



**AMAL JYOTHI**  
**COLLEGE OF ENGINEERING**  
( A U T O N O M O U S )

# MOBICARE

20INMCA506 - Main Project

Scrum Master

**Binumon Joseph**

Assistant Professor

Department of Computer Applications

**Aswathy M J**

AJC20MCA-I022

INMCA2020-25 S10

Git url: <https://github.com/aswathymj/MainProject.git>

E Mail: [aswathymj2025@mca.ajce.in](mailto:aswathymj2025@mca.ajce.in)

**DEPARTMENT OF  
COMPUTER APPLICATIONS**



# ABSTRACT

---

MobiCare is a comprehensive online platform catering to all your mobile needs, offering a seamless experience for mobile services, purchasing accessories, and managing the buying and selling of old phones. With five distinct modules – Admin (shop owner), Client (user), Technician, Delivery Boy, and Device Specialist – the platform ensures efficient management and communication among all roles involved in mobile services and phone transactions.

The Admin module enables shop owners to manage their store by adding, updating, and removing accessories, assigning technicians, viewing service requests, handling payments, and managing customer feedback. Clients, represented as users, can easily register, log in, update their profiles, submit service requests, track repairs, purchase accessories, sell their old phones, and buy pre-owned devices. They can also view the history of their service requests, purchases, and phone sale transactions.

Technicians are responsible for handling and repairing mobile complaints, scheduling services, updating the status of repairs, managing the sale of old phones, and viewing client feedback. Delivery Boys ensure smooth logistics by managing the pickup and delivery of accessories, phones for repair, and old phones for sale. They update delivery statuses, view assigned orders, and track delivery histories to provide timely updates for clients and admins.

Device Specialists focus on managing the sale and purchase of old phones. They handle user requests for phone sales, assess and update device conditions and track the history of device transactions.

Key features include a user-friendly interface for submitting service requests, real-time tracking of repair progress and deliveries, secure payment options, and seamless communication between clients, technicians, delivery personnel, and device specialists. With MobiCare, users can conveniently access a wide range of mobile services and accessories, streamline the repair and transaction process, and enjoy a hassle-free shopping experience, all from the comfort of their own devices.

## **Mini project:**

### **MODULES**

1. Admin (shop owner)
2. User
3. Technician



## **1. Admin Module**

- Login
- Profile updation
- Manage Accessories: By adding, removing and updating mobile accessories.
- Manage Technician
- View Service Requests
- View Service Payment status
- Manage booking for the accessories
- View Payment status of booked accessories
- Manage Customer Feedback
- Logout

## **2. User Module**

- User Registration
- Login
- Profile Updation
- Service Request Submission
- View the status of service request
- View status of repairing the complaints from technician
- View the history of service requests
- View the history of ordered product
- View the history of old phone sell requests
- View the history of ordered old phone
- Payment
- Purchase Accessories
- Sell their old phones
- Buy old phones
- Feedback
- Logout

## **3. Technician Module**

- Login
- Profile updation
- Manage the service request
- Schedule the services

- Update the status of repairing the complaints to user
- Manage the sale of old phones
- View the history of services done
- Update the status of payment
- View client Feedback
- Logout

## **Main Project**

1. Delivery Agent Module
2. Device Specialist Module

### **1. Delivery Agent Module**

- Login
- Profile Updation
- View Assigned Orders
- Update Delivery Status
- View Delivery History of accessories
- Notifications
- Payment Management
- View the phone pickups for services
- Update Delivery Status of the phone pickups
- View Delivery History of phone pickups
- View the old phone pickup for the sale from the user
- Update Delivery Status of the old phone pickups
- View Delivery History of old phone pickups
- Logout

### **2. Device Specialist Module**

- Login
- Profile Updation
- View Submitted Request for sale from the user
- Update the Request
- Payment Management
- View Sale History
- Manage old phone: By adding, updating and removing old phones
- View History of ordered old phones
- Logout

## **Technologies**

- **Price Prediction System with Machine Learning:** Train ML models to predict fair prices for old phones based on market trends and condition, allowing users to either buy a new product or add the predicted value as bonus points toward their purchase.
- **Voice Search:** Implement voice search capabilities in the user module to facilitate service searches.
- **Location Sharing for Delivery:** Implement real-time location sharing in the user module to allow users to share their location with the delivery agents.
  - Frontend: HTML, CSS, JS, JQuery
  - Backend: Django

## **Seminar**

- **Automated Diagnosis and Cost Estimation for Smartphone Complaints**  
Identify smartphone issues based on user-reported symptoms, predict repair causes, and estimate costs accurately.

# FEASIBILITY STUDY

---

**Feasibility** is defined as the practical extent to which a project can be performed successfully. To evaluate feasibility, a feasibility study is performed, which determines whether the solution considered to accomplish the requirements is practical and workable in the software. Information such as resource availability, cost estimation for software development, benefits of the software to the organization after it is developed and cost to be incurred on its maintenance are considered during the feasibility study. The results of the feasibility study should be a report that recommends whether or not it is worth carrying on with the requirements engineering and system development process.

MobiCare is a comprehensive online platform designed to cater to all mobile needs, offering a seamless experience for mobile services, purchasing mobile accessories, and buying and selling old phones. The platform features five distinct modules: Admin (shop owner), Client, Technician, Delivery Boy, and Device Specialist, each ensuring efficient management and communication among all service participants.

- **Admin Module:** Shop owners can manage their store, add accessories, oversee sales, and monitor the performance of services. They also have access to analytics and reports to track business performance and customer feedback.
- **Client Module:** Users can submit service requests, track repairs, browse and purchase a diverse selection of phone accessories, pay for services, sell old phones, and buy pre-owned phones. Additionally, they can view the history of their transactions and feedback.

- **Technician Module:** Technicians handle phone repairs, manage service requests, update repair statuses, and facilitate the sale of old phones. They also track service and payment histories and provide efficient solutions to client issues.
- **Delivery Boy Module:** Delivery personnel manage the pickup and delivery of accessories, phones for repair, and old phones for sale. They update delivery statuses, view assigned orders, and track delivery histories to ensure timely and efficient logistics.
- **Device Specialist Module:** Specialists manage the buying and selling of old phones. They assess device conditions, handle user requests for selling phones, and ensure smooth transactions for pre-owned devices.

The objective of the feasibility study is to establish the reasons for developing the software that is acceptable to users, adaptable to change, and compliant with established standards.

Based on the feasibility study, the implementation of the MobiCare platform is highly recommended. Without MobiCare, the organization would face inefficiencies, customer dissatisfaction, and potential revenue loss due to manual processes and fragmented systems. The platform addresses these issues by automating service requests, enhancing communication, providing real-time updates, and streamlining sales and logistics management.

MobiCare directly contributes to business objectives by improving operational efficiency, enhancing customer experience, driving revenue growth, and offering valuable data insights. It can integrate with existing systems, although it may require new technologies like cloud computing, real-time databases, and geolocation services for delivery tracking, necessitating training and support. The system must support essential functions like service requests, repair tracking, secure payments, communication, and logistics management, while non-mobile-related products and legacy systems need not be prioritized.

Overall, MobiCare promises significant benefits, making it a feasible and valuable investment for the organization.

### Types of Feasibility

Various types of feasibility that are commonly considered include technical feasibility, operational feasibility, and economic feasibility.

**Technical feasibility** assesses the current resources (such as hardware and software) and technology required to accomplish user requirements within the allocated time and budget. For MobiCare, this involves evaluating the capabilities and stability of the technologies needed to support its five modules: Admin (shop owner), Client, Technician, Delivery Boy, and Device Specialist.

#### Evaluation for MobiCare:

- **Resources and Technology:** Assess the current hardware and software to ensure they support the development and maintenance of the platform. Review the IT infrastructure, including servers, networking equipment, and software systems, to determine if they can handle the expected load. This includes processing service requests, managing real-time tracking for deliveries and repairs, and supporting secure transactions for accessories and old phone sales.
- **Team Skills:** Evaluate the technical proficiency of the development team in handling the required technologies. This includes skills in web development frameworks, real-time databases, geolocation services, and payment gateway integration.
- **Training and Development:** Address skill gaps within the team by providing training sessions, online courses, or workshops. Ensure team members are proficient in the latest technologies and development practices, enabling them to deliver a robust and scalable platform.
- **Interoperability:** Confirm that the system can integrate with other existing systems for seamless data transfer.





- **Data Migration and Synchronization:** Plan and execute the migration of existing data from legacy systems to the new platform. Implement synchronization mechanisms to maintain data integrity and ensure consistency across all modules (Admin, Client, Technician, Delivery Boy, Device Specialist).

**Conclusion:** Technical feasibility is achievable given the stability of the required technologies, the availability of current resources, and the proficiency of the development team. With adequate training and careful planning for system integration and data migration, MobiCare can be successfully implemented to meet user requirements.

**Operational feasibility** Operational feasibility assesses the extent to which the required software can solve business problems and meet user requirements. It involves evaluating whether the software will function effectively once developed and be operable upon installation. This feasibility is closely tied to human resources, including the software development team and end-users.

#### **Evaluation for MobiCare:**

- **User Requirements:** Identify and prioritize user requirements.

Easy Submission of Service Requests: Clients require a simple and intuitive interface to submit service requests. The platform should include clear navigation, minimal form fields, and instant feedback to ensure a smooth user experience.

Purchasing Accessories: The platform must provide a wide selection of phone accessories, allowing users to browse products with detailed descriptions and images. A secure and seamless checkout process is essential for enhancing the purchasing experience.

Selling and Buying Old Phones: Users should be able to easily list their old phones for sale and browse available old phones for purchase, complete with images, specifications, and pricing.

- **Solution Acceptability:** Validate that the proposed solution (MobiCare platform).

Meeting User and Organizational Needs: The MobiCare platform should address the needs of both users and the organization. For users, it should offer convenient ways to request services, track repairs, and perform transactions (purchasing accessories, selling, or buying old phones). For the organization, it should streamline operations, enhance communication, and improve customer satisfaction.

Usability Testing: Conduct usability tests to ensure that the platform is intuitive and easy to use. Gather feedback from potential users to identify and resolve usability issues, ensuring the platform meets user expectations.

- **User Adaptation:** Assess user adaptability to the new platform by conducting surveys and feedback sessions. Provide tutorials, user guides, and support to help users transition smoothly.
- **Alternative Solutions:** Explore and compare other potential solutions to ensure the chosen one is optimal.

