

**Roll No: BSCS17-27**

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**Session: 2017-2021**

**Project Supervisor: Dr. Minhaj Ahmad Khan**

# Project Title

**Online Service Management System**

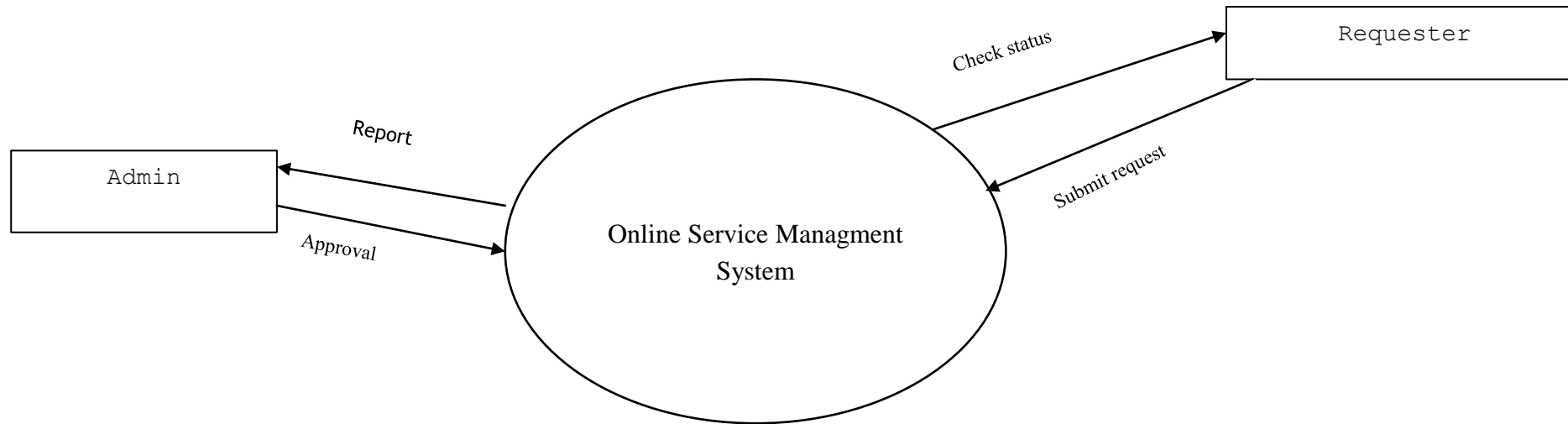
# Project Introduction

- ▶ Online Service Management System is a project which aims in developing a Online Application to maintain all the daily work of Service Centre.
- ▶ This project has many features which are generally not available in normal Online Service Management Systems like Product/Parts Records, Issue Customer Bill etc.
- ▶ It also has a facility of admin login through which the admin can monitor the whole system.
- ▶ This System can be used to search for Assign Work, Add/Remove Technician, Add/Remove Products etc.
- ▶ The Admin after logging into his account can generate various reports such as Product Sell Report and Service/Work Report.
- ▶ Overall this project of ours is being developed to help the Service Centre to maintain the Service Centre in the best way possible and also reduce the human efforts.

