

ONLINE SERVICE MANAGEMENT SYSTEM

A

Major Project Report

Submitted in partial fulfillment of the requirements for the
degree
of

BACHELOR OF COMPUTER APPLICATION

BY

ARGHYANIL CHOWDHURY [32301221031]

Project Carried out at



DR. B. C. ROY ACADEMY OF PROFESSIONAL COURSES

(Formerly Dr. B. C. Roy Engineering College)

DURGAPUR | AFFILIATED TO MAKAUT

Approved by:

[Assistant Professor]

Prof. Pratap Sharma

SELF-CERTIFICATE

This is to certify that the project proposal entitled “ONLINE SERVICE MANAGEMENT SYSTEM” is done by Arghyanil Chowdhury is an authentic work carried out for the partial fulfilment of the requirements for the award of the degree of Bachelor of Computer Application under the guidance of Prof. Pratap Sharma. The matter embodied in this project work has not been submitted earlier for award of any degree to the best of our knowledge and belief.

Date: 22/05/2024

Name of the Student along with the signature:

1. ARGHYANIL CHOWDHURY

CERTIFICATE BY GUIDE

This is to certify that this project entitled “ONLINE SERVICE MANAGEMENT SYSTEM” submitted in partial fulfilment for the degree of Bachelor of Computer Application by Arghyanil Chowdhury student of Dr. B.C. Roy Academy of Professional Courses, Durgapur has carried out an authentic work under my guidance & best of my knowledge and belief.

Signature with Date

CERTIFICATE OF APPROVAL

This is to certify that this documentation of Major Project 2024, entitled “ONLINE SERVICE MANAGEMENT SYSTEM” is a record of bona-fide work, carried out by Arghyanil Chowdhury under my supervision and guidance. In my opinion, the report in its present form is in fulfilment of all the requirements, as specified by the Dr. B.C. Roy Academy of Professional Courses, Durgapur and as per regulations of this college. In fact, it has attained the standard, necessary for submission. To the best of my knowledge, the results embodied in this report, are original in nature and worthy of incorporation in the present version of the report for Bachelor of Computer Application.

Prof. Pratap Sharma

PROFESSOR OF DR. B.C. ROY ACADEMY
OF PROFESSIONAL COURSES, JEMUA
ROAD, FULJHORE DURGAPUR - 713206

ACKNOWLEDGEMENT

Success of any project depends largely on the encouragement and guidelines of many other. I take this sincere opportunity to express my gratitude to the people who have been instrumental in the successful completion of this project work.

My heartfelt thanks to my respected Principal Prof.(Dr.) Rajib Roy , for providing me the opportunity to develop the Major project.

I would like to show my greatest appreciation to my mentor Prof. Pratap Sharma, Assistant Professor - BCA. I always feel motivated and encouraged every time by his valuable advice and constant inspiration, without his encouragement and guidance this project would not have materialized.

Words are inadequate in offering my thanks to the other Teachers at BCRAAPC for their encouragement and cooperation in carrying out this project work. The guidance and support received from them was vital for the success of this project.

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1. INTRODUCTION

In today's digital age, the efficient management of online services is paramount for businesses to thrive. The emergence of online service management systems has revolutionized how organizations operate and interact with their customers. This major project focuses on the development of an advanced Online Service Management System (OSMS) within the domain of web development. By harnessing the power of cutting-edge technologies and intuitive user interfaces, this system aims to streamline service delivery, enhance customer experience, and optimize operational processes. Through this project, we delve into the intricate fusion of web development principles with service management concepts, aiming to create a robust platform that caters to the evolving needs of modern businesses in the digital landscape.

Objectives:-

- 1) **Efficient Service Delivery:** Develop processes to ensure swift and reliable delivery of online services, maximizing customer satisfaction and retention.
- 2) **Enhanced User Experience:** Create intuitive interfaces and user-friendly features to simplify navigation and interaction, fostering positive customer experiences.
- 3) **Operational Optimization:** Implement automation and work flow improvements to streamline operations, reducing costs and increasing productivity.
- 4) **Robust Security Measures:** Employ stringent security protocols to safeguard customer data and protect against cyber threats, ensuring trust and compliance with regulations.
- 5) **Continuous Improvement:** Foster a culture of ongoing enhancement by gathering feedback from stakeholders, monitoring system performance, and iterating on features to meet evolving needs.

Functionalities of OSMS:-

- 1) **User Registration and Authentication:** Allow users to create accounts securely and authenticate themselves to access the system. This functionality ensures that only authorized users can avail of the system's services.
- 2) **Service Request Management:** Enable users to submit service requests online, providing essential details such as service type and description. This functionality streamlines the process of initiating service requests, enhancing user convenience.
- 3) **Appointment Scheduling:** Facilitate the scheduling of appointments for service delivery, allowing users to choose convenient time slots based on availability. This functionality optimizes service delivery by ensuring proper allocation of resources and minimizing scheduling conflicts.
- 4) **Communication Tools:** Provide integrated communication channels for users to interact with service providers, receive updates on their requests, and seek assistance when needed. This functionality fosters transparent communication and enhances the overall user experience.
- 5) **Feedback and Rating System:** Implement a feedback mechanism for users to provide reviews and ratings based on their service experience. This functionality promotes accountability, helps identify areas for improvement, and enhances user satisfaction.

2. MODULES

❖ **Input to the Project:**

- 1) Requester Registration
- 2) Job Request Registration
- 3) User Testimonials
- 4) Technician Registration

❖ **Output to the Project:**

- 1) Service Requests List
- 2) Technician List
- 3) Users List
- 4) Service Category List
- 5) Service List

➤ **Home:**

When the user clicks on this button, it will display the other modules and pages of the website such as Services, Registration, Login, Contact, and Admin Login. This module will be used to display the brief introduction of the project and will show the title of the project.

➤ **Services:**

This module describes which services company provides to its customers.

➤ **Registration:**

This is the most important module of the Online Service Management System which provides a Registration form where user/requesters can register themselves and submit Service Requests.

➤ **Contact:**

This module contains a contact us form which can be used to communicate with the service provider.

➤ **Login:**

This is user login form. When a user clicks on this link a user login form will appear where user can enter their username and password for logging in to the user panel.

■ **User Panel:**

● ***Profile:***

User can see their register email id and Name as well as if they wish to change the name, they can update new Name. The Registered Email ID is read only so it can't be altered.

● ***Submit Request:***

Using this module user can submit service request. It is necessary to fill up all the details asked in the form. After submitting form user will get an receipt which he can print out.

- ***Service Status:***

User can check their service request status after they have logged in into their account.

- ***Change Password:***

User can change his/her login password.

- ***Logout:***

User can Logout and Exit the Application.

- **Admin Login:**

This is Admin login form. When Admin clicks on this link an Admin login form will appear where admin can enter their email id and password for logging in to the Admin panel.

- **Admin Panel:**

- ***Dashboard:***

This screen displays overview of work and other stuff like Number of technician and list of requesters.

- ***Work Order:***

This page contains all the assigned request made by users. Admin can view or delete the assigned work as per their need.

● ***Requests:***

This is the most important module of admin panel where admin can assign the work/requests made by users/requesters. If there is any invalid request admin can delete that request without assigning them.

● ***Technician:***

The main work is to accomplish in this module is to add, modify or remove Technician of the Service centre. This contains few sub modules through which works are performed. These are as follows:

- 1) *Add Technician Button:* This is used to add new Technician details in the service centre.
- 2) *Edit:* This sub module is used to modify the existing details of the Technician if anything goes changes in their record. There is a Pencil button which is actually Edit Button.
- 3) *Remove:* This is used to remove Technician from the service centre. There is a Cross button which is Remove Button.

● ***Requester:***

The main work is to accomplish in this module is to add, modify or remove Requesters/Users. This contains few sub modules through which works are performed. These are as follows:

1) *Add User*: This is used to add new Requesters details in the service centre database.

2) *Edit*: This sub module is used to modify the existing details of the Requester if anything goes changes in their record. There is a Pencil button which is actually Edit Button.

3) *Remove*: This is used to remove Requester from the service centre. There is a Cross button which is Remove Button.

- ***Change Password***:

Admin can change his/her login password.

- **Logout:**

This Logout and Exit the Application.

3. SYSTEM SPECIFICATION

Configuring hardware is a crucial aspect of software development. Inadequate RAM can hamper system speed and efficiency, necessitating a robust processor. Additionally, ensuring ample hard disk capacity is essential for effective file and application storage.

Hardware Specifications:

- ✓ Processor: Intel Core i3 5th Generation or above .
- ✓ RAM: 4 GB or above .
- ✓ Hard Disk(HDD): 100 GB or above .
- ✓ Monitor: 15'' Colour Monitor or Greater .
- ✓ Input Devices: Keyboard, Mouse .

Selecting compatible software is a crucial aspect of system development due to the rapid growth of software options in the market. The chosen software must align with the firm's needs, user preferences, and be feasible for seamless integration into the system.

Software Specifications:

- ✓ Operating System(OS): Windows 10 or above .
- ✓ Browser: Google Chrome, Brave, Microsoft Edge etc. .
- ✓ Technologies Used: HTML 5, CSS 3 , Bootstrap 5, JavaScript, PHP 8.0.5 .
- ✓ Database: MySQL 5.7 or above.
- ✓ Web Server: Apache (using XAMPP) .
- ✓ Integrated Development Environment (IDE): VS Code (v1.83) .

