**Vehicle Service Management System**

**Business Requirement Specification**

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# 1. Introduction

# **Document Purpose**

This document communicates the business requirements and scope for developing Vehicle Service Management System. The scope of this document is to define the functional and non-functional requirements, business rules, and other constraints requirements.

# **Project Background**

Owners of vehicles can avoid unexpected car problems by maintaining their vehicles regularly. Early detection of vehicle problems is crucial to preventing them from developing into serious difficulties. We gathered information and discovered that the majority of vehicle repair companies or garages still handle their day-to-day transactions manually. Customer records are still entered manually, as are transactions with clients, tracking of vehicle repairs as they are made, updates of vehicle services, and billing. The functioning of the garage and the response time to client queries is slow downed by the ongoing usage of manual procedures.

# **Goals of the project**

The main objective of this project is to build a website that will help customers and authorized vehicle service centers. Customers will be able to browse the service center’s information, and view offers provided by the service centers. Customers can book service slots after login, and could track servicing status. Customers may do business for car service easily and comfortably.

# **Customers and Stakeholders**

Customers:

* + Customers who are looking to service their vehicle
  + Authorized vehicle service centers

Stakeholders

* + Vehicle owners.
  + Authorized vehicle service centers
  + Vehicle Manufacturers

# 2. Business Requirements Overview

* Vehicle Service Management System is a public web application.
* Vehicle Service Management System is going to be opened to all Servicing Centers, but in a phased manner, the main target is to do for Servicing Centers of particular brands in India.
* There are mainly two types of users. One is the vehicle owners other one is authorized service centers.
* Customers can search for the available service centers and available booking slot for a specific time. Also, Customers can see past service records of their vehicles.
* Service centers can get the customer’s vehicle information and approve the booking.
* The vehicle Service Management System provides the functions which connect the customer and the authorized service centers.
* Vehicle Service Management System is going to be maintained by Administrator.

# 3. Functional Requirements Overview

The vehicle Service Management System consists of three modules described as below.

1. Customer Module
2. Service center Module
3. Admin Module

# **3.1 Customer Module**

* Customers can register.
* Customer can login to the system.
* Customer can add vehicle information.
* Customer can view service packages along with standard rates offered by the service centers.
* Customer can see available booking slots on a specific day, at a specific time before booking the service slot.
* Customers can check the progress of the service.
* Customer can view past service records.
* Customer can give rating and feedback.

# **3.2 Service center Module**

* Service centers can request for registration.
* Service centers can login to the system.
* Service centers can upload information about their facilities.
* Service centers can upload information about different packages offered.
* Service centers can update the progress of vehicle servicing.
* Service centers can raise the invoice.
* Service centers can view the ratings and feedback given by customer

# **3.3 Administrator Module**

* Administrator will approve the registration request of service centers.
* Create/update the list of standard tasks.
* Could generate a report about completed servicing tasks.

# 4. Non-functional Requirements

* The website should use professional design, look and feel and color scheme.
* Users will have no limitations for accessing the application through the Internet. The portal being an internet application, it is difficult to specify an exact number of visitors or users. Hence, we will target the system to support sufficient users on the launch of phase 1.
* Being a public website, the site must follow general usability guidelines for menus, navigation, colors, links and other actions provided on the screens.
* The system should be designed in such a manner that the user will be able to complete tasks in a minimum number of steps.