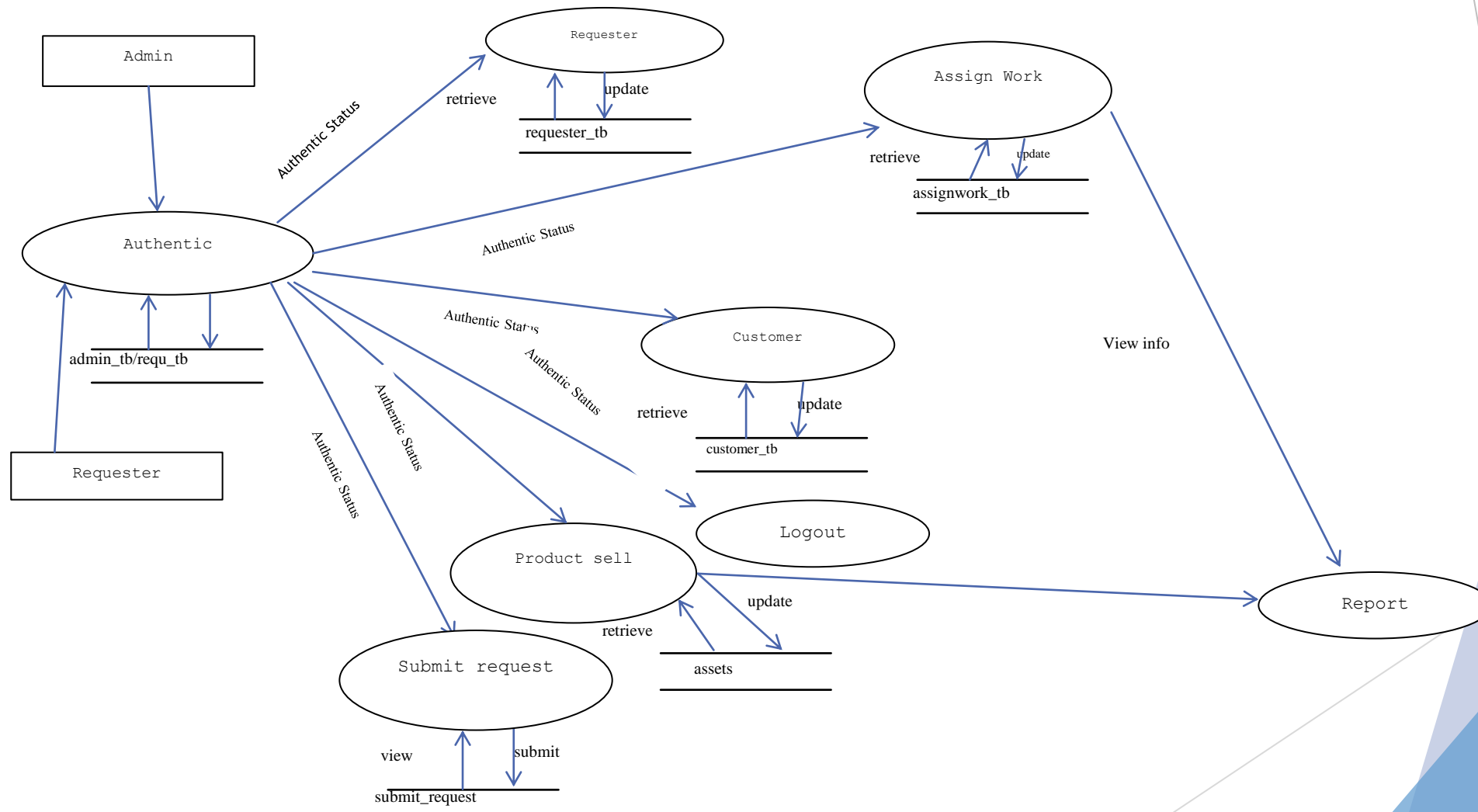
# Objectives

- ▶ Practically
- ▶ Efficiency
- ▶ Cost
- ▶ Portability
- ▶ Security

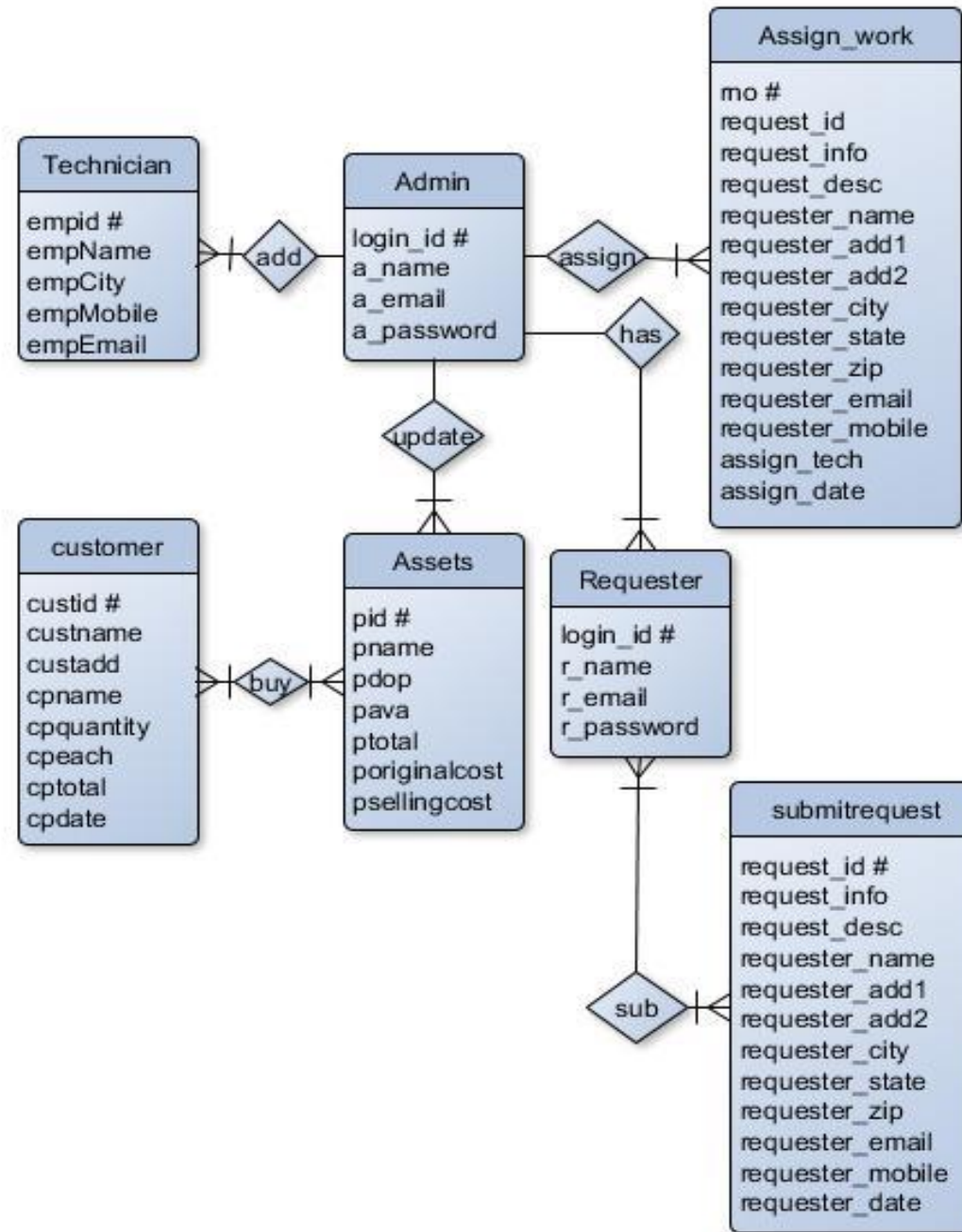
# DFD 0 Level



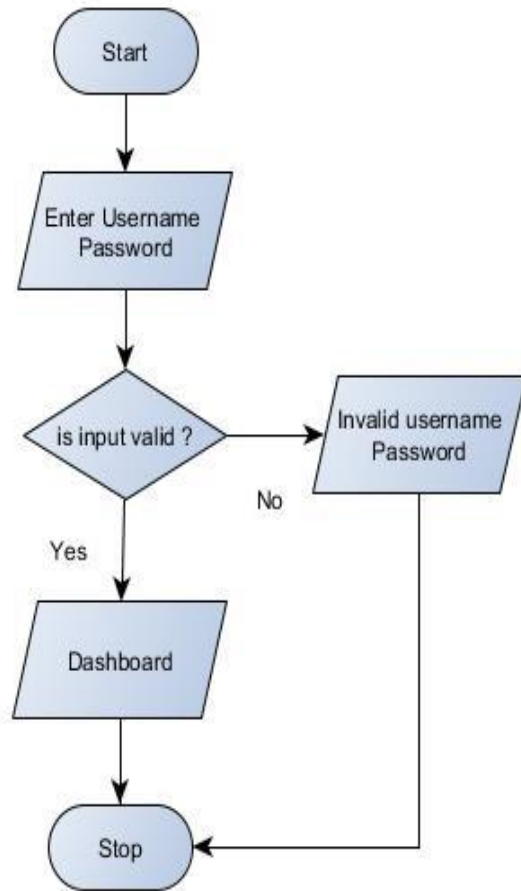
# DFD 1 Level



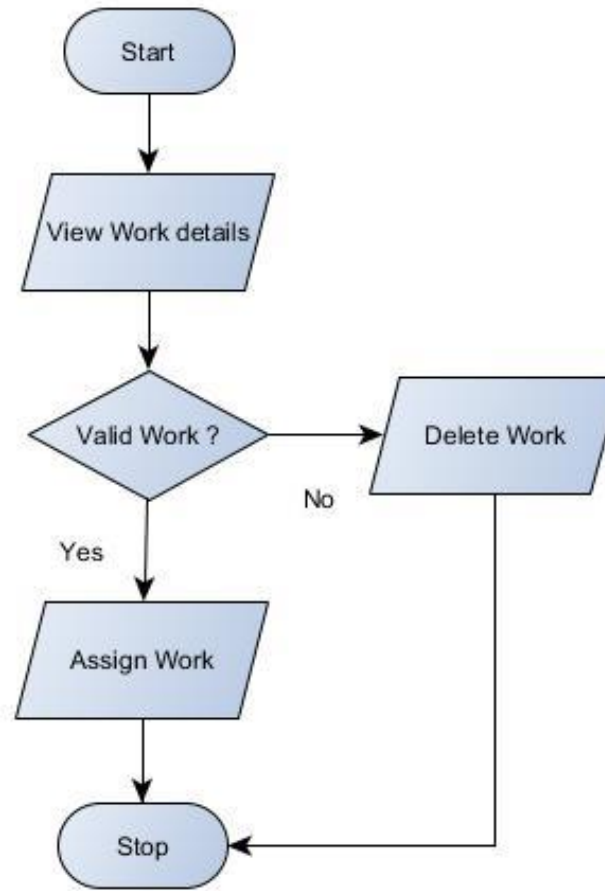
# ER Diagram



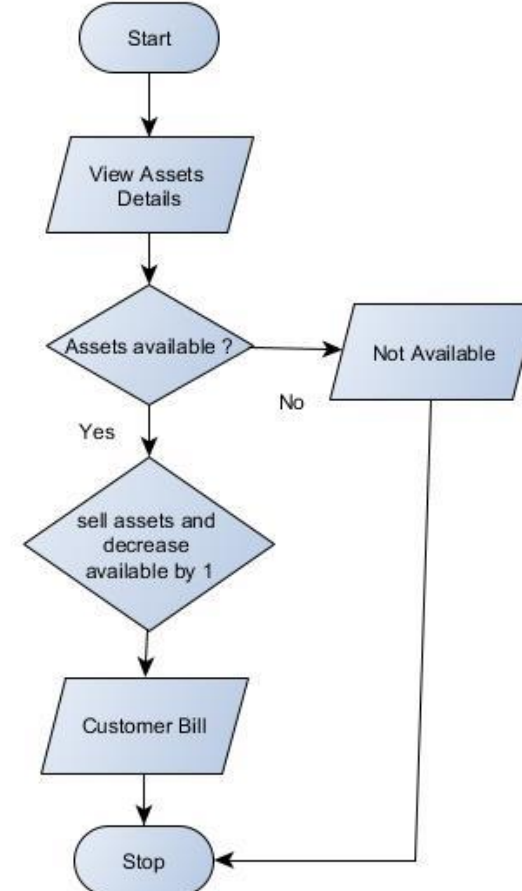
# Flow Chart



**Login**



**Assign Work**



**Sell Product**



# Module Sand

- ▶ Home
- ▶ Services
- ▶ Registration
- ▶ Contact
- ▶ Login
- ▶ User Panel
  - ▶ Profile
  - ▶ Submit Request
  - ▶ Service Status
  - ▶ Change Password
  - ▶ Logout
- ▶ Admin Login
- ▶ Admin Panel
  - ▶ Dashboard
  - ▶ Work Order
  - ▶ Requests
  - ▶ Assets
  - ▶ Technician
  - ▶ Requester
  - ▶ Sell Report
  - ▶ Work Order
  - ▶ Change Password
  - ▶ Logout

