# Smart Electricity Provision

This system manages all aspects of services requested from customer. Its provide services to customer like installation, removal, exchange etc. This system provides products of Prepaid & Postpaid Electricity meter.

**Work Type**- Install, Exchange, Relocation, Remove, and Exchange

**Characters**

**Who is Customer?** - Request for job on their required work type

**Who is Admin?** – Keep track everything in the system

**Who is Supplier?** – Who will supply the product?

**Who is Engineer?** Who will complete the job requested by customer.

**Who is Coordinator?** Who will process all the system work from the server side and coordinate with supplier & engineer manually.

Login Page: [Customer, Admin, Supplier, Coordinator]

Registration Page: [Customer, Admin, Supplier, Coordinator]

Home Page:

1. For Customer:

* Welcome @User
* Help Desk – Queries & Complaint page.
* Description related to the website and its provisions.
* Navigation Links:
  + Display all the jobs related to that customer on home page
  + Request for New Jobs -> Select Work streams and Work type -> Customer details page
  + Check current status of job
  + Billing
  + Prepaid & Postpaid Recharge
  + Product page

1. For Admin :

* Welcome @Admin
* Get List of Customer Request
* Approve customer request
* Get List of available Suppliers
* Assign any available Coordinator to Customer Request
* Bills of Customer with payment status( prepaid/postpaid)
* Update Recharge Plans
* Product page
* All customer list page
* All Coordinator list page.

1. For Coordinators :

* Retrieve all the mapped request.
* Send area engineer with details of Customer.
* Send Details of Engineer to Customer.
* Cancel / Re-Open Job.