Evaluating Other Solutions: Compare MobiCare with other potential solutions in the market. Assess features, user experience, and costs associated with each alternative to ensure MobiCare offers the best value.

Optimal Choice: Validate that MobiCare provides the ideal combination of features, user experience, scalability, ease of implementation, and long-term benefits, making it the most effective solution. **Conclusion:** Operational feasibility is high, given the clear benefits and user-centric design of the platform.

### **Conclusion:**

Operational feasibility is high due to the platform's user-centric design, clear benefits for users and the organization, and adaptability to meet evolving needs. With a focus on usability, convenience, and cost-effectiveness,

**Economic feasibility** determines whether the required software is capable of generating financial gains for an organization. It involves assessing various costs, including those for the development team, hardware and software, and ongoing maintenance, alongside potential financial benefits.

### Evaluation for MobiCare:

- **Development Costs:** Estimate the total development costs, including purchasing necessary hardware and software, and ongoing maintenance.
- **Financial Gains:** Project potential financial gains from improved efficiency, increased sales of accessories, and enhanced customer satisfaction. The automation of service requests, repair tracking, and customer feedback management can significantly reduce operational inefficiencies, leading to cost savings. With a user-friendly platform that offers a diverse selection of accessories, the potential for increased sales is high.

Enhanced Customer Satisfaction: A seamless and efficient platform can increase customer loyalty, reduce churn, and improve the overall customer lifetime value.

- **Budget Alignment:** Ensure that the project stays within the allocated budget while meeting all objectives. This involves careful planning and monitoring of expenditures during the development phase, as well as a focus on maintaining cost control over the platform's lifecycle.

**Conclusion:** Economic feasibility is promising, with significant long-term financial benefits and a manageable initial investment. The evaluation of development costs, including hiring, training, hardware, software, and ongoing maintenance, provides a clear understanding of the financial requirements. The projected financial gains from improved operational efficiency, increased accessory sales, and enhanced customer satisfaction indicate strong revenue potential. By ensuring the project stays within budget through careful cost management and contingency planning, MobiCare is poised to deliver

substantial economic value to the organization. Overall, the economic aspects of the MobiCare platform support its feasibility and reinforce its potential as a valuable investment.

Based on the feasibility study, the development of the MobiCare platform is deemed practical and workable. The technical, operational, and economic analyses all indicate that the project is feasible.



# REQUIREMENT GATHERING

---

**Date:** 12-01-2025

## 1. Project Overview:

MobiCare is an all-in-one online platform designed to address the diverse needs of mobile phone users, encompassing everything from managing phone repairs to purchasing accessories. It is segmented into five main modules: Admin (Shop Owner), User (Client), Technician, Delivery Boy, and Device Specialist, each tailored to facilitate different aspects of mobile service management, customer interaction, and business operations.

In the current market, mobile phone users face several challenges when it comes to managing their devices, such as:

- **Fragmented Services:** Users often need to visit multiple stores or websites to buy accessories, get repairs done, and sell old phones.
- **Lack of Transparency:** There's often a lack of clarity regarding the status of repair services, leading to customer frustration.
- **Inefficient Communication:** Poor communication between service providers and customers can result in misunderstandings and delays.
- **Payment Security Concerns:** Users are often wary of making payments online due to security concerns.

Main Objectives are listed below:

- **Centralized Platform:** To create a comprehensive platform where users can access all mobile-related services, from repairs to purchasing accessories, and selling old phones. This solution integrates multiple aspects of mobile service management in one place.
- **Enhanced User Experience:** To provide a user-friendly interface for all users—clients, shop owners, technicians, delivery personnel, and device specialists. The system ensures smooth service requests, repair tracking, purchase of accessories, and the sale of old phones,

- **Efficient Service Management:** To enable shop owners (admins) to efficiently manage their inventory, services, repair requests, and customer interactions, ensuring smooth and timely service.
- **Effective Communication:** To facilitate seamless and effective communication between clients and technicians, ensuring that service requests are handled promptly and satisfactorily.
- **Secure Transactions:** To implement secure payment options for all transactions across the platform, ensuring the safety and trust of users while purchasing accessories, paying for services, or selling old phones.

## 2. System Scope:

MobiCare is proposed as a full-scale implementation aimed at providing a comprehensive, user-friendly platform for managing mobile phone services and purchasing accessories. The goal is to deliver a complete, ready-to-market solution that can be deployed for actual use by mobile phone users, shop owners, technicians, and other stakeholders in the mobile service ecosystem.

### Extent of the System

#### Full-Scale Implementation:

- **Commercial Use:** The system is designed to be a fully functional, commercial-grade platform, ready for deployment in real-world scenarios.
- **End-to-End Solution:** It encompasses all necessary features and functionalities for a seamless user experience, from service management to accessory purchasing and old phone transactions.
- **Scalable Infrastructure:** Built to handle a large number of users and transactions, ensuring scalability as the user base grows.

#### Real-World Application:

- **User Engagement:** Targeted towards actual mobile phone users who need a reliable platform for repairs, accessory purchases, and selling old phones.
- **Business Integration:** Designed for shop owners to manage their stores efficiently, integrating with existing business processes and enhancing service delivery. This includes inventory management, financial reporting, and service tracking.

- **Technician Utilization:** Provides tools and features for technicians to manage repair requests, ensuring timely and effective service delivery, and managing old phone refurbishing and sales.

### Comprehensive Features:

- **Service Management:** A robust system for submitting, tracking, and resolving service requests, ensuring high customer satisfaction. This feature includes status updates, repair tracking, and notifications.
- **Accessory Marketplace:** A wide selection of mobile accessories available for purchase, complete with secure payment options, inventory management, and order tracking.
- **Communication Tools:** Integrated messaging and notifications to facilitate real-time communication between clients, technicians, and shop owners, ensuring seamless interaction and transparency.
- **Administrative Control:** Extensive management tools for shop owners to oversee inventory, services, technician assignments, financial transactions, and customer feedback

### 3. Target Audience:

MobiCare is designed to cater to a diverse range of users involved in the mobile phone service and accessory market. The main user groups are as follows:

- **Clients (Mobile Phone Users):**

*Individual Users:* People who own mobile phones and need services such as repairs, accessory purchases, or want to sell their old phones. Clients can submit service requests, purchase accessories, sell old phones, and track the status of their requests and purchases.

- **Admin**

*Mobile Retail Store Owners:* Individuals or businesses that own mobile phone stores and need a platform to manage their inventory, services, and customer interactions. Admins can manage the inventory of accessories,

oversee service requests, track financial transactions, and interact with both clients and technicians.

- **Technicians:**

*Repair Technicians:* Individuals who perform the actual repair work and need tools to manage their tasks, update repair statuses, and communicate with clients. Technicians can access service requests, schedule repairs, update clients on the status of repairs, and manage the sale of old phones.

- **DeliveryBoy**

*Delivery Personnel:* Individuals responsible for delivering accessories, picking up phones for repair services, and handling the transportation of old phones for sale. They can view and update the delivery status of orders and pickups, manage payment related to deliveries, and view the delivery history.

- **Device Specialist:**

*Old Phone Specialists:* Individuals who manage the sale and refurbishment of old phones. They can view submitted requests for old phone sales, update those requests, manage payment transactions, and track the history of old phone sales and orders.

#### 4. Modules:

There are five modules in this system:

- Admin (shop owner)
- User
- Technician
- Delivery Boy
- Device Specialist

#### Admin Module

- Login
- Profile updation



- Manage Accessories: By adding, removing and updating mobile accessories.
- Manage Technician
- View Service Requests
- View Service Payment status
- Manage booking for the accessories
- View Payment status of booked accessories
- Manage Customer Feedback
- Logout

### **User Module**

- User Registration
- Login
- Profile Updation
- Service Request Submission
- View the status of service request
- View status of repairing the complaints from technician
- View the history of service requests
- View the history of ordered product
- Payment
- Purchase Accessories
- Sell their old phones
- Feedback
- Logout

### **Technician Module**

- Login
- Profile updation
- Manage the service request
- Schedule the services
- Update the status of repairing the complaints to user
- Manage the sale of old phones
- View the history of services done
- Update the status of payment
- View client Feedback
- Logout

**Delivery Boy Module**

- Login
- Profile Updation
- View Assigned Orders
- Update Delivery Status
- View Delivery History of accessories
- Notifications
- Payment Management
- View the phone pickups for services
- Update Delivery Status of the phone pickups
- View Delivery History of phone pickups
- View the old phone pickup for the sale from the user
- Update Delivery Status of the old phone pickups
- View Delivery History of old phone pickups
- Logout

**Device Specialist Module**

- Login
- Profile Updation
- View Submitted Request for sale from the user
- Update the Request
- Payment Management
- View Sale History
- Manage old phone: By adding, updating and removing old phones
- View History of ordered old phones
- Logout

**5. User Roles:**

MobiCare includes several distinct user roles, each with specific permissions and access levels to ensure efficient and secure operation of the platform.

**Admin (Shop Owner)**

Permissions and Access Levels:

- **Full Access:** Complete control over the platform's administrative functions.
- **Manage Accessories:** Add, update, and remove mobile accessories and parts.
- **Service Management:** Oversee all service requests.
- **Financial Transactions:** View and manage payment transactions and financial reports.
- **Manage Technician:** Oversee and manage technicians and their work schedules.
- **View Service Requests:** Access and manage service requests submitted by clients.
- **View Service Payment Status:** Track the payment status of service requests.
- **Manage Booking for Accessories:** Oversee bookings for mobile accessories and track payment status.
- **Manage Customer Feedback:** Review and manage feedback submitted by clients.
- **Logout:** Log out of the platform when done.

### Client (Mobile Phone User)

#### Permissions and Access Levels:

- **Service Requests:** Submit requests for phone repairs, track their status, and view repair progress.
- **Purchase Accessories:** Browse and purchase mobile accessories from the platform.
- **Payments:** Make secure payments for services and accessories.
- **Sell Old Phones:** List old phones for sale and manage listings.
- **Buy Old Phones:** Browse and purchase old phones listed for sale.
- **Profile Management:** Manage personal account details and preferences.
- **View Service Request History:** Track the history of service requests.
- **View Order History:** View the history of purchased accessories and old phone sales.
- **Feedback:** Submit feedback for services and accessories.
- **Logout:** Log out of the platform when done.

