INDIRA GANDHI NATIONAL OPEN UNIVERSITY

SYSNOPSIS

Online Service Management System

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Under the Guidance of :

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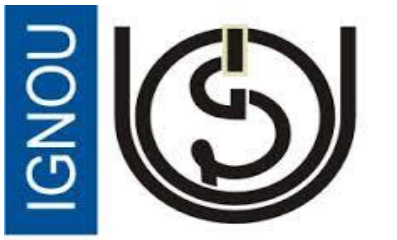
Submitted to the School of Computer and Information Science In Partial fullfillment of the requirements for the degree of

Master of Computer Application



Indira Gandhi National Open University

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Online Service Management System

Chapter-2
INTRODUCTION

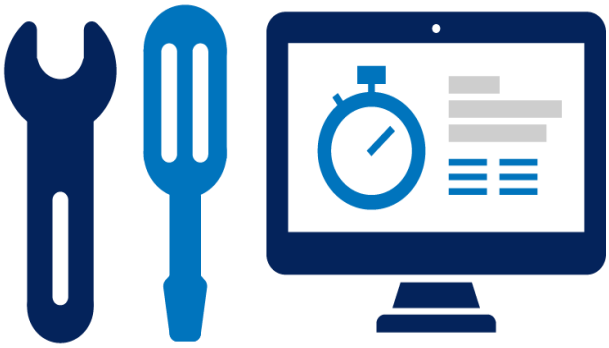
OSMS is India's leading chain of multi-brand Electronics and Electrical service workshops offering wide array of services. We focus on enhancing your uses experience by offering world-class Electronic Appliances maintenance services. Our sole mission is "To provide Electronic Appliances care services to keep the devices fit and healthy and customers happy and smiling". With well-equipped Electronic Appliances service centers and fully trained mechanics, we provide quality services with excellent packages that are designed to offer you great savings. Our state-of-art workshops are conveniently located in many cities across the country.

Today's customers don't just expect high quality and excellent service at a fair price — 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.

Chapter-3
OBJECTIVES

The specific objectives of the synopsis included: -

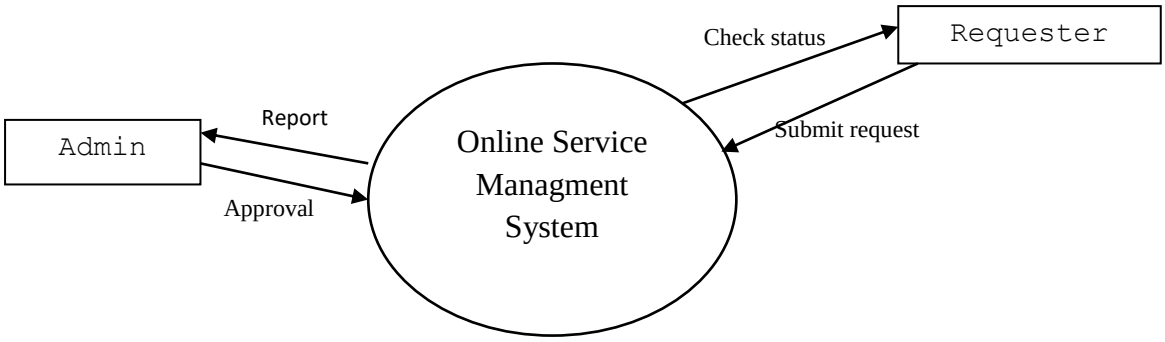
- Practicality
- Efficiency
- Cost
- Flexibility
- Portability
- Security



