ONLINE SERVICE MANAGEMENT SYSTEM

Sudhir B*1, Darshan B*2, Sanket D*3, Muzammil M*4, Azim B*5

*1,2,3,4,5Student, Department Of Information Technology, Dr. J.J. Magdum College Of Engineering, Jaysingpur, India.

ABSTRACT

This Project relies on Online Service Management System. Online Service Management System is an Electronics and Electrical service workshop offering an outsized array of services. We concentrate on enhancing our user experience by applying world-class Electronic Appliances maintenance services. Our main goal is to form customers proud of services. With well-equipped Electronic Appliances service centers and fully trained mechanics, we offer quality services with a superb package designed to supply you with excellent savings.

Today customers want services at their place because of COVID-19. Luckily, today we've got the technology for providing services online. And it all begins with Online Service Management System.

Keywords: Request, Services, Appliances, Online, Quality.

I.   INTRODUCTION

OSMS is an Electronics and Electrical service workshop offering a good array of services. We concentrate on enhancing your uses experience by applying 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. Suppose someone wants aid for major tasks; the difficulty arises when service skilled persons are unavailable. Trusted providers are impossible to search out, who delivers consistently flawless services instantly. Our system describes booking in-house professionals and gets your service done on time. Today's customers expect prime quality and excellent service at a better price. Luckily, today we all know much more about a way to provide people with the experience they need. And it all begins with Online Service Management System.

II.   OBJECTIVE

Practicality: - The software must be stable and can be operated by people with average intelligence.

Efficiency: -This involves accuracy, timeliness, and comprehensiveness of the output.

Cost: - The aim of the system is to satisfy all user requirements at a minimum cost.

Portability: - The Web Application should be portable to all environments.

Security: -This important aspect of design covers areas of physical security of data. That is maintained by a login facility enabling a username and password for the user and administrator. Thus it makes the Admin work simple with 100% efficiency.

III.   SYSTEM REQUIREMENTS

Table 1: Hardware specification

Processor	1.6 GHz or Faster Processor
RAM	1.5 GB
Disk Space	4GB of Available Hard Disk
Graphic	DirectX 9-Capable Video Card
Display	1366 X 768 or Higher Resolution

Table 2: Software specification

Operating System	Windows 10
Front End	HTML, CSS, JS

Frameworks/Library	Bootstrap, Font Awesome, Google Font
Back End	PHP
Text Editor	Notepad, Sublime
Database	MySQL
Web Browser	Google Chrome
Web Server	XAMPP

IV. SYSTEM DESIGN

4.1 SYSTEM MODULES

Home:

When the user clicks on this button, it will display the other modules and pages of the website such as Services, Registration, Login, Contact, and Admin Login. This module is to show a brief introduction to the project.

Services:

This module describes which services the company provides to its customers.

Registration:

It is the most important module of the Online Service Management System, which provides a registration form where users or requesters can register themselves and submit Service Requests.
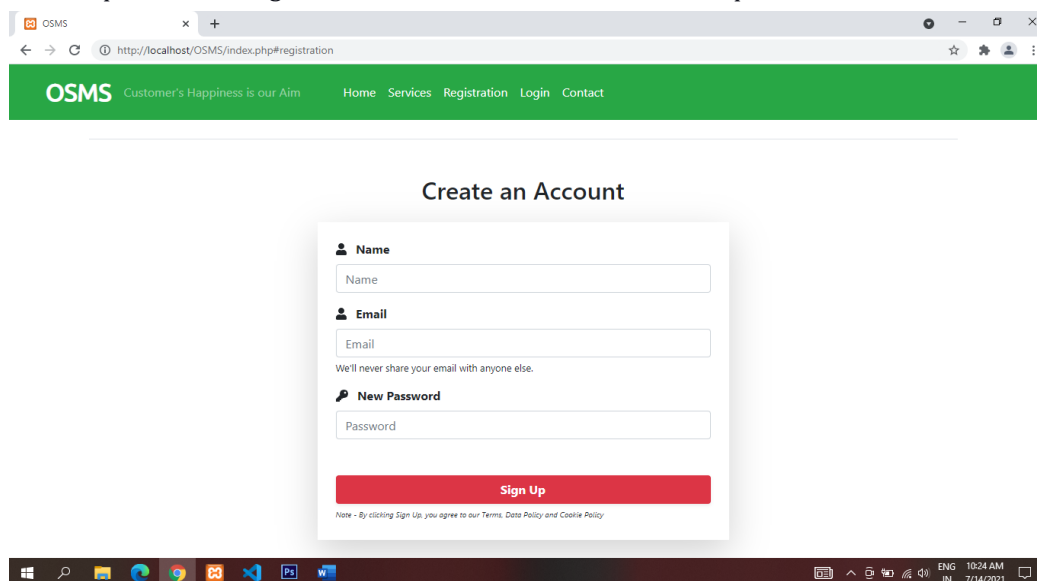
Fig. 1: Registration Page for Online Service Management System.