### Technician

#### Permissions and Access Levels:

- **Service Management:** Access and manage assigned service requests.
- **Schedule Services:** Plan and schedule service tasks according to priority and availability.
- **Update Repair Status:** Update the status of ongoing repairs and notify clients about their progress.
- **Sell Old Phones:** Manage the refurbishment, repair, and sale of old phones.
- **View Service History:** Access the history of services completed for clients.
- **Update Payment Status:** Update the payment status for completed services.
- **View Client Feedback:** Review and manage feedback from clients.
- **Profile Management:** Manage personal account details, work schedules, and task assignments.
- **Logout:** Log out of the platform when done.

#### Delivery Boy

#### Permissions and Access Levels:

- **Login:** Access the platform with secure login credentials.
- **Profile Updation:** Update personal information and contact details.
- **View Assigned Orders:** View orders assigned for delivery, including accessories and phones.
- **Update Delivery Status:** Update the status of deliveries for accessories, phone pickups, and old phone pickups.
- **View Delivery History:** Track the history of deliveries made for accessories and phone pickups.
- **Notifications:** Receive notifications related to deliveries and updates.
- **Payment Management:** Manage payment related to deliveries and pickups.
- **View Phone Pickups for Services:** View requests for phone pickups related to repair services.
- **Update Pickup Status:** Update the status of phone pickups and deliveries.
- **Logout:** Log out of the platform when done.

#### Device Specialist

#### Permissions and Access Levels:

- **Login:** Secure login to the platform.
  - **Profile Updation:** Update personal information and work schedule.
  - **View Submitted Requests for Sale:** View requests submitted by users for selling old phones.
  - **Update Requests:** Manage and update the status of requests for old phone sales.
  - **Payment Management:** Handle payment transactions related to old phone sales.
  - **View Sale History:** Track the history of old phone sales and transactions.
  - **Manage Old Phones:** Add, update, and remove listings for old phones.
  - **View History of Ordered Old Phones:** Track old phone orders and their status.
  - **Logout:** Log out of the platform when done.
6. **System Ownership:** MobiCare is owned and operated by an organization responsible for the overall management, maintenance, and continuous development of the platform. The ownership structure is designed to ensure the system's sustainability, scalability, and long-term support for its users. The organization is committed to enhancing the platform's functionality, ensuring security, and providing ongoing updates to meet the evolving needs of users and the business.
7. **Industry/Domain:** MobiCare is positioned within the retail and mobile telecommunications industry domain. It focuses on offering services such as mobile phone repairs, sales of accessories, and management of old phone sales. This domain covers various aspects including e-commerce, customer service, and technical support specifically designed for the mobile phone market. The platform aims to enhance operational efficiency for both users and businesses by providing streamlined solutions for mobile service management, accessory purchasing, and old phone transactions, offering convenience, reliability, and improved customer satisfaction.
8. **Data Collection Contacts:**
- Akhil Chandran, Mobile Technician, 7356400811
  - Abhikant M S, Mobile Technician, 9633648535
9. **Questionnaire for Data Collection:**

**1. Do you currently have a website for your phone repair services?**

No, we do not currently have a website dedicated to our phone repair services.

**2. If you were to get a website, what essential features would you like it to have?**

We would prioritize features such as:

- a. Service request submission forms with tracking capabilities.
- b. Online payment integration for service fees.
- c. A mobile-friendly interface.
- d. Clear service descriptions and pricing.
- e. Delivery services
- f. Warranty card details can be provided to the user.

**3. What are the main challenges you face without having a dedicated website?**

One of the main challenges is the inability to provide detailed information about our services and pricing in a centralized and accessible manner. Managing service requests and appointments can also be more cumbersome without a dedicated online platform.

**4. How do clients usually find and contact you for repair services?**

Clients typically find us through recommendations from friends or family, or they discover us on social media platforms where we actively post about our services.

**5. What information about your services do you think is most important to display on a website?**

Key information would include our range of repair services, pricing details, turnaround times, contact information, and customer testimonials.

**6. How important is having a mobile-friendly website for your business?**

It's crucial because many of our client access information and services through their smartphones. A mobile-friendly website would enhance user experience and accessibility.

**7. Would you like a feature that allows clients to track the status of their repairs online?**

Yes, integrating a feature for clients to track the status of their repairs online would greatly benefit our business by enhancing transparency, improving customer satisfaction, and boosting operational efficiency. It would provide clients with real-time updates on their repair progress, reducing the need for frequent inquiries and increasing trust.

**8. What types of phones do you primarily service (e.g., brands, models)?**

We service a variety of mobile phone brands and models, including popular ones like Apple (iPhone series), Samsung (Galaxy series), Huawei, Xiaomi, OnePlus, and others.

**9. What is the average turnaround time for a typical repair?**

The average turnaround time for a typical repair varies depending on the complexity and nature of the repair. For standard repairs, such as screen replacements, battery replacements, or software fixes, the turnaround time is generally within a few hours to a couple of days. For more complex repairs or issues that require parts ordering, the turnaround time may extend up to a week or longer.

**10. What is your policy on warranty or guarantees for repairs?**

Warranty is not provided for all services. And for the battery and display services the warranty cards are normally provided. And the validity is about one month.

**11. In this shop any website is used for purchasing accessories and phones?**

No, there is no website available for purchasing phones and accessories. Only offline services are available.

**12. If a person did not need the phone after the service has been done then what is the next step you will be taking?**

When the person gives us the phone for service he should definitely need to agree to the terms and condition. And in the terms and condition it is mentioned that if the user did not buy the phone after service is completed, the phone will be sold after 15 days.

**13. Do you offer delivery services for repaired phones?**

Currently, we do not offer delivery services for repaired phones, but we are considering introducing this service to enhance customer convenience in the future.

**14. Do you charge extra for phone delivery?**

Since we do not have a delivery service at the moment, there are no charges. However, we plan to implement delivery charges based on the distance once the service is available.

**15. How long does it typically take for a phone to be delivered after the repair is completed?**

As we currently do not offer delivery services, we are looking to establish a delivery timeline, which would be approximately 1-2 business days once the service is launched.

**16. Do you offer pickup services for users selling old phones?**

At the moment, we do not have a pickup service for old phones. However, we are working on introducing a pickup service for users who want to sell their old phones.

**17. Is there any cost associated with the pickup of old phones for sale?**

Currently, since we do not offer pickup services for old phones, there are no associated costs. Once we implement the service, we plan to provide further details on any potential fees.

**18. What process is followed once a user decides to sell their old phone?**

Users interested in selling their old phones can contact us directly, and we will provide instructions. We plan to streamline this process by adding an online form for users to submit details about their phones in the future.

**19. How do you determine the price for buying old phones from users?**

We evaluate the price for old phones based on the brand, model, age, and condition. Once the pickup service is available, users will be able to get an offer for their old phones.

**20. What happens if the user does not agree to the offered price for their old phone?**

If a user does not agree to the offered price for their old phone, they have the option to decline the sale. The phone will not be collected unless both parties reach an agreement on the price.

**21. Once an old phone is bought from the user, do you refurbish it before selling it?**

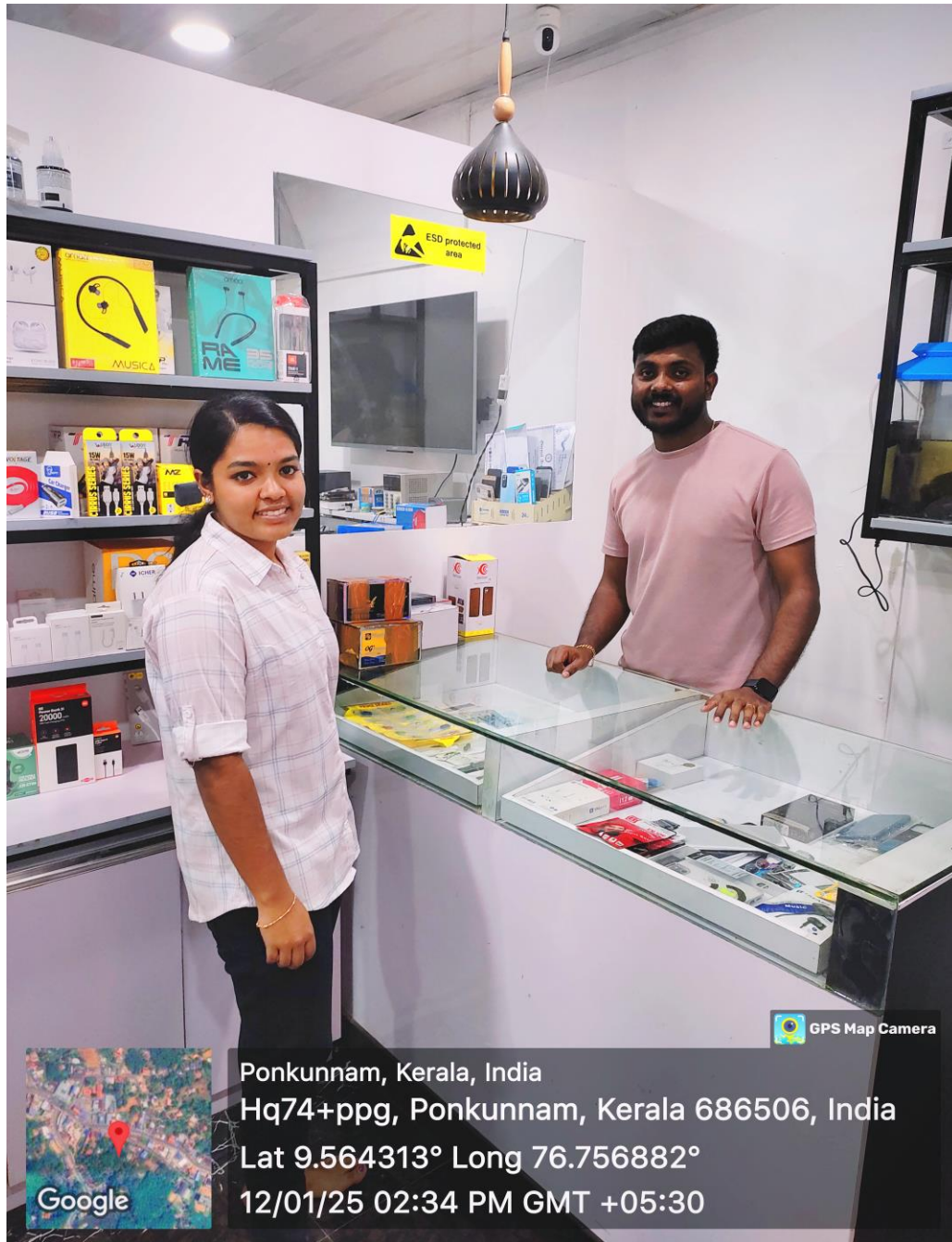


Yes, we refurbish old phones before reselling them. This process typically includes repairing any damages, upgrading parts, or wiping the phone to ensure it's in good working condition for resale.