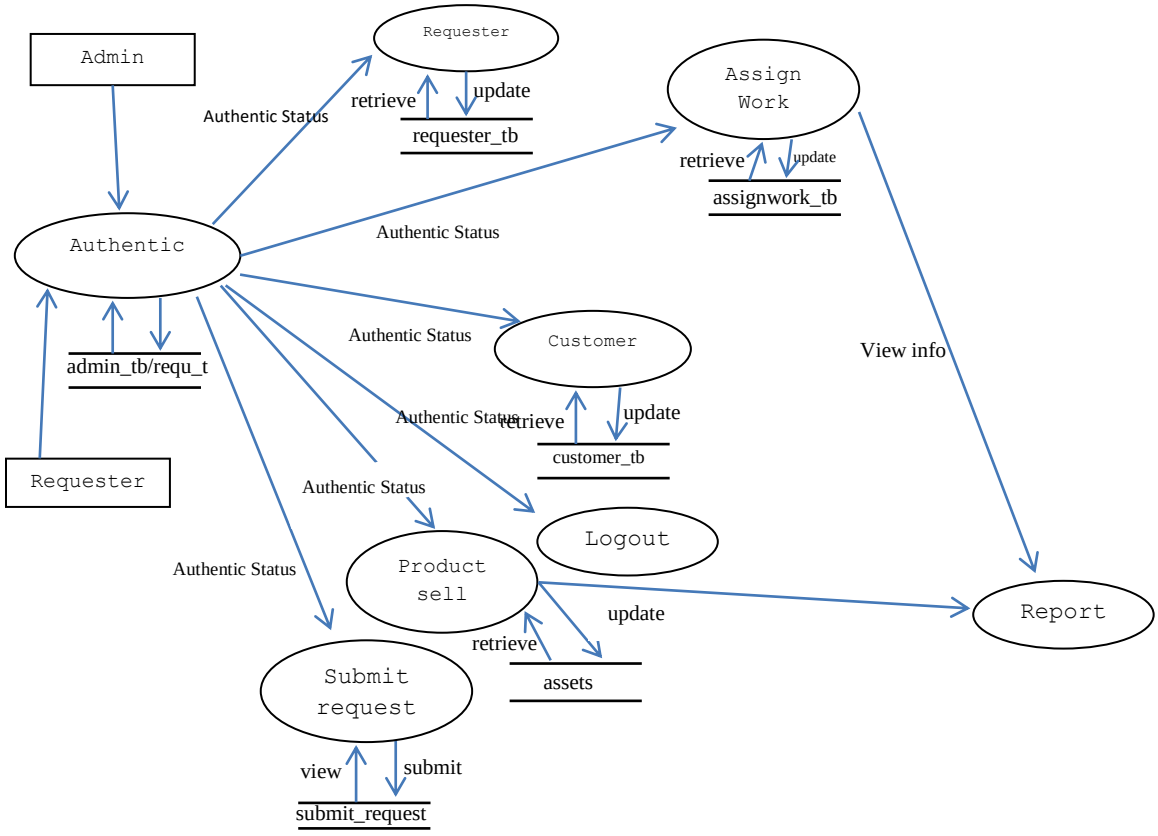
Web Based Application.

