

**Hindi Vidya Prachar Samiti's  
RAMNIRANJAN JHUNJHUNWALA COLLEGE  
Department Of Information Technology**

**Ghatkopar (West), Mumbai – 86**



**2017-2018**

**A project report on**

**CLEANZEE**

**Towards partial fulfillment of the degree of B.Sc.(INFORMATION  
TECHNOLOGY) as prescribed by the University of Mumbai.**

**By  
Ms. Jyoti Singh  
&  
Mr. Brijesh Vishwakarma**

**Project Guide  
Prof. Pradnya Pawar**

# *Project Certificate*



*This is to certify that Project entitled \_\_\_\_\_  
undertaken at the \_\_\_\_\_ by  
Mr. / Ms \_\_\_\_\_ Seat no \_\_\_\_\_  
in partial fulfillment of B.Sc. IT degree (Semester VI)  
Examination had not been submitted for any other examination and does  
not form part of any other course undergone by the candidate.*

*It is further certified that he / she has completed all required phases of the  
project.*

*Signature of Internal Guide*

*Sign of coordinator*

*Examiner*

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Before we get into thick of things we would like to add a few heartfelt words for the people who were part of **our** project in numerous ways, people who gave unending support right from the stage the project idea was conceived. A project report is such a comprehensive coverage; it would not have been materialized without the help of many.

The four things that go on to make a successful endeavor are dedication, hard work, patience and correct guidance. Able and timely guidance not only helps in making an effort fruitful but also transforms the whole process of learning and implementing into an enjoyable experience.

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I would like to give a very special honor and respect to our teacher, **Prof. Pradnya Pawar** who took keen interest in checking the minute details of the project work and guided us throughout the same. A sincere quote of thanks to the non-teaching staff for providing us software & their time. I appreciate outstanding co-operation by them, especially for the long Lab timings that we could receive.

**Jyoti Singh & Brijesh Vishwakarma**

# **SYSTEM ANALYSIS**

## ❖ Requirement Gathering

### ○ Problem Statement

#### ➤ Limitation of existing system

- The existing system is totally manual.
- The application has manual work on paper.
- Updating product details manually consume much time.
- As the amount of data increases maintaining such information for each and every service manually may become difficult.
- As the system is manually it increases the change of error.
- Immediate response to query is very difficult.

#### ➤ Need of new system

- At the present, all the activities in the current system are handling manually.
- The online home service contains large amounts of different services, so manual data processing become more complex.
- As the organizations expand in size and function, then stage is reached where manual operations become inadequate and inefficient.
- Hence, there is need of new computerized system which is user-friendly and capable of holding system in robust manner.

## ○ **Fact Finding**

### ➤ **Questionnaire**

- Would you like to change this manual task to online process?
- Is your employees well trained?
- How do you maintain the records of the customers who get the services?
- What features would you like to be added in the automatic system?
- What are the difficult steps in this process that you need to handle carefully?
- Do you give any discount if customer wants services for more than one month?
- Can customer talk to an employee who will come for servicing?
- How this automatic system will be helpful to you?

### ➤ **Observations**

- The proposed system is a computerized system.
- As the system is computerized, so the chances of error are less than that of the manual system.
- The system can generate immediate response to all queries and reports.
- The system provides online payment facilities through internet banking and cash on delivery.
- The system provides a form-based GUI and interactive user-interfaces.
- Easy to store and retrieval of data and also easy to manage data.



## ○ Objective & Scope

This system aim towards a person who don't want to visit the shop as he might don't get time for that or might not interested in visiting there and dealing with lots of formalities.

The main objective behind making this website is to provide various services at one place efficiently.

Service provided by us:

- Cleaning
- Pest control
- Painting
- Skin care
- Hair care
- Makeup

Add to cart is one of the important facility provided in online home servicing, this lets customer to browse different services and once they select service to book they can place service in cart, and continue browsing till the final selection.

Customer can even remove the services from cart that were selected earlier before they place final service.

After that customer has to fill their address then customer needs to do payment where they can pay through either internet banking.

System will show invoice of that customer's booked services with customer name, price, date and time.

Admin will send mail to the customer with employee's details who will go to that customer's home for providing services.

Employee will go on specified date and time and show copy of that customer's invoice.

After completing the job employee will take feedback from user.

After that give form to admin for showing that his/her job has been finished.

Admin will change the status of employee according to the feedback form which is provided by employee.

**The website provides the following facilities to the customer:**

- This system provides an easy solution for customers to book the services without going or finding anyone for home servicing.
- This proposed system can be used by any naïve users and it does not require any educational level experience.
- The system helps in booking of services online by choosing the listed services form website.
- The system provide services: Cleaning, Pest Control, Painting, Hair care, Skin care, Makeup.
- Customers are provided with up to date information on the services available.

## ○ **Problem with current system**

- **Time consuming**

In current system all transaction dealing of services, purchasing of ` services were done manually which is time consuming.

- **Much paper work**

Reports are prepared manually as and when needed. Maintaining reports its very tedious task.

- **Data can be misplaced**

There is no computer system for handling payments. All calculations are performed manually which may not be accurate always.

- **High Cost**

The current manual system is so vast so that it needs to be automated system which can be easy to book services and pay desirable accurate amount.

- **Manual Effort**

All the tasks are done manually and as the number of students increase the amount time invested also increases. The efforts put in can be used for other tasks where it is required more.

## ○ **Advantages of proposed system**

- 24x7 availability: Online home services website open around the clock of 24x7, 7 days a week and 365 days. It is very rare to find any conventional retail stores that are open 24x7. The availability of online home services gives you freedom to book at your own place and convenience.
- Save time: With just a couple of click of the mouse, you can book your service and instantly move to another important thing, which can save time.
- More service verities: The choices online are amazing. One can get several different services all in one place. Scroll down various option at one time.
- Better price: Cheap deals and better prices are available online without doing any formalities.
- Flexible Time: The professionals will works with customer's flexible time.
- Service guarantee: It provide on time service guarantee who booked services online.
- Quality assurance: It provide the quality assurance because the professional are well trained and they have an experience.
- Provide services right at your doorstep.

# **Feasibility Study**

○ **Operational:**

The operation of the website can be explained with help of below scenarios:

**1. Customer purchasing first time online service:**

- The Customer will be provided with the website link where he/she can book services.
- After visiting the website first customer needs to register.
- After registration customer has to fill the personal detail which includes name, email id, password and mobile number for authentication.
- After submitting the registration page, the email id and password of the customer needs for login.
- After all the above simple steps the customer can move on front page of website which will be includes services category.
- After selecting service customers needs to select house size, frequency for servicing, date and time.
- Customer needs to add selected services in the cart and then they can proceed to purchase services.
- Customer has to fill address details for booking services.
- After doing this all customers needs to do payment from internet banking..
- After the payment process is completed customer can see invoice of service detail.

**2. Customer purchasing services for second time**

- Go to the website and login with your email id and password.
- Select more services or can view selected services from cart.
- Fill mandatory details.
- Check invoices and logout.

