**ONLINE SERVICE MANAGEMENT**

**SYSTEM(OSMS)**

A desertion submitted in partial fulfillment of the requirements for the award of

degree

**(Bachelor of Computer Applications)**

By

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**ABOUT THE PROJECT**

I have developed Online Service Management System project. This application can be used in any Service Centre who wants to support their customers online. Customer do not need to visit service center for service request they can use this portal and can request for service online at home in the other hand service provide can approve or disapprove customer's service request from his own Panel. This application will help requester and admin in their day to day working life.

**Modules**

1. Home
2. Services
3. Registration
4. Contact
5. Login

6 User Panel

⦁ Profile

⦁ Submit Request

⦁ Service Status

⦁ Change Password

⦁ Logout

⦁ Admin Login

**Admin Module:**

1. **Dashboard**
2. **WORK ORDER**
3. **REQUEST**
4. **ASSETS**
5. **TECHNICIAN**
6. **REQUESTER**
7. **SELL REPORT**
8. **WORK REPORT**
9. **CHANGE PASSWORD**

**10. LOGOUT**

Admin can also change his /her own password.

**Home**:

This module of the web portal contains all the links of the system such as Services, Contact Us, Registration, Login, User Panel, Admin Panel, Technician, Requester, Sell Report, Work Report, Change Password, Logout.

**Services:**

This module describes which services company provides to its customers.

**Registration**:

This System which provides a Registration form where user/requesters can register themselves and submit Service Requests.

**Contact**:

By this module of the web portal the user can contact us.

**Login**:

This module is used to login/signup in the list of the Online Service Management System.

**User Panel**:

This module contains a Profile, Submit Request, Service Status, Change Password, Logout, Admin Login.

**Admin Panel**:

This module contains a Dashboard, Work Oder, Requests, Assets.

**Technician**:

The main work is to accomplish in this module is to add, modify or remove Technician of the Service center

**Requester**:

This is the most important module of admin panel where admin can assign the work/requests made by users/requesters.

**Sell Report**:

This module is used to view and prints sell report .

**Work Report**:

This module is used to view and print Work report.

**Change Password**:

User can change his/her login password.

**Logout**:

Admin can logout

**INTRODUCTION**

OSMS is India’s leading chain of multi-brand Electronics and Electrical service workshops offering wide array of services. We focus on enhancing your uses experience by offering world-class Electronic Appliances maintenance services. Our sole mission is “To provide Electronic Appliances care services to keep the devices fit and healthy and customers happy and smiling”. With well-equipped Electronic Appliances service centers and fully trained mechanics, we provide quality services with excellent packages that are designed to offer you great savings. Our state-of-art workshops are conveniently located in many cities across the country.

Today’s customers don’t just expect high quality and excellent service at a fair price — they demand it. Luckily, today we know far more about how to provide people with the experience they want. And it all begins with Online Service Management System

**USER PERFORMANCE**

Before developing any computerized system it is important to examine the problems in the existing system and the additional information that should be fulfilled in the proposed system. In the present system we can be able to insert the customer details.

**HARDWARE REQUIREMENTS**

PROCESSOR : INTEL i3-6006U 6TH GEN

PROCESSOR SPEED : 2.4 GHz

RAM : 4 GB

MONITOR : 1080 FULL HD LED DISPLAY

KEYBORD : NOTEBOOK KEYBORD

OPERATING SYSTEM : WINDOWS 10

HDD : 1 TB

MOUSE : MOUSEPAD TRACK

**SOFTWARE REQUIREMENTS**

FRONT END : SUBLIME TEXT

BACK END : MySQL

OPERATING SYSTEM : WINDOWS 10