4. SYSTEM DESIGN

1. Data Flow Diagram:

A Data Flow Diagram (DFD) is a diagram that describes the flow of data and the processes that change data throughout a system. A structured analysis and design tool that can be used for flow charting in place of or in association with information. Oriented and process oriented system flowcharts. When analysts prepare the Data Flow Diagram, they specify the user needs at a level of detail that virtually determines the information flow into and out of the system and the required data resources. This network is constructed by using a set of symbols that do not imply physical implementations. The Data Flow Diagram reviews the current physical system, prepares input and output specification, specifies the implementation plan etc.

Four basic symbols are used to construct data flow diagrams. They are symbols that represent data source, data flows, and data transformations and data storage. The points at which data are transformed are represented by enclosed figures, usually circles, which are called nodes.

Data Flow Diagram Symbols:

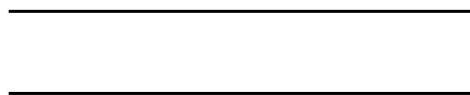
- ❖ Process:- Process object is used to illustrate a process, action or an operation. These are represented by rectangles; and the text in the circle mostly includes a verb.



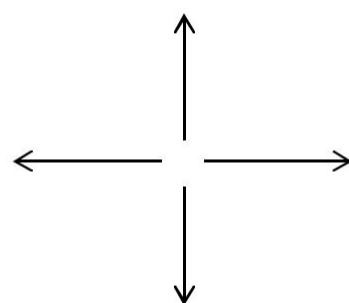
❖ External Entity:- External Entities are represented by the rectangle, and are outside the system, such as vendors or customers with whom the system interacts. The designers have no control over them.



❖ Data Store:- A data store stores the data. Two parallel lines with square depict a data store. Processes may store or retrieve data from a data store. If an arrow points to the store, it indicates operation of writing in the store. If it points away from the store, it indicates operation of reading from the store.



❖ Data Flow:- A line with an arrow represents data flows. The arrow shows the direction of flow of data and the name of the data appears next to the line. Data flows in a specific direction from an origin to a destination. The data flow occurs in a 'packet' of data.



Steps to Construct Data Flow Diagram:

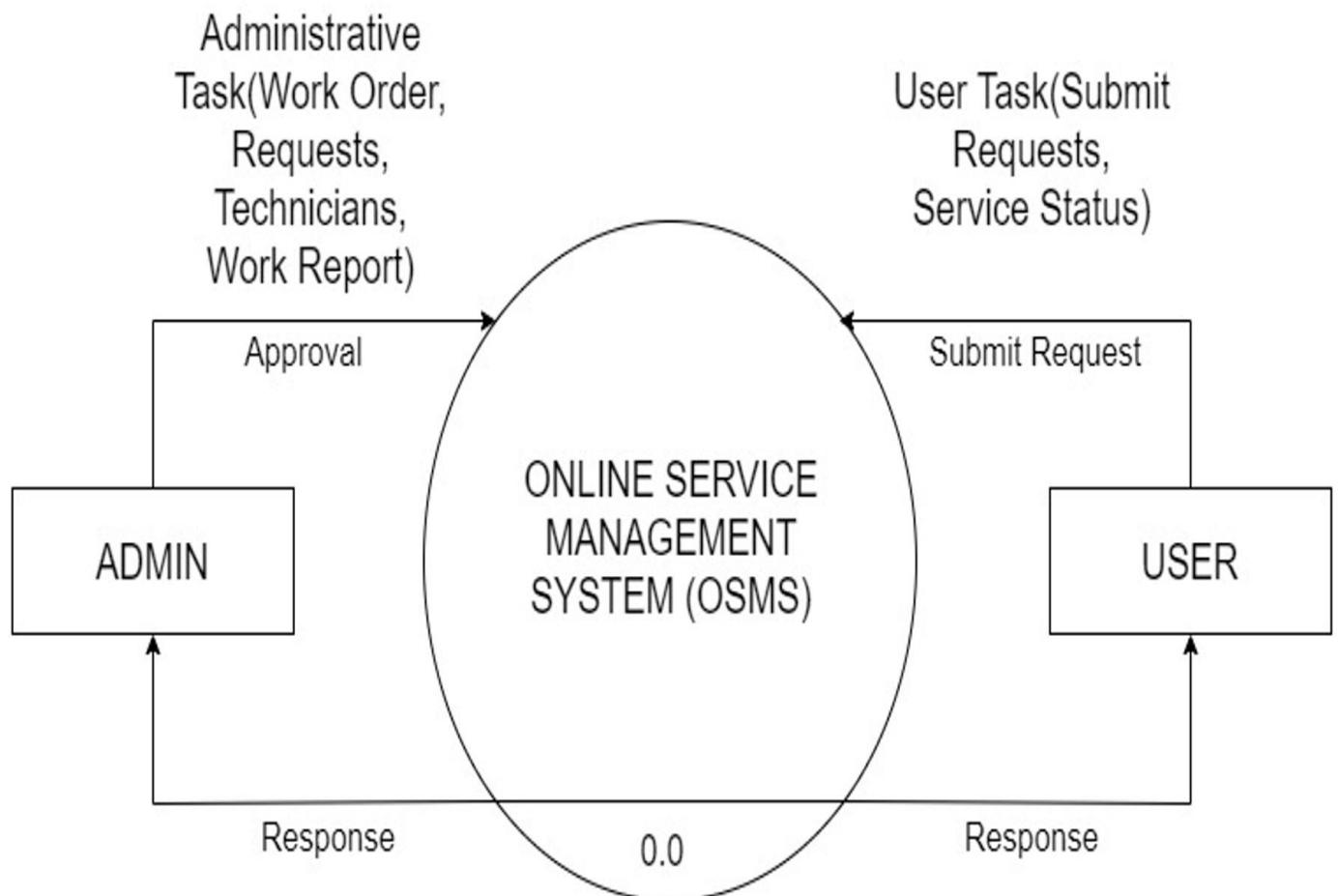
- Processes should be named and referred for easy reference.
- Each name should be representative of the reference.
- The destination of flow is from top to bottom and from left to right.
- When a process is distributed into lower level details they are numbered.
- The names of data stores, sources and destinations are written in capital letters.

Rules for constructing a Data Flow Diagram:

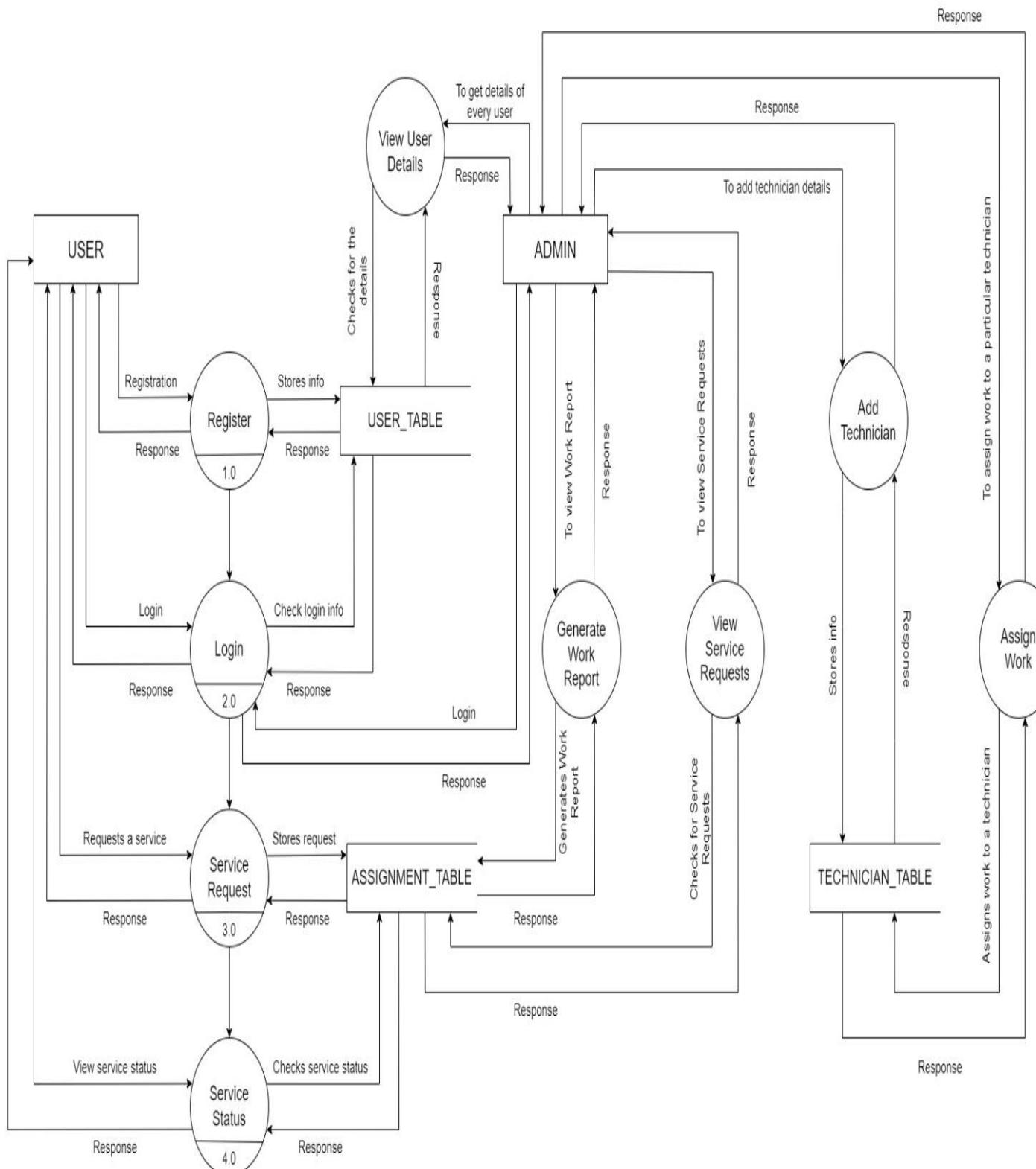
- Arrows should not cross each other.
- Squares, Circles, Files must bear a name.
- Decomposed data flow squares and circles can have same names.
- Draw all data flow around the outside of the diagram.

