DBMS PACKAGE

Topic: Spedata (Telecom Service Provider Website)

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Code using: MySQL
HTML, CSS, JAVASCRIPT, PHP

Tools used: Xampp, Visual Studio Code

Abstract

The main aim of this DBMS project is to show the use of database tables in telecom service provider websites. We have used MySQL queries to insert, update and delete rows in the tables. There are six tables - customer, employee, prepaid, postpaid, broadband and complain.

Basically, a customer can create an account through the website and can use either of the three connections(prepaid, postpaid, broadband). A customer can also update profile, change his/her mode of connection and pay his/her bill. A customer can post a complaint or any queries regarding the services, it will be stored in the complain table and an employee who is free will be assigned to solve that complaint automatically. A customer can view all the complaints he/she has posted so far along with the details like status (pre-progress, on progress or solved) and the employee who is handling it. A customer can also remove his/her account.

The employee changes the status of the complaint assigned to him/her from his/her page. So when one employee is done with one complaint, he/she is automatically assigned to another complaint. An employee can change his/her password as when an account is created for him/her by the admin, the password is just his/her employee ID.

Admin is just one person, and only the admin can add an employee, update his/her details and remove him/her. Also, only the admin can add, update and delete plans in all the three tables. Moreover, admin can analyse the use of three modes of connection by the customers as a whole and can also analyse the use of plans in each mode separately.

ER DIAGRAM