

ONLINE TECHNICAL SUPPORT MANAGEMENT SYSTEM

PROJECT REPORT

IS1109 GROUP PROJECT
GROUP NUMBER 06

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IS1109 GROUP PROJECT

Project details

Project title: DreamHome online technical support system

Group number : 06

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Project group details:

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Details of project supervisors, advisors and clients

Proposed project supervisor (Academic staff of UCSC):

Name of the supervisor : Dr. Samantha MatharaArachchi

Signature of the supervisor :

Date :

Acknowledgement

We would like to express our special thanks to Dr. Samantha MatharaArachchi, senior lecturer of UCSC for the guidance and support provided for us in completion of this project.

Our thanks and appreciation also goes to people who have willingly helped us with their abilities to complete this project.

Goal

Develop an online technical support system to facilitate customers to find the best service provider to build houses and to find domestic repair services and workers. Provide a platform to service providers to advertise their products and services.

Objectives

- User friendly interface.
- Provide reliable information on service providers.
- Provide search facility for customers to find service providers.
- Create a platform for service providers to advertise their products and services.

Introduction

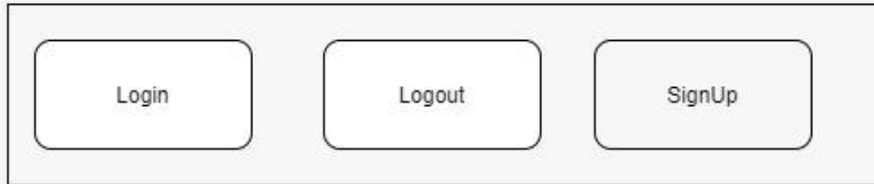
This report consists of details about online technical support system which is named as “DreamHomes”, which is designed and developed to provide services to customers who are willing to build their ideal home or willing to get repairing services for their houses as well as for other domestic appliances.

Building your ideal home is one of the biggest dreams in human’s life. People try to find the best material suppliers, contractors, builders to construct their dream home. Furthermore, after building a house it should be maintained properly. In order that, house maintenance service providers are needed. But finding the best service provider is difficult due to lack of information and knowledge.

“DreamHomes” web application will act as a third party application which facilitate the interaction between customers and service providers who build houses and provide repair services. This web application will also offer opportunities for service providers to advertise their products and services. Customers can use this website to find the best service providers to accomplish tasks.

Structure of the online technical support system

Login Logout Page



Service Provider Page



Single PHP Page

Ad Listing Page



Database Structure

ServiceProvider



Services



Functionality of the system

Sign-up functionality

DreamHome technical support system facilitate two parties – customers and service providers. To provide reliable information, the service provider should first sign up with the “DreamHomes” technical support system. Service providers will get the opportunity to publish and advertise their products and services after signing-up with the “DreamHome” technical support system. But the customers can view and search details about service providers without signing-up with the website.

Login functionality

To access the content which is provided by each service provider in the technical support system, it is mandatory to login to the website. After login to the site the service provider can add, delete and modify their service or product details. Login functionality appears in the first page of the DreamHome website. User who is already registered in the system has to provide a valid email and password to get access.

Admin page

Admin page will allow administrators to add or delete users and edit user details.

Facilities

Facility page consists of all the details of the services that can be found in the DreamHome technical support system. For example details about building material, furniture stores, electronic stores and people who provide services such as plumbers, carpenters and tile installers. This page facilitates customers to view and search for service providers according to their requirement.

Help page

Help page gives the user a brief idea about how to use the DreamHome online technical support system. This page contains frequently asked questions (FAQ) and answers which saves time and provide helpful guidance to customers as well as service providers.

Methodology

Structure of all the web pages has been designed using HTML.

CSS has been used to add styles to the web content of the “DreamHome” technical support system. It increases the attractiveness of the website.

Server side scripting language PHP which is open source and free is used to perform server side scripting. PHP was used to get details from the service providers (users) through sign-up and login forms and insert that data into a database. PHP has also been used to verify a registered user and provide access to the web content. Only the authorized service providers can add, delete and modify their product and service details in the website.

References

HTML, CSS, SQL and PHP guidance

<https://www.w3schools.com/>

Create database connection

<https://webdamn.com/login-and-registration-script-with-php-mysql/>

How to use PHP in server side scripting?

<https://www.php.net/manual/en/index.php>