# ISP Provider Bill Management System

## Overview

The ISP Provider Bill Management System is a comprehensive solution designed to streamline the operations of an Internet Service Provider (ISP) and enhance the user experience. This system includes features for user registration, payment management, complaint handling, and staff operations.

## Features

### User Account Features

1. Home:  
- Displays an introduction to the ISP provider.  
- Provides information on package rates and service locations.

2. Notice :  
- Notifies users about ISP-related events or issues, such as scheduled maintenance (e.g., "The network connection will be temporarily unavailable for 2 hours tomorrow due to maintenance.").

3. My Complaint:  
- Allows users to report issues by submitting images and videos.  
- Complaints are visible only to the user and ISP staff for resolution.

4. Pay Bill:  
- Enables users to pay their monthly bill using various payment gateways (e.g., Bkash, Rocket).  
- Generates a PDF receipt upon successful payment.  
- Updates the user’s payment history.

5. Payment History:  
- Displays a table of the user’s monthly payment history.  
- Allows users to download receipts directly from the table.

6. User Profile:  
- Displays user information, including name, image, location, and other personal details.  
- Provides options to update the profile and change the password.

7. My Broadband:  
- Shows the user’s broadband status, including:  
 - Current broadband speed.  
 - Username and password.  
 - ISP-provided FTP server name.

### Staff User Account Features

\*\* User Account Creation:  
- Staff accounts are created exclusively by the admin.  
- Staff can log in but cannot register independently.

1. User Complaints:  
- Staff can view all user complaints.  
- Allows staff to respond to complaints and resolve issues.

2. Bill Collection:  
- Staff can collect offline payments from users at their homes.  
- Provides an interface for staff to manually record payments by entering the user ID and payment month.  
- Sends an email to the user confirming the payment.  
- Updates the user’s payment history, enabling receipt downloads.

3. User Payment Status:  
- Allows staff to identify users who have not paid their bills for the current or previous months.  
- Provides insights to assist staff in payment collection and follow-ups.

## User Workflow

1. Registration and Login:  
 - Users must register using credentials provided by the ISP provider.  
 - Admin activates user accounts.  
2. Dashboard Access:  
 - After logging in, users can access features such as paying bills, viewing payment history, and managing complaints.  
3. Complaint Resolution:  
 - Users submit complaints; staff review and respond to resolve issues.  
4. Bill Payment:  
 - Users pay bills online and receive receipts.  
 - Offline payments are recorded by staff, with corresponding updates in the system.  
5. Profile Management:  
 - Users can update personal details and change their passwords.

## Admin Features

- Activate user accounts post-registration.  
- Create staff user accounts.  
- Oversee system operations to ensure smooth functioning.

## Technologies Used

- Frontend: HTML, CSS, JavaScript, Tailwinds CSS.  
- Backend: Django, Django rest\_freamwork  
- Database: PostgreSQL.  
- Payment Integration: APIs for popular gateways like Bkash and Rocket.

## Conclusion

The ISP Provider Bill Management System simplifies ISP operations by automating billing, complaint management, and user profile management. It enhances user satisfaction and ensures efficient service delivery through dedicated staff and admin roles.