**22. Do you offer warranties or guarantees for old phones purchased from users?**

Yes, we offer a limited warranty for refurbished phones that we purchase and resell. The warranty typically covers major components like the battery, screen, and internal hardware for a certain period (usually 30 days).





 <b>QUICK FIX</b> PUTHUVAYALIL BUILDING, PONKUNNAM PO, PONKUNNAM, 686506 <b>SERVICE MEMO</b>			
<b>Customer Details</b> <b>Name :</b> Mr/Ms:Aswathy <b>Kanjirappally</b> <b>Ph :</b> <a href="tel:9633648535">9633648535</a>		<b>Job Sheet No : 115</b> <b>Date : 12-Jan-2025 14:31</b>	
SL No	Item	Model	IMEI/Serial #
1	.(MOBILE REPAIR)	.	
Warranty Status:		Out Of Warranty	
Estimated Date:		12-01-2025	
Accessories Attached:			
Risks:			
Problem Description:		Visited	
Remarks/Instructions:			
<b>Expected Amount :</b>		<b>0.00</b>	
<b>Advance :</b>		<b>0.00</b>	
<b>Balance :</b>		<b>0.00</b>	
Customer Signature: .....		Received By: .....	
<b>Terms &amp; Conditions</b> 1. All service charges are cash on delivery 2. Service Memo must be produced to collect the item 3. Warranty claim, if any must be supported with relevant documents 4. Laptop mother board repair warranty period is one month. No warranty for Graphic Chip 5. Service Center Will not be responsible for the goods under service if there are any reported theft or fire within the premise 6. Service item must be collected within one month, failing which we deserves the right to dispose of at its discretion to recover the storage and service cost			
<b>DELIVERY</b>			
Customer Signature: .....		Delivered By: .....	
I have collected my product in good condition.			
For suggestions and complaints:		For Service Engineer Call : ALTHAF SHAJAHAN on <a href="tel:8592017438">8592017438</a>	
<b>For QUICK FIX</b>  <b>AUTHORISED SIGNATORY</b>  Attended by : ALTHAF SHAJAHAN			



# TABLE DESIGN

---

## 1. tbl\_login

Field Name	Type	Length	Constraints	Description
lid	INT	11	Primary key	Primary key of tbl_login
Username	VARCHAR	20		To store the username of the user
Password	VARCHAR	20		To store the password of the user

## 2. tbl\_reg

Field Name	Type	Length	Constraints	Description
uid	INT	11	Primary Key	Primary key of tbl_reg
lid	INT	11	Foreign key	Foreign key of tbl_reg
Name	VARCHAR	20		To store the name of the user
Email	VARCHAR	20		To store the email of the user
Phone	INT	10		To store the phone number of the user

Address	VARCHAR	20		To store the address of the user
Status	INT	3		To store the status of the user who is active

### 3. tbl\_accessory

Field Name	Type	Length	Constraints	Description
AccessoryID	INT	11	Primary key	Unique identifier for accessory
Name	VARCHAR	40	Not null	Name of the accessory
Description	VARCHAR	100		Description of the accessory
Prize	Decimal	10,2	Not null	Prize of the accessory
Quantity	INT	10	Not null	Quantity available

### 4. tbl\_technician

Field Name	Type	Length	Constraints	Description
TechnicianID	INT	11	Primary key	Unique identifier for technician

Name	VARCHAR	40	Not null	Name of the Technician
Email	VARCHAR	40	Not null	Technician's email address
Phone	VARCHAR	40		Technician's phone number
Experience	INT	10		Technician's experience in year

### 5. tbl\_servicereq

Field Name	Type	Length	Constraints	Description
ServiceRequestID	INT	11	Primary key	Unique identifier for service request
uid	INT	11	Foreign key	Foreign key of tbl_servicereq
TechnicianID	INT	11	Foreign key	Foreign key of tbl_servicereq
Decsription	VARCHAR	40		Description of the service request
phoneID	INT	11	Foreign key	Foreign key of tbl_servicereq
RequestDate	DATETIME		Not null	Date of service request
status	varchar	20	Not null	Status of the request (pending, in progress, completed)



PaymentStatus	varchar	20	Not null	Payment status
---------------	---------	----	----------	----------------

## 6. tbl\_phone

Field Name	Type	Length	Constraints	Description
phoneID	INT	11	Primary key	Unique identifier for phone
Model	VARCHAR	40	Not null	Phone model or brand
Name	VARCHAR	40	Not null	Phone name

## 7. tbl\_booking

Field Name	Type	Length	Constraints	Description
BookingID	INT	11	Primary key	Unique identifier for booking
uid	INT	11	Foreign key	Foreign key of tbl_booking
AccessoryID	INT	11	Foreign key	Foreign key of tbl_booking
BookingDate	DATETIME		Not null	Date of booking
Quantity	INT		Not null	Quantity booked
PaymentStatus	varchar		Not null	Payment status(paid,unpaid)

**8. tbl\_cutomer\_feedback**

Field Name	Type	Length	Constraints	Description
FeedbackID	INT	11	Primary key	Unique identifier for feedback
uid	INT	11	Foreign key	Foreign key of tbl_customer_feedback
Description	VARCHAR	40		Feedback text

**9. tbl\_manage\_booking**

Field Name	Type	Length	Constraints	Description
MangBookID	INT	11	Primary key	Unique identifier for booking
BookingID	INT	11	Foreign key	Foreign
PaymentStatus	varchar		Not null	Payment status(paid,unpaid)

**10. tbl\_service\_history**

Field Name	Type	Length	Constraints	Description
ServiceHistoryID	INT	11	Primary key	Unique identifier for service history
uid	INT	11	Foreign key	Foreign for tbl_service_history



ServiceRequestID	INT		Foreign key	Foreign for tbl_service_history
TechnicianID	INT		Foreign key	Foreign for tbl_service_history

**11. tbl\_OrderHistory**

Field Name	Type	Length	Constraints	Description
OrderHistoryID	INT	11	Primary key	Unique identifier for order history
uid	INT	11	Foreign key	Foreign for tbl_ order history
AccessoryID	INT		Foreign key	Foreign for tbl_order history
BookingID	INT		Foreign key	Foreign for tbl_order history

**12. tbl\_oldphone**

Field Name	Type	Length	Constraints	Description
SaleID	INT	11	Primary key	Unique identifier for tbl_oldphone
uid	INT	11	Foreign key	Foreign for tbl_ oldphone
TechnicianID	INT		Foreign key	Foreign for tbl_old phone



phonemodel	VARCHAR	30	Not null	Model of the phone
SaleDate	DATETIME		Not null	Date of sale
Status	VARCHAR		Not null	Status of sale(prnding,sold)

**13. tbl\_ServiceSchedule**

Field Name	Type	Length	Constraints	Description
ScheduleID	INT	11	Primary key	Unique identifier for tbl_serviceschedule
TechnicianID	INT	11	Foreign key	Foreign key of tbl_serviceschedule
ServiceRequestID	INT	11	Foreign key	Foreign key of tbl_serviceschedule
ScheduleDate	DATETIME		Not null	Schedule the time for the service
status	VARCHAR	11	Not null	Schedule status(scheduled,completed)

**14. tbl\_oldphone\_manage**

Field Name	Type	Length	Constraints	Description
ManageID	INT	11	Primary key	Unique identifier for tbl_oldphone_manage

TechnicianID	INT	11	Foreign key	Foreign key of tbl_oldphone_manage
SaleID	INT	11	Foreign key	Foreign key of tbl_oldphone_manage
status	VARCHAR	11	Not null	Schedule status(managed,unmanaged)

### 15. tbl\_payment

Field Name	Type	Length	Constraints	Description
payment_id	INT	11	PRIMARY KEY	Unique identifier for the payment
user_id	INT	11	FOREIGN KEY	Identifier for the user making the payment
BookingID	INT	11	FOREIGN KEY	Identifier for the order being paid for
amount	DECIMAL	10,2	NOT NULL	Payment amount
payment_date	DATETIME		NOT NULL	Date and time of the payment
payment_method	ENUM		NOT NULL	Method of payment (Credit Card, PayPal, etc.)
payment_status	ENUM		NOT NULL	Status of the payment (Pending, Completed, Failed)

### 16. tbl\_servicepayment\_status

Field Name	Type	Length	Constraints	Description
PayID	INT	11	Primary key	Unique identifier for tbl_servicespayment

uid	INT	11	Foreign key	Foreign key of tbl_servicespayment
TechnicianID	INT	11	Foreign key	Foreign key of tbl_servicespayment
ServiceRequestID	INT	11	Foreign key	Foreign key of tbl_servicespayment
status	VARCHAR	11	Not null	Paid or unpaid

**17. tbl\_cart**

Field Name	Type	Length	Constraints	Description
CartID	INT	11	Primary key	Unique identifier for tbl_cart
uid	INT	11	Foreign key	Foreign key of tbl_cart
AccessoryID	INT	11	Foreign key	Foreign key of tbl_cart
Quantity	INT		Not null	Quantity of the accessory in the cart

**18. tbl\_delivery\_assignment**

Field Name	Type	Length	Constraints	Description
AssignmentID	INT	11	Primary key	Unique identifier for the assignment



AgentID	INT	11	Foreign key	Foreign key of tbl_delivery_assignment
Location	VARCHAR	100	NOT NULL	Specifies the assigned location/region
AssignmentDate	DATETIME		NOT NULL	Date when the assignment was made
Status	ENUM		NOT NULL	Status of the assignment (Active, Inactive)

**19. tbl\_delivery\_status**

Field Name	Type	Length	Constraints	Description
DeliveryID	INT	11	PRIMARY KEY	Unique identifier for delivery record
AgentID	INT	11	FOREIGN KEY	Delivery agent handling the delivery
BookingID	INT	11	FOREIGN KEY	Order booking being delivered
PhonePickupID	INT	11	FOREIGN KEY	Phone service pickup (if applicable)
OldPhonePickupID	INT	11	FOREIGN KEY	Old phone pickup for sale (if applicable)
Status	ENUM		NOT NULL	Status of delivery (Pending, Completed)
UpdatedDate	DATETIME		NOT NULL	Date when the delivery status was updated



