Based/Input-Output Testing. Black Box Testing is a software testing method in which testers evaluate the functionality of the software under test without looking at the internal code structure. This can be applied to every level of software testing such as Unit, Integration, System and Acceptance Testing.

White box testing: It is also called as Glass Box, Clear Box, Structural Testing. White Box Testing is based on applications internal code structure. In white-box testing an internal perspective of the system,

as well as programming skills, are used to design test cases. This testing usually done at the unit level. White Box Testing Techniques:

- Statement Coverage
- Branch Coverage
- Path Coverage

## **Test Cases:**

Test	Test	Inputs	Process	Expected	ActualOutput	Status
Id	Name			output		
1	Enter the	Entering	Checking the	Username	Username is correct	Success
	username	username to	credentials	valid		
		login				
2	Enter the	Password to	Checking the	Password valid	Password	Success
	Password	login	credentials		valid Logged in	

7.1 User(Login)

Test Id	Test	Inputs	Process	Expected	Actual Output	Status
	Name			output		
3	Enter the	Entering	Checking the	Username	Username not	Success
	username	username to	credentials	valid	Found	
		login			/Register	
4	Enter the	Password to	Checking the	Password valid	Password	Success
	Password	login	credentials if not		invalid/Register	
			registered			

7.2 User(Registration)

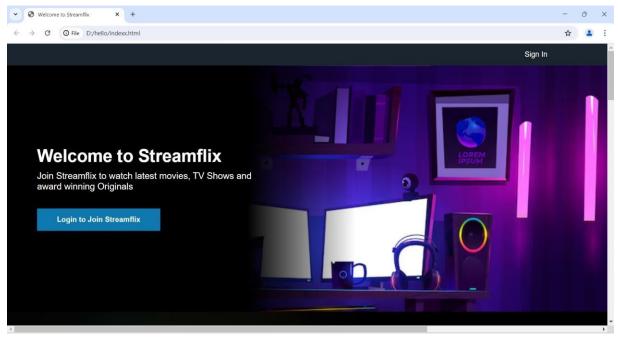
Test	Test	Inputs	Process	Expected	Actual	Status
Id	Name			output	Output	
1	Enter the	Entering	Checking the	Username	Jsername is correct	Success
	username	username to	credentials	valid		
		login				
2	Enter the	Password to	Checking the	Passwor	Password	Success
	Password	login	credentials	valid	valid Logged in	

7.3 Admin(Login)

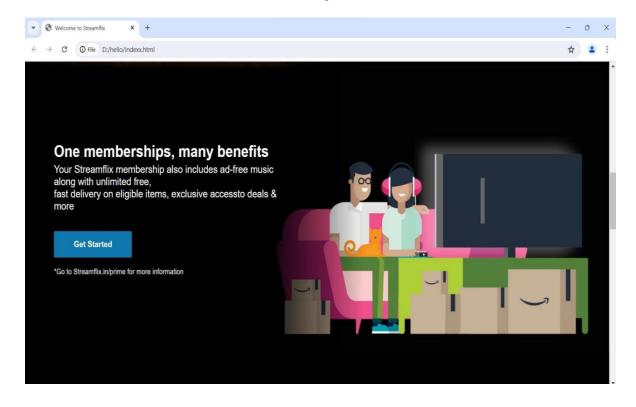
Test	Test	Inputs	Process	Expected	Actual	Status
Id	Name			output	Output	
3	Managing	Add a movie/	Check if admin	Movie added	Movie added	Success
	content	webseries	can add movies		successfully	
4	Manage users	Checking User review and feedback	Ensure admin can deactivate user account	Managing all user account	Reviewed all user details	Success

7.4 Admin

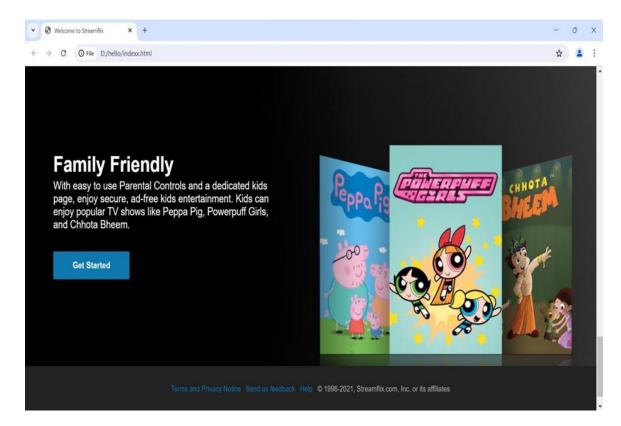
# 8. SCREENSHOTS



8.1 Home Page

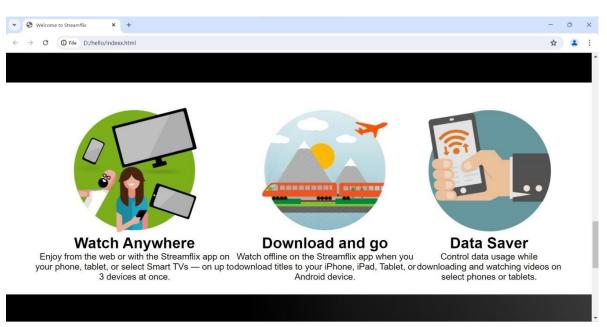


8.2 Home Page

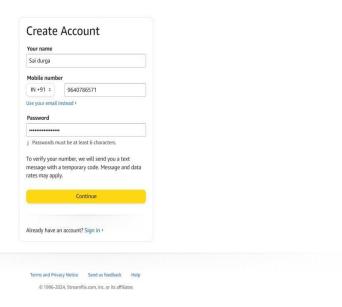


8.3 Home Page

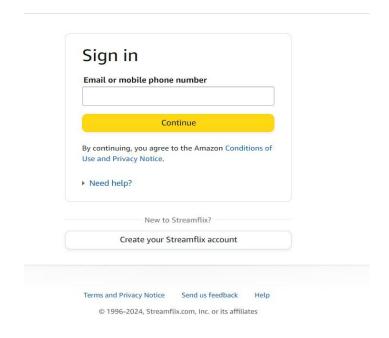
,,,,,,,



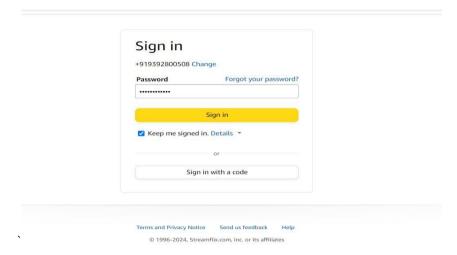
8.4 Home Page



8.5 Registration Page



8.6 Login Page



8.7 Login Page



8.8 Smart Support Page

## 9. CONCLUSION & FUTURESCOPE

#### **Conclusion:**

- OTT platforms may introduce interactive features that allow users to engage with the content in new ways.
- For example, viewers might be able to choose different story lines or outcomes within a show, participate in live polls or quizzes related to the content, or access additional behind- the-scenes material.
- The platform offers responsive customer support to address any issues or queries promptly, ensuring a positive user experience. The website features a user-friendly interface that enhances the browsing and viewing experience, making it easy for users to navigate and discover new content.

### **Future Scope:**

- Expanding the platform's availability to more countries and regions, considering localization of content and subtitles to cater to a diverse international audience.
- By focusing on these future scope areas, an online streaming website can stay competitive, attract a larger audience, and adapt to the evolving landscape of digital entertainment consumption.

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