

C. What is needed for maintenance of Mobile Shop & complaint registry (say Airtel / Vodafone) for 5 years

Introduction:

This project used to access, update and manage the customer details in a mobile shop. The mobile shop database design will describe the databases that are used to store the details related to the **login, product, sales, customers, payment, recharge, sim card, Complaint etc..**

Modules used :

- 1) Login
- 2) Product
- 3) Sales
- 4) Customers
- 5) Payment
- 6) Recharge
- 7) SIM card
- 8) Complaint

Modules and Description:

1) Login Module:

Login module consist **admin** login and **staff** login

Features:-

- *) Admin/Staff can view all the products available in the shop
- *) Admin can view the payment details.
- *) Admin/staff can view customer complaints

Example:-

Login type	Username	Password
Admin	Sanjeevinath	*****
Staff	Sanjeev	*****

2) Product Module:

The product module contains information like what are all the products available in the mobile shop. This module is accessed and managed by both owner and workers.

Features: -

- *) Mobiles which are available on the day will be shown here
- *) Mobile accessories are also shown here

Example:-

Product Id	Product name	Product model	Product price	Product availability status
1	Realme	3 pro	₹ 9,999	Yes

3)Sales Module:

Sales module contains information like Total number of stocks, Product sold history and the products which are not sold yet.

Features: -

- *) They displays the total number of stocks for the product ID.
- *) They displays the total number of stocks that sold according to their product ID.
- *) They displays the total number of stocks remaining for the product ID.
- *) With help of this module we can know the product availability details

Example:-

Product Id	Total no. Of stock	Product Sold	Product remains
1	16	9	7

4)Customer Module:

Customer Module contains information like customer name, Customer address and customer phone number.

Features:-

- *) Customers address are displayed in this module.
- *) Customers phone number are displayed in this module.
- *) With help of this module we can know the customer details.

Examples:-

Customer name	Customer address	Customer phone number
---------------	------------------	-----------------------

Sanjeevinath	½,Dkc street,nkl-637001	9543023511
--------------	-------------------------	------------

5)Payment module:-

Payment modules holds the payment details of every product.

Features:-

- *) Payment date and time are visible in this module to find when the customers done their payment.
- *) Billing Price will be displayed in this module.
- *) The information of product which they bought will also be displayed along with their name.
- *) They hold the information of payment type whether the customer paying the money via card or directly to the owner.

Example:-

Customer name	Product id	Price	Payment date	Payment Time	Payment type
Sanjeevinath	1	₹ 9,999	27/04/21	11:00 AM	Credit card

6)Recharge Module:

In this module, we have the customer entry number, Customer name, Customer sim card network, customer phone number and recharge amount.

Features:-

- *) Customer entry number is used to calculate how many customers had come on the particular day.
- *) In this module, they contain customer name , sim card details and phone number for recharging.

Example:-

s.no.	Customer name	Customer phone number	Customer SIM network	Recharge amount
1	sanjeevinath	9543023511	AIRTEL	₹ 555

7)SIM card Module:

The network details of the customers is stored in this module to quick access of their complaint.

Features: -

*) Whether the customer belongs to AIRTEL/ VODAFONE or any other networks those details are stored in this module

Example: -

Customer name	Network name
Sanjeevinath	Airtel

8)Complaint Module:

In this Complaint module, they hold set of customers information like which network they belongs to? And what complaint they have on their Network?

Features:-

*) Using this module, we can identify the customer complaint on their network easily.

*) Some of the customer complaints listed below:-

- 1] SIM Replacement
- 2] Call drop problem
- 3] prepaid to postpaid
- 4] 3G to 4G
- 5] Tower problem

Example:-

Customer Name	Network	Complaint
Sanjeevinath	Airtel	Call drop problem
Sanjeevinath	Vodafone	prepaid to postpaid