



NITTE
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**Department of Computer Science and
Engineering**

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Report on Mini Project

ONLINE VEHICLE SERVICE MANAGEMENT SYSTEM

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ABSTRACT

Online Vehicle service management system is a web application which provides functionality to both customers and the company. In the current scenario most of the car service companies have switched over to online service booking where customers can book a service by filling necessary service details and choose a particular time slot. While the customer chooses a slot, he/she needs to get a confirmation from the admin whether their slot is booked at that time chosen by the customer via email or a call. A better approach is possible. We can develop a live slot availability checking system. Also, we can provide live service status availability to the customers so that they can keep a track of their service progress and provide them a good user interface to give their feedback.

Data Visualization solves the problem of time taken to make decision for the company instead of depending on descriptive reports.

Online Vehicle Service Management System is a web application which provides live slot availability feature, check service status, improved feedback user interface. Also provides the company to view them service details, view graphs and update customer service status.

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INTRODUCTION

Vehicle repair service is all about time and quality. As internet came into existence it has changed the world. In today's world most of the things is being carried out online, from online payment to online booking. Online Vehicle Service Management System is a web application that provides online vehicle service booking to the people, allows the customer to provide feedback and check their service status.

The objective of this study is to provide a platform where customers can view and book their car service online with help of a web application platform. This platform provides the customer to select particular vehicle service they wish for by filling a service application form and choosing the available time slot. The live time slot availability system provides the customer to check which slots are free instead of waiting to get a confirmation slot from the company via email. This platform not only provides customer to book service but also provides the customer to view their service status after applying for a service.

"Customer service shouldn't just be a department; it should be the entire company." This platform also provides the customer to give their feedback so that the company can decide where the company needs to improve.

Apart from customer, this web application provides functionality to the company as well. The admin who handles the customer's online booking service gets to view the number of people applied for service at a particular day, gives overall view of customer service details and also provides them to update the customer service status. Also, it provides a platform where the company can get to make better decisions with help of graphical data like bar graphs, pie charts etc.

PROBLEM STATEMENT

To build an online vehicle service management web application which provides convenient online service booking with improvised time slot selection to customers, provide feedback system and also allow the customers to check their service status, data visualization features so that the company can make better decisions.

OBJECTIVES

- ❖ To create a responsive online vehicle service management web application system.
- ❖ To provide convenient live time slot availability while booking a car/bike service.
- ❖ Provide the customers a convenient feedback section to express their views so that the company can decide how they can improve.
- ❖ Allow customer to check the status of their vehicle service.
- ❖ Company can view the graphs at a glance and can make-decision very quickly which it is hardly possible through the descriptive report. The decisions may be like what kind of services people prefer etc.
- ❖ Provide the admin to get a tabular view of customer and service details.
- ❖ Provide the admin to update customer's service status.

LITERATURE REVIEW

Most of the private car service companies have started online service booking system to make it easy for the customers to book a particular service he wishes for This well as for the company.

But the service booking system followed by some car service companies is different. When the customer books a service, he needs to choose the particular slot provided by the company. He chooses a slot but he needs to wait to get a confirmation from the company via email. Instead of waiting to get a confirmation message via email or a phone call there is a better approach.

User can check live slot availability by clicking the check slot availability option for the particular slot time he selects. If it is available, he can book his slot. If not, available he needs to choose another slot. Customer feedback is important because it serves as a guiding resource for the growth of the company. Providing a better feedback user interface allows the customer to easily give their feedback.

Graphical representation enables the quick analysis of large amounts of data at one time and can aid in making predictions and informed decision and implementing this feature in this web application allows the company to make a better decision.

METHODOLOGY

1) System requirements and code setup

➤ System Requirements

- XAMPP web server to host the server on your device and run the web application.
- Web Editors (E.g.: - notepad++, sublime text etc.) for editing the source code.
- A good Internet Connection.

➤ Code Setup

- Click on the following link as mentioned below.

<https://github.com/SAMIT-D-MANVAR/webminiproject>

- Now click on code button and download the zip file to get the source code.
- Extract the zip files and copy the unzipped files to htdocs folders.
- Download the Readme files to follow the instructions on how to do Code Setup.

2) Project Details

➤ Front End

- Source Code is written in HTML5, CSS3, JavaScript, Bootstrap and jQuery
- jQuery is a JavaScript library.
- jQuery is a lightweight, "write less, do more", JavaScript library.
- Bootstrap is an open-source toolkit used to design and customize responsive mobile-first sites.