### 3. ADMIN Capabilities

- Admin page will have functions which can be used to view number of customer, employees and feedback of customers.
- Can add super admin to manage customer and employees.
- Admin will have rights to modify employee data.
- Admin will send mail to customer with invoice as well as employee details who will come for servicing.

#### ○ Technical:

The following technologies are used:

- HTML:
  - Hypertext markup language is the standard markup language for creating web pages and web applications.
  - With cascading style sheets and JavaScript.
- Semantic UI
  - It is a modern front-end development framework.
  - It is a development framework that helps create beautiful, responsive layouts using human-friendly HTML.
- Bootstrap:
  - It contains HTML and CSS based design for buttons, navigation and other interface components.
  - It is a free and open source front-end library for designing websites and web applications.
- PHP:
  - It is a hypertext preprocessor is a scripting language that helps to make web pages more interactive.
  - It generally runs on a web server.

- **Economical:**

- The project specification shows that the project development includes the entire open source project and hence no cost is involved in buying the software.
- It reduces the paper work.
- Much infrastructure is not required as complete work is to be performed on laptop.

- **Cost-benefit:**

- The cost involved is a one-time investment there after the cost incurred is zero.
- No manual intervention so the human resource could be utilized for other important tasks.
- The entire setup could be done and maintained by single personnel.



# **Requirement Specification**

## ○ **Functional Specification**

This section provides requirement overview of the system. Various functional Modules that can be implemented by the system will be:

### **Function of Customer:**

- The customer shall be able to login using authentication form.
- The customer shall be able to register using registration process.
- The customer shall be able to view categories and the services on the application's homepage.
- The customer shall be able to add services to the cart that he/she have selected to add.
- The system must ensure that only the registered customer can purchase the services.
- The customer can pay the service charges through payment such as internet banking or can go for cash.
- After booking or surfing for the service customer has to logout.

### **Functions of Admin:**

- The admin or super admin shall be able to login to the website through user authentication form.
- Both shall be able to confirm and manage booked services by viewing or by deleting existing booked services.
- The admin can create, edit and remove super admin and employee profile.
- The admin and super admin can edit schedule and availability of employees.
- Both can give notification to registered user via mail.
- Both can send feedback page to user via mail or with employee's hand.

**Functions of Visitor:**

- Can browse the site.
- Can view services.
- Can do registration.
- Can read about cleanzee related to services.

**Functions of registered user:**

- Can get all notifications via mail.
- Can view history of the booked services and invoices.
- Can add services to cart and book selected services in anytime.
- Can give feedback via website link or with employee's feedback paper.

## ○ **Non-Functional requirement**

### ➤ Performance requirements

The following are the functions that define the performance of an application:

- The customer can search the services in minimum time or in a few seconds.
- The customer can add more services to his/her cart within the less time or in a few seconds.
- The user shall be able to view the information of the services in a few seconds.
- The navigation between the pages shall take fewer than 5 seconds.
- The application shall be able to do a validation check on the information provided in the user-authentication form and the order form to avoid false or incomplete information.

### ➤ Reliability

- The data and user details are highly protected and the system assures high Reliability through Robust Security.
- Only the Authorized, Registered Users are allowed to book services.
- As all the necessary information regarding the user are stored securely inside the database; so the system is reliable and provides better and correct result.

### ➤ Availability

- Better component design to get better performance at peak time.
- The website is available to each and every user anytime, whenever he/she requires it.

➤ Security

- The website is secured, as all the information are stored securely inside the database so that only the authorized user can access the data.
- All data present in website saved securely.

➤ Maintainability

- A database is used for storing all the essential information of the user.
- As the admin is responsible for maintaining the records of customer, also the records of services done by that respective customer.
- The website has low cost on maintaining it.

➤ Portability

- The software is easily portable to every machine which is running any type of web browser.
- The website can be accessed on any version of windows operating system regardless of browser.
- The user also must have the strong internet connection to communicate with the websites.

➤ Survivability

- The system should have ability to continue to deliver service while it is under attack and potentially, while any part of the system is disabled.

➤ Portability requirements

- The system must be developed in such a way that can be port from one version to other according to changing needs.

➤ Ethical requirements

- System should be acceptable by its user and general public.

## ○ **Hardware Requirements**

The minimum hardware specifications that the core system should provide are enumerated below:

- RAM : 1GB
- Hard Disk : 10GB or greater
- 3D graphic card to handle the graphics efficiently.
- Processor : For better performance Intel Core i3 or greater

## ○ **Software Requirements**

The software requirement defines the software used in the development of the project. This website involves the use of browser, the ASP.net technology to make the website.

- Operating System : Microsoft windows 8, Windows 10.
- Front end : Semantic UI
- Database : PHP MySql

## GANTT CHART

Gantt Charts (G) is useful tools for analyzing and planning complex projects. They:

- Help in planning out the tasks that need to be completed
- Give a basis for scheduling when these tasks will be carried out
- Allow to plan the allocation of resources needed to complete the project, and
- Help you to work out the critical path for a project where you must complete it by a particular date.
- When a project is under way, Gantt Charts help to monitor whether the project is on schedule.
- **The main objective of a Gantt chart is** to assess how long a project should take and to establishes the order in which tasks need to be carried out by the ending of the project.

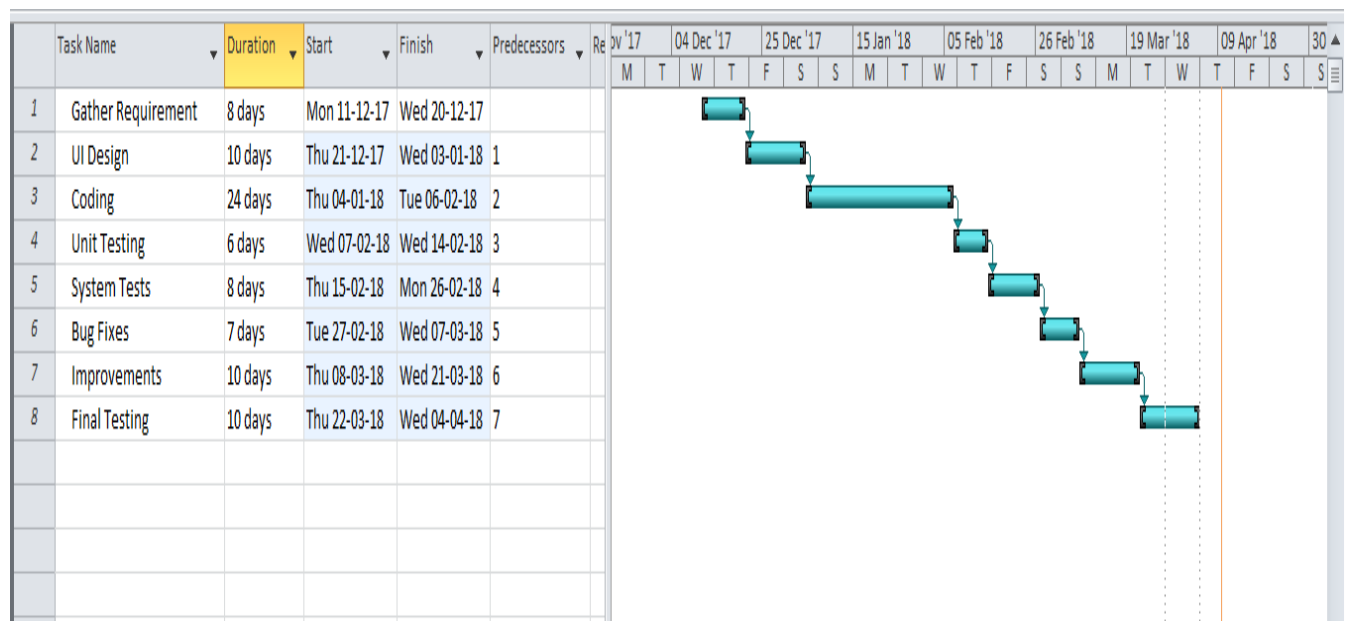
A Gantt chart indicates the following:

- 1) Durations and timelines of the listed activities;
- 2) The target and actual completion dates of the activities;
- 3) The cost of each activity;
- 4) The person or group of persons responsible for each activity;
- 5) Milestones in the progress of the project.

### SYMBOLS USED

Since a Gantt chart is a graphical tool, it employs symbols to represent variety of information about a project. These symbols include:

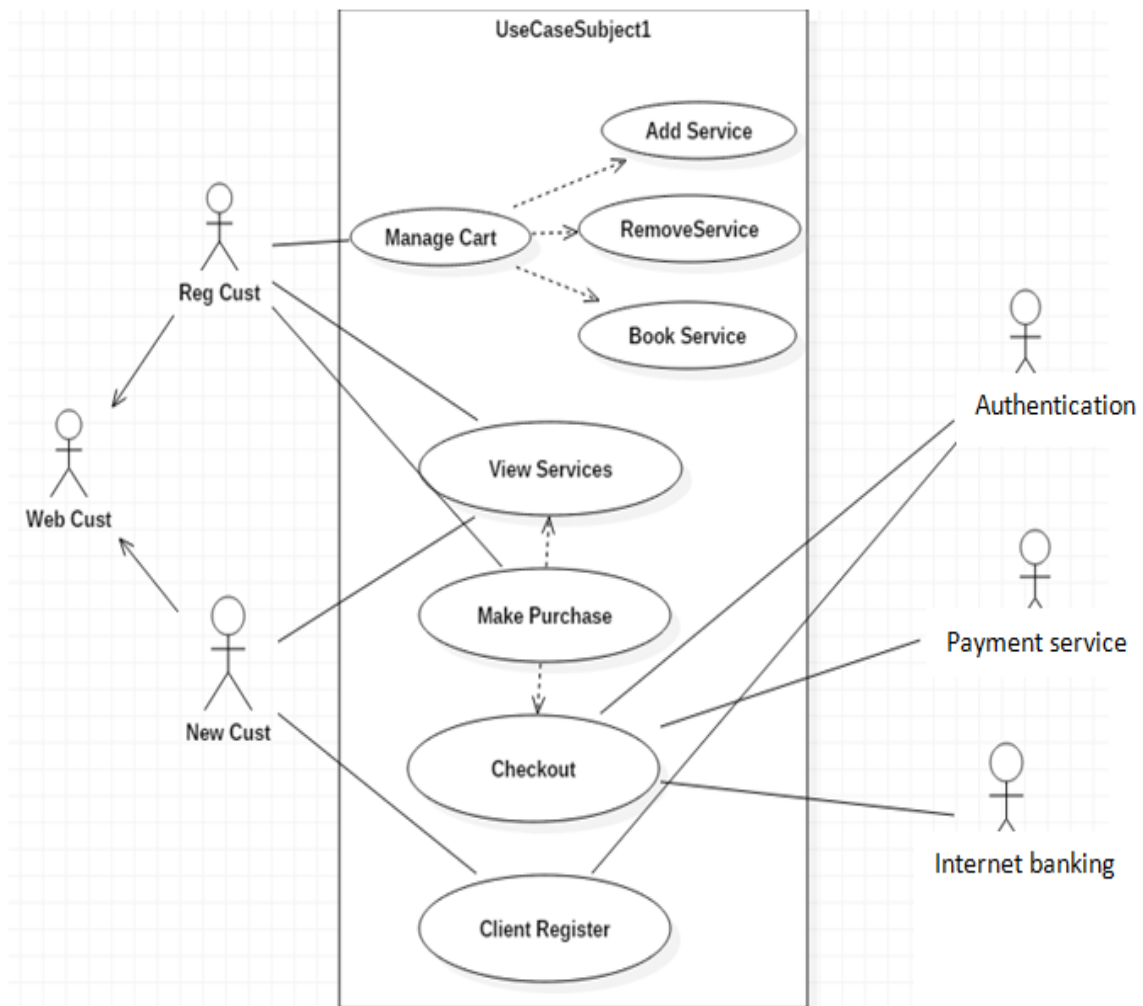
- The task bar, which is the horizontal bar used to indicate the duration of each activity in the Gantt chart;
- The milestone marker, which denotes a major turning point in the project such as the release of an approved budget or the launching of a new product;
- The link line, which shows the relationship between two tasks, such as the fact that one activity can only begin after another one is complete.



