**Software Requirements Specifications:**

A software requirements specification is a document that captures complete description about how the system is expected to perform. It is usually signed off at the end of requirements engineering phase.

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4. **Introduction:**
   1. **Purpose:**

Online Service Management System is a project which aims in developing a Online Application to maintain all the daily work of Service Centre. This project has many features which are generally not available in normal Online Service Management Systems like Product/Parts Records, Issue Customer Bill etc. It also has a facility of admin login through which the admin can monitor the whole system. This System can be used to search for Assign Work, Add/Remove Technician, Add/Remove Products etc. The admin after logging into his account can generate various reports such as Product Sell Report and Service /Work Report.

Overall this project of ours is being developed to help the Service Centre to maintain the Service Centre in the best way possible and also reduce the human efforts.

Today’s customers don’t just except high quality and excellent service at a fair – they demand it. Luckily, today we know far more about how to provide people with the experience they want. And it all begins with Online Service Management System.

* 1. **Intended Audience:**

This Model can be used by those users who have the day to day requests, also who can fulfil our demands for authorize access.

So basically this model will be used by some specific requesters of the market who is responsible for demand of requests.

* 1. **Scope:**

The various things can be made it simple and user friendly. As by increasing some of the coding we can improve it functionality, online payment system is yet not integrated to the system which can be featured in the near future.

Till now it does not have the facility of backup the database. By as the next advancement we can make it able to bundle the backup facility so that one can perform operation based on previous records.

As the technology emerges, it is possible to upgrade the system and can be adaptable to desired environment.

Based on the future security issued, security can be improved using emerging technologies.

* 1. **Definitions and Acronyms:**

1. Input for new Registration

* Login ID # (Automatically generated)
* Requester Name
* Requester Email
* Requester Password

1. **Overall Description:**
   1. **Users Need:**

Requirements of users is only to get a good service from the System and at the same time our technicians also required to get as many customers as they want and give them good opportunity so that they get attracted towards our services which we provide.

Since now a days many Online Services is facing low quality services by various means so getting customers is very difficult for those Agencies, that’s why our System will support various agencies as well as Service Centres, so that Customers can easily attract by different Service Centres as well.

And by using this solutions Service Centres also get huge amount of customers and get the most profit out of it.

* 1. **Assumptions and Dependencies:**

We are not giving guarantee to solve every problems that our system encounters in their daily basis. There are several problems that are related to some external features which this model would not understand so be cautious about it.

Problems related to more security, online assistance, system integrity, and so on which has to be deal by others ways.

1. **System Requirements:**
   1. **Functional Requirements:**
2. Automatically validates customers.
3. Allow users to record request status.
4. Background colour for all windows in the application will be blue and have a hexadecimal RGB colour value of OxOOOFF.
5. Only Admins have the right to view overall data.
6. The system should be used to record Service Centre data very easily.
7. The system should pass Section 508 accessibility requirement.
   1. **Non-Functional Requirements:**
8. Security
9. Performance
10. User Friendly
11. Maintainability
12. Durability
13. Sustainability