Chapter-5
Diagrams

5.1 DFD 0 level



5.2 DFD 1 Level



5.3 ER Diagram

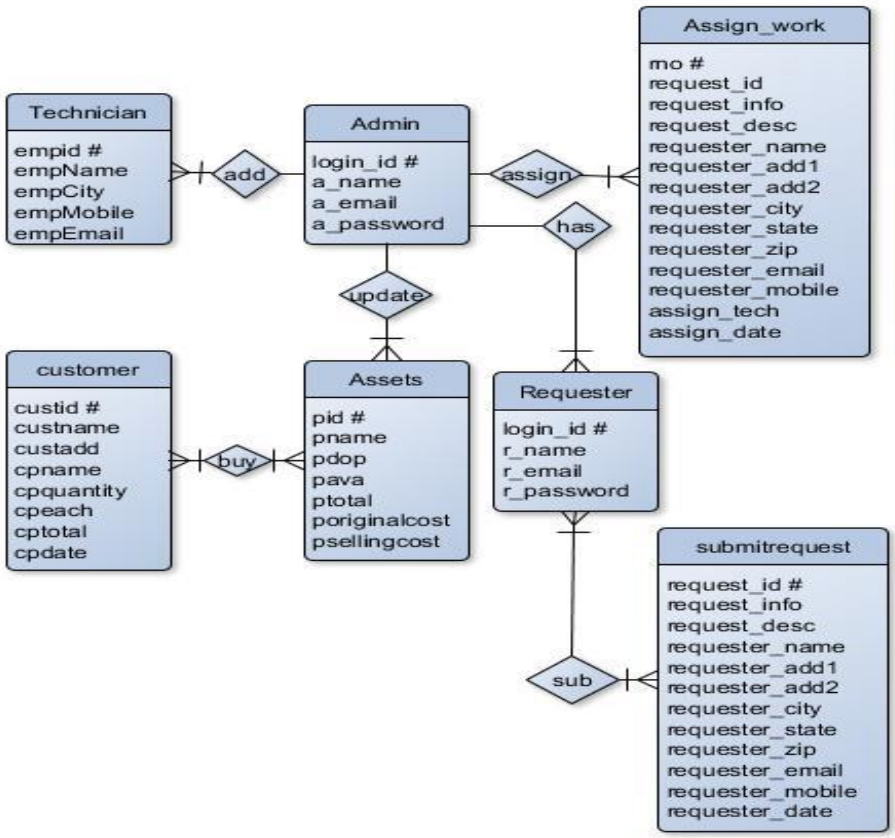
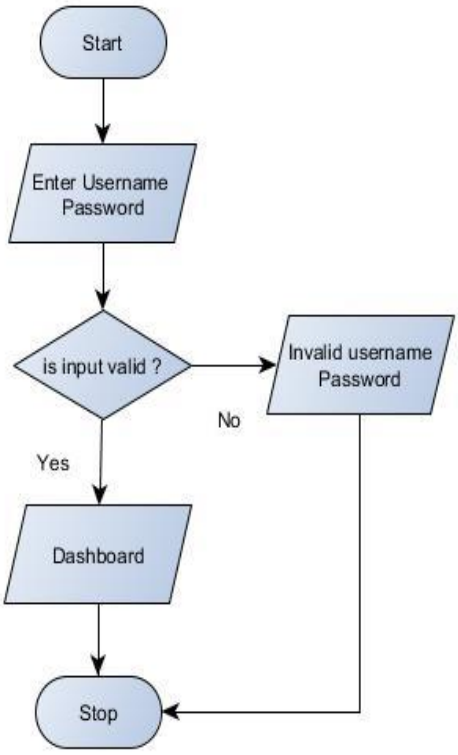