Contact:

This module contains a contact us form, which will send feedback otherwise communicate with the service provider.
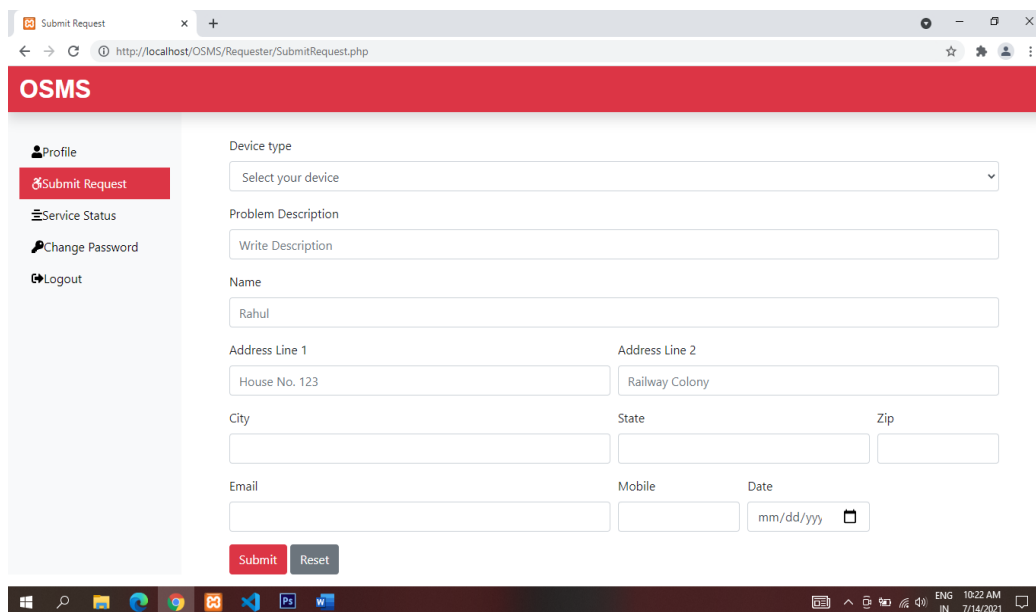
Login:

It is the user login form. When a user clicks on this link! a user login form will appear, where the user can enter their email id and password for logging in to the user panel.
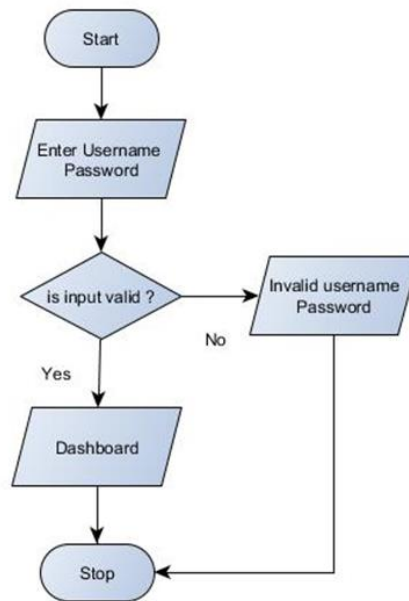
Fig. 2: Flow diagram for Login Page

User Panel: -

Fig. 3: Request submission Page for Online Service Management System.

Profile:-

User can see their registered email id and name as well as he can change the name, they can update the new name. The Registered Email ID is read-only. Submit Request: -Using this module client can submit a service request. It is necessary to fill up all the details asked in the form. After submitting the form user will get a receipt that he can print out. Service Status: -User can check their service request status by filling up service request-id. Change Password: - User can change the login password, Logout: -This Logout and Exit the Application.