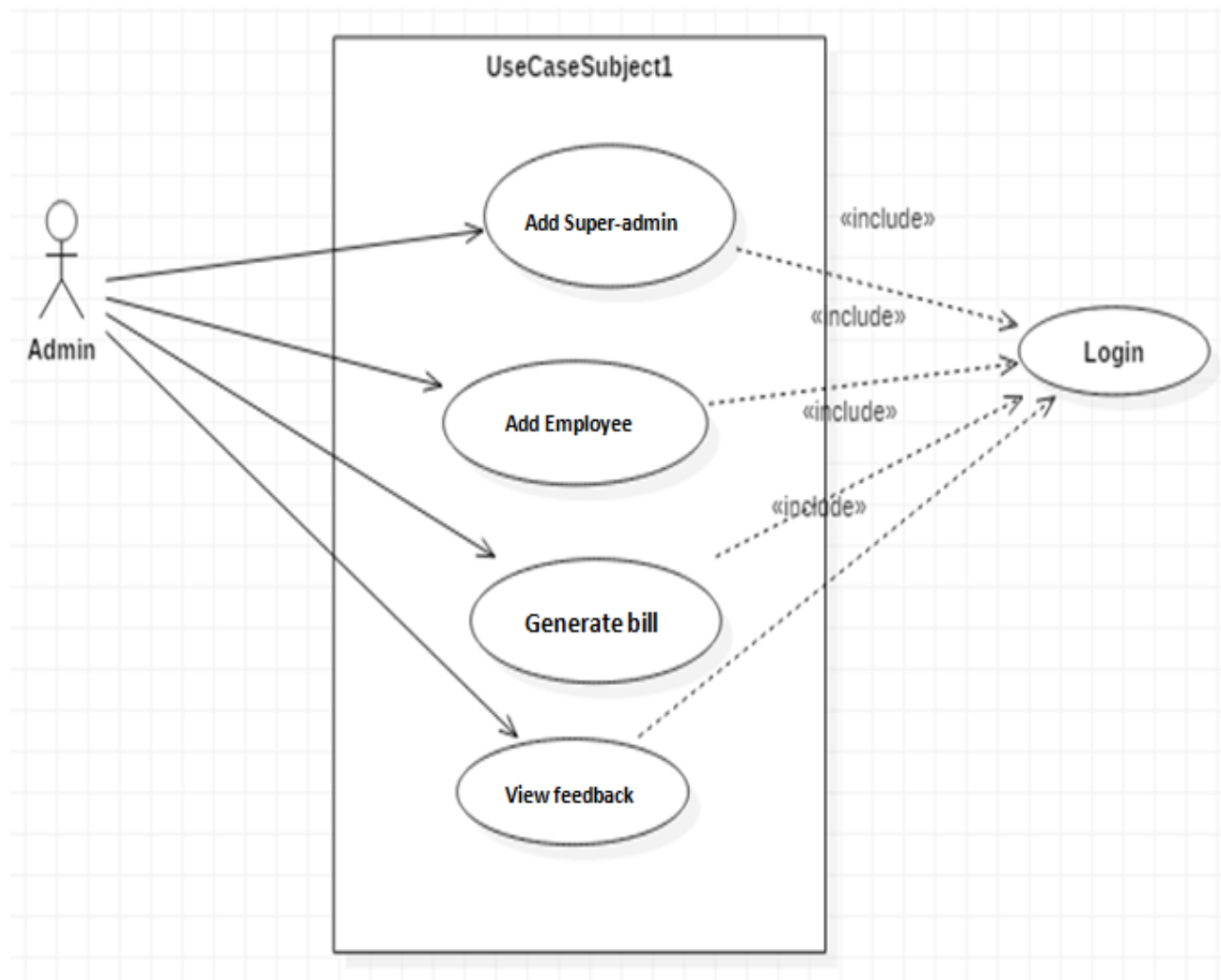


# **DESIGN**

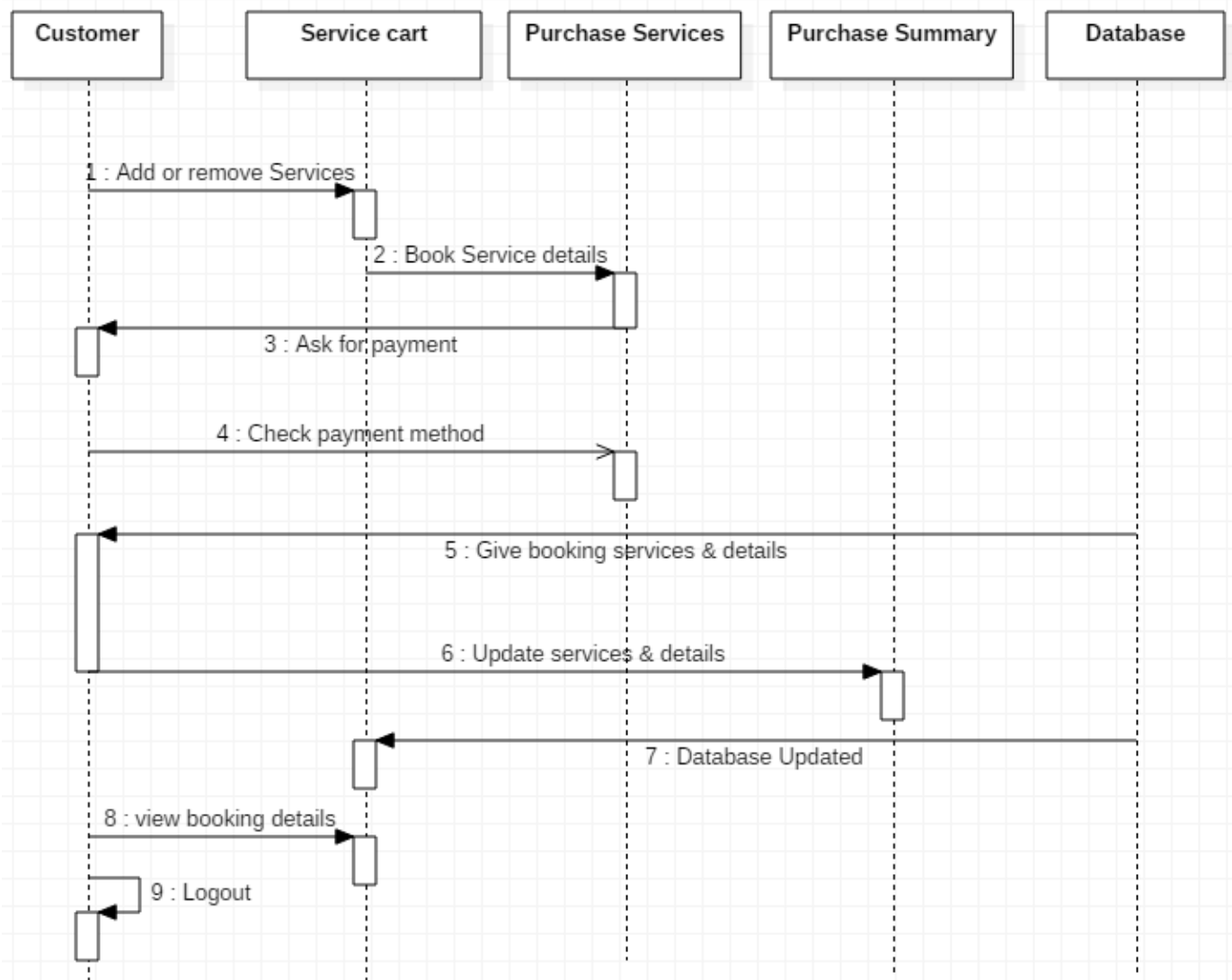
## Use Case diagram of customer



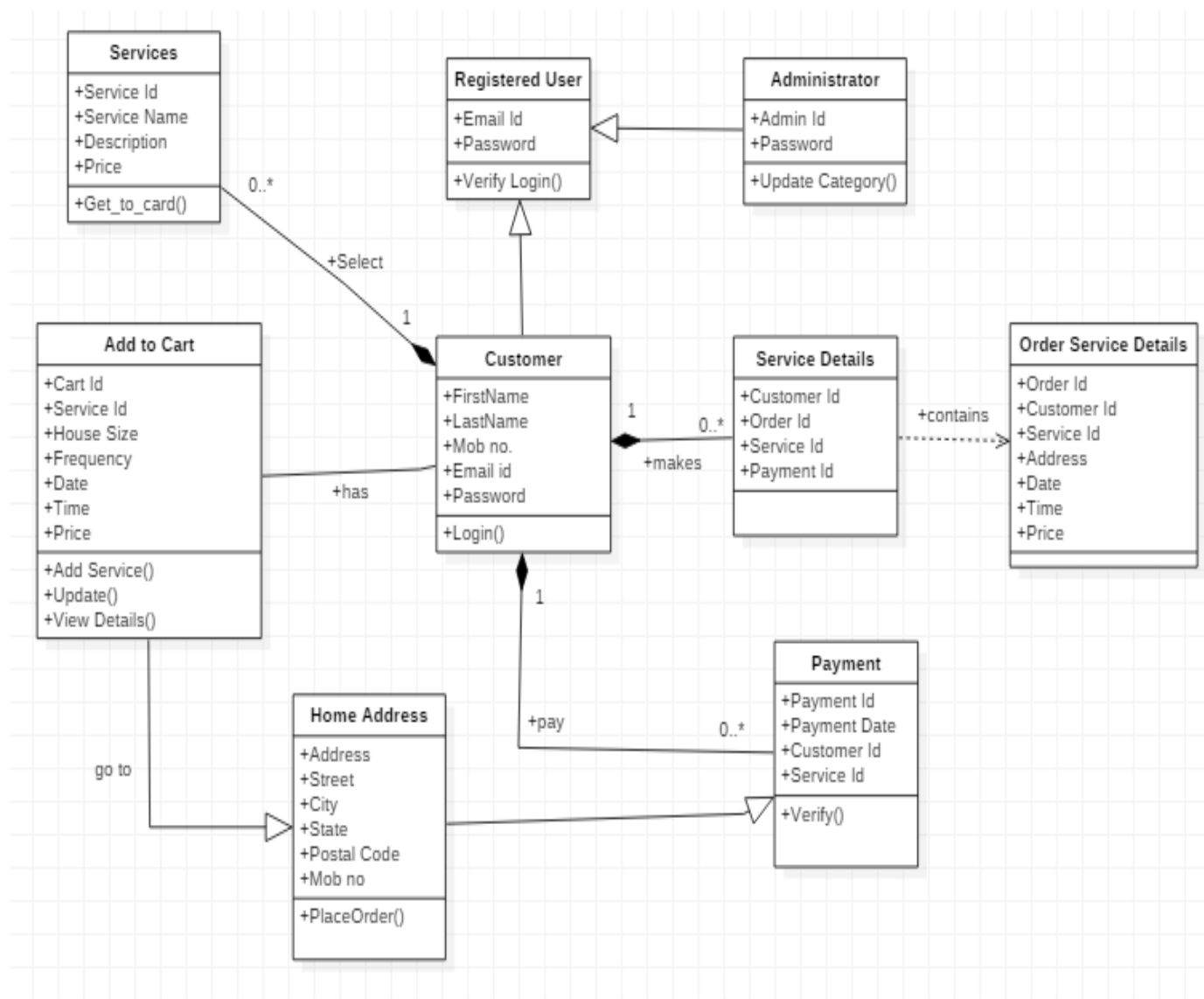
## Use Case diagram of admin



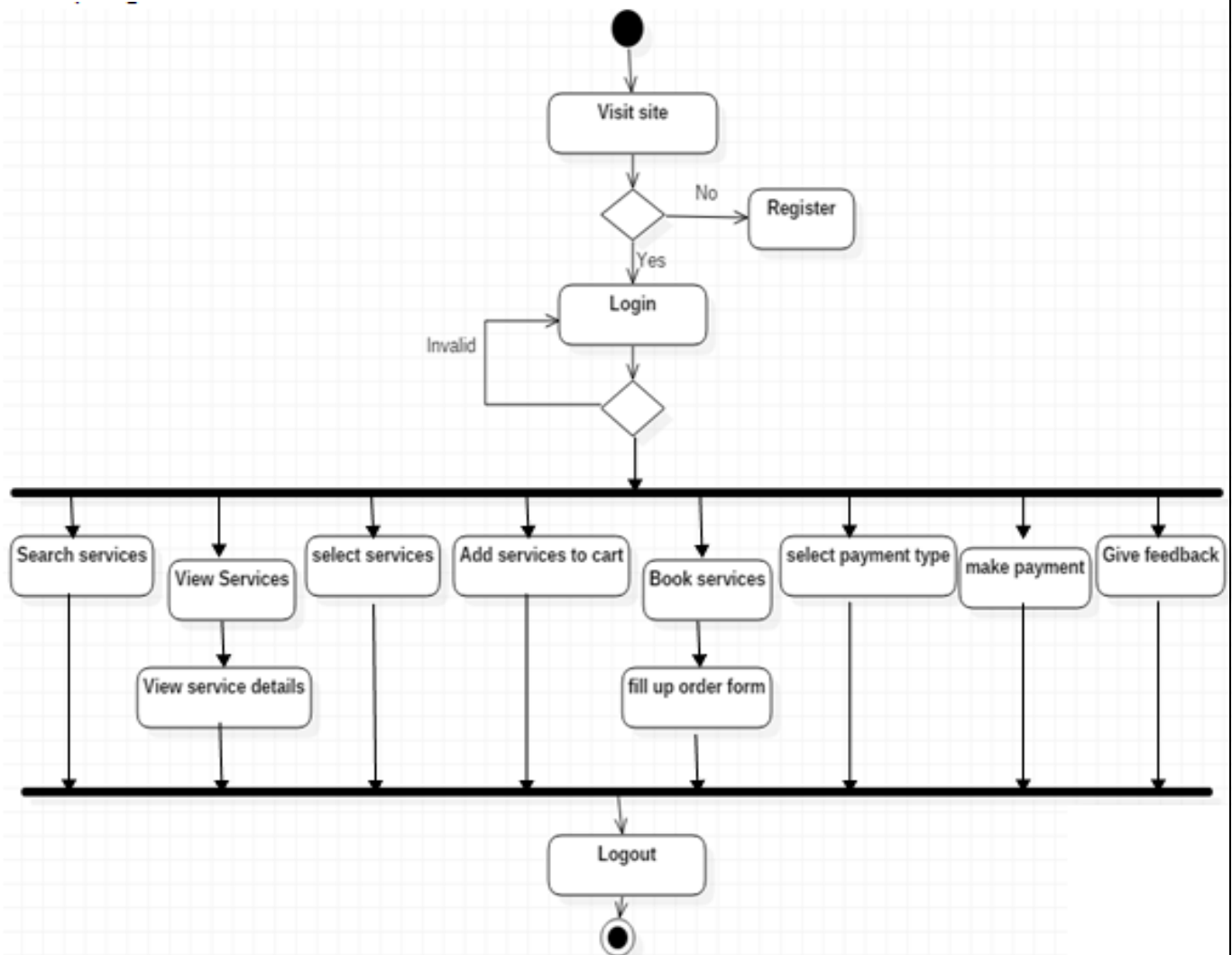
