

IDEAL BAJAJ

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Guide: BINUMON JOSEPH

1. Project Overview?

IDEAL BAJAJ is a web application which is meant for users who are looking for online bike booking and those who want to manage bike services. Registered customers can login to the site and place their booking and write complaints. Manager will get up to date notifications of each booking and they can contact with the customers and get orders from them.

2. To what extend the system is proposed for?

In our proposed system there is admin who can view all the products and users. It allows customers to make their booking and do their transactions by using online payment method also the proposed system provide the facility to test drive that feature make the system more attractive .The aim of the proposed system is to develop a system of improve facilities .The system automates all the functionalities of the existing system and reduce manual work.

3. Specify the Viewers/Public which is to be involved in the System?

The viewers of the system are peoples who have deep desire to buy a powerful stylish two-wheeler having more mileage.

4. List the Modules included in your System?

The system includes 3 modules. They are:

1.Admin module

Admin must have a login into this system. He has the overall control of the system.

Admin can add bikes, managers and gallery. Admin can view customers and feedback.

2. Manager module

Manager can approve or reject bookings and he can view the customer complaints and respond to them.

3. Customer module

Customer can book bike and do secure online payment and write their complaints as well as feedback.

5. Identify the users in your project?

Admin: The admin is the one who coordinate the entire system.

Temporary user: Person who visit the website for collect the information about new Bajaj bikes.

Permanent user: Person who buy a Bajaj bike will be a permanent user.

Manager: manager who is responsible for managing all the functions of a particular showroom, he decides whether to accept or reject the customers booking.

6. Who owns the system?

IDEAL BAJAJ is an organization dealing the Bajaj bike sales is the owner of the system.

7. System is related to which firm/industry/organization?

The system is related with automobile industry.

8. Details of person that you have contacted for data collection?

Surjith SK

Manager Royal Bajaj Pala

Mob: 7510149465

9. Questionnaire to collect details about the project? (min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)

1. what are the factors that you must follow to become success in this automobile industry?

-There are 3 main factors that we are following these are help customers to make purchase decisions, build trust with customers, good relations with employees & customers these are the success factors.

2. How do you face your competitors?

-It is very difficult to sustain in this field so we make different marketing strategies that are innovative advertisements, better customer service, test drive facility, better incentives for employees etc.

3. which type of bikes are most demanded?

-Our sports bikes are most demanded because there is no other company provide sports bike having much features with lowest cost.

4. Do you stock all the models of your company?

-No, we have 4 showrooms in different places our head branch contains all models of Bajaj bikes located in nagampadam Kottayam. Whenever customer wants rare models, we pick up that model from nagampadam branch and sell through our other branches.

5. Will I be charged any fee for online booking?

-No, we do not charge any fee for booking. The full amount you pay is accounted for against the purchase price of the vehicle and gets adjusted in the final payment.

6. When will I get my money refunded, once I request cancellation?

-Upon requesting a cancellation with the dealership, the dealership will initiate the refund process. The booking amount will be refunded to you within 15 working days.

7. Can I book more than one bikes in the site?

-Yes. There is no limit to the number of bookings allowed on the Bajaj website.

8. Can I book the bike for others, for example my family member?

-Yes, you can book vehicle for your near and dear ones.

9. What happens to the money customer pay while booking?

-The money that you pay for booking is further transferred to the assigned bike dealership from which you are supposed to purchase the vehicle. This money will be adjusted against the final on-road price of the vehicle

10. Will the dealer call the customer after booking?

Yes, you will get a call from the assigned dealership after you have booked a bike on IDEAL BAJAJ website to schedule your visit to dealership. You will be required to go to the dealership to complete the remaining procedure and take delivery of the vehicle.