➤ Back End

- PHP (Hypertext preprocessor) a server-side scripting language for creating dynamic and interactive web applications.
- The PHP code is executed in server and so we use XAMPP to run our php files.
- MYSQL database is used to store, retrieve, manipulate, delete the data present in the database.

➤ Google Charts

- Google Charts provides a perfect way to visualize data on your website.
- It is a library which allows us to plot interactive graphs for better visualization
- It is simple to use. We need to use the CDN provided in order to plot the charts.
- The data required to display can be obtained from database, csv files etc.

IMPLEMENTATION

Implementation of any project requires selection of topic, requirements, project planning, changes in plans and final implementation and other references if needed. Planning involves project scope, duration. It also involves testing and debugging to find out errors and sort out the errors. Acceptance testing, Backend testing needs to be carried out to check if the application is running perfectly and also check whether it meets all the business requirements. To keep a track on the activities the following steps can be followed

- Actions should be based on plans decided.
- Divide the tasks and coordinate with the team.
- Regular reports need to be submitted to keep a track on how much work is completed
- Documentation of activities needs to be done; modifications needs to be carried out if required.
- Perform final verifications.

RESULTS AND DISCUSSIONS

Since bootstrap is used for mobile first devices this responsive web application is compatible with all devices. The live time slots system is achieved by displaying the user a tabular data showing the booked slots or a pop-up message. Improved feedback user interface is been created so that the customers can easily give their feedback and also the service status can be checked by the customer by entering his car registration number and the service date. The graphs are plotted based on the data available from database. Pie charts, Bar graphs is being implemented. A tabular view displaying customer's service details is also been created and corresponding reports can also be generated from the tabular data in the form of pdf, excel sheets files and CSV files.

CONCLUSION AND FUTURE SCOPE

To conclude, Online vehicle service management is a web application portal which allows user to book a vehicle service by providing live slot availability system, allows the user to check service status and give feedback. Also, it allows us to plot graphs to provide better decision to the company and also allow the admin to get tabular data of service details.

