**Online Vehicle Service Station**

**Business Requirement Specification**

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# 1. Introduction

# Document Purpose

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

# Project Background

The current systems in the automobile servicing centres are having some disadvantages.

It is difficult for customer to locate the service centres which provide the best services currently customer cannot get review about services of different service centres even cannot do the comparison in the costing. Visiting the service centres and waiting for long time in the queue may not be feasible for the customer.

Even it is very difficult for service centres to maintain data about different customers. Service centre can get the feedback from the customers to improve their services.

# Goals of the project

The main objective of this project is to provide a platform for the garage to keep track of all the service request from all the customers. This System will also help the customer to find out the best service centers based on others reviews. Customer will get specific time to drop the vehicle at the service centers which will avoid wastage of time. Mechanics working in the service center even can maintain record about their task more efficiently.

Here we are proposing a system in which there is an Admin. Admin can add new garage owner to the system which is another module of software. Owners can add new Employees which is also another part of system. Employees can create job card for customer. Customer can use the software for registering to the system. Customer can book the servicing and can opt for pick and drop service.

# Customers and Stakeholders

Customers:

* + Customers who want to get their vehicle repaired
  + Garage Owners
  + Garage Staff

Stakeholders

* + Automobile Service Station Owners
  + Automobile dealers/retailers
  + Vehicle Manufacturing Industry

# 2. Business Requirements Overview

* Online Vehicle service station is a web application.
* There are mainly three types of users. One is the Customer and other is garage owners and garage staff.
* Customers can find nearest garage which provide authentic service.
* Using this system, garage owners will be able to provide specific time for customer for vehicle drop and pickup.
* Garage staff can upload information about the task details which will help in generating invoice or billing.
* Online Vehicle Service Station System provides the functions which connect the customer and the garage owners efficiently.
* Online Vehicle Service Station System could be maintained by Administrator.

# 3. Functional Requirements Overview

Online Vehicle service station System consists of four modules described as below.

1. Admin Module
2. Customer Module
3. Owner Module
4. Employee Module

# 3.1 Admin Module

* Admin can Login to his own account and update profile.
* Admin can approve or reject requests of garage owners.
* Admin can generate different reports of most preferred garage depending on feedbacks given by customers.

# 3.2 Customer Module

* Customer can register and create his own account.
* Customer can search services available in service station.
* Customer can book appointment with service station.
* System provides the function which allows Customer to access invoice generated by garage owners
* Customer could provide feedbacks through system about the overall experience.

# Owner Module

* Owner can request for registration.
* Owner can upload information about available services related to vehicle repair and servicing.
* Owner can confirm the service request from the customer by specifying date and time.
* Owner can create account for their staff.
* Owner can view their own feedbacks provided by customers.

# 3.4 Employee Module

* Employee can Login and Edit his own account.
* Employee can view the different service request.
* Employee can update status of service and specify the comment or review on it
* By this system employee could list, update the stocks available.

# 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 Internet. The portal being an internet application, it is difficult specify exact number of visitor or users. Hence we will target the system to support between 5 and 10 million users on 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 user will be able to complete tasks in minimum number of steps.