**20. tbl\_delivery\_history**

Field Name	Type	Length	Constraints	Description
HistoryID	INT	11	PRIMARY KEY	Unique identifier for delivery history
AgentID	INT	11	FOREIGN KEY	Delivery agent involved
DeliveryID	INT	11	FOREIGN KEY	Delivery record
HistoryDate	DATETIME		NOT NULL	Date of the delivery

**21. tbl\_sale\_request**

Field Name	Type	Length	Constraints	Description
SaleRequestID	INT	11	PRIMARY KEY	Unique identifier for sale request
UserID	INT	11	FOREIGN KEY	User submitting the sale request
SpecialistID	INT	11	FOREIGN KEY	Specialist handling the sale request
PhoneModel	VARCHAR	40	NOT NULL	Model of the phone being sold
RequestStatus	ENUM		NOT NULL	Status of the request (Pending, Approved, Rejected)
RequestDate	DATETIME		NOT NULL	Date of sale request submission



**22. tbl\_old\_phone\_manage**

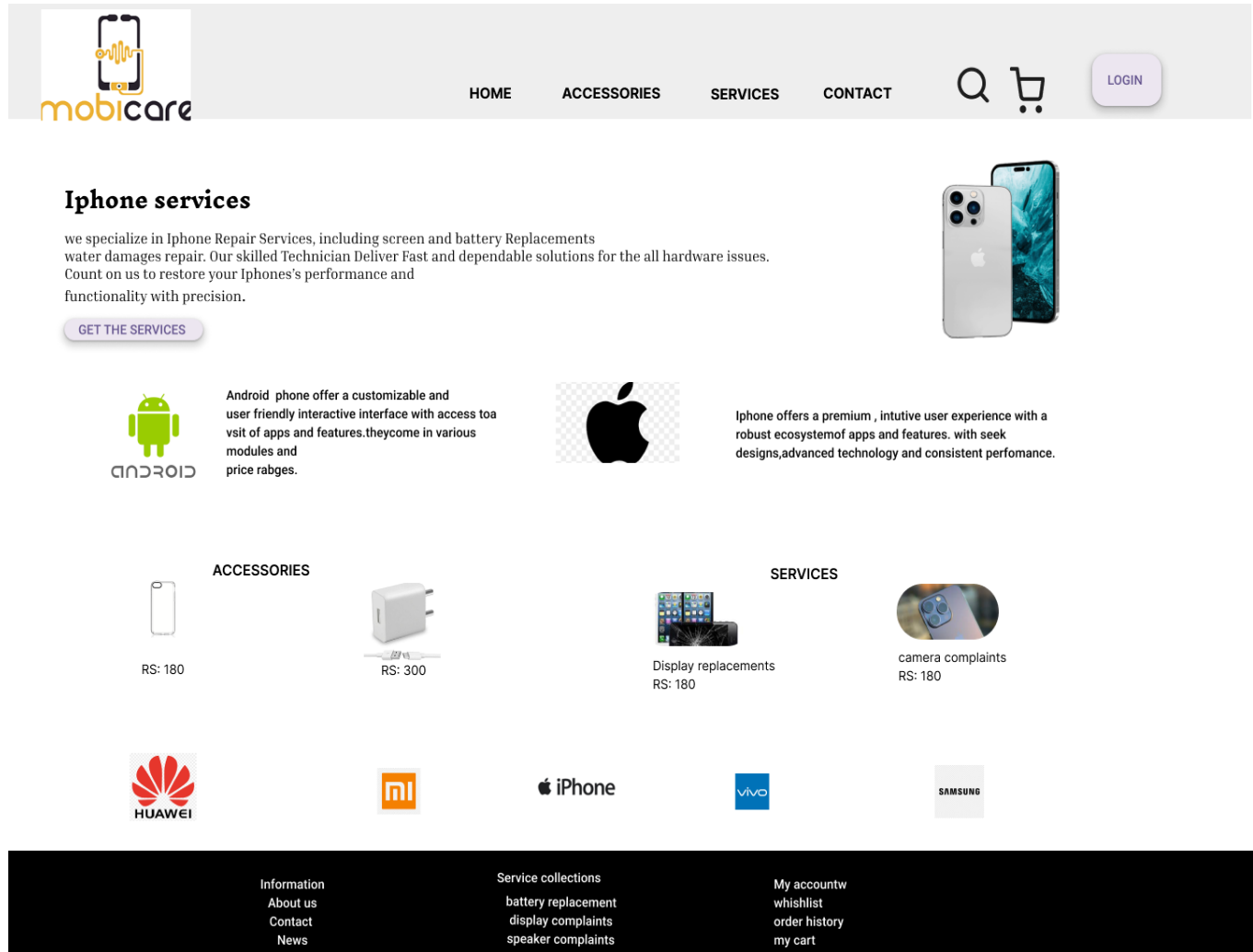
Field Name	Type	Length	Constraints	Description
ManageID	INT	11	PRIMARY KEY	Unique identifier for managing old phones
SpecialistID	INT	11	FOREIGN KEY	Specialist handling the old phones
OldPhoneID	INT	11	FOREIGN KEY	Reference to the old phone being managed
ActionType	ENUM		NOT NULL	Action performed (Add, Update, Remove)
ActionDate	DATETIME		NOT NULL	Date of the action performed

**23. tbl\_sale\_history**

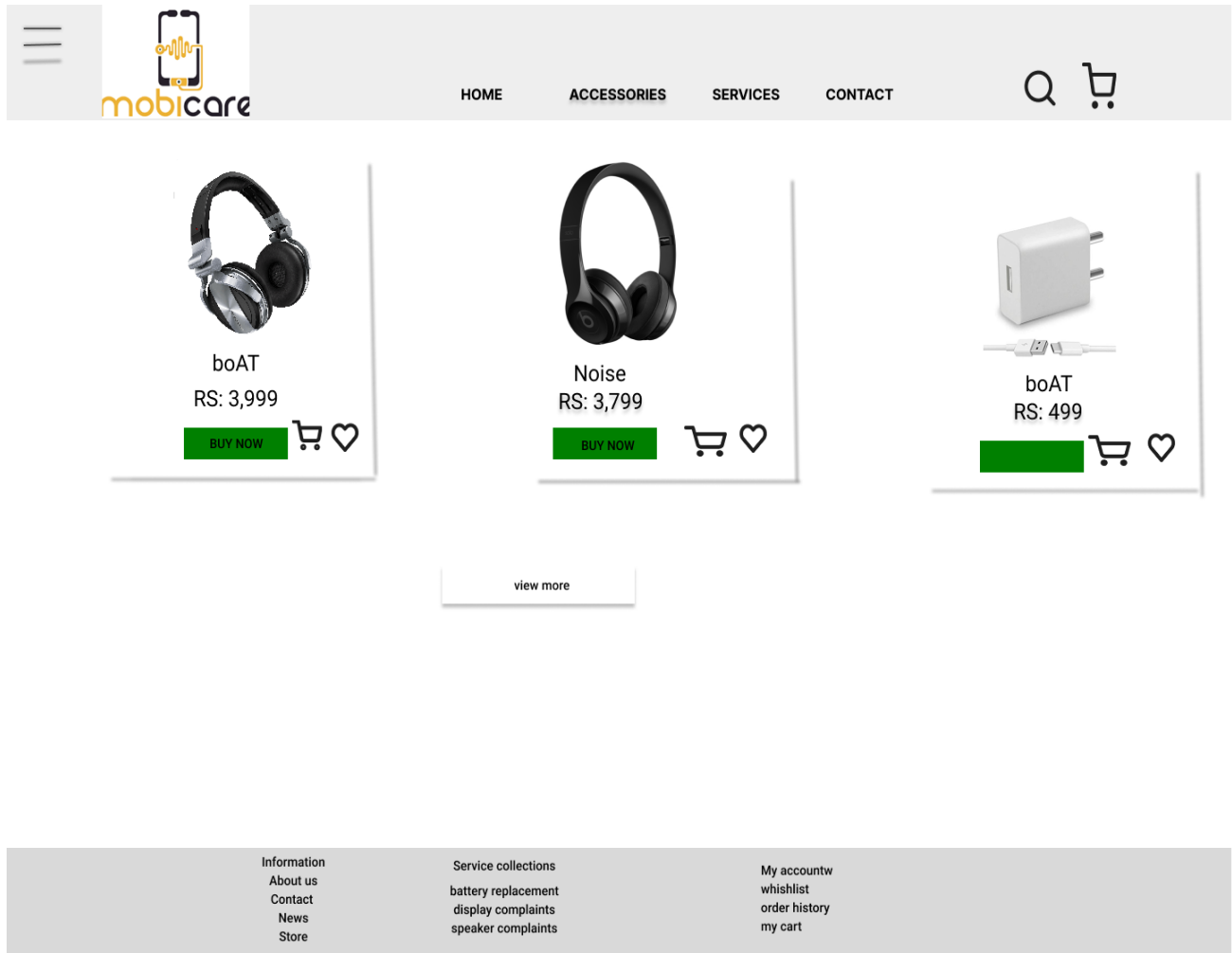
Field Name	Type	Length	Constraints	Description
SaleHistoryID	INT	11	PRIMARY KEY	Unique identifier for sale history
SpecialistID	INT	11	FOREIGN KEY	Specialist involved in the sale
SaleID	INT	11	FOREIGN KEY	Sale transaction identifier
SaleDate	DATETIME		NOT NULL	Date of the sale

