# Introduction

My project is to produce a website and program to allow business owners to manage new job enquiries and keep track of active jobs and create invoices, using all of the data held in a database. Customers will also be able to view progress of their enquiry/job by logging into the website. I am creating this program for myself as I am hoping to start a local computer repair business in which this type of program would be very useful for receiving enquires and managing any work to be done.

# 3.1.1 Problem Identification

This project should improve flow of work for businesses by improving speed and convenience of enquiring and job managing.

* Enquiring about a problem with a computer from a local business could be inconvenient if the customer has to go to the business physically, if this is implemented into a website it can be done with little effort. This can be done by hosting the website and a database on a computer and using php to allow the website to input data into the database.
* The management of jobs and enquiries can be done with a pen and paper easily but as the business grows, space and organisation of these files may become harder and a struggle to maintain, therefor I feel a program interfacing with a database would be much easier to use as everything can be easily located, modified and transferred between tables with minimal effort.
* Customers may also be more satisfied if they can view the progress of their enquiry/job through the website, if this isn’t a feature they may have to call the business if they need to know the progress. This can be implemented using php to allow customers to enter their details in the website which would be checked against the database, if it is correct it will display the progress that correlates with their information.
* Invoices can be a time consuming process to create, this time could be saved if a template is made and loaded into the program for it to autofill information about the customer and produce a partially completed invoice

# 3.1.3 Research The Problem

During my research I found a product with a similar function to my program, the software is called WorkflowMAX, the program lets you keep track of jobs, they are displayed in a table similarly to how I would present mine. It allocates a Job number to each job, holds the details of the client, a name for the job, and the progress of the job. This is similar to how I will lay out my database table. The difference between this program and my project, is that I am including a website to retrieve enquiries from customers which will also be processed through my program.