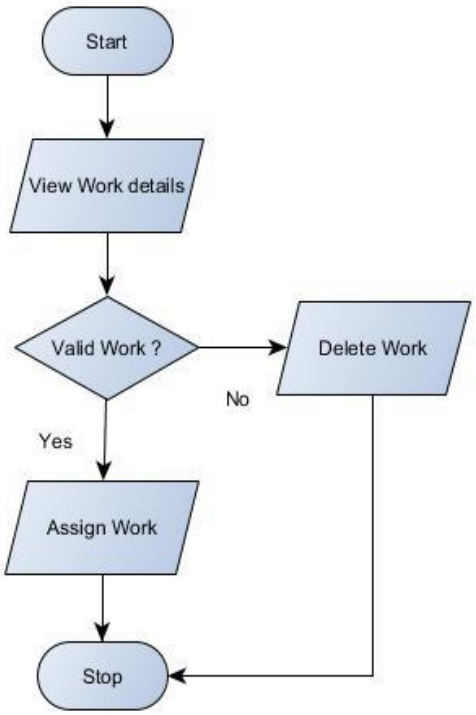
Fig. 3 ER Diagram

5.4Flowchart

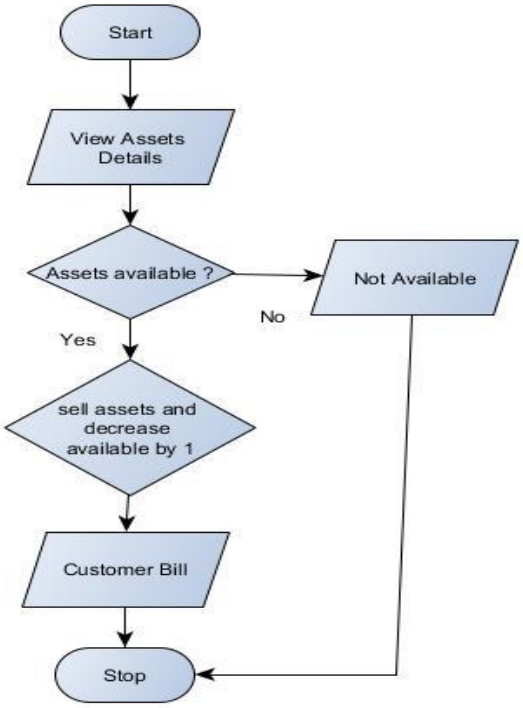
Login



Assign Work



Sell Product



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MODULESAND THEIR DISCRIPTION

- **Home**
- **Services**
- **Registration**
- **Contact**
- **Login**
- **User Panel**
  - **Profile**
  - **Submit Request**
  - **Service Status**
  - **Change Password**
  - **Logout**
  - **Admin Login**

- **Admin Panel**
  - **Dashboard**
  - **Work Oder**
  - **Requests**
  - **Assets**
  - **Technician**
  - **Requester**
  - **Sell Report**
  - **Work Report**
  - **Change Password**
  - **Logout**

Home:

This module of the web portal contains all the links of the system such as Services, Contact Us, Registration, Login, User Panel, Admin Panel, Technician, Requester, Sell Report, Work Report, Change Password, Logout.

Services:

This module describes which services company provides to its customers.

Registration:

This System which provides a Registration form where user/requesters can register themselves and submit Service Requests.

Contact:

By this module of the web portal the user can contact us.

Login:

This module is used to login/signup in the list of the Online Service Management System.

User Panel:

This module contains a Profile, Submit Request, Service Status, Change Password, Logout, Admin Login.

Admin Panel:

This module contains a Dashboard, Work Oder, Requests, Assets.

Technician:

The main work is to accomplish in this module is to add, modify or remove Technician of the Service centre.

Requester:

This is the most important module of admin panel where admin can assign the work/requests made by users/requesters.

Sell Report:

This module is used to view and prints sell report.

Work Report:

This module is used to view and print Work report.

Change Password:

User can change his/her login password.

Logout:

This Logout and Exit the Application.

7.1 INPUT TO THE PROJECT

- Requester Registration
- Service Request
- Service Status
- Assign Work
- Assets

7.2 OUTPUT TO THE PROJECT

- Work Order
- Assets List
- Technician List
- Requester List
- Sell Report
- Work Report

Home:

When the user clicks on this button, it will display the other modules and pages of the website such as Services, Registration, Login, Contact, and Admin Login. This module will be used to display the brief introduction of the project and will show the title of the project as well as the name of the developer.

Services:

This module describes which services company provides to its customers.

Registration:

This is the most important module of the Online Service Management System which provides a Registration form where user/requesters can register themselves and submit Service Requests.

Contact:

This module contains a contact us form which can be used to send feedback or to communicate with the service provider.

Login:

This is user login form. When a user clicks on this link a user login form will be appear where user can enter their email id and password for logging in to the user panel.

User Panel: -

Profile:

User can see their register email id and Name as well as if they wish to change the name, they can update new Name. The Registered Email ID is read only so it can't be altered.

Submit Request: -

Using this module user can submit service request. It is necessary to fill up all the details asked in the form. After submitting form user will get an receipt which he can print out.