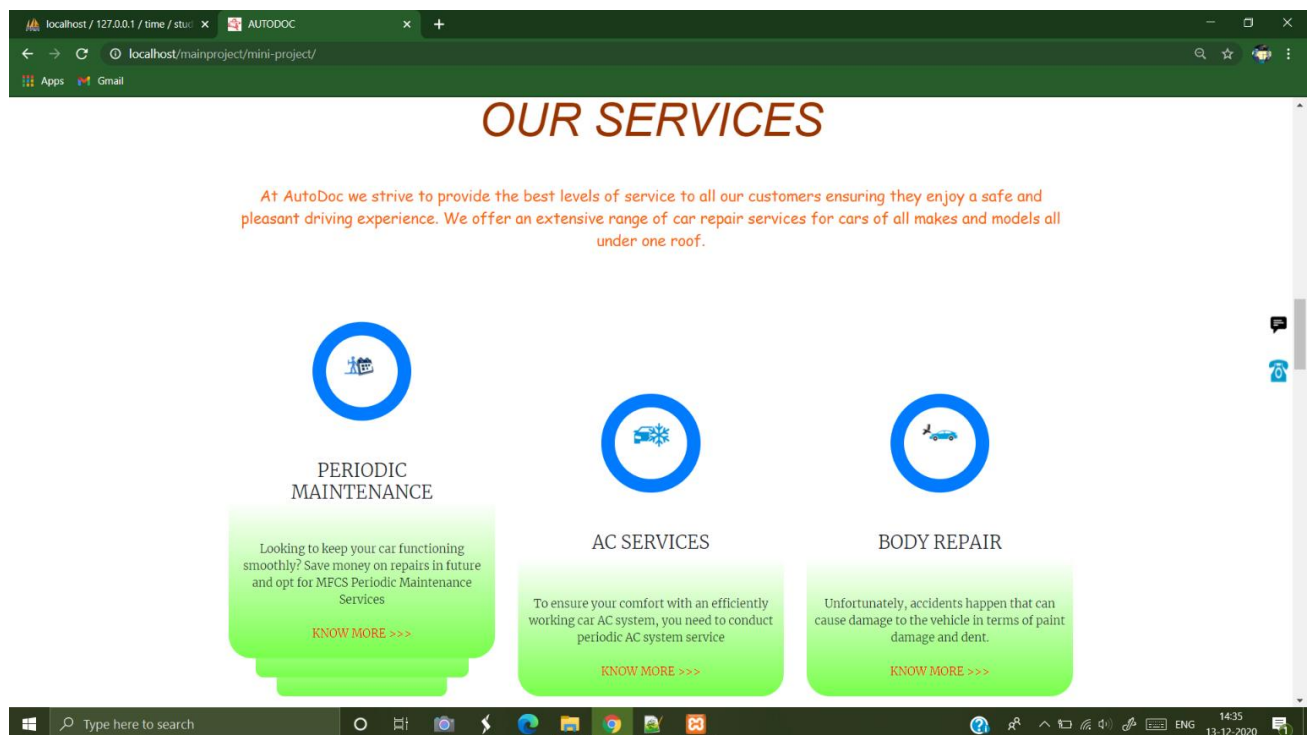
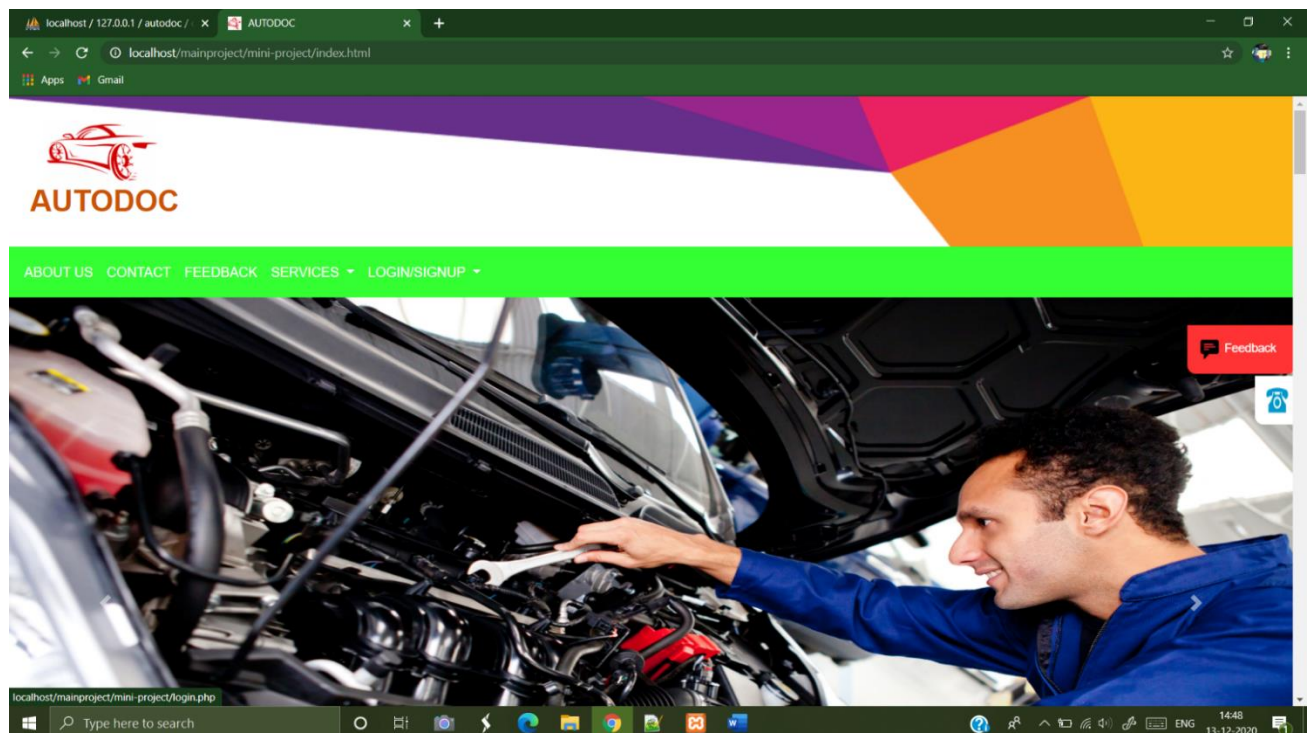
As this is a business website the company can decide to expand their business, apply new strategies and also promote their business through online advertising with help of Machine learning. New strategies can be like if the company gets maximum number of customers from a particular city say Mangalore then in order to increase the profits the company can set up another service center in Mangalore.