## SEQUENCE DIAGRAM



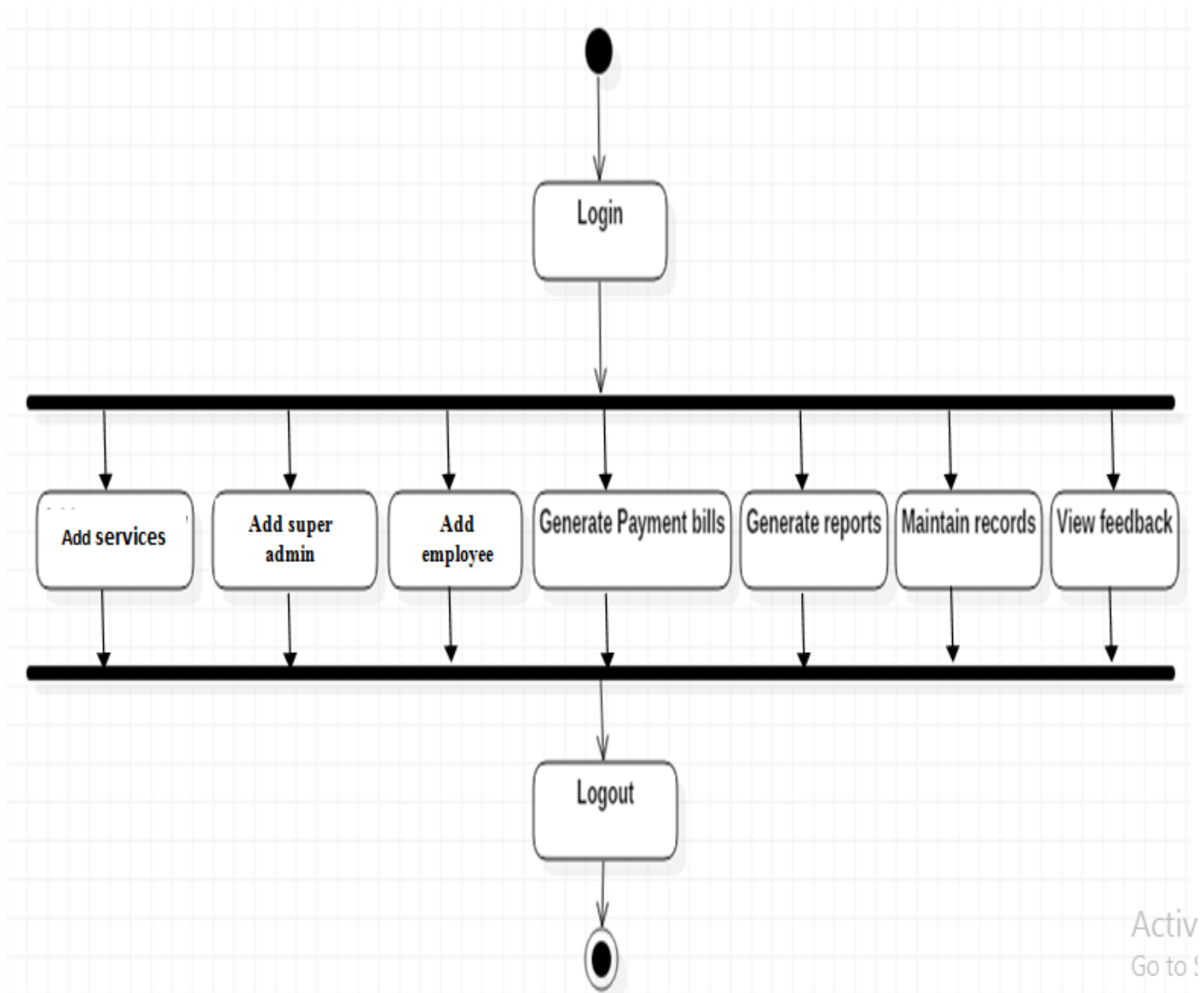
# Class Diagram



## Activity diagram of customer

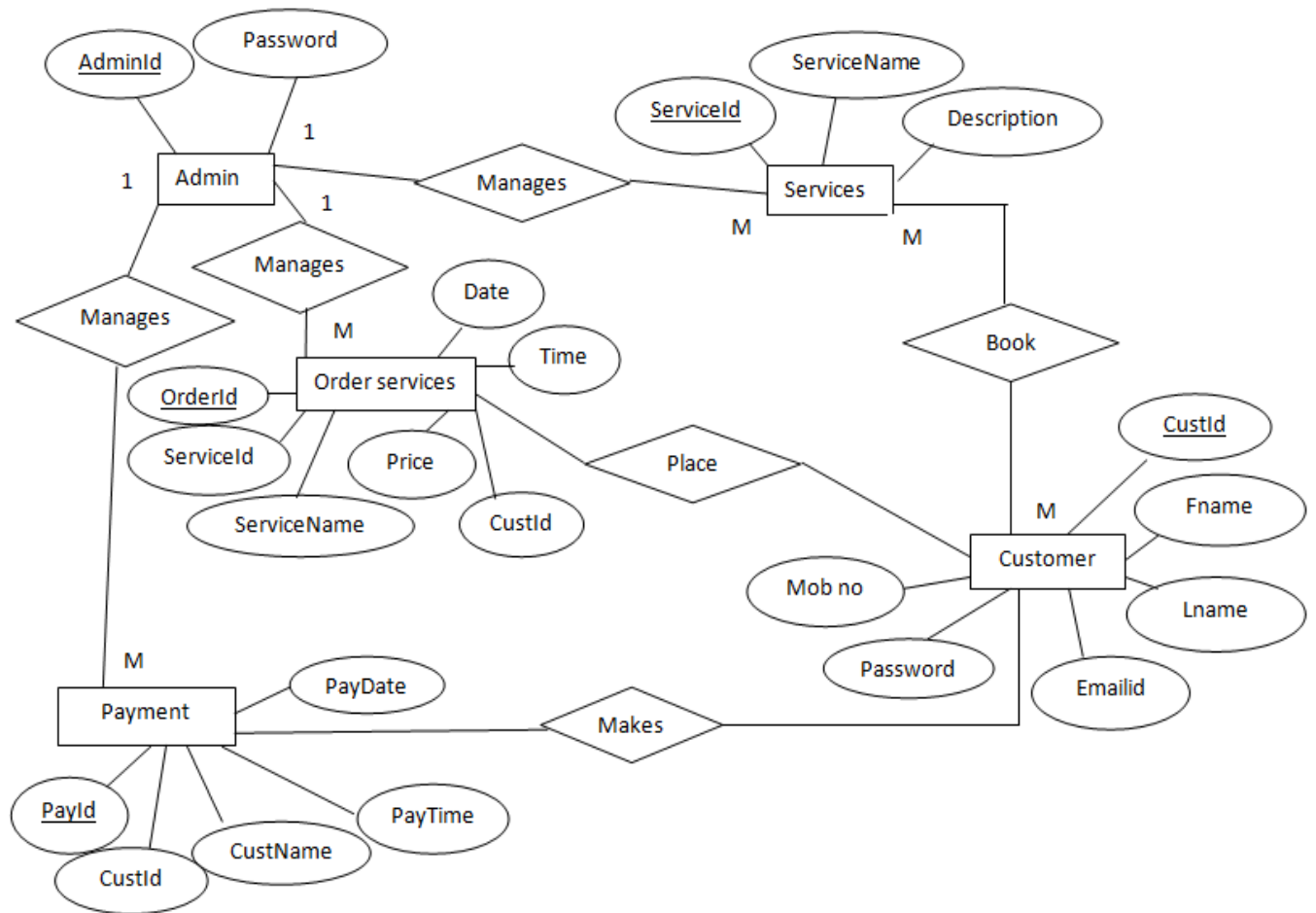