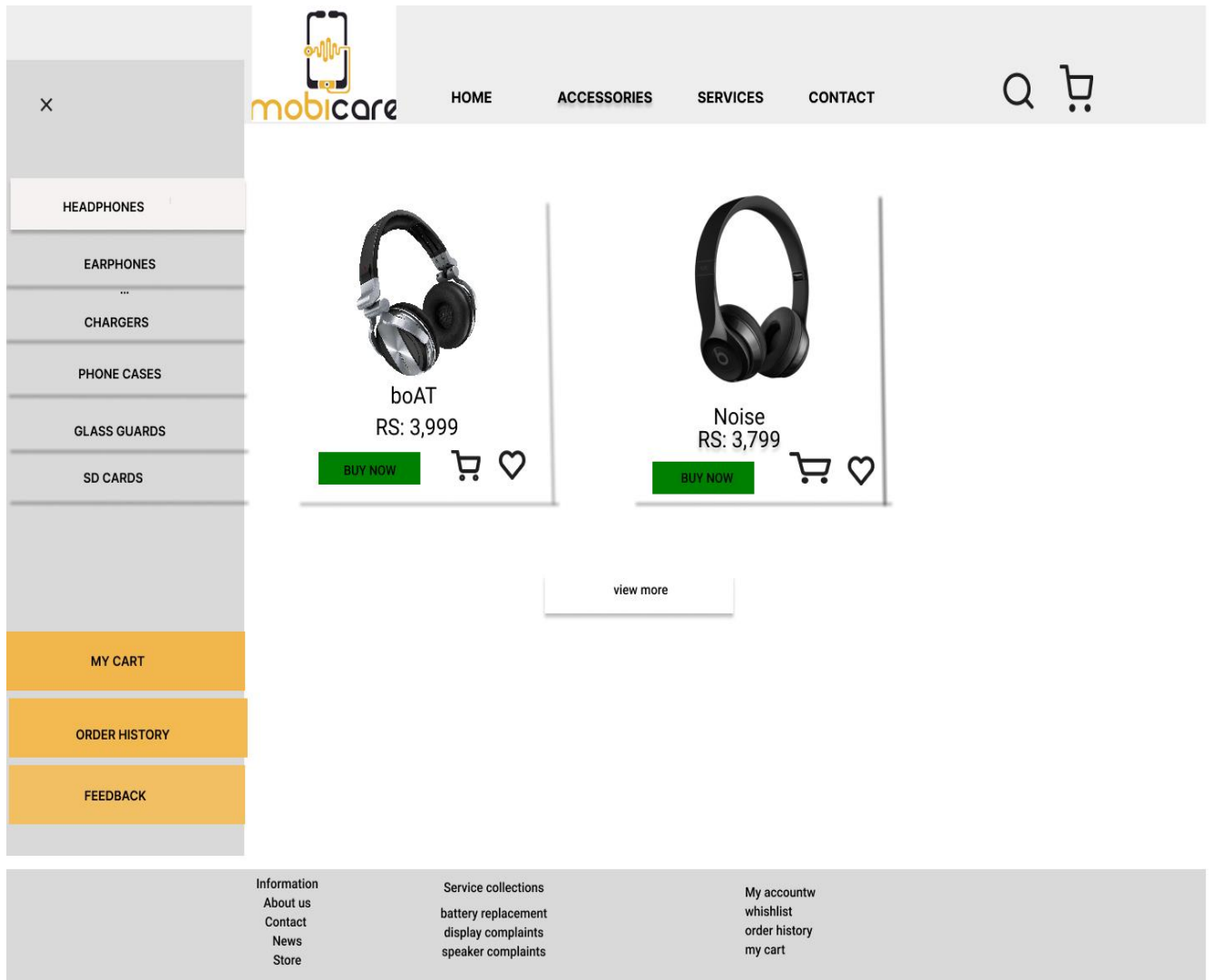


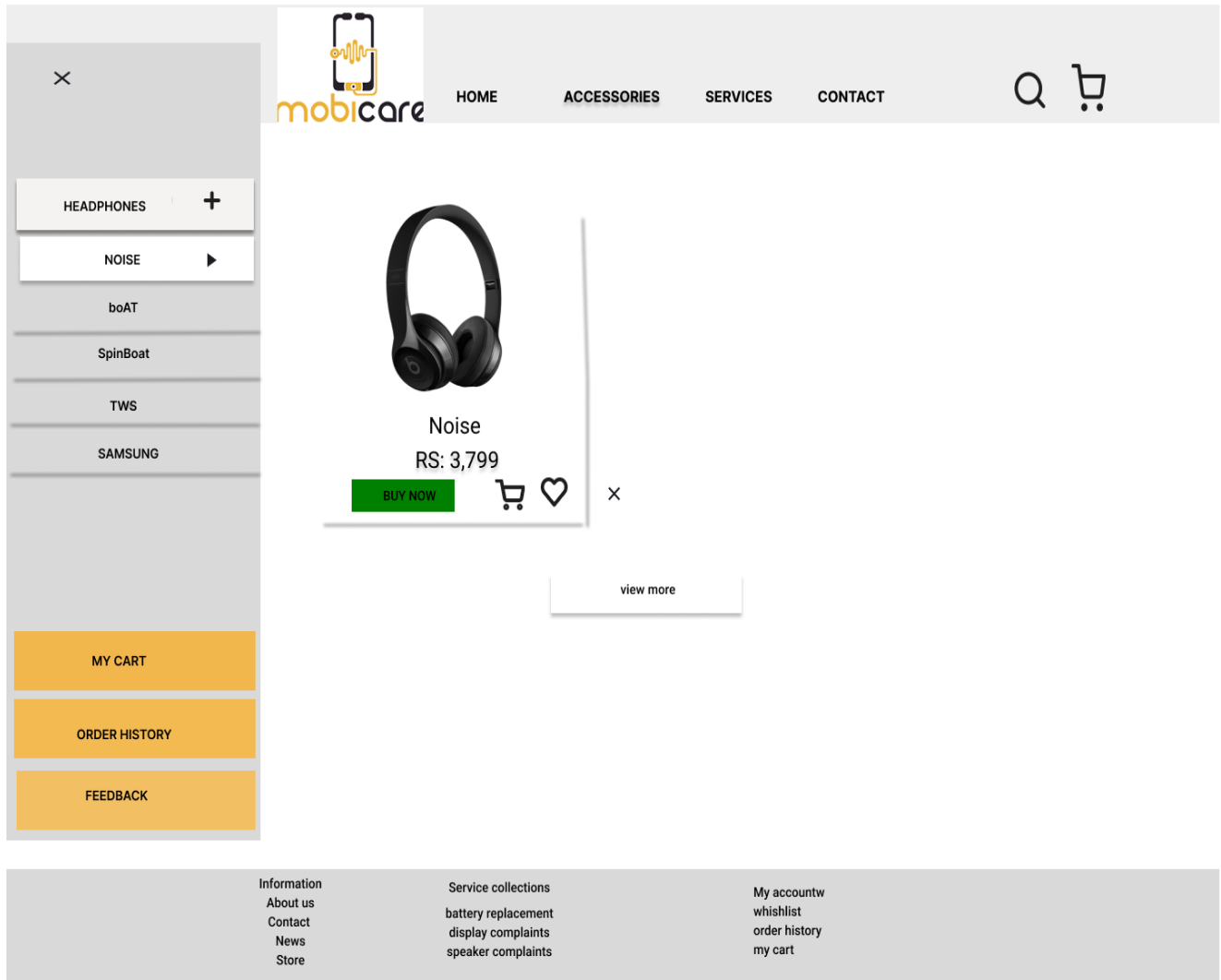
# FIGMA
















[HOME](#)
[ACCESSORIES](#)
[SERVICES](#)
[CONTACT](#)

SERVICES

NEW REQUEST

STATUS

SERVICE HISTORY

PAYMENT HISTORY

REGISTER COMPLAINTS

MY CART

ORDER HISTORY

FEEDBACK

REGISTER FOR SERVICE

SELECT OS TYPE:

ANDROID

PHONE MODEL

REDMI NOTE 10

DESCRIPTION

DATE

SUBMIT

Information  
About us  
Contact  
News  
Store

Service collections  
battery replacement  
display complaints  
speaker complaints