# Input/Output Module

## ► Input to the Project

- Requester Registration
- Service Request
- Service Status
- Assign Work
- Assets

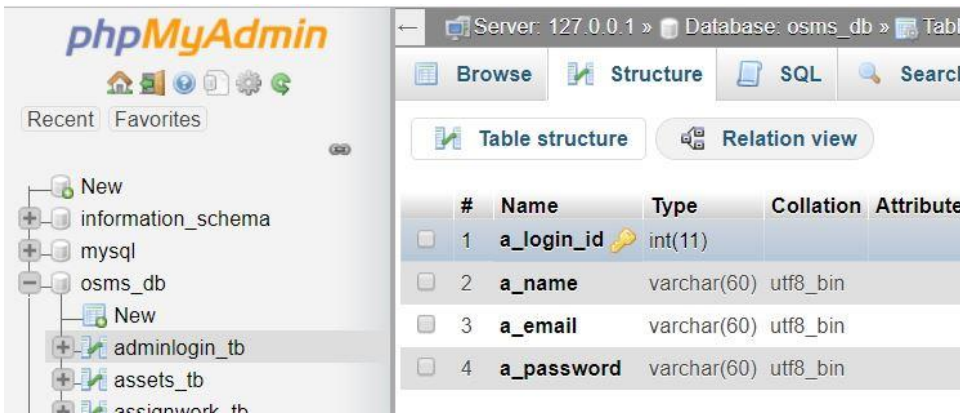
## ► Output to the Project

- Work Order
- Assets List
- Technician List
- Requester List
- Sell Report
- Work Report

# Data Dictionary

Table Name: adminlogin\_tb

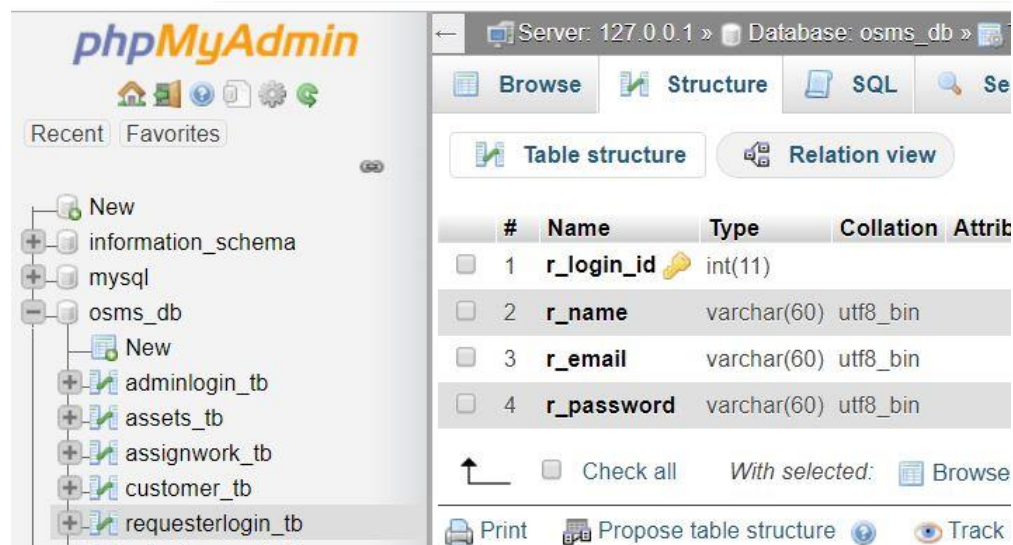
Attribute	Data Type	Description
a_login_id #	int	Stores login id (Automatically Generated)
a_name	varchar(60)	Stores Name
a_email	varchar(60)	Store Email
a_password	varchar(60)	Store Password



# Data Dictionary

**Table Name: requesterlogin\_tb**

Attribute	Data Type	Description
r_login_id #	int	Stores login id (Automatically Generated)
r_name	varchar(60)	Stores Name
r_email	varchar(60)	Store Email
r_password	varchar(60)	Store Password



## Table Name: customer\_tb

Attributes	Data Type	Description
custid #	int	Customer ID (Automatically Generated)
custname	varchar(60)	Customer Name
custadd	varchar(60)	Customer Address
cpname	varchar(60)	Product Name
cpquantity	int	Product Quantity
cpeach	int	Each Quantity Price
cptotal	int	Total Price
cpdate	date	Selling Date

The screenshot shows the phpMyAdmin interface. On the left, the database 'osms\_db' is selected, and the table 'customer\_tb' is highlighted. The main panel displays the 'Table structure' view for 'customer\_tb'. The table has 8 columns: custid (int(11), primary key), custname (varchar(60), utf8\_bin), custadd (varchar(60), utf8\_bin), cpname (varchar(60), utf8\_bin), cpquantity (int(11)), cpeach (int(11)), cptotal (int(11)), and cpdate (date).

