**FixMyPhone – Project Management**

The "FixMyPhone" website is your one-stop destination for mobile device repairs. Customers can easily request repairs, book appointments, and track the progress of their fixes. The website's admin and super admin functions streamline service management, ensuring a smooth and efficient repair process.

**Customer Functionality:**

* Registration and Login: Customers should be able to create accounts and log in to access the website's features.
* Service Request: Customers can request repairs for their mobile devices. They provide details such as the device type, issue description, and preferred appointment time.
* Service Tracking: Customers can track the status of their repair requests, including updates on the repair progress and estimated completion times.
* Appointment Booking: Customers can schedule repair appointments, choosing from available time slots.
* Payment Processing: Customers can make payments for repair services online through secure payment methods.
* Order History: Customers can view their repair order history, including invoices and receipts.
* Messaging and Notifications: Customers can receive notifications about repair updates and communicate with the service team if necessary.
* Profile Management: Customers can update their personal information, including contact details and payment methods.

**Admin Functionality:**

* Service Request Management: Admins can view and manage repair service requests, assign them to technicians, and update the status.
* Appointment Scheduling: Admins can manage appointment schedules, including adding, modifying, or canceling appointments.
* Technician Management: Admins can manage technician schedules, assignments, and workloads.
* Inventory Management: Admins can keep track of spare parts and inventory for repairs.
* Payment Verification: Admins can verify and process payments made by customers.
* Customer Management: Admins can manage customer accounts, including account creation, password resets, and account deactivation.
* Reporting and Analytics: Admins can generate reports on repair service performance, revenue, and other key metrics.
* Communication: Admins can communicate with customers and technicians to provide updates, address concerns, and resolve issues.

**Super Admin Functionality:**

* User Role Management: Super Admins can create, modify, or delete admin accounts, can access all the functionality.

**Customer Functionality:**

1. Registration and Login:

* Customers begin by creating an account on the website.
* They provide their personal information, including name, email, and password.
* After registration, customers can log in to access the website.

2. Service Request:

* Customers can initiate a new service request.
* They select the type of mobile device they need to repair (e.g., smartphone or tablet).
* Customers provide details about the issue they're facing with the device.

3. Service Tracking:

* Customers can check the status of their repair requests.
* They receive real-time updates on the progress of their repair, including when it's assigned to a technician, the estimated completion time, and when it's ready for pickup.

4. Appointment Booking:

* Customers can schedule appointments for device repair.
* They select from available time slots that suit their convenience.

5. Payment Processing:

* Customers can make secure online payments for the repair service.
* The website supports various payment methods, such as credit cards, PayPal, or other payment gateways.

6. Order History:

* Customers have access to their order history.
* They can view invoices and receipts for previous repairs and payments.

8. Profile Management:

* Customers can update their profile information.
* This includes contact details, such as address, phone number, and email, as well as payment methods for convenience in future transactions.

**API Endpoint for Auth: will given refresh token and access token.**

POST : */api/auth/login*

{

"email": "john.doe@example.com",

"password": "securepassword123"

}

POST : */api/auth/refreshToken*{

"accessToken": "Token id",

}

**API Endpoint for Registration:**

POST : */api/user/create-customer*

JSON Data for Registration:

{

"name": "John Doe",

"email": "john.doe@example.com",

"password": "securepassword123",

"role": "customer",

"address": "dhaka",

"contactNo": "1123465",

}

Initiate Service Request:

POST */api/service-request*

{

"device\_type": "smartphone",

"issue\_description": "Cracked screen",

"device\_model": "iPhone X",

"serial\_number": "1234567890",

"repair\_preferences": "Express service"

"customer\_id": "customer id"

}

Service Tracking:

/api/service-request/{request\_id}/status

Schedule Appointment:

POST /api/appointment

{

"appointment\_time": "2023-10-20 14:00:00",

"service\_request\_id": 123

}

Update Profile:

PUT /api/customer/{customer\_id}/profile

status\_types = {

"pending": "Pending",

"in\_progress": "In Progress",

"awaiting\_parts": "Awaiting Parts",

"on\_hold": "On Hold",

"quality\_check": "Quality Check",

"ready\_for\_pickup": "Ready for Pickup",

"completed": "Completed",

"canceled": "Canceled",

"scheduled": "Scheduled",

"payment\_pending": "Payment Pending",

"delayed": "Delayed",

"closed": "Closed",

"dispatched": "Dispatched"

}

Admin Create.