Functional Requirements for Personalized Customer Service

CUSTOMER DOMAIN:

1.**User Registration :**

- Allow users to create accounts through their personal information such as name, email, password, phone number etc.
- Secure login and user profile management.
- Only accessed user will be having authority to login to the website.

2.**Category search**

- Allow users to select for categories like bike, scooter etc.
- Once the category is been selected then user should go for selecting the particular model and also the color.
- After the selecting process , the page will be directed to the service page.

4.Contact Us :

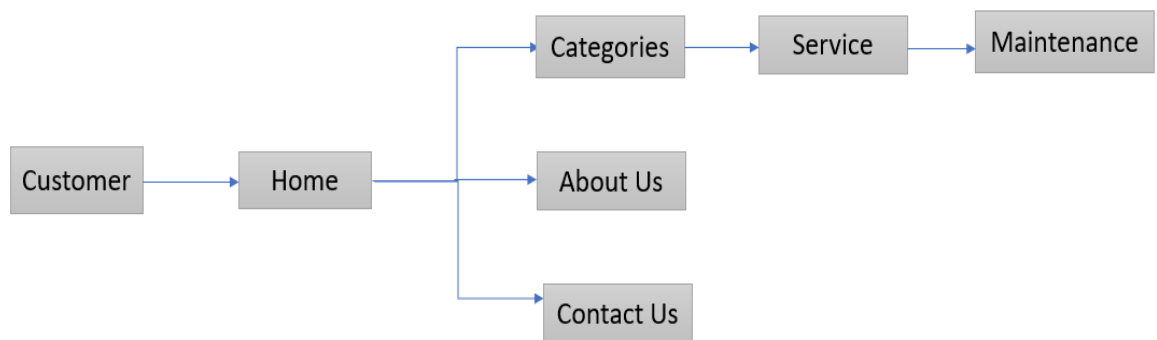- In case of any query and clarification user can contact with Customer Support section using admin's mail id .

5.About Us

- It contains description of our website and the services available for the customer that one can opt .

3. **Service and Maintenance:**

- This page will provide some tips for the customer about the model and maintenance of the particular vehicle.
- Maintenance page will contain the instance of services and also different types of services which the customer can check and opt for his vehicle according to the type of instance.
- Each and every action of customer in the maintenance page will be maintained and will be directed to admin dashboard.

- Whenever the customer opts for any of the service ,then the service charge will be applied.
- It is not necessary for the customer to opt all the services available at the time.

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                                        ┌──────────────┐      ┌──────────┐      ┌──────────────┐
                                   ┌───▶│  Categories  │─────▶│ Service  │─────▶│ Maintenance  │
                                   │    └──────────────┘      └──────────┘      └──────────────┘
┌──────────┐      ┌──────────┐     │    ┌──────────────┐
│ Customer │─────▶│   Home   │─────┼───▶│   About Us   │
└──────────┘      └──────────┘     │    └──────────────┘
                                   │    ┌──────────────┐
                                   └───▶│  Contact Us  │
                                        └──────────────┘
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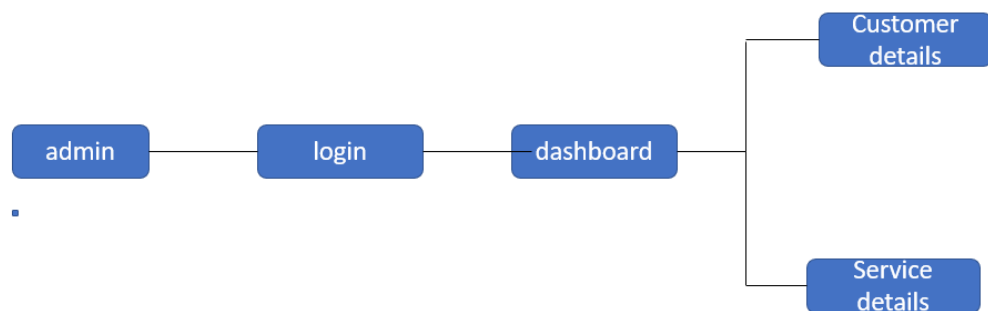- customer ⟶ home ⟶ categories ⟶ service ⟶ maintenance

ADMIN

1.Admin Login:

- Allows the admin to login to the dashboard using appropriate email and password.

2.Admin's Access:

- Admin can have the access to add and delete the models of bike or scooter.
- Admin can trace the customer details, when the user registration is been made the personal information entered by customer will be accessible to admin and can verify the customer details.
- Admin can check the list of customer who will be having the upcoming services on the particular month.
- If any customer skips any instance of services then admin will be notified.
- Completion or On progress of services of particular customer's model will also be notified to admin.

- **admin ➡ home ➡ view the database**