#	Name	Type	Collation	Attributes
1	custid	int(11)		Primary Key
2	custname	varchar(60)	utf8_bin	
3	custadd	varchar(60)	utf8_bin	
4	cpname	varchar(60)	utf8_bin	
5	cpquantity	int(11)		
6	cpeach	int(11)		
7	cptotal	int(11)		
8	cpdate	date		

## Table Name: assets\_tb

Attributes	Data Type	Description
pid #	int	Product ID (Automatically Generated)
pname	varchar(60)	Product Name
pdop	date	Product Date
pava	int	Number of Available Product
ptotal	int	Number of Total Product
poriginalcost	int	Product Original Cost
psellingcost	int	Product Selling Price

The screenshot shows the phpMyAdmin interface. On the left, the database structure is visible, with 'osms\_db' selected. The 'Table structure' tab is active, displaying the following table structure for 'assets\_tb':

#	Name	Type	Collation	Attri
1	pid	int(11)		
2	pname	varchar(60)	utf8_bin	
3	pdop	date		
4	pava	int(11)		
5	ptotal	int(11)		
6	poriginalcost	int(11)		
7	psellingcost	int(11)		

## Table Name: submitrequest\_tb

Attributes	Data Type	Description
request_id #	int	Request ID (Automatically Generated)
request_info	text	Request Info
request_desc	text	Request Description
requester_name	varchar(60)	Requester Name
requester_add1	text	Requester Address Line 1
requester_add2	text	Requester Address Line 2
requester_city	varchar(60)	Requester City
requester_state	varchar(60)	Requester State
requester_zip	int	Requester Zip
requester_email	varchar(60)	Requester Email
requester_mobile	bigint	Requester Mobile
request_date	date	Request Date

The screenshot shows the phpMyAdmin interface. On the left, the database 'osms\_db' is selected, and the table 'submitrequest\_tb' is highlighted. The main panel displays the 'Table structure' view for 'submitrequest\_tb'. A green message at the top states: 'Table submitrequest\_tb has been altered successfully.' Below this, the SQL command is shown: `ALTER TABLE `submitrequest_tb` CHANGE `requester_mobile` `requester_mobile` BIGINT(11) UNSIGNED ZEROFILL;`. The table structure is listed as follows:

#	Name	Type	Collation	Attributes
1	request_id	int(11)		Primary Key
2	request_info	text	utf8_bin	
3	request_desc	text	utf8_bin	
4	requester_name	varchar(60)	utf8_bin	
5	requester_add1	text	utf8_bin	
6	requester_add2	text	utf8_bin	
7	requester_city	varchar(60)	utf8_bin	
8	requester_state	varchar(60)	utf8_bin	
9	requester_zip	int(11)		
10	requester_email	varchar(60)	utf8_bin	
11	requester_mobile	bigint(11)		
12	request_date	date		



## Table Name: assignwork\_tb

Attributes	Data Type	Description
rno #	int	Request Number (Automatically Generated)
request_id	int	Request ID
request_info	text	Request Info
request_desc	text	Request Description
requester_name	varchar(60)	Requester Name
requester_add1	text	Requester Address Line 1
requester_add2	text	Requester Address Line 2
requester_city	varchar(60)	Requester City
requester_state	varchar(60)	Requester State
requester_zip	int	Requester Zip
requester_email	varchar(60)	Requester Email
requester_mobile	bigint	Requester Mobile
assign_tech	varchar(60)	Assign Technician Name
assign_date	date	Assigned Date

The screenshot displays the phpMyAdmin interface. On the left, the database structure tree shows the 'osms\_db' database selected, with 'assignwork\_tb' highlighted. The main panel shows the 'Table structure' view for 'assignwork\_tb'. A green message at the top states: 'Table assignwork\_tb has been altered successfully.' Below this, the SQL command is shown: `ALTER TABLE `assignwork_tb` CHANGE `requester_mobile` `requester_mobile`;`. The table structure is listed as follows:

#	Name	Type	Collation	Attribute
1	rno	int(11)		Primary Key
2	request_id	int(11)		
3	request_info	text	utf8_bin	
4	request_desc	text	utf8_bin	
5	requester_name	varchar(60)	utf8_bin	
6	requester_add1	text	utf8_bin	
7	requester_add2	text	utf8_bin	
8	requester_city	varchar(60)	utf8_bin	
9	requester_state	varchar(60)	utf8_bin	
10	requester_zip	int(11)		
11	requester_email	varchar(60)	utf8_bin	
12	requester_mobile	bigint(11)		
13	assign_tech	varchar(60)	utf8_bin	
14	assign_date	date		