DATA FLOW DIAGRAM

■ LEVEL-0 DFD:



■ LEVEL-1 DFD:



2. Entity-Relationship Diagram:

In software engineering, an entity–relationship model (ER model) is a data model for describing the data or information aspects of a business domain or its process requirements, in an abstract way that lends itself to ultimately being implemented in a database such as a relational database. The main components of ER models are entities (things) and the relationships that can exist among them. However, variants of the idea existed previously, and have been devised subsequently such as super type and sub type data entities and commonality relationships.

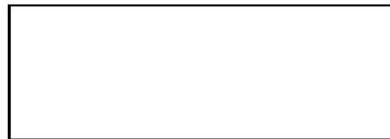
An ER model is typically implemented as a database. In the case of a relational database, which stores data in tables, every row of each table represents one instance of an entity. Some data fields in these tables point to indexes in other tables; such pointers represent the relationships.

The three schema approach to software engineering uses three levels of ER models that may be developed.

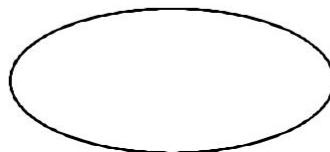
An entity may be defined as a thing capable of an independent existence that can be uniquely identified or an abstraction from the complexities of a domain. When we speak of an entity, we normally speak of some aspect of the real world that can be distinguished from other aspects of the real world.

Components and Symbols used in E-R Diagram:

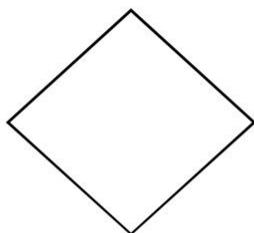
- Entity:- An entity may be defined as a thing capable of an independent existence that can be uniquely identified. An entity is an abstraction from the complexities of a domain. It is indicated by a rectangle in the diagram.



- Attributes:- Attributes define the characteristics of the entities. They get represented by oval shapes. The attributes which are underlined get treated as primary keys.



- Relationship:- A relationship captures how entities are related to one another. Relationships can be thought of as verbs, linking two or more nouns. It is indicated by a diamond connecting the entities.

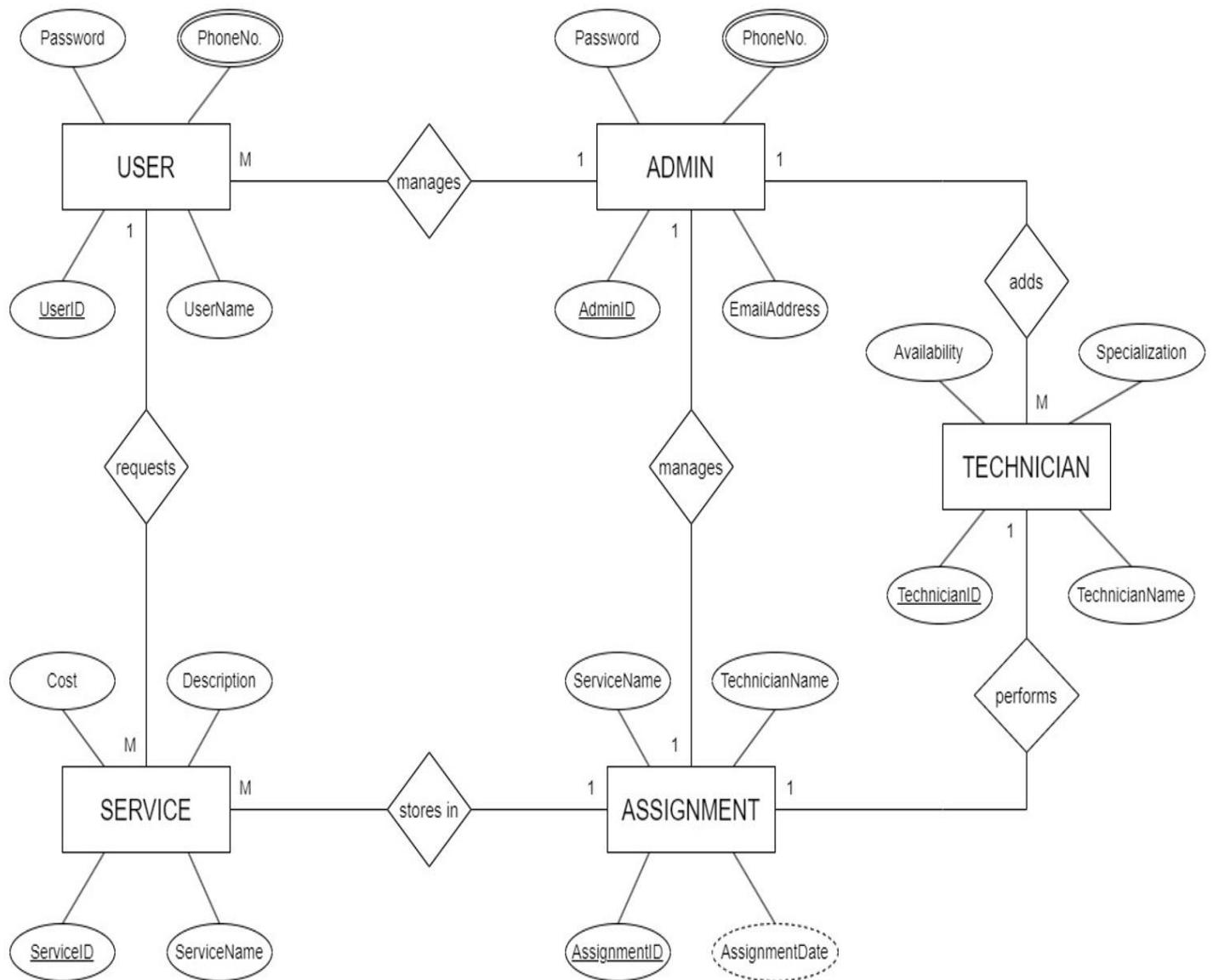


- Cardinality Ratios:- Cardinality refers to the maximum number of times an instance in one entity can relate to instances of another entity. Cardinality can be expressed as:

1. One-to-One (1:1): A one-to-one relationship exists when each instance of one entity is associated with, at most, one instance of another entity, and vice versa.
2. One-to-Many (1:N): In a one-to-many relationship, a single instance of the first entity (the "one" side) can be related to multiple instances of the second entity (the "many" side), but each instance on the "many" side is associated with only one instance on the "one" side.
3. Many-to-One (N:1): In a many-to-one relationship, multiple instances of the first entity can be associated with, at most, one instance of the second entity. This implies that there is a "many" side and a "one" side to the relationship.
4. Many-to-One (N:N): In a many-to-many relationship, multiple instances of one entity (the "many" side) can be associated with multiple instances of another entity (the "many" side). This relationship is typically resolved by introducing an associative entity (also known as a junction table or link entity) to represent the connections between the two entities.

ENTITY-RELATIONSHIP

DIAGRAM



5. PROJECT SCREENSHOTS

✓ Database Design:

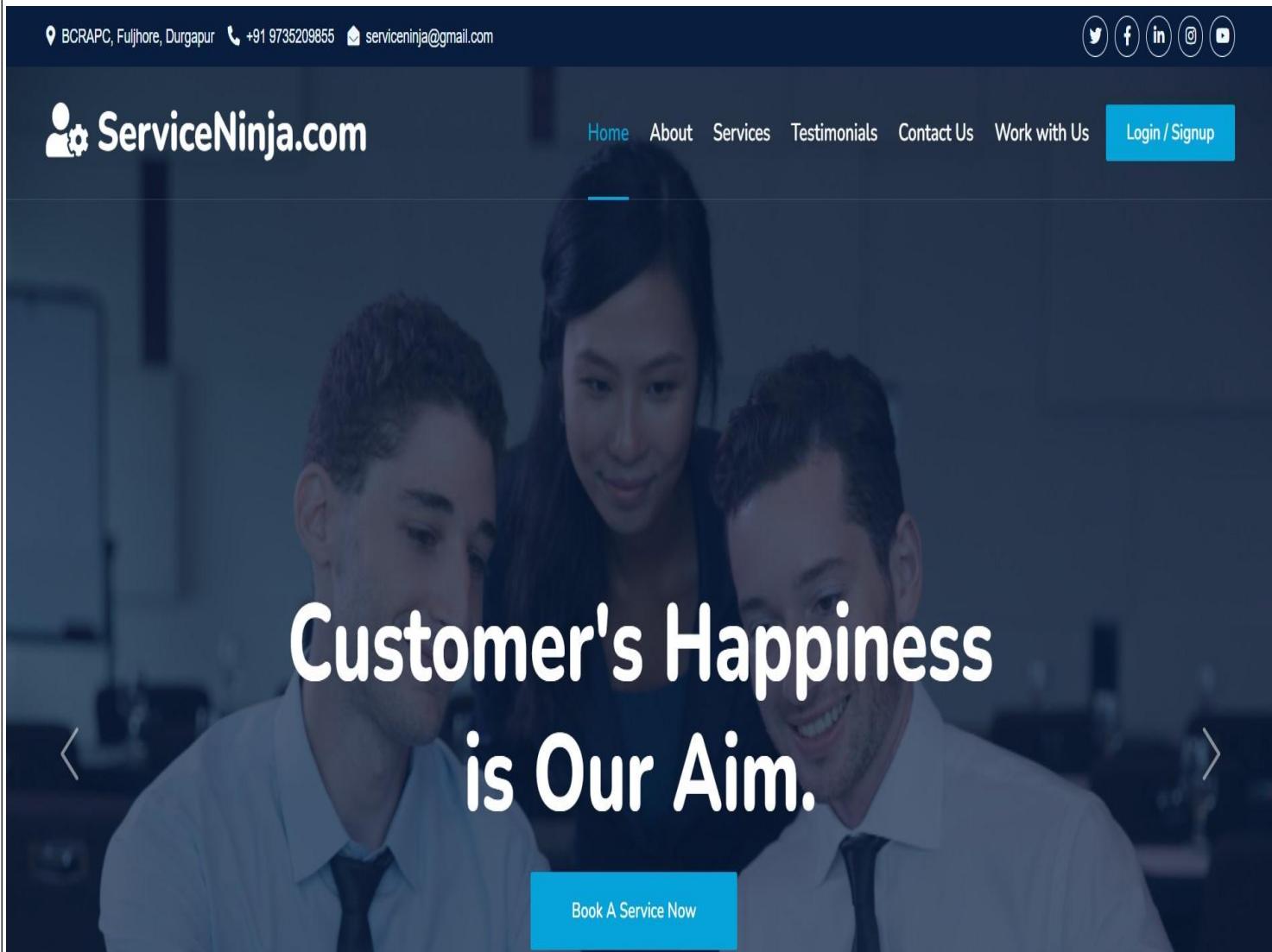
The screenshot shows the phpMyAdmin interface for a MySQL database named 'serviceninja'. The left sidebar lists databases: 'information_schema', 'mysql', 'performance_schema', 'phpmyadmin', 'serviceninja', 'test', and 'userdetails'. The 'serviceninja' database is selected. The main area displays the table structure with the following data:

Table	Action	Rows	Type	Collation	Size	Overhead
addservicedetails	Browse Structure Search Insert Empty Drop	10	InnoDB	utf8mb4_general_ci	16.0 KiB	-
admindetails	Browse Structure Search Insert Empty Drop	2	InnoDB	utf8mb4_general_ci	16.0 KiB	-
categorydetails	Browse Structure Search Insert Empty Drop	2	InnoDB	utf8mb4_general_ci	16.0 KiB	-
jobreqs	Browse Structure Search Insert Empty Drop	4	InnoDB	utf8mb4_general_ci	16.0 KiB	-
order_req	Browse Structure Search Insert Empty Drop	2	InnoDB	utf8mb4_general_ci	16.0 KiB	-
review_table	Browse Structure Search Insert Empty Drop	10	InnoDB	utf8mb4_general_ci	32.0 KiB	-
techniciandetails	Browse Structure Search Insert Empty Drop	2	InnoDB	utf8mb4_general_ci	16.0 KiB	-
userdetails	Browse Structure Search Insert Empty Drop	3	InnoDB	utf8mb4_general_ci	16.0 KiB	-

Below the table list, there are buttons for 'Check all' and 'With selected:'. The bottom section contains links for 'Print' and 'Data dictionary', and a form for creating a new table with fields for 'Table name' (input field) and 'Number of columns' (input field set to 4), followed by a 'Create' button.

✓ Home Page of the Website:

● Part 1.0:



● Part 1.1:

The image shows the homepage of ServiceNinja.com. At the top left, there is a location pin icon followed by the text "BCRAPC, Fuljhore, Durgapur". Next to it is a phone icon with the number "+91 9735209855" and an envelope icon with the email "serviceninja@gmail.com". On the top right, there are five social media icons: Twitter, Facebook, LinkedIn, Instagram, and YouTube. Below the header, the website's logo "ServiceNinja.com" is displayed, with the "S" and "N" stylized to look like tools. To the right of the logo is a navigation menu with links: Home, About, Services, Testimonials, Contact Us, Work with Us, and a blue "Login / Signup" button. The main content area features a large, bold, white text overlay that reads "Creative & Innovative Service Solutions". In the background, there is a photograph of a woman in a dark business suit and a man in a grey t-shirt and blue overalls, both wearing hard hats and looking towards each other. A blue "Contact Us" button is positioned at the bottom center of the image. Navigation arrows are located on the left and right sides of the image.

BCRAPC, Fuljhore, Durgapur +91 9735209855 serviceninja@gmail.com

Twitter Facebook LinkedIn Instagram YouTube

ServiceNinja.com

Home About Services Testimonials Contact Us Work with Us Login / Signup

Creative & Innovative Service Solutions

Contact Us

● Part 1.2:



Home About Services Testimonials Contact Us Work with Us

Login / Signup



Happy Clients
990



Projects Done
1000



Total Reviews
850

ABOUT US

The Best Solutions By Best Service Professionals

Service Ninja is a tech platform that connects customers with home services. From beauty treatments to repairing, our hand-picked service partners deliver quality services at the customer's convenience. Our vision: Empower professionals worldwide to redefine home services.



● Part 1.3:



[Home](#) [About](#) [Services](#) [Testimonials](#) [Contact Us](#) [Work with Us](#)

[Login / Signup](#)

- ✓ Award Winning
- ✓ Professional Staff
- ✓ 24/7 Support For Repairing Services
- ✓ Fair Prices



Call to ask any question

+91 9735209855

[Contact Us](#)



● Part 1.4:



[Home](#) [About](#) [Services](#) [Testimonials](#) [Contact Us](#) [Work with Us](#)

[Login / Signup](#)

Our Services



AC Repairing



Fridge Repairing



Washing Machine
Repairing



Microwave Repairing



● Part 1.5:



[Home](#) [About](#) [Services](#) [Testimonials](#) [Contact Us](#) [Work with Us](#) [Login / Signup](#)

Smartphone Repairing



Laptop Repairing



Cooler Repairing

TV Repairing

Spa for Women

Haircut for Women

● Part 1.6:



[Home](#) [About](#) [Services](#) [Testimonials](#) [Contact Us](#) [Work with Us](#)

[Login / Signup](#)

WHY CHOOSE US

We Are Here to Make Your Life Easier



Best In Industry

Industry-leading expertise and unparalleled service excellence set us apart as the best choice.



Professional Staff

Our team of seasoned professionals brings expertise and dedication to every service interaction.



Top Notch Services

Our commitment to delivering top-notch services ensures unparalleled quality and customer satisfaction.



24/7 Support

Experience peace of mind with our round-the-clock support, ready to assist you anytime, anywhere.



● Part 1.7:



[Home](#) [About](#) [Services](#) [Testimonials](#) [Contact Us](#) [Work with Us](#)

[Login / Signup](#)

OUR PARTNERSHIP BRANDS



INTERNATIONAL
HEARTS



● Part 1.8:

Get In Touch

📍 BCRAPC, Fuljhore, Durgapur

✉️ serviceninja@gmail.com

📞 +91 9735209855



Quick Links

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→ Privacy Policy

→ Anti-Discrimination Policy

For Customers

→ Testimonials

→ Our Services

→ Contact Us

Careers

→ Register as a Professional

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✓ Contact Us Page:



Home About Services Testimonials Contact Us Work with Us

Login / Signup

If You Have Any Query, Feel Free To Contact Us



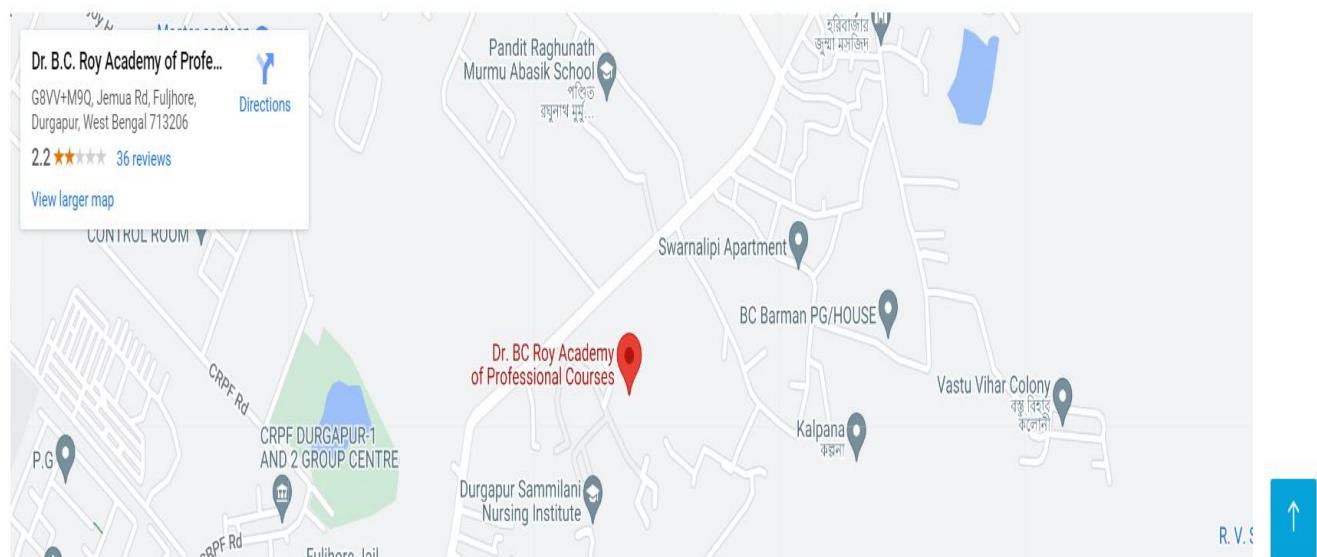
Call to ask any question
+91 9735209855



Email to get free service
serviceninja@gmail.com



Visit our main office
BCRAPC, Fuljhore, Durgapur



✓ Work with Us Page:

● Part 1.0:

The screenshot shows the header of the ServiceNinja.com website. It includes the address 'BCRAPC, Fuljhore, Durgapur', phone number '+91 9735209855', email 'serviceninja@gmail.com', and social media links for Twitter, Facebook, LinkedIn, Instagram, and YouTube. The main navigation menu at the top right includes Home, About, Services, Testimonials, Contact Us, and a blue 'Work with Us' button. Below the header, there's a large banner with a blurred background image of two people smiling. The main content area has a light gray background and features a large title 'Instructions Before Filling Up Form'.

Please read the instructions carefully before filling up the form:

1. Please fill all the fields which have the asterisk symbol(*) .
2. Please provide a valid Email Address, otherwise we will be unable to send you an OTP to verify your Email.
3. Please insert the OTP which we will send to your respective Email Address. Also remember, the OTP will be valid for one-time use only.
4. If you provide a wrong OTP, you will be unable to submit your application form as well as all the data inserted in the form will be erased and you need to refill the form.
5. The profile picture should have any one of the following extensions: '.jpg' or '.jpeg' or '.png'. Other than these extensions, any other extension will not be acceptable. And, also please check before the final submit otherwise if any other extension is detected then you have to refill the form.
6. The memory size of the profile picture should not exceed 3 MB.
7. The Curriculum Vitae (CV) should have the following extension: '.pdf' . Other than these extension, any other extension will not be acceptable. And, also please check before the final submit otherwise if any other extension is detected then you have to refill the form.

● Part 1.1:



[Home](#) [About](#) [Services](#) [Testimonials](#) [Contact Us](#) [Work with Us](#)

[Login / Signup](#)

Job Application Form

First Name:^{*}

--Enter First Name--

Middle Name:

--Enter Middle Name--

Last Name:^{*}

--Enter Last Name--

Gender:^{*}

Male Female Other

Country:^{*}

India

State:^{*}

--Select your State--

Email Address:^{*}

--Enter Email Address--



● Part 1.2:



Home About Services Testimonials Contact Us [Work with Us](#)

[Login / Signup](#)

Profile Photo:^{*}

Choose File No file chosen

Curriculum Vitae(CV):^{*}

Choose File No file chosen

[Submit](#)

Get In Touch

BCRAPC, Fuljhore, Durgapur

serviceninja@gmail.com

+91 9735209855



Quick Links

- [About Us](#)
- [Terms & Conditions](#)
- [Privacy Policy](#)
- [Anti-Discrimination Policy](#)

For Customers

- [Testimonials](#)
- [Our Services](#)
- [Contact Us](#)

Careers

- [Register as a Professional](#)



✓ Login/SignUp options:

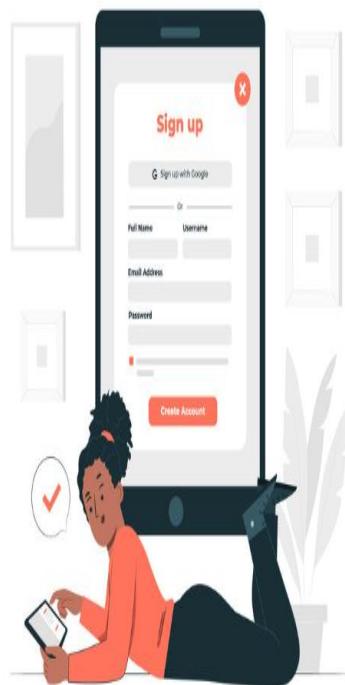


Home About Services Testimonials Contact Us Work with Us

Login / Signup



User Login



User Registration



Admin Login



✓ User Registration Form:

● Part 1.0:



Home About Services Testimonials Contact Us Work with Us

[Login / Signup](#)

Instructions Before Filling Up Form

Please read the instructions carefully before filling up the form:

1. Please fill all the fields which have the asterisk symbol(*)�.
2. Please provide a valid Email Address, otherwise we will be unable to send you an OTP to verify your Email.
3. Please insert the OTP which we will send to your respective Email Address. Also remember, the OTP will be valid for one-time use only.
4. If you provide a wrong OTP, you will be unable to register yourself as well as all the data inserted in the form will be erased and you need to refill the form.
5. The profile picture should have any one of the following extensions: '.jpg' or '.jpeg' or '.png'. Other than these extensions, any other extension will not be acceptable. And, also please check before the final submit otherwise if any other extension is detected then you have to refill the form.
6. The memory size of the profile picture should not exceed 3 MB.
7. Your Username must be unique. It is recommended to write your username which should be related to your name, DOB etc. If your username matches with another user's username then your details will not be registered and you need to refill the form again.
8. Before submitting the form, please check that value in Password field and Confirm Password field must be same. Otherwise, it will show error and you need to refill the form again.

● Part 1.1:



Home About Services Testimonials Contact Us Work with Us

Login / Signup

User Registration Form

First Name:*

--Enter First Name--

Middle Name:

--Enter Middle Name--

Last Name:*

--Enter Last Name--

Gender:*

Male Female Other

Country:*

India

State:*

--Select your State--

Email Address:*

--Enter Email Address--



● Part 1.2:



Home About Services Testimonials Contact Us Work with Us

[Login / Signup](#)

