**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) Product

2) Sales

3) Customers

4) Payment

5) Recharge

6) SIM card

7) Complaint

8) Accounting

**Modules and Description:**

**1) 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:**

***Input:-***

1)Product Id

2) Product name

3) Product model

4) Product status

In Input , Availability of the product in the shop and their status are stored.

***Processing: -***

***\*)*** Product details like their availability and stock are maintained here.

***Output*:-**

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

\*) Mobile accessories are also shown here

***Ex:-***

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

**2)Sales Module:**

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

**Features:**

***Input:-***

1) Product Id

2) Total stock

3) Stock sold

Here, The details like product that were sold and not sold until the day.

***Processing*: -**

**\*)** Maintenance of every product status daily.

\*) How much product sold? and How much products remains? ,those details are stored

And maintained by both admin and staff.

***Output*:-**

**\*)**  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

***Ex:-***

|  |  |  |  |
| --- | --- | --- | --- |
| **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:**

***Input:-***

1)Customer details

Marking Customer details like customer name, Customer address and customer phone number.

***Processing*:-**

**\*)** Maintenance of Customer details across the day.

***Output:-***

**\*)** 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.

***Ex:-***

|  |  |  |
| --- | --- | --- |
| **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. In payment module, the product which the customer buys are converted into money and stored in database.

**Features:**

***Input:-***

1) Customer name

2) product Id

3) Payment type

4) Payment date &time

5) Amount

The payment details for every customers on the product they buys are stored here.

***Processing:-***

\*) Maintaining the payment details of the customers on their product

\*) Payment details include customer name and their payment type whether it is Money/Credit card or anything else and also maintains the date time of the payment process

***Output***:-

**\*)** 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.

Ex:-

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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:**

**Input:-**

1) Customer name

2) Phone number

3) Recharge amount

Getting the details like Customer’s Phone number and network details to recharge.

***Processing*:-**

**\*)** Maintenance of recharge details of every customers like when they recharged, for how they recharged, To which number they recharged.

***Output*:-**

**\*)** 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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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:**

***Input:-***

1) Customer name

2) Network name

Getting the SIM card details of each customers.

***Processing: -***

***\*)*** Maintenance of Customer’s Sim card details

***Output*: -**

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

**Ex:-**

|  |  |
| --- | --- |
| **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:**

***Input:-***

1) Customer name

2) Network

3) Complaints

***Processing*:-**

**\*)** Maintanance of each customer’s Complaints under this module.

\*) Name of the Customer, What was his/her complaint on the sim? Those details are stored.

***Output*:-**

**\*)** 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 |

**8)Accounting Module:-**

**Features:**

**Input:**

Accounting module holds the set of details like Electricity Billing status, salary for the salesman, accounting staff, and rent for the shop.

**Processing:**

Accounting staff manages the data of the shop for past years in database.

**Output:**

\*) Owner and the accounting staff can view the database.

\*) Accounting staff can update the database of any year.

**Ex:**

|  |
| --- |
| **Year** |
| 2020-21 |
| 2019-20 |
| 2018-19 |
| 2017-18 |
| 2016-17 |

|  |
| --- |
| **2020-21** |
| Jan 2020 |
| Feb 2020 |
| Mar 2020 |
| Apr 2020 |
| May 2020 |
| Jun 2020 |
| Jul 2020 |
| Aug 2020 |
| Sep 2020 |
| Oct 2020 |
| Nov 2020 |
| Dec 2020 |

|  |
| --- |
| **Jan 2020** |
| Salary |
| Rent |
| Electricity Bill |

|  |
| --- |
| **SALARY** |

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Salary** |
| Mr.ABD | Salesman | **₹**20,000 |
| Mr.Baba | Accounting Staff | **₹**25,000 |
| Mr.Charlie | Salesman | **₹**20,000 |
| Mr.David Billa | Salesman | **₹**20,000 |

|  |
| --- |
| **RENT FOR JAN 2020** |
| **₹**5,000 |

|  |
| --- |
| **ELECTRICITY BILL FOR JAN 2020** |
| ₹1,500 |

**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.