## Table Name: technician\_tb

Attributes	Data Type	Description
empid #	int	Employee ID (Automatically Generated)
empName	varchar(60)	Employee Name
empCity	varchar(60)	Employee City
empMobile	bigint	Employee Mobile Number
empEmail	varchar(60)	Employee Email ID

The screenshot displays the phpMyAdmin web interface. On the left, a sidebar shows the database hierarchy: 'New', 'information\_schema', 'mysql', and 'osms\_db'. Under 'osms\_db', several tables are listed, including 'technician\_tb' which is currently selected. The main panel on the right shows the 'Table structure' view for 'technician\_tb'. It lists five columns: 'empid' (int(11), primary key), 'empName' (varchar(60), utf8\_bin), 'empCity' (varchar(60), utf8\_bin), 'empMobile' (bigint(11)), and 'empEmail' (varchar(60), utf8\_bin). At the bottom, there are links for 'Print', 'Propose table structure', and a toggle for 'Table structure'.

#	Name	Type	Collation	Att
1	empid	int(11)		
2	empName	varchar(60)	utf8_bin	
3	empCity	varchar(60)	utf8_bin	
4	empMobile	bigint(11)		
5	empEmail	varchar(60)	utf8_bin	

## Table Name: contact\_tb

Attributes	Data Type	Description
c_id	int	Contact Person ID
c_name	varchar(60)	Contact Person Name
c_subject	varchar(60)	Contact Person Subject
c_email	varchar(60)	Contact Person Email
c_msg	text	Contact Person Message

The screenshot shows the phpMyAdmin web interface. On the left is a sidebar with a tree view of databases: 'information\_schema', 'mysql', and 'osms'. The 'osms' database is expanded, showing several tables: 'adminlogin\_tb', 'assets\_tb', 'assignwork\_tb', and 'contact\_tb'. The 'contact\_tb' table is selected. The main panel on the right has tabs for 'Browse', 'Structure', and 'SQL'. The 'Structure' tab is active, showing the 'Table structure' view. It displays a table with 5 columns: #, Name, Type, Collation, and A. The columns are: 1 c\_id (int(11) with a primary key icon), 2 c\_name (varchar(60), utf8mb4\_bin), 3 c\_subject (varchar(100), utf8mb4\_bin), 4 c\_email (varchar(60), utf8mb4\_bin), and 5 c\_msg (text, utf8mb4\_bin). At the bottom of the table structure view, there are checkboxes for 'Check all' and a 'With selected:' dropdown menu.

#	Name	Type	Collation	A
<input type="checkbox"/>	1 c_id	int(11)		
<input type="checkbox"/>	2 c_name	varchar(60)	utf8mb4_bin	
<input type="checkbox"/>	3 c_subject	varchar(100)	utf8mb4_bin	
<input type="checkbox"/>	4 c_email	varchar(60)	utf8mb4_bin	
<input type="checkbox"/>	5 c_msg	text	utf8mb4_bin	

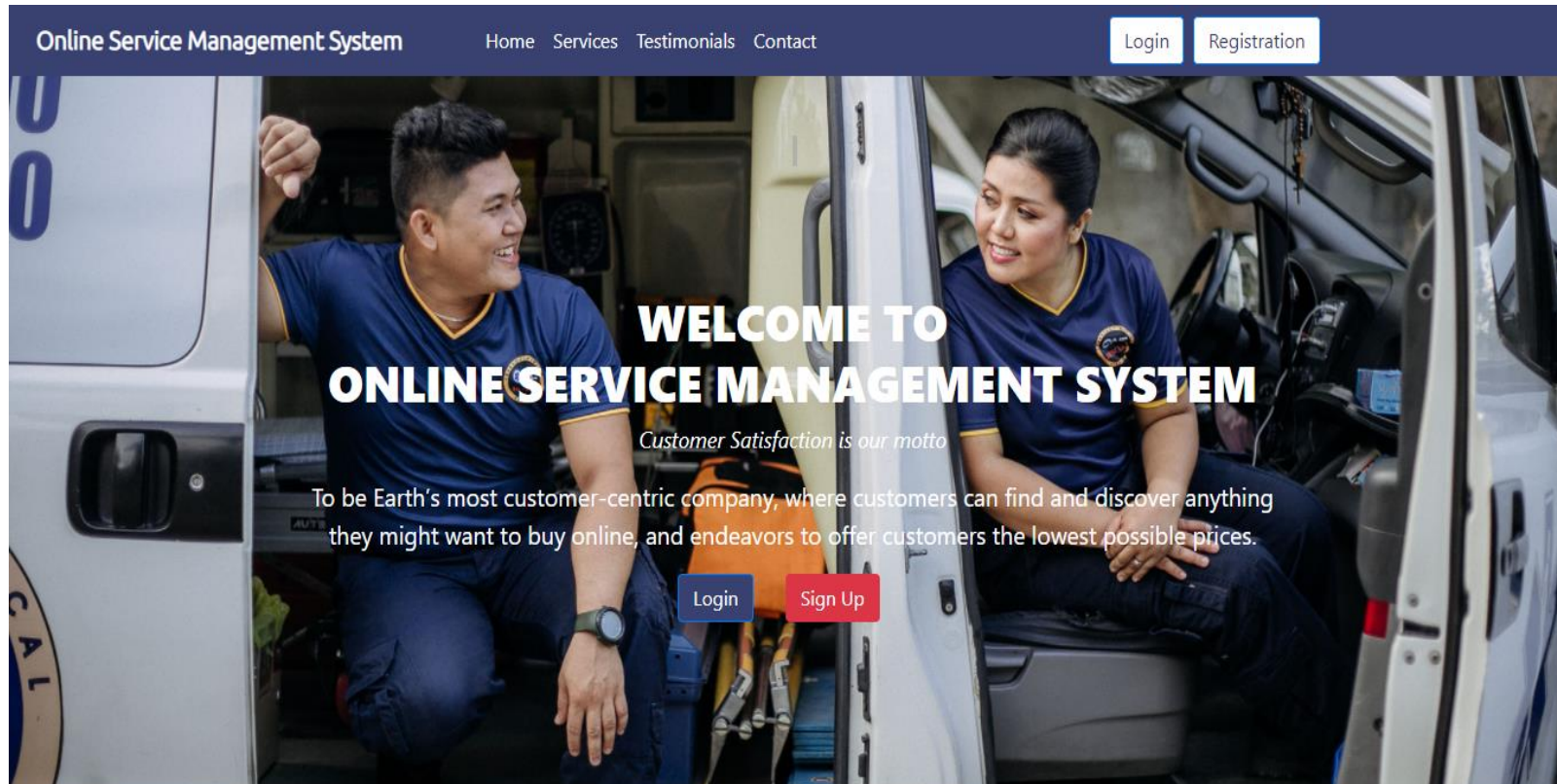
☐ Check all    With selected:

# Languages

- ▶ **HTML**
- ▶ **CSS**
- ▶ **JavaScript**
- ▶ **PHP**

# User Guide

## ► Homepage




# User Guide

## ► Registration

### Online Service Management System

#### Requester Registration

 **Name**

 **Email**

We'll never share your email with anyone else.

 **New Password**

**Sign Up**

*Note - By Clicking Sign Up, you agree to our Terms, Data Policy and Cookie Policy*

# User Guide


## ► Login

### Online Service Management System

#### Requester Login

 **Email**

We'll never share your email with anyone else.

 **Password**

**Login**

# User Guide

## ► Profile

OSMS

Profile

Submit Request

Service Status

Change Password

Logout

Email

user@osms.com

Name

User

Update

# User Guide

## ► Submit Request

OSMS

Profile

Submit Request

Service Status

Change Password

Logout

Request Info

Request Info

Description

Write Description

Name

Abdul Hakeem

Address Line 1

House No. 123

Address Line 2

Gulghast Colony

City

State

ZIP

Email

Mobile

Date

dd/mm/yyyy

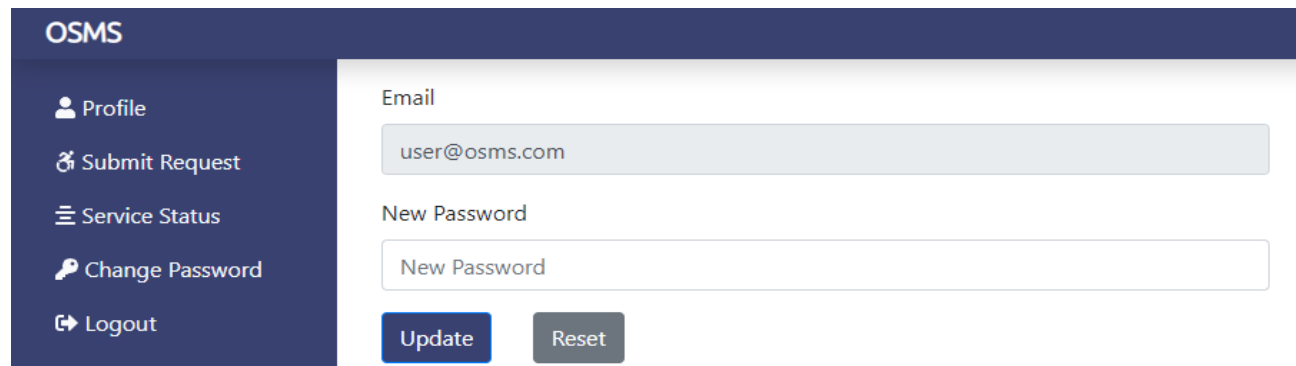
Submit

Reset



# User Guide

## ► Change Password



The screenshot shows a web application interface for OSMS. On the left is a dark blue sidebar with a menu containing five items: 'Profile' (with a person icon), 'Submit Request' (with a document icon), 'Service Status' (with a list icon), 'Change Password' (with a key icon), and 'Logout' (with a door icon). The main content area has a dark blue header with the text 'OSMS'. Below the header, there are two input fields: 'Email' containing 'user@osms.com' and 'New Password' containing 'New Password'. At the bottom of the form are two buttons: a blue 'Update' button and a grey 'Reset' button.