Admin Login:

In the Admin login form, when Admin clicks on this link, an Admin login form will appear, where Admin can enter their email id and password for logging in to the admin panel
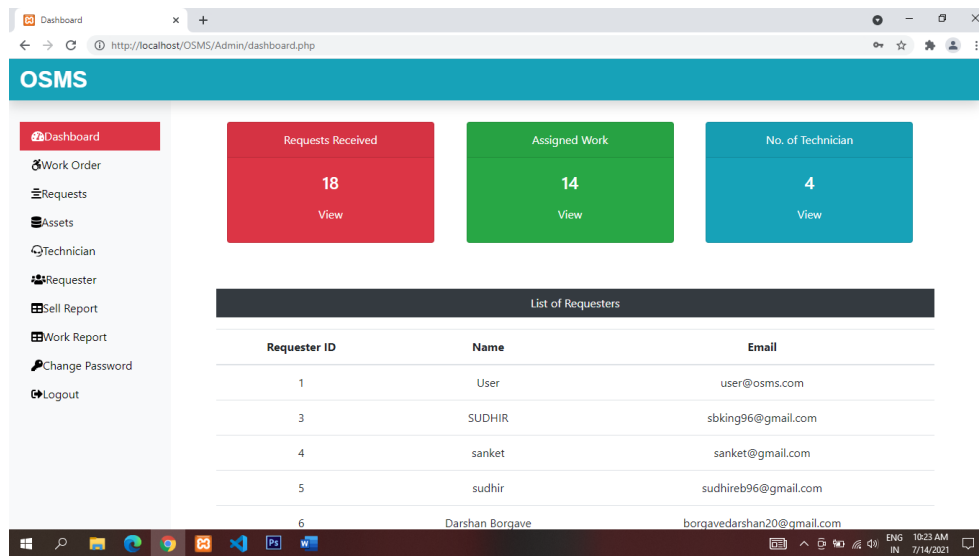
Admin Panel: -

Fig. 4: Admin Page for Online Service Management System.

Dashboard: -This screen displays an overview of work and other stuff like the Number of technicians and list of requesters. Work Order: -This page contains all the assigned requests made by users. Admin can view or delete the assigned work as per their need.

Assets: -The main work is to accomplish in this module is to add, modify or remove and sell any assets of the Service center. It contains a few sub-modules through which work will do.

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

Requester: -The main work is to accomplish in this module is to add, modify or remove Requesters/Users.

Sell Report: - This module is used to view and print sell reports.

Work Report: - This module view and prints Work reports.

1.2 USE CASE DIAGRAM
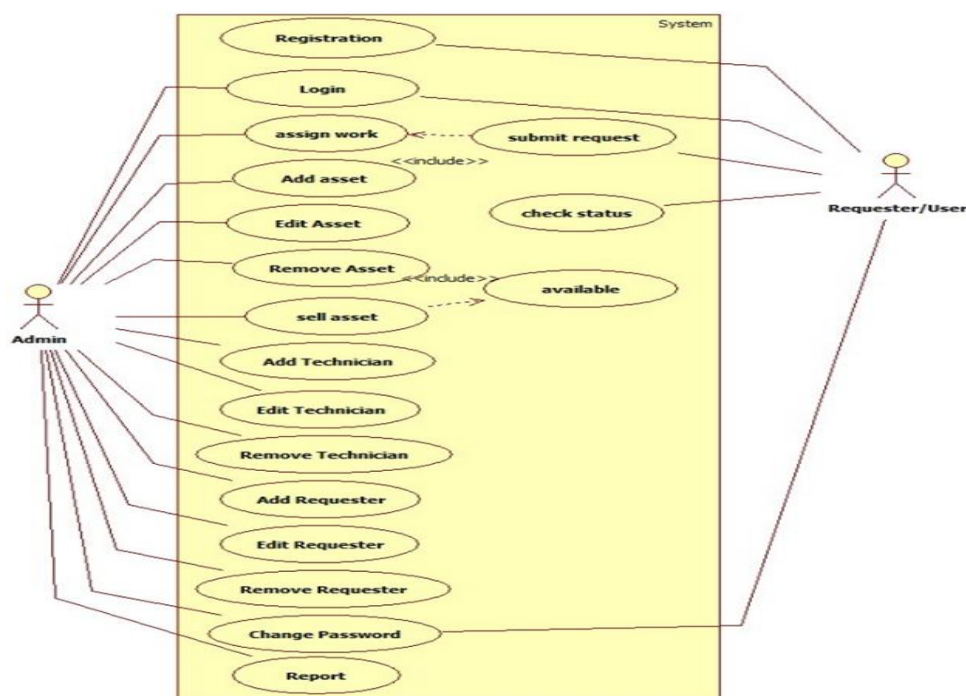
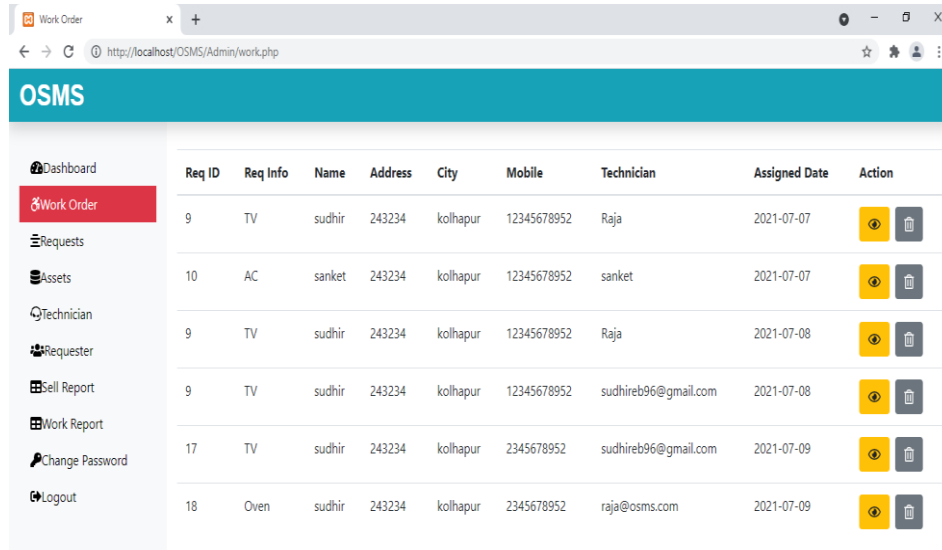**Fig. 5:** Use Case diagram for Online Service Management System.