Profile Photo:^{*}

No file chosen

Username:^{*}

--Enter Your Username--

Password:^{*}

--Enter Your Password--

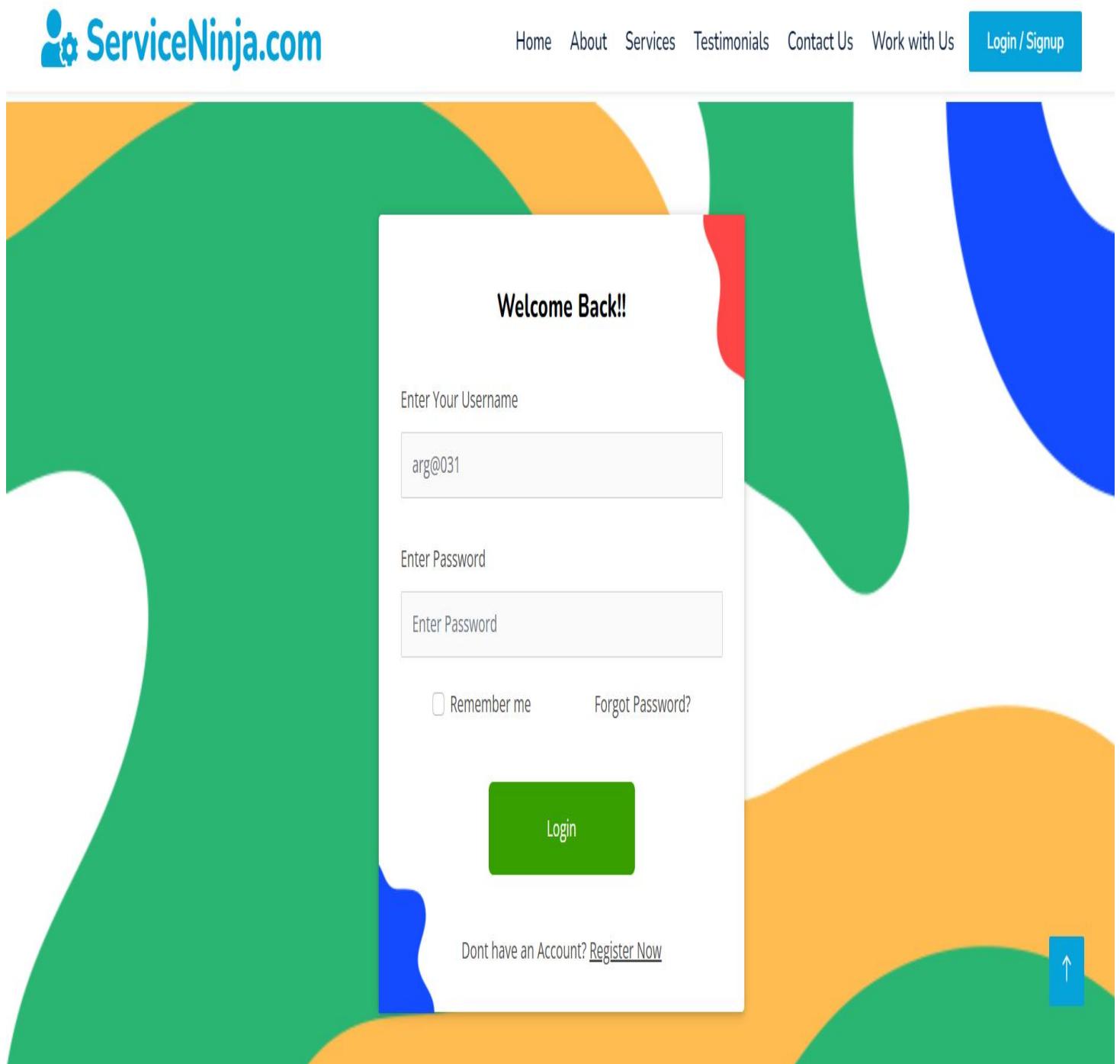
Confirm Password:^{*}

--Enter Your Password to Confirm--

Show Password

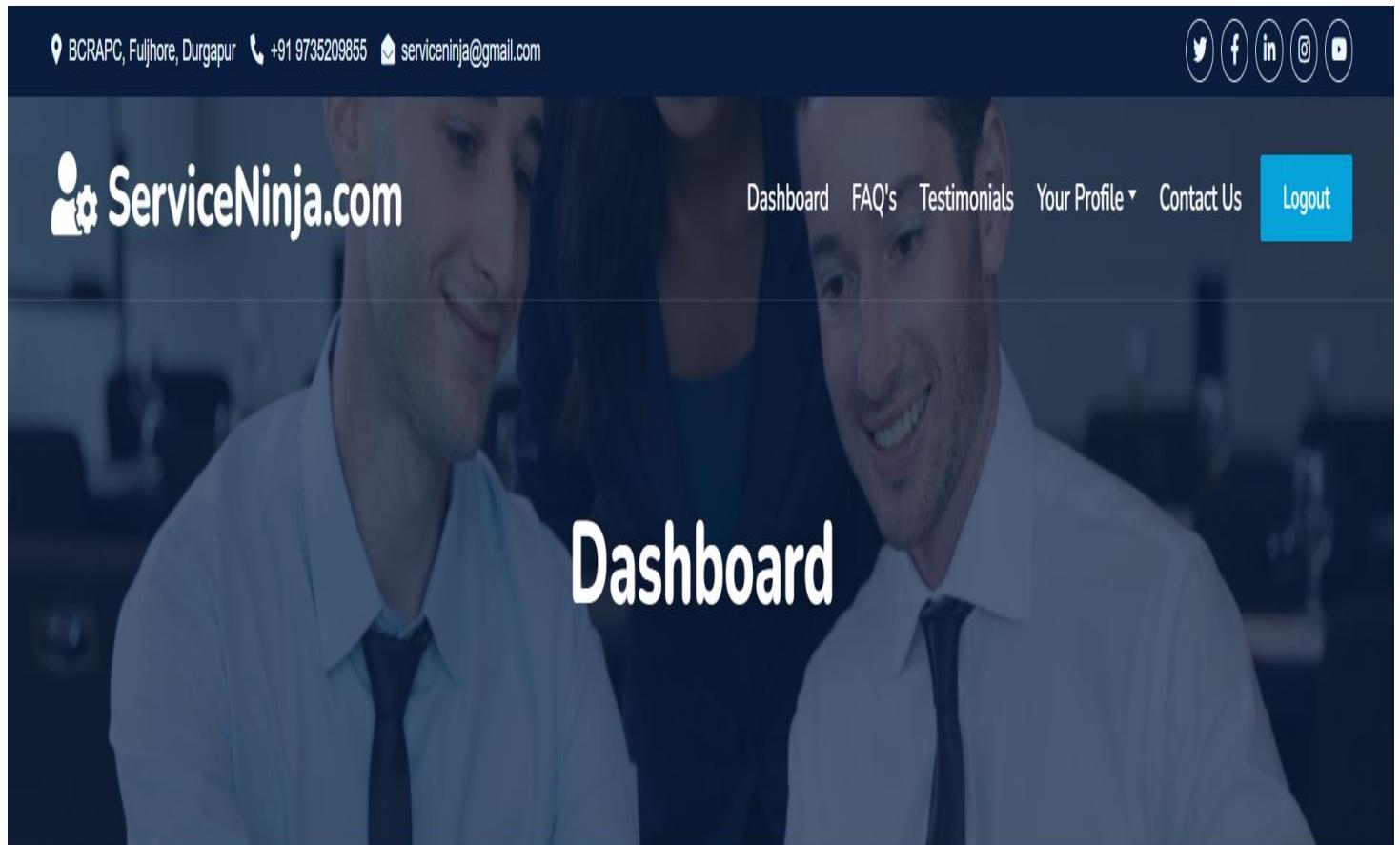
Already have an Account? [Login](#)

✓ User Login Portal:



✓ User Dashboard:

● Part 1.0:



● Part 1.1:



[Dashboard](#) [FAQ's](#) [Testimonials](#) [Your Profile ▾](#) [Contact Us](#) [Logout](#)



AC Repairing



Fridge Repairing



Washing Machine
Repairing



Microwave Repairing



Smartphone Repairing



Laptop Repairing



Cooler Repairing



TV Repairing



● Part 1.2:



Dashboard FAQ's Testimonials Your Profile ▾ Contact Us Logout



Spa for Women



Haircut for Women

Get In Touch

📍 BCRAPC, Fujihore, Durgapur

✉️ serviceninja@gmail.com

📞 +91 9735209855



Quick Links

- About Us
- Terms & Conditions
- Privacy Policy
- Anti-Discrimination Policy

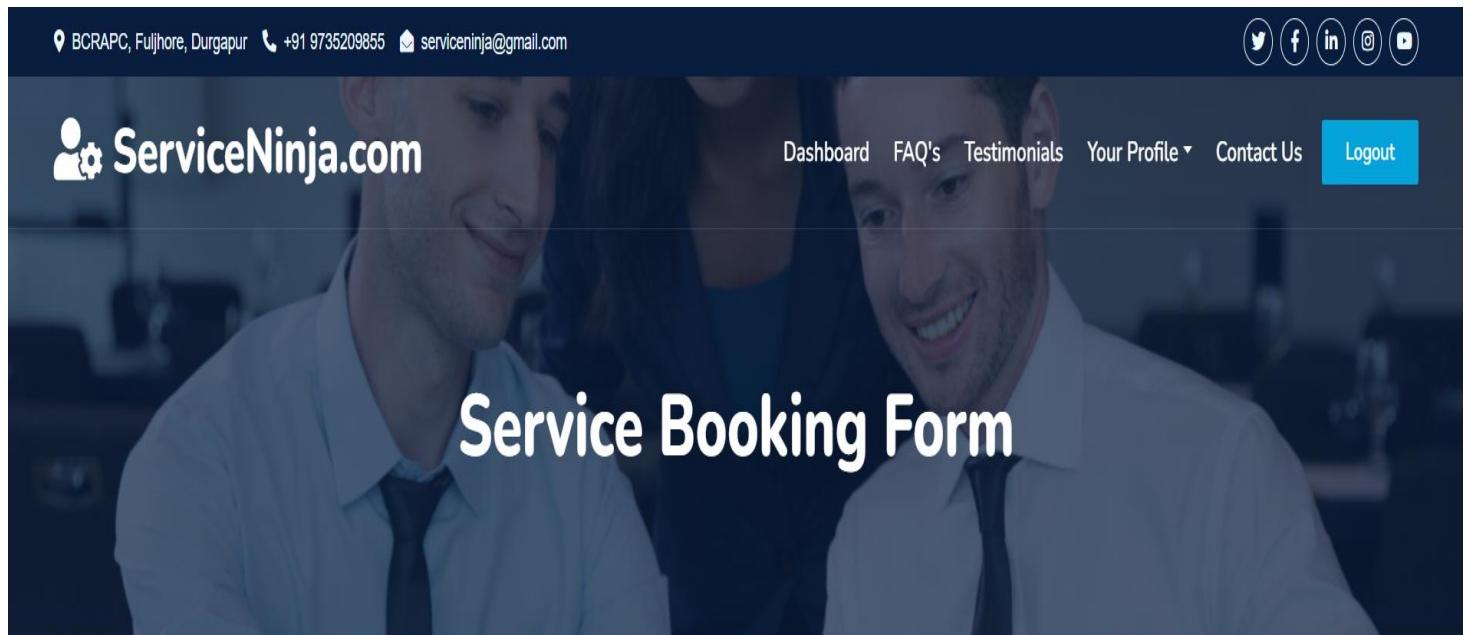
For Customers

- Testimonials
- FAQ's
- Contact Us



✓ Service Booking Form:

● Part 1.0:



Instructions Before Filling Up Form

Please read the instructions carefully before filling up the form:

1. You can only fill the following fields:
 - a. User Address with Pincode(Except State)
 - b. User Phone Number

● Part 1.1:



Dashboard FAQ's Testimonials Your Profile ▾ Contact Us

Logout

c. Choose Preferred Day for Service

d. Any Message(Optional)

2. Please provide a valid Phone Number, otherwise we will be unable to send you an OTP to verify your Phone Number.

3. Please insert the OTP which we will send to your respective Phone Number. Also remember, the OTP will be valid for one-time use only.

