

American International University- Bangladesh

CSC 3215: Web Technologies

CO1.1 and CO2.1 Evaluation

Project Report

Fall 2021-22

Project Title: **Digital Internet Service Provider System (DISPS)**

Section: O

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**Introduction:**

A corporation that provides Internet connection to customers is known as an Internet service provider (ISP). We will establish a Web site for digital internet service providers. Although internet provider services operate on a more physical level in our country, Develop a digital website for internet service provider to save time.The admin will be able to manage the entire system and undertake different package-related tasks using this digital platform. Customers will be able to operate this system beginning with the purchase of the package and continuing through all types of package and service concerns. Similarly, managers and linemen can use this technology to do all of their tasks. All of these activities have been digitized, allowing users to operate the entire system very conveniently and quickly. With all of these advantages in mind, The system for digital internet service providers will be designed.

**Background Study:**

Websites such as w3School, tutorial point, GeeksforGreeks, and so o are used for background study.The operations such as designing a registration page, enter information, deleting data, and doing other data-related operations were learned via w3schools. A detailed understanding of all of PHP's basic and logical concepts was also learned via w3 schools.

Some of the concepts for our project were acquired from other websites. If any groupmate faces any issue, a plethora of resources has been collected on this GeeksforGreeks website.

**Requirement Analysis:**

Four types of users:

1. Admin

2. Customer

3.Manager

4.Line man

Common features for all users:

1. Registration
2. Login
3. Profile (update-view)
4. Change Password

5. Forget Password (Change password)

**Admin:**

1. Provide packages (Create Suitable Packages and Show Them)
2. Control package (Distribute packages to customers and demonstrate them)
3. Communication box with Customer (Received a customer's request and complaint regarding an internet issue)
4. Communication box with Line man (Received a Lineman confirmation about request issue)
5. All user profiles control (Control the settings for all user accounts and also add/delete users.)

**Customer:**

1. Pay bill (Digital payment)
2. Inform problems (Report problems or notify if you discover any difficulties)
3. Buy package and Change Packah
4. Rating/ Feedback (About site and system)
5. Notification box (Receive notification of the payment's expiration date and a temporary deactivation of the account due to a payment issue.)

**Manager:**

1. Receive bill
2. Validation action (Verify whether the customer pays their bill on time or not)
3. Notify customer (Manager will message customer to pay the bill in time with mentioned expiry date)
4. Receive lineman requests (Received a request from a lineman to determine if any components or other items are required.)
5. Salary management (Allot wages for admin and staffs of systems)

**Line man:**

1. Received commands (Receive an instruction from the admin to resolve the issue)
2. Send confirmation (Resolve the issue and notify the admin)
3. Equipment requests to manager (any component or anything is required)
4. Available task list (Receive assigned task for lineman)
5. Personal request (Make a request to the manager.)

**Tools Used:**

**To develop this project, we have used the following:**

• Notepad

• Subline Text

• Xamp Control panel

**Design:**

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**System Images against the Specification:**

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| **To operate the system, new users must register here** |
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| **This is the page for logging in. Users log in here using their user id and password.** |
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| **If a user forgets their password, they can recover access to their account by utilizing the forget password functionality in combination with the otp function.** |
|  |
| **This is administration's home page. This page displays all of the administrator's features along with the ability to log out. Additionally, this displays the date and time of the user's login and the user's username.** |
|  |
| **This is one of admin feature. There, the admin has complete authority over all user information and users, including the ability to add, delete, update, and view users.** |
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| **Here, the administrator creates appropriate and valid packages for customers** |
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| **Control or validate users in accordance with the manager command** |
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| **Here admin recieved the customer complain or report there internet issue** |
|  |
| **Here, customers purchase or activate their package for the first time; after a consumer purchases or activates a package, he or she cannot purchase another; instead, the customer may only update their package.** |
|  |
| **This is the rating option page, which allows customers to leave comments on service providers. This rating can be viewed by another customer or by anyone.** |
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| **Here, customers can pay their bills online, which reduces the need for them to visit the office and pay their bills.** |
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| **The manager will enter the monthly salaries of the company's employees into the company's database, as well as the dates on which their salaries will be paid, and will administer the pay management system.** |
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| **When a lineman requests equipment from the manager to create an internet connection or resolve any issues, the management approves the lineman's request and provides the necessary equipment.** |
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| **Here Lineman request to manager to some neccesary equipment if lineman require. This is the equipment request form.** |
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| **When the lineman has completed the task assigned by the admin, the lineman notifies the admin that the task has been completed. This is a form that linemen can use to notify the admin.** |
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| **Here, the admin can remove a customer's account after verifying the customer's validity.** |
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| **Customer can change their current package by using package name.** |

**Impact of this Project:**

Digital internet service provider website is implemented for internet servicing and reduce manually operating system. This website can play an important role considering the current time. The organization can provide their services such as wi-fi connection, to notify any difficulties, staff management , financial transactions via online which is reducing the time and labor. Feedback, Complaints, Billing System, etc. are all done by online, making life easier for everyone. Besides, since all these works are done online, it is safe, reliable, time-saving and proven. This system is undoubtedly a wonderful addition to the world of the twenty-first century

**Limitations and Possible Future Improvements:**

This system has some limitations. One of them is that once a user registers his or her mobile number, that number cannot be updated. The manager will manually verify if the customer paid the bill on time or not, and then declare who (customer) is valid or invalid and notify the admin. The entire operation will be carried out manually. This is one of our system limitations. Lineman and customer can not contract with each other directly. A customer will not be able to report an issue immediately to the system's admin via the internet. The customer must notify the administrator via the hotline number. This is another drawback of this system.

We will continue to develop this system as much as possible in the future. After registering their number, a person may change it as many times as they wish. All of the features currently handled manually by the manager will be automated in the future. This features will be implemented. In the future, this system will enable to direct communication between customers and linemen. This will be conducted in a dynamic manner.

**Reference:**

1. w3school :- <https://www.w3schools.com/>
2. Tutorialspoint:- <https://www.tutorialspoint.com/index.htm>
3. Geeksforgeeks:- https://www.geeksforgeeks.org/php-tutorials/
4. PHP:- <https://www.php.net/>
5. Javatpoint :- <https://www.javatpoint.com/>
6. Stackoverflow :- <https://stackoverflow.com/>
7. Codecademy :- <https://www.codecademy.com/learn/learn-php>