## Activity diagram of admin



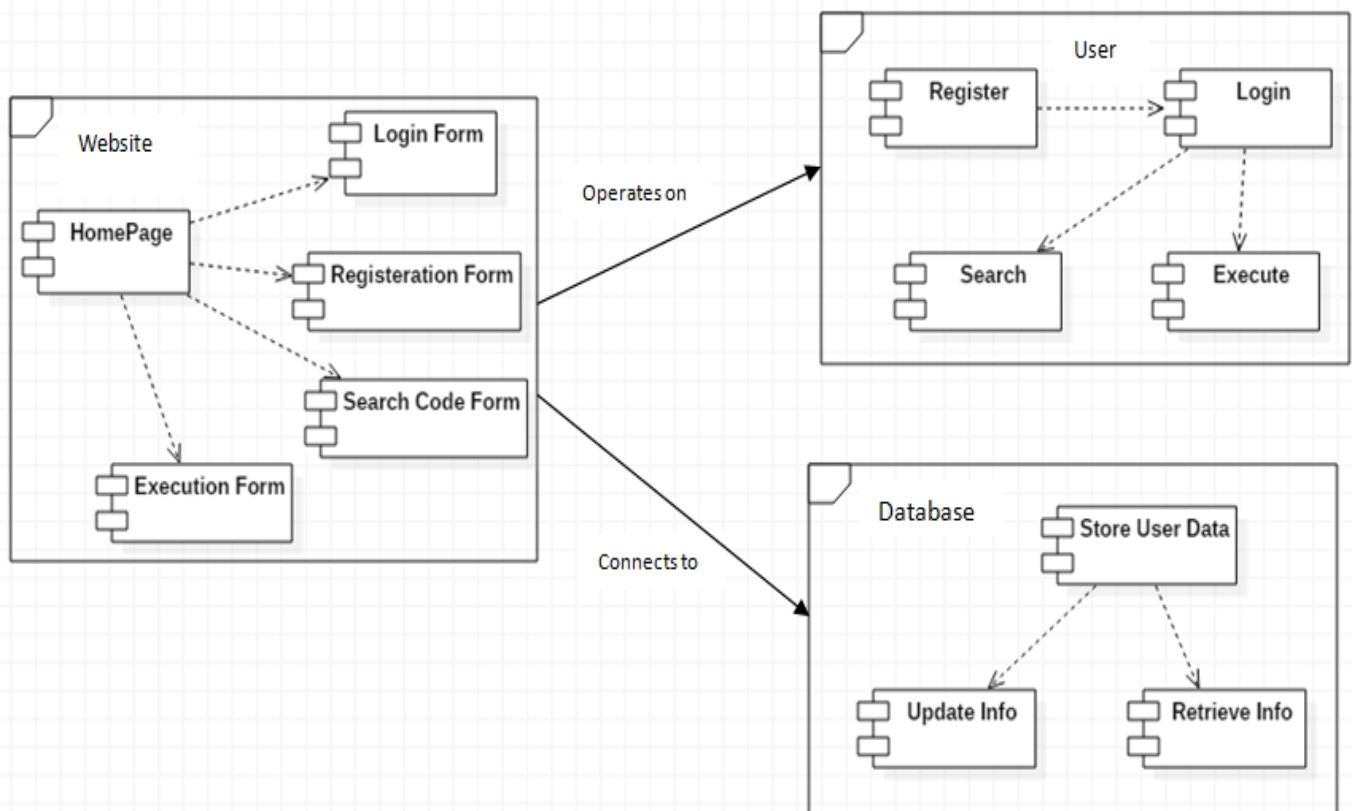
Activ  
Go to !

## ER Diagram

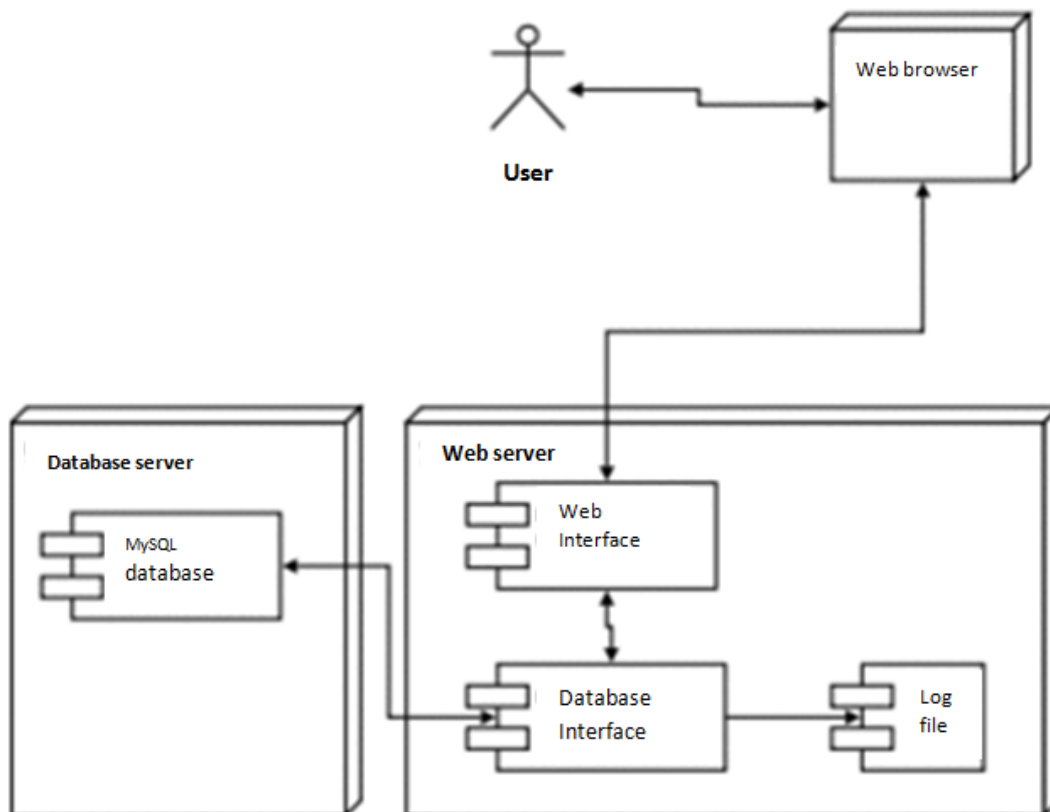




## Component Diagram



## Deployment Diagram



## Database tables

### 1. Customer Table

ColumnName	DataType	Constraints
UserId	Int(50)	Unique key
FirstName	varchar(50)	Not Null
LastName	varchar(50)	Not Null
Email Id	varchar(50)	Primary Key
Password	nvarchar(50)	Not Null
Phone number	Int(50)	Not Null