4. If you provide a wrong OTP, you will be unable to submit your service request form as well as all the data inserted in the form will be erased and you need to refill the form.

5. In the "User Address with Pincode(Except State)" section, please provide your present address details such as House Number, Building/Apartment Name, Locality, City with Pincode etc. Please don't write your state as because it is already saved.

6. Select your preferred day of service. We will try our level best to assign a technician for your service on the selected day. If we are unable to provide that, we may contact with you to resolve the problem.

7. In the "Any Message(Optional)" section, You can write anything related to selected service. Such as best suitable time for you to conduct the service or any other comments etc.

8. After Successful phone number verification, you will redirected to Razorpay Payment Gateway Interface. So, no "Cash on Service Delivery" option is available.

9. Once you have successfully booked your service, within few hours one of our employee will contact with you to know that if you want to:

a. Update any details mistakenly inserted by you.

b. Request a Cancellation on your selected service.

c. Know about the Refund Process of our Company, if you want to cancel it.

d. Ask any questions, doubts or grievances(if any).



● Part 1.2:



[Dashboard](#) [FAQ's](#) [Testimonials](#) [Your Profile ▾](#) [Contact Us](#)

[Logout](#)

10. It may happen that at that time when the employee called you, you have not mentioned about your cancellation request. But after few days, you decided to cancel it. So, your cancellation request can still be processed by contacting with us. Our 24/7 Contact Number is provided at the "Contact Us" section. We have also provided at the "Your Orders" section to save your time.

Service Category Name:^{*}

Repairing Services

Service Name:

AC Repairing

Service Price:^{*}

Rs. 699

Service Description:^{*}

AC Repairing is one of our best services provided by our Company.

User First Name:^{*}

Arghyanil



● Part 1.3:



Dashboard FAQ's Testimonials Your Profile ▾ Contact Us Logout

User Last Name:*

Chowdhury

User State:*

Jharkhand

User Address with Pincode(Except State):*

User Email Address:*

arghyanilchowdhury6@gmail.com

User Phone Number:*

--Enter Your Phone Number--

Choose Preferred Day for Service:*

--Select your Day--

Select Your Preferred Time:*

Morning Time (09:00 AM - 12:00 PM) Afternoon Time (01:00 PM - 3:30 PM) Evening Time (4:30 PM - 8:00 PM)



● Part 1.4:



Dashboard FAQ's Testimonials Your Profile ▾ Contact Us

Logout

Any Message(Optional):*

Submit

Get In Touch

📍 BCRAPC, Fuljhore, Durgapur

✉️ serviceninja@gmail.com

📞 +91 9735209855



Quick Links

→ About Us

→ Terms & Conditions

→ Privacy Policy

→ Anti-Discrimination Policy

For Customers

→ Testimonials

→ FAQ's

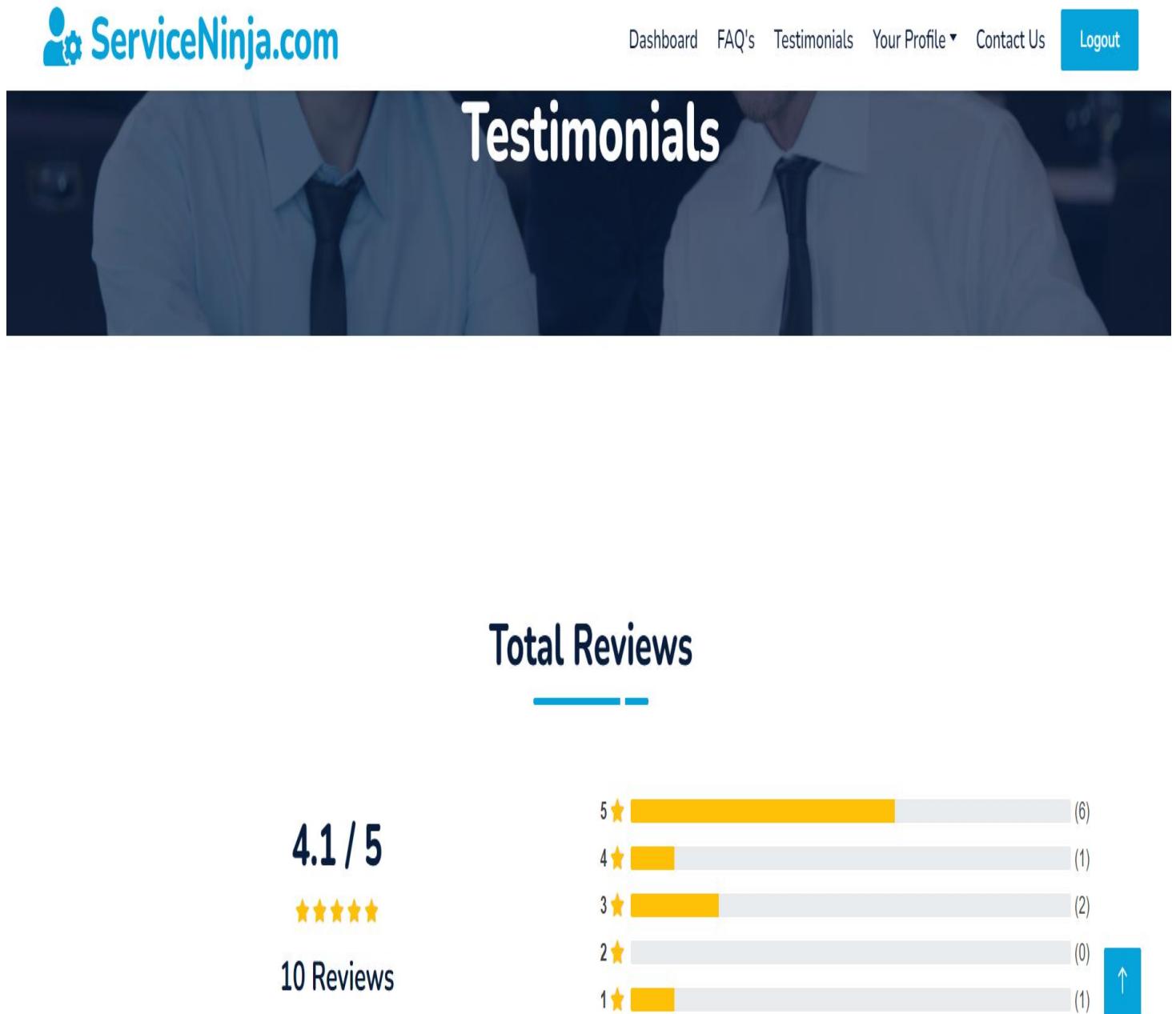
→ Contact Us

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✓ User Testimonials:

● Part 1.0:



The screenshot shows the ServiceNinja.com Testimonials page. At the top, there's a navigation bar with links for Dashboard, FAQ's, Testimonials, Your Profile, Contact Us, and Logout. Below the navigation is a large banner featuring two men in business attire. The word "Testimonials" is prominently displayed in white text over the banner. Below the banner, the heading "Total Reviews" is centered. To the left, a rating summary shows "4.1 / 5" with five yellow stars. To the right, a horizontal bar chart displays the distribution of reviews by star rating: 5★ (6), 4★ (1), 3★ (2), 2★ (0), and 1★ (1). A blue arrow points upwards from the 1★ bar.

ServiceNinja.com

Dashboard FAQ's Testimonials Your Profile Contact Us Logout

Testimonials

Total Reviews

4.1 / 5

★★★★★

10 Reviews

Rating	Count
5★	(6)
4★	(1)
3★	(2)
2★	(0)
1★	(1)

● Part 1.1:



[Dashboard](#) [FAQ's](#) [Testimonials](#) [Your Profile ▾](#) [Contact Us](#)

[Logout](#)

Review Our Services



Arghyanil Chowdhury

arg@031

Very Excellent Service!!!

[Submit Review](#)



● Part 1.2:



[Dashboard](#) [FAQ's](#) [Testimonials](#) [Your Profile](#) ▾ [Contact Us](#)

[Logout](#)

What Our Clients Say About Our Digital Services



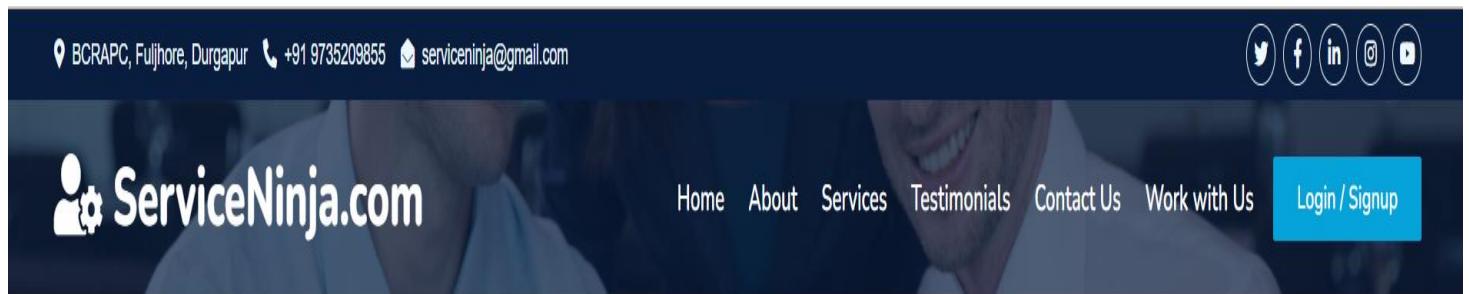
Arghyanil Chowdhury



Very Excellent Service!!!