Service Status: -

User can check their service request status by filling up service request id

Change Password: -

User can change his/her login password.

Logout: -

This Logout and Exit the Application.

Admin Login:

This is Admin login form. When Admin clicks on this link an Admin login form will be appear where admin can enter their email id and password for logging in to the Admin panel.

Admin Panel: -

Dashboard: -
This screen displays overview of work and other stuff like Number of technician and list of requesters.

Work Oder: -
This page contains all the assigned request made by users. Admin can view or delete the assigned work as per their need.

Requests: -

This is the most important module of admin panel where admin can assign the work/requests made by users/requesters. If there is any invalid request admin can delete that request without assigning them.

Assets: -

The main work is to accomplish in this module is to add, modify or remove any assets of the Service centre. This contains few sub modules through which works are performed. These are as follows:

- New: This is used to add new Product Part in the service centre. There is a Plus (+) sign button which is actually New Button.
- Edit: This sub module is used to modify the existing details of the Product if anything goes changes in their record. There is a Pencil button which is actually Remove Button.
- Remove: This is used to remove any product from the service centre. There is a Trash button which is Remove Button.
- Sell: This is used when going to sell a product Admin can also print out a bill for customer.

Technician: -

The main work is to accomplish in this module is to add, modify or remove Technician of the Service centre. This contains few sub modules through which works are performed. These are as follows:

- New: This is used to add new Technician details in the service centre. There is a Plus (+) sign button which is actually New Button.
- Edit: This sub module is used to modify the existing details of the Technician if anything goes changes in their record. There is a Pencil button which is actually Remove Button.
- Remove: This is used to remove Technician from the service centre. There is a Trash button which is Remove Button.

Requester: -

The main work is to accomplish in this module is to add, modify or remove Requesters/Users. This contains few sub modules through which works are performed. These are as follows:

- New: This is used to add new Requesters details in the service centre database. There is a Plus (+) sign button which is actually New Button.

- Edit: This sub module is used to modify the existing details of the Requester if anything goes changes in their record. There is a Pencil button which is actually Remove Button.
- Remove: This is used to remove Requester from the service centre. There is a Trash button which is Remove Button.

Sell Report: - This module is used to view and print sell report.

Work Report: - This module is used to view and print Work report.

Change Password: -

User can change his/her login password.

Logout:

This Logout and Exit the Application.

DATA DICTIONARY

Table Name: adminlogin_tb

Attribute	Data Type	Description
a_login_id #	int	Stores login id (Automatically Generated)
a_name	varchar(60)	Stores Name
a_email	varchar(60)	StoreEmail
a_password	varchar(60)	Store Password

Table Name: requesterlogin_tb

Attribute	Data Type	Description
r_login_id #	int	Stores login id (Automatically Generated)
r_name	varchar(60)	Stores Name
r_email	varchar(60)	StoreEmail
r_password	varchar(60)	Store Password

Table Name: customer_tb

Attributes	Data Type	Description
custid #	int	Customer ID (Automatically Generated)
custname	varchar(60)	Customer Name
custadd	varchar(60)	Customer Address
cpname	varchar(60)	Product Name
cpquantity	int	Product Quantity
cpeach	int	Each Quantity Price
cptotal	int	Total Price
cpdate	date	Selling Date

Table Name: assets_tb

Attributes	Data Type	Description
pid #	int	Product ID (Automatically Generated)
pname	varchar(60)	Product Name
pdop	date	Product Date
pava	int	Number of Available Product
ptotal	int	Number of Total Product
poriginalcost	int	Product Original Cost
psellingcost	int	Product Selling Price