V.   RESULT

The Online service management system helps the users to track the status of the service. The tracking system makes the user verify whether the service request is accepted or not, are shown in fig.6
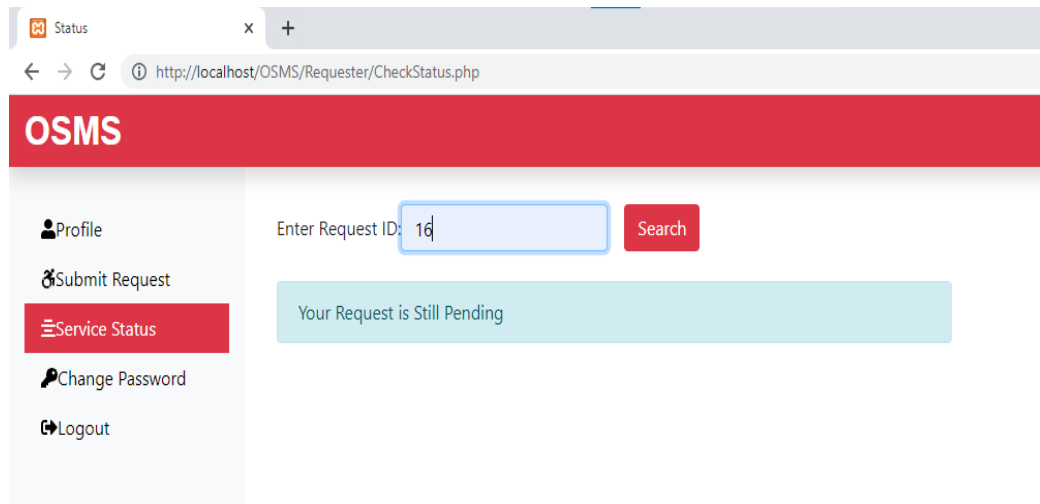
Fig. 6: Service Status Page for Online Service Management System.

In the fig. 7, the information about the client request is displayed, which can be viewed by the admin. The details of the services are stored within the database and can view by the admin only. These details help the admin to know the number of requests pending. It also shows the completed work.

Fig. 7: Work Order Page for Online Service Management System.

VI.   CONCLUSION

The "Online Service Management System" has been tested successfully. The system is user-friendly, so anyone with a little bit of computer knowledge can handle it easily. This system also stores all the data in the database for future use. The mail alert function acknowledges users every time for better services.

The proposed system runs smoothly on different platforms, and its response time is quicker than the existing system. The goals achieved by the software are the simplification of the operations, fewer intervals, and quick response.

FUTURE SCOPE

The various things can be made simple and user-friendly. By increasing some of the codes, we can improve its functionality. The online payment system is yet not integrated into the system, which featured in the near

future. Till now it does not have the facility to back up the database. By as the next advancement, we can make it able to bundle the backup facility so that one can operate based on previous records. As the technology emerges, it is possible to upgrade the system and can be adaptable to the desired environment. Based on future security issues, security can be improved using emerging technologies.

VII.   REFERENCES

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