On Tuesday 21st, May 2024 06:22:35 PM

✓ Admin Login Portal:

A screenshot of the 'Admin Login Portal'. The page has a light blue background. In the center is a white rectangular form. At the top of the form, the text 'Admin Login Portal' is displayed in a large, bold, dark blue font. Below this, there are two input fields: one for 'Email *' and one for 'Password *'. Each input field has a small icon in its top-left corner: an envelope for email and a lock for password. Below the password field is a blue rectangular button with the text 'Log In' in white. The entire form is set against a light blue background.

✓ Admin Dashboard:

The screenshot displays the Quixlab Admin Dashboard interface. At the top left is the Quixlab logo. To its right is a search bar labeled "Search Dashboard". On the far right are icons for notifications (3), a user profile, and language selection ("English").

The main dashboard area features four large cards:

- Products Sold:** 4565 (Jan - March 2019) with a shopping cart icon.
- Net Profit:** \$ 8541 (Jan - March 2019) with a dollar sign icon.
- New Customers:** 4565 (Jan - March 2019) with a people icon.
- Customer Satisfaction:** 99% (Jan - March 2019) with a heart icon.

On the left sidebar, there are several menu items:

- Dashboard
- Admin Section
- User Section
- Technician Section
- CATEGORIES
 - Categories Table
 - Add a Category
- SERVICES
 - Services Table
 - Add a Service
- UI COMPONENTS
 - UI Components
 - Widget
- FORMS

In the center, below the cards, is a chart titled "Product Sales" showing "Total Earnings of the Month" of \$ 12,555. The chart has three peaks: a small red peak in January, a large blue peak in February, a medium red peak in March, and a smaller blue peak in April. The chart area includes "Day", "Week", and "Month" buttons.

✓ Categories Table:

The screenshot shows the Quixlab dashboard interface. At the top, there is a blue header bar with the Quixlab logo, a search bar labeled "Search Dashboard", and notification icons for messages and alerts, both showing 3 notifications. The main navigation menu on the left includes links for Dashboard, Admin Section, User Section, Technician Section, Categories, Services, and a link to add a category or service. The "Categories" link is currently selected and highlighted in purple. The central content area is titled "Categories Table". It features a table with two entries:

Category ID	Category Name	Action
1	Repairing Services	
2	Body Care Services	

Below the table, it says "Showing 1 to 2 of 2 entries". On the right, there are navigation buttons for "Previous", "1", and "Next".

✓ Services Table:

Quixlab

≡ Q Search Dashboard

✉ 3 📲 3 English ⚙️

Dashboard

Admin Section >

User Section >

Technician Section >

CATEGORIES

Categories Table

Add a Category

SERVICES

Services Table

Add a Service

UI COMPONENTS

UI Components >

Services Table

Show 10 entries

Search:

Service ID	Category Name	Service Photo	Service Name	Service Price	Service Description	Action
1	Repairing Services		AC Repairing	Rs. 699	AC Repairing is one of our best services provided by our Company.	 
2	Repairing Services		Fridge Repairing	Rs. 899	Fridge Repairing is one of our best services provided by our Company.	 

6. IMPLEMENTATION AND TESTING

Introduction:-

A software system test plan is a document that describes the objectives, scope, approach and focus of software testing effort. The process of preparing a test plan is a usual way to think the efforts needed to validate the acceptability of a software product. The complete document will help people outside the test group understand the "WHY" and "HOW" product validation. It should be thorough enough to be useful but not so thorough that no one outside the test group will read it. Testing is the process of running a system with the intention of finding errors. Testing enhances the integrity of a system by detecting deviations in design and errors in the system. Testing aims at detecting error-prone areas. This helps in the prevention of errors in a system. Testing also adds value to the product by conforming to the user requirements. The main purpose of testing is to detect errors and error-prone areas in a system. Testing must be thorough and well-planned. A partially tested system is as bad as an untested system and the price of an untested and under-tested system is high. The implementation is the final and important phase. It involves user-training, system testing in order to ensure successful running of the proposed system. The user tests the system and changes are made according to their needs. The testing involves the testing of the developed system using various kinds of data. While testing, errors are noted and correctness is the mode.

Objectives of Testing:-

The objective our test plan is to find and report as many bugs as possible to improve the integrity of our program. Although exhaustive testing is not possible, we will exercise a broad range of tests to achieve our goal. Our user interface to utilize these functions is designed to be user-friendly and provide easy manipulation of the tree. The application will only be used as a demonstration tool, but we would like to ensure that it could be run from a variety of platforms with little impact on performance or usability.

Process Overview:-

- ✧ Identify which particular test(s) will be used to test each module.
- ✧ Review the test data and test cases to ensure that the unit has been thoroughly verified and that the test data and test cases are adequate to verify proper operation of the unit.
- ✧ Identify the expected results for each test.
- ✧ Document the test case configuration, test data, and expected results.
- ✧ Perform the test(s).
- ✧ Document the test data, test cases, and test configuration used during the testing process. This information shall be submitted via the Unit/System Test Report (STR).

- ❖ Successful unit testing is required before the unit is eligible for component integration/system testing.
- ❖ Unsuccessful testing requires a Bug Report Form to be generated. This document shall describe the test case, the problem encountered, its possible cause, and the sequence of events that led to the problem. It shall be used as a basis for later technical analysis.
- ❖ Test documents and reports shall be submitted. Any specifications to be reviewed, revised, or updated shall be handled immediately.

Test Cases:-

A test case is a document that describes an input, action, or event and expected response, to determine if a feature of an application is working correctly. A test case should contain particular such as test case identifier, test condition, input data requirements and expected results. The process of developing test cases can help find problems in the requirement or design of an application, since it requires complete thinking through the operation of the application.

Testing Steps:-

1. Unit Testing: Unit testing focuses efforts on the smallest unit of software design. This is known as module testing. The modules are tested separately. The test is carried out during programming stage itself. In this step, each module is found to be working satisfactory as regards to the expected output from the module.
2. Integration Testing: Data can be lost across an interface. One module can have an adverse effect on another, sub functions, when combined, may not be linked in desired manner in major functions. Integration testing is a systematic approach for constructing the program structure, while at the same time conducting test to uncover errors associated within the interface. The objective is to take unit tested modules and builds program structure. All the modules are combined and tested as a whole.

Validation:-

At the culmination of the integration testing, the software is completely assembled as a package. Interfacing errors have been uncovered and corrected and a final series of software test begin in validation testing. Validation testing can be defined in many ways, but a simple definition is that the validation succeeds when the software functions in a manner that is expected by the customer. After validation test has been conducted, one of the three possible conditions exists:

1. The function or performance characteristics confirm to specification and are accepted.
2. A deviation from specification is uncovered and a deficiency lists is created.

Tested By:	Arghyanil Chowdhury	
Test Type	Unit Testing	
Test Case Number	1	
Test Case Name	User Registration	
Test Case Description	The user will <u>signup</u> by filling up the required fields and check whether the data is being sent to the database or not.	
Item(s) to be tested		
1	Data is being properly send to database	
Specifications		
Input		Expected Output/Result
1) Name, User Name, Password		1) Successful Registration..
2) Name, User Name, <u>Password</u>		2) Failure Registration. Data not saved database.

Tested By:	Arghyanil Chowdhury
Test Type	Unit Testing
Test Case Number	4
Test Case Name	Service Request Form
Test Case Description	To check whether the details of the user inputs are successfully getting stored in the database but after the verification of Phone Number.
Item(s) to be tested	
2	To check that the user's phone number is valid and after the verification process the user given inputs are getting stored in the database.
Specifications	
Input	
Expected Output/Result	
1. User provides his/her details along with his/her phone number. 2. After successful phone number verification, user details getting stored in database.	1. OTP send to user's given phone number to verify the number and save the details given by user. 2. OTP is verified. User details stored successfully.

7. SOFTWARE SYSTEM ATTRIBUTES

Database Security:-

System security measure is meant to be provided to make your system reliable and secured from unauthorized user may create threats to the system. So we should follow some security measures. We have used security levels in database level at system level.

System Security:-

If we talk about the system security in our proposed system we have implemented with the help of maintaining the session throughout the system's use. Once a user has logged out than he/she will not be able to perform any task before signing back again. A high level of authentic login is given to the system so this is a very tedious task to enter without authorization and authentication.

Limitations:-

- Since it is an ONLINE platform, customers need Internet Connection to use it.
- People who are not familiar with computers cant use it properly.
- Authentication is weak due to lack of bio-metrics in the website.

8. CONCLUSION

In conclusion, the Online Service Management System (OSMS) represents a pivotal advancement in streamlining service delivery processes. By leveraging digital technologies, OSMS enhances efficiency, customer satisfaction, and operational effectiveness. Its user-friendly interface and automation capabilities simplify task management, scheduling, and communication, fostering a seamless service experience. As a cornerstone of modern service management, OSMS offers a scalable solution for businesses to optimize resource utilization and elevate service quality. Embracing OSMS in your Major Project showcases a commitment to innovation and excellence in service delivery, setting a strong foundation for future success.

9. REFERENCES/BIBLIOGRAPHY

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