Table Name: submitrequest_tb

Attributes	Data Type	Description
request_id #	int	Request ID (Automatically Generated)
request_info	text	Request Info
request_desc	text	Request Description
requester_name	varchar(60)	Requester Name
requester_add1	text	Requester Address Line 1
requester_add2	text	Requester Address Line 2
requester_city	varchar(60)	Requester City
requester_state	varchar(60)	Requester State
requester_zip	int	Requester Zip
requester_email	varchar(60)	Requester Email
requester_mobile	bigint	Requester Mobile
request_date	date	Request Date

Table Name: assignwork_tb

Attributes	Data Type	Description
rno #	int	Request Number (Automatically Generated)
request_id	int	Request ID
request_info	text	Request Info
request_desc	text	Request Description
requester_name	varchar(60)	Requester Name
requester_add1	text	Requester Address Line 1
requester_add2	text	Requester Address Line 2
requester_city	varchar(60)	Requester City
requester_state	varchar(60)	Requester State
requester_zip	int	Requester Zip
requester_email	varchar(60)	Requester Email
requester_mobile	bigint	Requester Mobile
assign_tech	varchar(60)	Assign Technician Name
assign_date	date	Assigned Date

Table Name: technician_tb

Attributes	Data Type	Description
empid #	int	Employee ID (Automatically Generated)
empname	varchar(60)	Employee Name
empcity	varchar(60)	Employee City
empmobile	bigint	Employee Mobile Number
empemail	varchar(60)	Employee Email ID

Chapter-10
TOOL AND PLATFORM

10.1 Hardware specification

Processor	1.6 GHz or Faster Processor
RAM	1.5 GB
Disk Space	4GB of Available Hard Disk
Graphic	DirectX 9-Capable Video Card
Display	1024 X 768 or Higher Resolution

10.2 Software specification

Operating System	Windows 10
Front End	HTML, CSS, JS
Frameworks/Library	Bootstrap, FontAwesome, Google Font
Back End	PHP
Text Editor	Visual Studio Code
Database	MySQL
Web Browser	Google Chrome
Web Server	Apache
Drawing Tools	yEd Graph Editor
	StarUML

Chapter-11

REASONS FOR USING PHP AND MYSOL

11.1 Reasons for using PHP

PHP is an open source language and all its components are free to use and distribute.

PHP is server-side scripting language. It is embedded in HTML source code. It is used to generate dynamic pages content. People find it useful to develop websites and dynamic web pages. It is platform independent. PHP supports all major web servers such as Apache, Microsoft IIS, and Netscape etc. All the major database such as MySQL, PostgreSQL, oracle, Sybase, Microsoft SQL server is supported by PHP.

The main reasons for using PHP language are:

- It collects form data and save data send by mail.
- It sends and receives cookies by accessing cookies variables.
- It provides add, delete, and modify element function within our database.
- Through PHP, we can restrict users to access some pages of our website.
- It can encrypt data, so that our data will become more secure.

11.2 Reason for using MySQL

MySQL is the most popular open source relational database management system. It is one of the best RDBMS being used to develop web-based software applications. It is easy to use and fast RDBMS.

There are many good reasons which help us to develop website using this RDBMS:

- It is open-source, so available for free.
- IT works on many operating system and with many languages including PHP, PERL, C, C++ etc.
- MySQL is customizable.
- MySQL works very quickly and works well even with large data sets.

Chapter-12

ARE YOU DOING THIS PROJECT FOR ANY INDUSTRY/CLIENT?

No, I am not doing this project for any industry/client.

Chapter-13
LIMITATIONS

- SMS alert facility is not available.
- Portal is not SEO friendly
- Registration Email Verification Not available
- Risk unauthorized accessibility

Chapter-14
FUTURE 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 back up 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.

Chapter-15
REFRENCES

The following reference has been used to develop the project “Online Service Management System” :-

Books: -

- The Complete Reference PHP
- Head First SQL: Your Brain on SQL by Lynn Beighley

Web Source: -

- www.google.co.in
- www.wikipedia.org
- www.tutorialspoint.com
- www.stackoverflow.com
- www.docs.microsoft.com