**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,ca 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

***Input:-***

For login module,we have 2 inputs:

1) Username

2) Password

***Processing*:-**

**\*)** Admin/Staff can view all the products available in the shop

**\*)** Admin can view the payment details.

**\*)** Admin/staff can view customer complaints

***output*:-**

|  |  |  |
| --- | --- | --- |
| **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.

***Input:-***

1)Product Id

2) Product name

3) Product model

4) Product status

***processing: -***

**\*)** Mobiles which are available on the day will be shown here

\*) Mobile accessories are also shown here

***Output*:-**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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.

***Input:-***

1) Product Id

2) Total stock

3) Stock sold

***processing*: -**

**\*)**  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

***Output*:-**

|  |  |  |  |
| --- | --- | --- | --- |
| **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.

***Input:-***

1)Customer details

***Processing*:-**

**\*)** 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.

***Output:-***

|  |  |  |
| --- | --- | --- |
| **Customer name** | **Customer address** | **Customer phone number** |
| Sanjeevinath | ½,Dkc street,nkl-637001 | 9543023511 |

**5)Payment module:-**

Paymentmodules holds the payment details of every product.

***Input:-***

1) Customer name

2) product Id

3) Payment type

4) Payment date &time

5) Amount

***Processing:-***

**\*)** 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.

***Output***:-

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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.

**Input:-**

1) Customer name

2) Phone number

3) Recharge amount

***Processing*:-**

**\*)** 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.

***Output*:-**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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.

***Input:-***

1) Customer name

2) Network name

***Processing: -***

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

***Output*: -**

|  |  |
| --- | --- |
| **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?

***Input:-***

1) Customer name

2) Network

3) Complaints

***Processing*:-**

**\*)** 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

***Output*:-**

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

**Conclusion:**

We can add one module as Feedback module in which Customers can add their feedback on their product, which will be more useful for the development of company.