REFERENCES

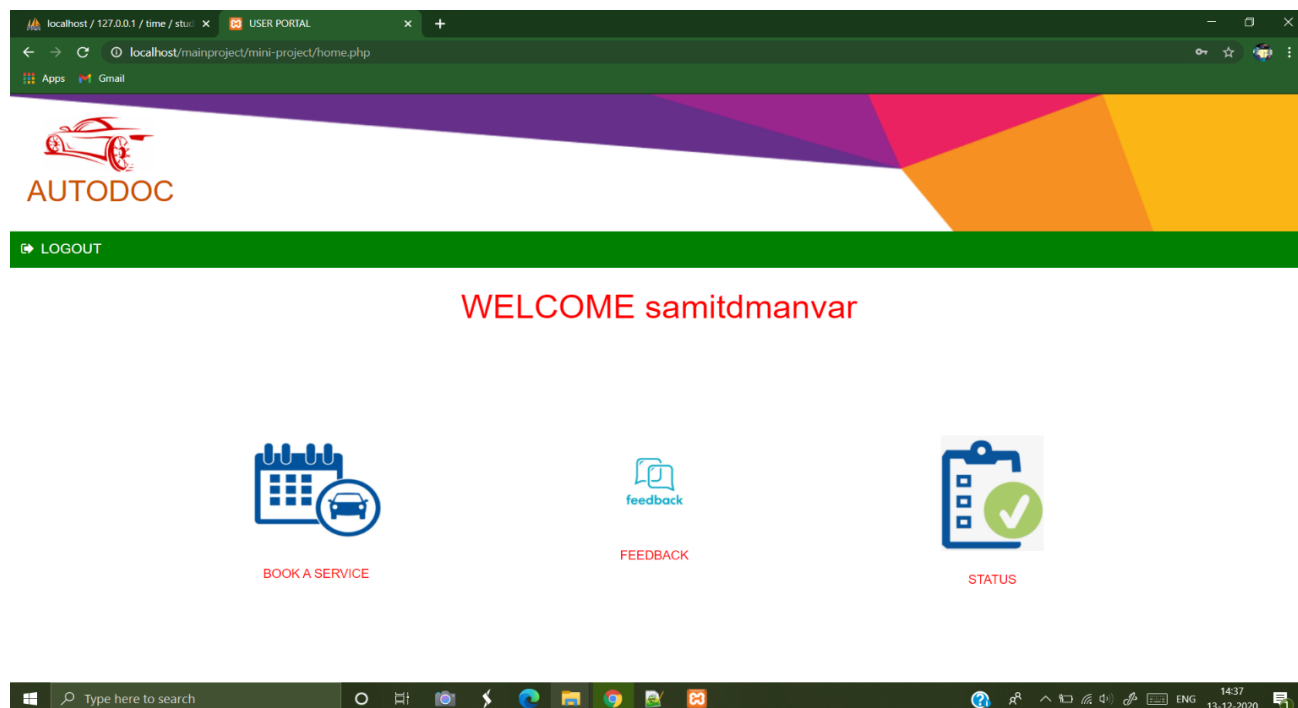
- [1] <https://www.w3schools.com>
- [2] <https://datatables.net>
- [3] <https://getbootstrap.com>
- [4] <https://www.php.net>
- [5] <https://jquery.com>
- [6] <https://developers.google.com/chart>

Snapshots of the project

Home Screen:



User Portal:



Customer Service Form:

The screenshot shows a web browser window with the URL `localhost/mainproject/mini-project/formprocess.php`. The form is titled 'CUSTOMER DETAILS' and contains the following fields:

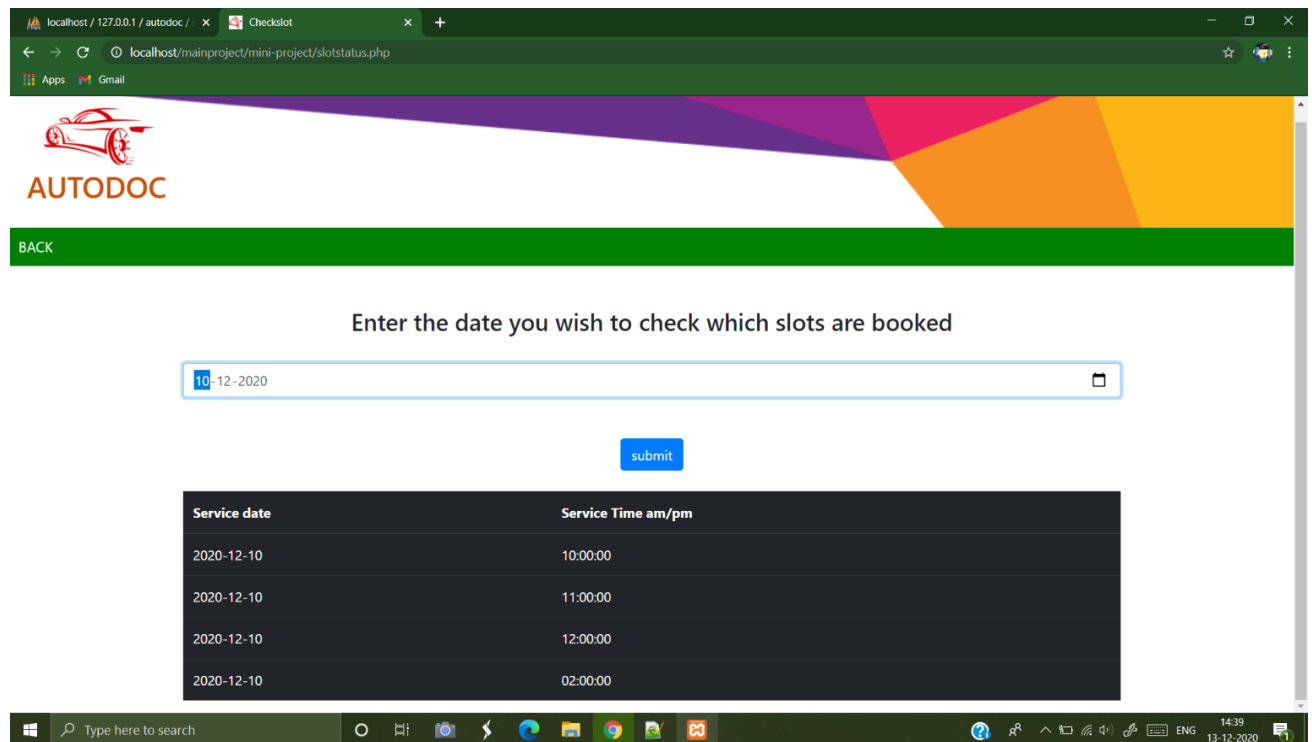
CUSTOMER DETAILS	
CUSTOMER NAME Samit d Manvar	
EMAIL ID samit@gmail.com	PHONE NUMBER 6933632566
DATE OF BIRTH 22-08-2000	GENDER MALE
ADDRESS Sai niketan apts opp unwa canara school	
PINCODE 575003	CITY mangalore

Below the customer details, there is a section titled 'Car Service Details' with the following fields:

Car Service Details	
CAR REGISTRATION NUMBER ka19mx1234	VEHICLE TYPE FOUR WHEELER
CAR MAKE AND MODEL hyundai creta	DO YOU NEED PICK AND DROP FACILITY YES
SELECT SERVICE DATE 10-12-2020	SELECT SERVICE TIME 10:00am
SELECT SERVICE TYPE PERIODIC MAINTENANCE	SERVICE COST 10000

At the bottom of the form, there are two buttons: 'CHECK SLOT' and 'SUBMIT'.

Check Booked Slot by Date:

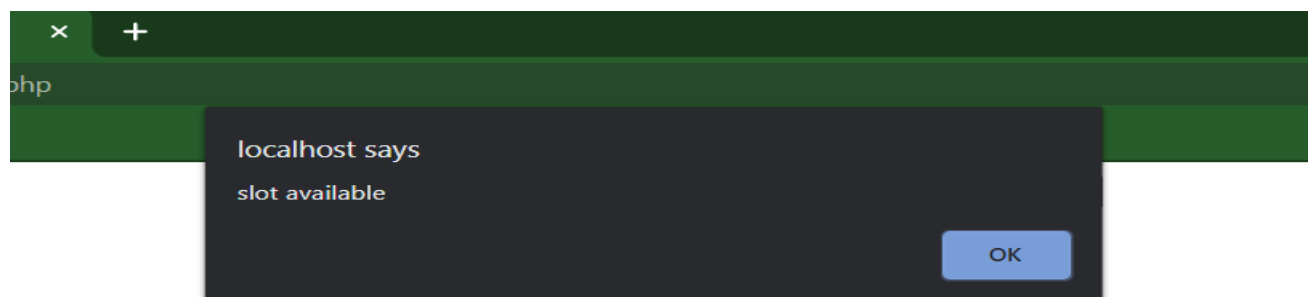
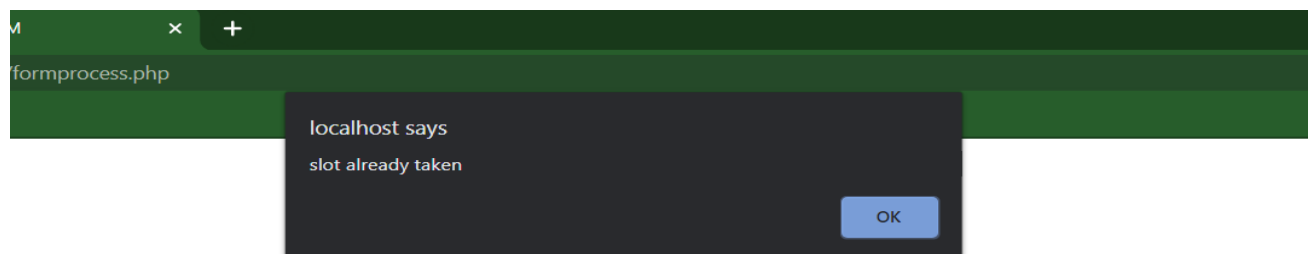