OSMS

Profile

Submit Request

Service Status

Change Password

Logout

Email

user@osms.com

New Password

New Password

Update

Reset

# Admin's Guide

## ► Dashboard

OSMS

Dashboard

Work Order

Requests

Assests

Technician

Requester

Sell Report

Work Report

Change Password

Logout

Requests Received

1

View

Assigned Work

1

View

No. of Technician

2



View

List of Requesters

Requester ID	Name	Email
3	Abdul Hakeem	asfj@gmail.com
10	User	user@osms.com
14	Shameer Ahmad	shameer@gmail.com
15	Absham	absham786@gmail.com

# Admin's Guide

## ► Work Order

OSMS									
Req ID	Req ID	Name	Address	City	Mobile	Technician	Assigned Date	Action	
4	Mobile	Absham	Near Education Board Multan	Multan	3037455860	Ali	2021-07-02		

# Admin's Guide

## ► Requests

OSMS

Dashboard

Work Order

Requests

Assests

Technician

Requester

Sell Report

Work Report

Change Password

Logout

Request ID:3

Request Info: Keyword

My keyboard is not working

Request Date: 2021-04-03

View

Close

Request ID:4

Request Info: Mobile

My mobile is not working properly

Request Date: 2021-07-01

View

Close

Request ID:5

Assign Work Order Requests

Request ID

Request Info

Description

Name

Address Line 1

Address Line 2

City

State

Zip

# Admin's Guide

## ► Assets

OSMS

Dashboard

Work Order

Requests

Assets

Technician

Requester

Sell Report

Work Report

Change Password



Logout

Product/Part Details							
Product ID	Name	DOP	Available	Total	Original Cost Each	Selling Cost Each	Action
2	Mouse	2021-07-03	1	10	200	150	<div><div></div><div></div><div></div></div>
5	Laptop	2021-06-27	3	6	30000	28999	<div><div></div><div></div><div></div></div>



# Admin's Guide

## ► Technician

OSMS						
<a href="#">Dashboard</a>						
<a href="#">Work Order</a>						
<a href="#">Requests</a>						
<a href="#">Assets</a>						
<a href="#">Technician</a>						
<a href="#">Requester</a>						
<a href="#">Sell Report</a>						
<a href="#">Work Report</a>						
<a href="#">Change Password</a>						
<a href="#">Logout</a>						
List of Technician						
Employee ID	Name	City	Mobile	Email	Action	
3	Naseer Ahmad	Muzaffargarh	3033266919	naseer01k@gmail.com		
4	Naveed Ahmad	Dera Gazi Khan	123456789012	naveed@gmail.com		



# Admin's Guide

## ► Requester

OSMS

Dashboard

Work Order

Requests

Assets

Technician









Requester

Sell Report

Work Report

Change Password

Logout

List of Requester			
Requester ID	Name	Email	Action
3	Abdul Hakeem	asfj@gmail.com	 
10	User	user@osms.com	 
14	Shameer Ahmad	shameer@gmail.com	 
15	Absham	absham786@gmail.com	 



# Admin's Guide

## ► Sell Report

The screenshot displays the OSMS Admin interface. On the left is a dark blue sidebar with a menu of options: Dashboard, Work Order, Requests, Assets, Technician, Requester, Sell Report, Work Report, Change Password, and Logout. The 'Sell Report' option is highlighted. The main content area has a dark blue header with the 'OSMS' logo. Below the header is a search bar with two date input fields (placeholder: dd/mm/yyyy) separated by 'to', and a 'Search' button.

OSMS

dd/mm/yyyy to dd/mm/yyyy Search

- Dashboard
- Work Order
- Requests
- Assets
- Technician
- Requester
- Sell Report
- Work Report
- Change Password
- Logout



# Admin's Guide

## ► Work Report

The screenshot displays the OSMS Admin interface. On the left is a dark blue sidebar with a list of menu items, each preceded by an icon. The main content area has a light blue header bar with the 'OSMS' logo. Below the header, there is a date range selector with two input fields for 'dd/mm/yyyy', a 'to' label, and a 'Search' button. The 'Work Report' menu item in the sidebar is highlighted.

OSMS

Dashboard

Work Order

Requests

Assets

Technician

Requester

Sell Report

Work Report

Change Password

Logout

dd/mm/yyyy to dd/mm/yyyy Search

# Limitation

- ▶ **SMS alert facility is not available.**
- ▶ **Portal is not SEO friendly**
- ▶ **Registration Email Verification Not available**
- ▶ **Risk unauthorized accessibility**

# Future Scope

- ▶ The various things can be made it simple and user friendly. As by increasing some of the coding we can improve it functionality. online payment system is yet not integrated to the system which can be featured in the near future.
- ▶ Till now it does not have the facility of back up the database. By as the next advancement we can make it able to bundle the backup facility so that one can perform operation based on previous records.
- ▶ As the technology emerges, it is possible to upgrade the system and can be adaptable to desired environment.
- ▶ Based on the future security issued, security can be improved using emerging technologies.

The background features abstract, overlapping geometric shapes in various shades of blue, primarily on the right side, creating a modern and dynamic feel.

# Thank You!