**ONLINE SLOT BOOKING SYSTEM FOR SERVICE CENTRES**

**Software Requirement Specification Document**

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# 1. Introduction

This project provides common platform for service centres and customers to book, add, edit, delete slots etc.

It will also bridge the gap between customers and certified service centres, where customers will be able to search for service centres, view booking details, contact service center or agents, book and reserve slots

and make payments through the platform both with comfort of their slots.

This system provides users to book their slots in desired date and time hence, queue time is decreased to null. Also, it allows desired number of customers to visit service center based on slot they’ve booked, therefore no chances of overcrowding.

This application will send you confirmation about your slot booked or deleted. Also, it provides features like reviews and rating to the center so that users can pick best service centres among all.

The motive of developing this application is to design a feature rich search engine which can make the search of service centres an easy task.

* 1. *Purpose of the project* -

This project is initiative to create an online platform for customers to get their problems and queries solved regarding their hardwares. As the other way in offline mode, service centres may have less space to attend many customers at once. Hence, this platform will reduce customer’s queue time headache, help them to choose best service center near them, plus will give information about other services provided by center.

* 1. *Scope-*

The scope of this project would include designing and developing a digital platform that allows certified service centres to advertise their services online and allows customers to visit the centres online with ocean of data regarding the slot booking and other services. This will allow users to search for service centres using various filters such as location, date, time, number of persons per slot etc. Users will be able to view detailed information about slots, including time period and crowded or empty slots. They will also be able to contact owner of service centres or agents and make bookings or reservations.

# 2. System Features and Requirements

* 1. **Functional Requirements -**
* **User Module:**
  + User registration and login-

Users will be able to register and create account on the site. They will also be able to log in to their accounts to access additional features such as slot enquiry and rating or review the centres. Also, users can edit their profile anytime.

* + Slot searching-

Users will be able to search for slots using various filters such as location, date, time, number of persons per slot etc. They will be able to view detailed information about slots and services, including other customer’s reviews and ratings.

* + Contact service center-

Users will be able to contact center owners or agents through the platform. They will be able to send fault descriptions, make phone calls, or schedule appointments through the site.

* + Slot booking and reservation-

Users will be able to book and reserve slots through the platform. They will be able to select dates and times for their booking or reservation. Users will receive confirmation about slot booking with details.

* + Payment gateway integration –
  + Users will be able to make payments for slot bookings or reservations through the site.
* **Service Center Module:**
  + Service center registration and login-

Service centres can update their profile according to change in their contact numbers, products they want to add for user services, branches or addresses.

* + Booking status-

After booking, Center can send notification to user about confirmation of slot booked.

* + Service center data management-

Service centres will be able to access all the statistical data related to booked and available slots in the form of graphs, pie charts and tables.

* + Update Slots-

Service center owners can update slots according to current status of number of customers. Also, they can add new slot or delete any existing slot according to present scenario.

* **Admin Module:**
  + Admin panel for managing service centres and users -

Admins will be able to add, edit, and delete services centres and users. They will also be able to view and manage bookings and reservations.

Also Admins can authorise new service centres in town and provide legal and valid certification.

**3. Non-functional Requirements -**

1. Security

The system’s back-end servers shall only be accessible to authenticated administrators. Sensitive data will be encrypted before being sent over insecure connections like the internet.

1. Availability

The system should be available at all times, meaning the user can access it using a web browser, only restricted by the downtime of the server on which the system runs. In case of an of a hardware failure or database corruption, a replacement page will be shown. Also, in case of a hardware failure or database corruption, backups of the database should be retrieved from the server and saved by the administrator. Then the service will be restarted. It means 24 X 7 availability.

1. Reliability

The reliability of the overall program depends on the reliability of the separate components. The main pillar of the reliability of the system is the backup of the database which is continuously maintained and updated to reflect the most recent changes. Thus, the overall stability of the system depends on the stability of container and its underlying operating system.

1. Maintainability

A commercial database is used for maintaining the database and the application server takes care of the site. In case of a failure, a re-initialization of the program will be done. Also, the software design is being done with modularity in mind so that maintainability can be done efficiently.

1. Accessibility

The system will be a web-based application it is going to be accessible on the web browser.

1. Back up

We will take a backup in our system database. In order to enable the administrator and the user to access the data from our system.

1. Performance

The product shall be based on web and has to be run from a web server. The product shall take initial load time depending on internet connection strength which also depends on the media from which the product is run. The performance shall depend upon hardware components of the client/customer.

8. Supportability

The source code developed for this system shall be maintained in configuration management tool.