My accountw  
whishlist  
order history  
my cart



Hinted search text



ADMIN

ADMIN DASHBOARD	≡
ADD CATEGORY	
ADD ACCESSEROIES	
ADD TECHNICIAN	
VIEW SERVICE REQUEST	
ORDERS	
PAYMENT LIST	
LOGOUT	

ADD TECHNICIAN

NAME

ADDRESS


EMAIL ID

PHONE NUMBER

YEAR OF EXPERIENCE

ADD






≡

Hinted search text

🔍



Technician

TECHNICIAN DASHBOARD

≡

ADD SERVICES

VIEW SERVICE REQUEST

REGISTER COMPLAINTS

SERVICE HISTORY

PAYMENT LIST

LOGOUT

ADD SERVICES

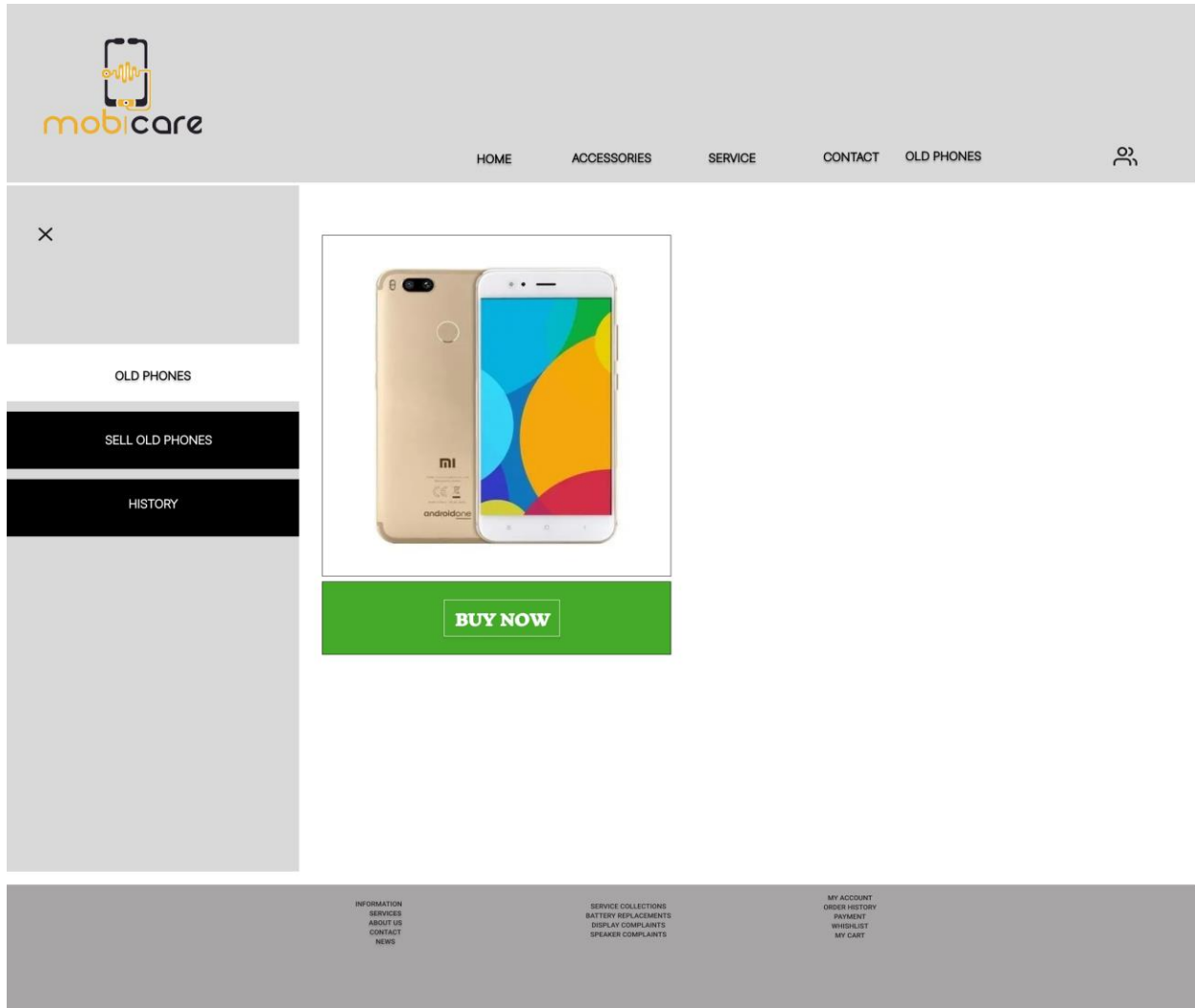
OS TYPE



COMPLAINT

DESCRIPTION

RATE

ADD




[HOME](#)
[ACESSORIES](#)
[SERVICE](#)
[CONTACT](#)
[OLD PHONE](#)