Service date

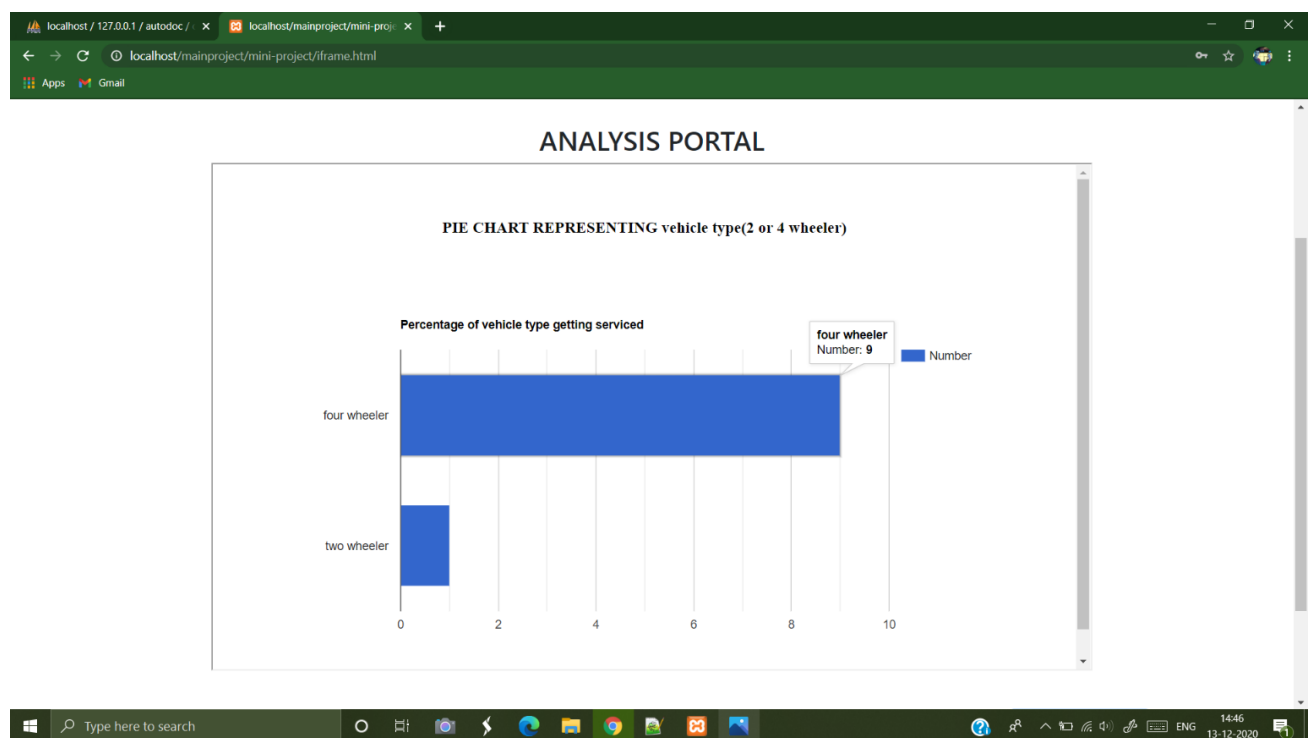
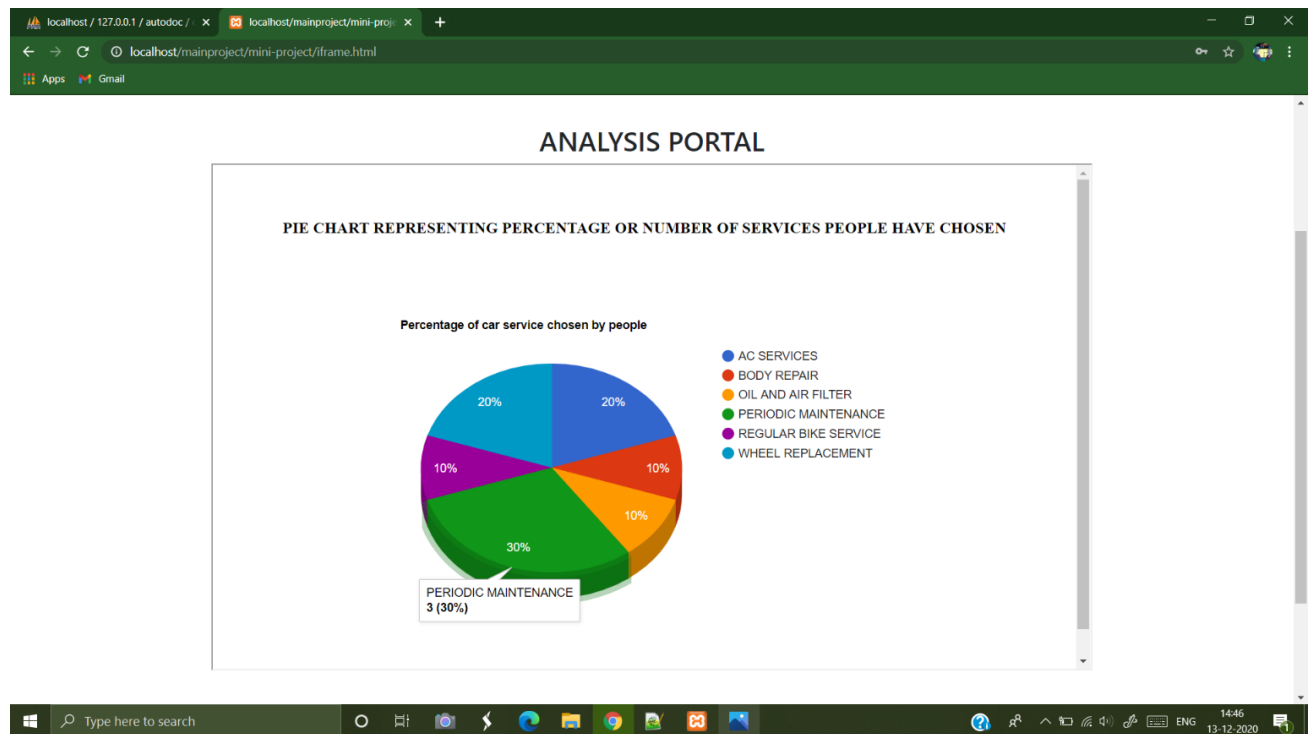
Service Time am/pm

2020-12-10	10:00:00
2020-12-10	11:00:00
2020-12-10	12:00:00
2020-12-10	02:00:00

Check Slot Availability by pop up message:



Graphical Data Visualization:



Customer's Service Details:

localhost / 127.0.0.1 / autodoc / x customerdetails x graphical data visualization - Go x +

localhost/mainproject/mini-project/customerdetail.php

Apps Gmail

CUSTOMER DETAILS

Excel PDF CSV Print

Search:

aid	Name	email	phone	address	Dob	gender	pincode	city	car regno
1	samit d manvar	manvarsamit@gmail.com	6933632566	sai niketan apartment ,opp urwa canara school	2020-12-10	male	575003	mangalore	ka19mx1234
2	lokesh agarwal	lokesh@gmail.com	5699362533	royal palm towers,nehru road	2020-12-23	male	563288	udupi	ka20mz1299
3	raju	raju@gmail.com	8788951357	vishwas kuteera towers,kodialballi	2021-03-25	male	575003	mangalore	ka10bv6540
4	rohan singh	singhrohan11@gmail.com	8951456213	mauriskha palace,opp to gandhi maidan	2020-12-29	male	575023	kundapur	ka17mz0840
6	pavan	pavan@gmail.com	1234567890	xyz colony	2020-12-11	male	575009	udupi	ka19mz4563
7	rahul	rahul@gmail.com	9447584585	xyz colony	2020-12-01	male	575004	mangalore	ka19mk1234
8	varun	abcdefg@gmail.com	4844454183	warehouse road	2020-12-10	male	575003	mangalore	ka19mz1111
9	samit d manvar	samitd@gmail.com	6369512366	sai niketan aparts,opp urwa canara school,gandhinagar	2020-12-26	male	578996	kundapur	ka06bn1457
10	rohit singh	rohit@gmail.com	4563211111	arya society,arya samj road,balmatta	2020-12-25	male	574220	mangalore	ka56mz1002
11	yash	yash@gmail.com	9517536482	vishwas kuteera,kodialguttu	2020-12-22	male	575002	mangalore	ka19ma1231

Showing 1 to 10 of 10 entries

Previous1Next

Type here to search

localhost / 127.0.0.1 / autodoc / x servicedetails x graphical data visualization - Go x +

localhost/mainproject/mini-project/servicedetail.php

Apps Gmail

SERVICE DETAILS

Excel PDF

Search:

aid	Name	car regno	type	model	pick/drop	service date	service time	service type	cost
1	samit d manvar	ka19mx1234	four wheeler	hyundai creta	yes	2020-12-10	10:00:00	PERIODIC MAINTENANCE	10000
2	lokesh agarwal	ka20mz1299	four wheeler	honda accord	yes	2020-12-10	11:00:00	AC SERVICES	5500
3	raju	ka10bv6540	two wheeler	bajaj pulsar	no	2020-12-24	12:00:00	OIL AND AIR FILTER	4500
4	rohan singh	ka17mz0840	four wheeler	suzuki baleno	yes	2020-12-11	12:00:00	WHEEL REPLACEMENT	5000
6	pavan	ka19mz4563	four wheeler	maruthi omni	yes	2020-12-10	12:00:00	BODY REPAIR	7500
7	rahul	ka19mk1234	four wheeler	Maruthi	yes	2020-12-10	02:00:00	WHEEL REPLACEMENT	5000
8	varun	ka19mz1111	four wheeler	bmw x6	yes	2020-12-11	01:00:00	PERIODIC MAINTENANCE	7000
9	samit d manvar	ka06bn1457	four wheeler	ford endeavour	yes	2020-12-27	10:00:00	PERIODIC MAINTENANCE	10000
10	rohit singh	ka56mz1002	four wheeler	suzuki ciaz	no	2020-12-30	01:00:00	AC SERVICES	5500
11	yash	ka19ma1231	four wheeler	tata tiago	no	2021-01-27	01:00:00	REGULAR BIKE SERVICE	5000

Showing 1 to 10 of 10 entries

Type here to search

Customer's Feedback Form:

FEEDBACK | CUSTOMER

localhost / 127.0.0.1 / autodoc /

localhost/mainproject/mini-project/feedback.php

Apps Gmail

Was the service performed to your satisfaction?

☐ YES

☐ NO

☐ SOMEWHAT

Were the service hours convenient for you?

☐ YES

☐ NO

Was it easy to get an appointment?

☐ YES

☐ NO

Was the car/bike pickup/delivered at the promised time?

☐ YES

☐ NO

Staff were friendly and helpful?

☐ YES

☐ NO

Customer Service Status:

application number	1
CUSTOMER NAME	samit d manvar
EMAIL ID	manvarsamit@gmail.com
PHONE NUMBER	6933632566
DATE OF BIRTH	2020-12-10
ADDRESS	sai niketan apartment ,opp urwa canara school
VEHICLE TYPE	575003
VEHICLE TYPE	mangalore
VEHICLE REGISTRATION NUMBER	ka19mx1234
VEHICLE TYPE	four wheeler
VEHICLE TYPE	yes
MAKE AND MODEL	hyundai creta
MAKE AND MODEL	PERIODIC MAINTENANCE
SERVICE DATE	2020-12-10
SERVICE TIME	10:00:00
SERVICE COST	Rs 10000
SERVICE STATUS	completed