×

OLD PHONES

SELL OLD PHONE

HISTORY

Full Name

Contact Number

Email Address

Pickup Address

Phone Brand

Phone Model



IMEI Number

Expected Price


Upload Photos 3-4

☒ Agree to the Terms and conditions

Description

Register






≡

Hinted search text

Q



Device Specialist Dashboard

Manage Old Phones ▾

+ Add Old Phones

Manage Requests

Sale History

**Phone Details**

Brand Name

Value

Model Name

Value

Time Period

Value


Price


Value

Upload Image

Value

SUBMIT





Delivery Agent Dashboard

Old Phone Deliveries

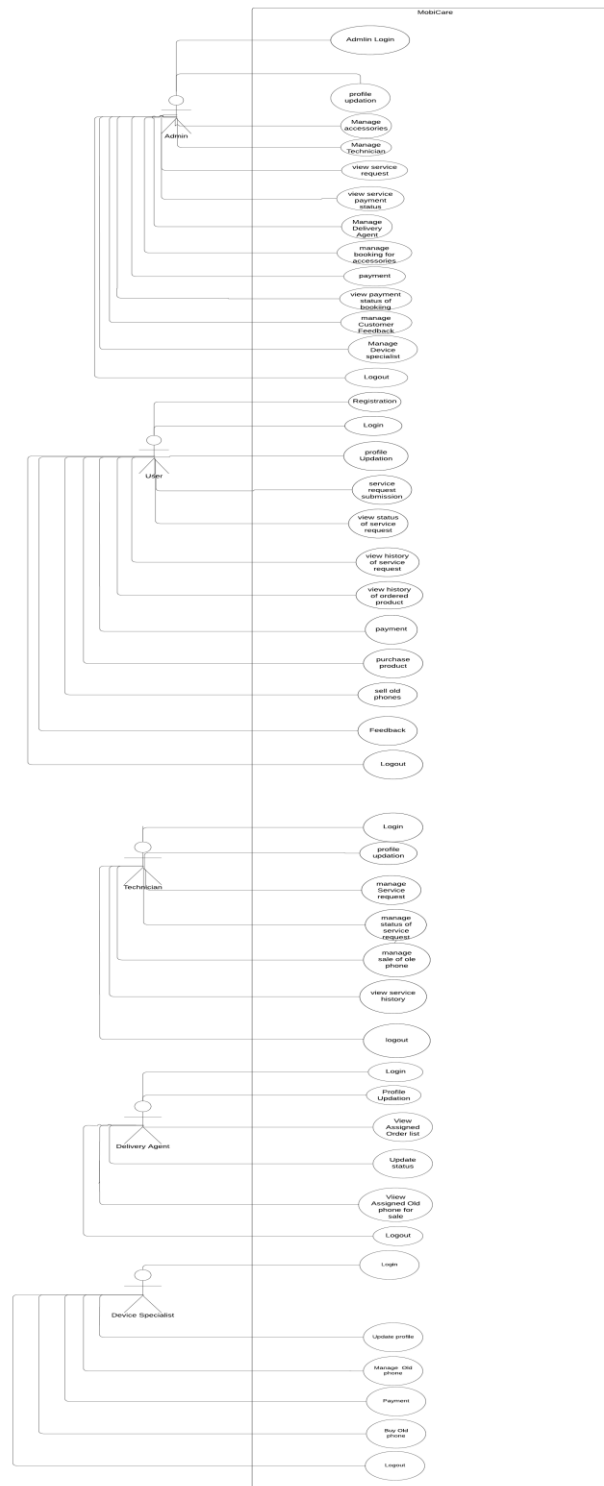
Accessories Deliveries

History

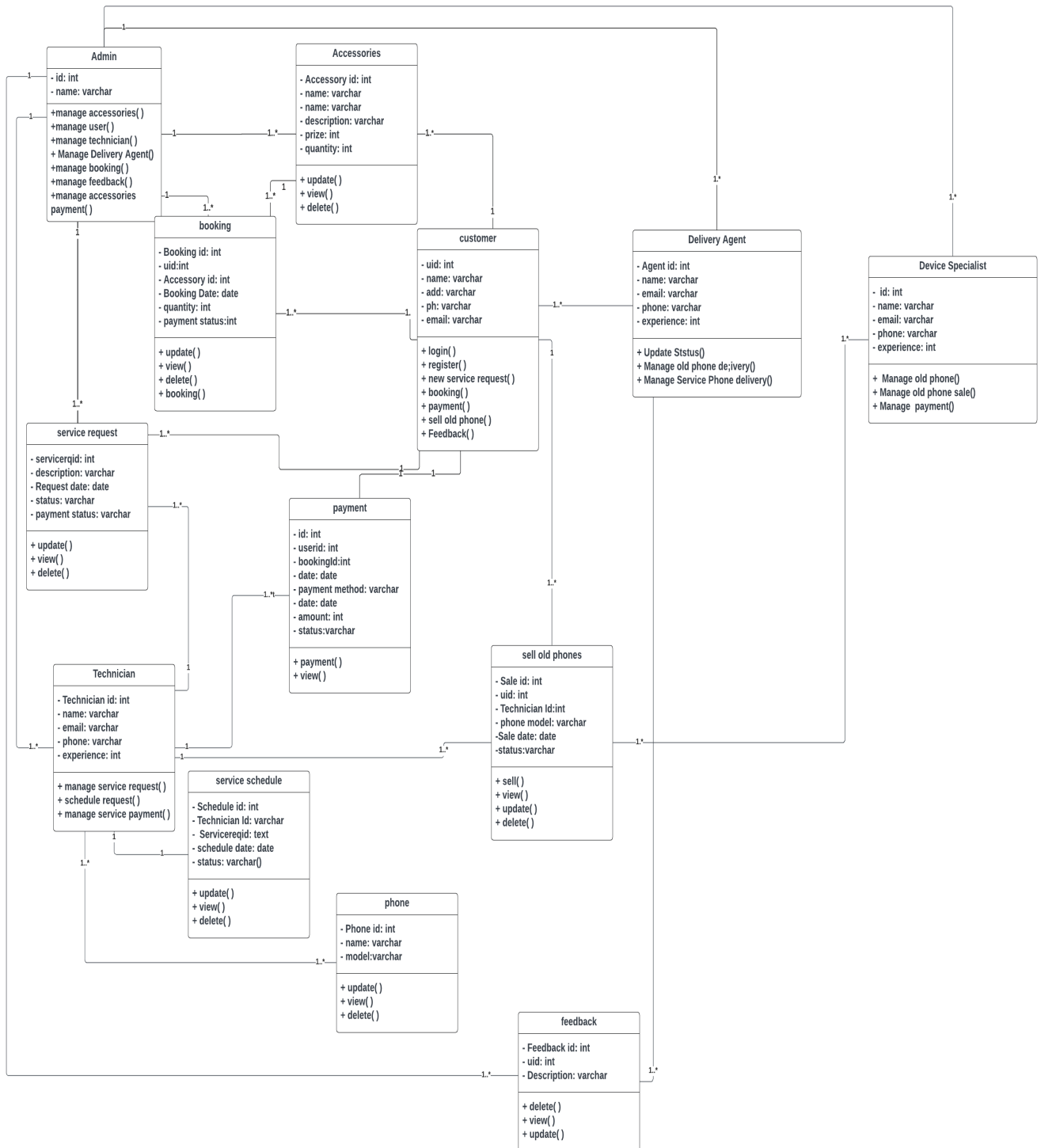
Logout

SI NO	Customer Name	Address	Pincode	Phone Model	Status

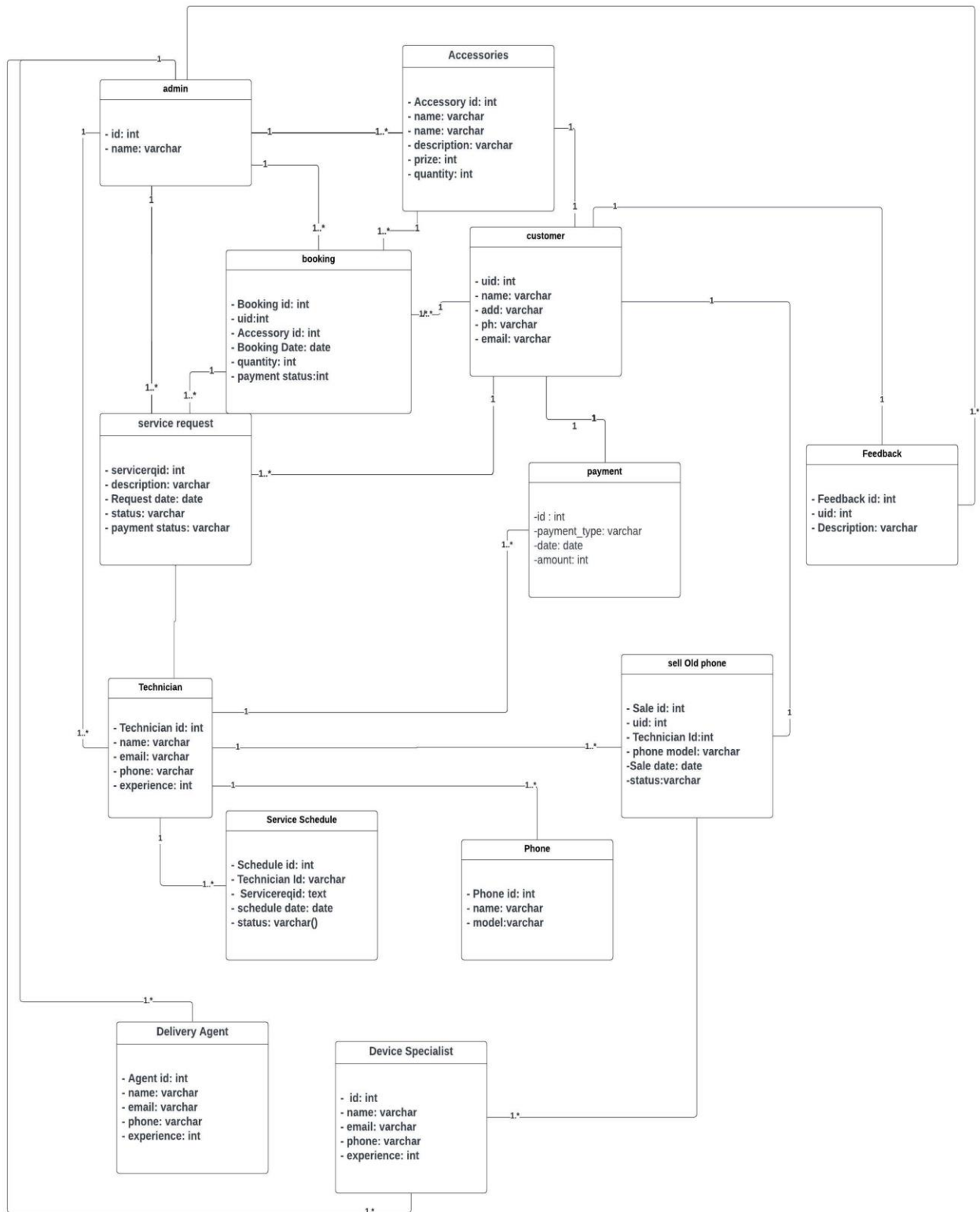
# UML



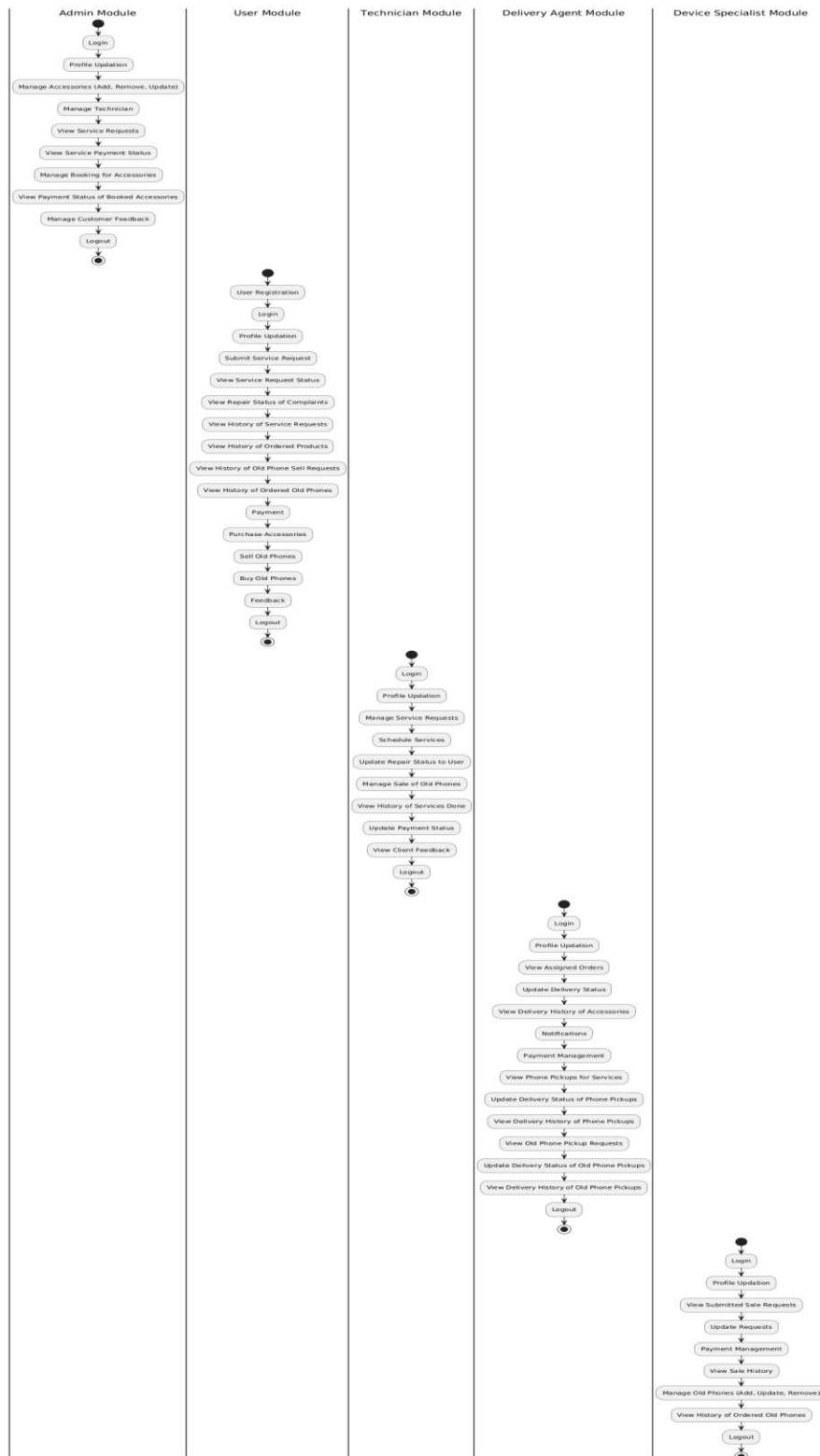
Use case Diagram



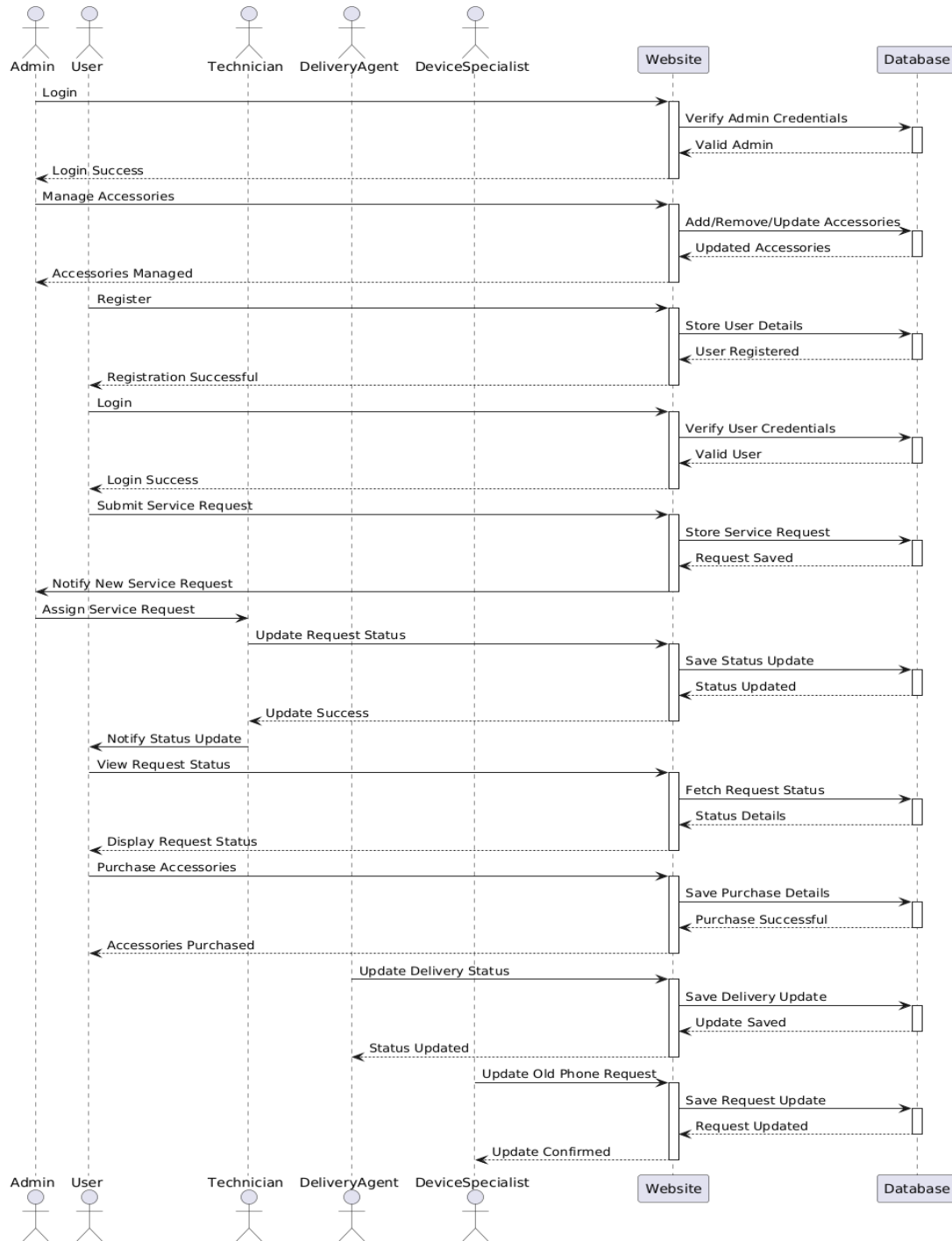
Class diagram



Object diagram



Activity diagram



Sequence diagram