### 2. Services

ColumnName	DataType	Constraints
Service Id	Int(50)	Primary key
Service Name	Varchar(50)	Primary Key
Description	Varchar(50)	Not null

### 3. Add to cart

ColumnName	DataType	Constraints
Cart Id	Int(50)	Primary key
User Id	Varchar(50)	Foreign Key
Service Name	Varchar(50)	Foreign Key
House Size	Varchar(50)	Primary Key
Frequency	Varchar(50)	Not null
Time	DateTime	Not null
Date	DateTime	Not null
Price	Int(50)	Foreign Key

### 4. Price\_Calculation

ColumnName	DataType	Constraints
Price Id	Int(50)	Primary Key
House Size	Varchar(50)	Foreign Key
Frequency	Varchar(50)	Not null
Price	Int(50)	Not null

## 5. Address

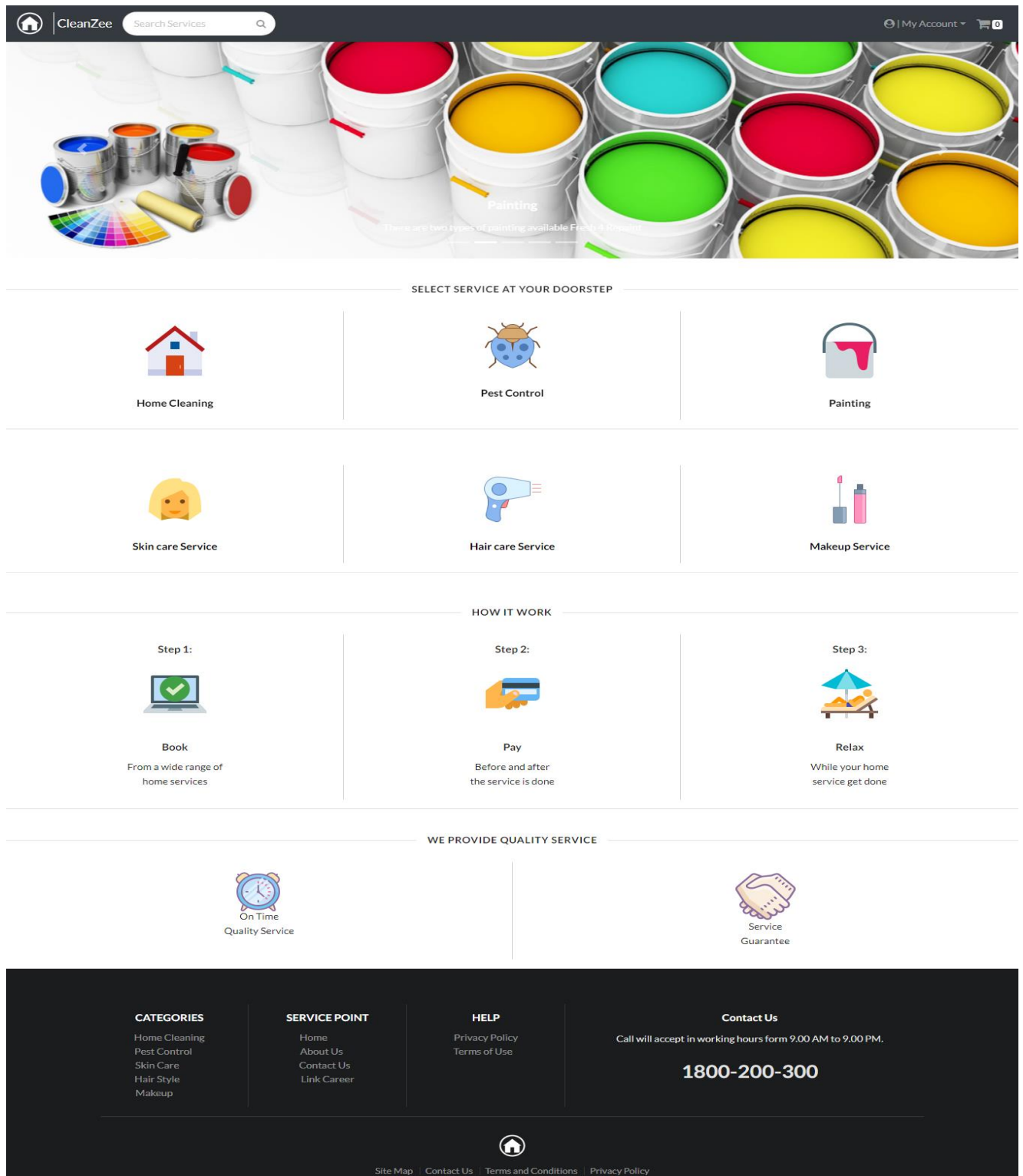
ColumnName	DataType	Constraints
Address1	nvarchar(50)	Not null
Address1	nvarchar(50)	Not null
City	Varchar(50)	Not null
State	Varchar(50)	Not null
Postalcode	Int(10)	Not null

## 6. Book-details


ColumnName	DataType	Constraints
OrderId	Int(10)	Primary key
ServiceId	Int(10)	Foreign key
CustomerId	Int(10)	Foreign key
ServiceName	Varchar(50)	Not null
CustomerName	Varchar(50)	Not null
Price	Int(10)	Foreign key



## **SCREEN LAYOUT**

## Home page



## Login page

 CleanZee

 My Account 

 Login to your account..!

Login

Not Have Account...!! click to signup

**CATEGORIES**  
Home Cleaning  
Pest Control  
Skin Care  
Hair Style  
Makeup


**SERVICE POINT**  
Home  
About Us  
Contact Us  
Link Career



**HELP**  
Privacy Policy  
Terms of Use  


**Contact Us**  
Call will accept in working hours form 9.00 AM to 9.00 PM.  
**1800-200-300**

[Site Map](#) | [Contact Us](#) | [Terms and Conditions](#) | [Privacy Policy](#)

## Registration page

 CleanZee

 My Account 

 Create a new account



Sign In



Sign Up

First

Last

Email

Phone

Password

Confirm Password

☐ I agree to the terms and conditions [Terms & Conditions](#)

Register

PLEASE ENTER YOUR OTP BELOW IN INPUT BOX ONCE RECEIVED

Validate OTP

**CATEGORIES**  
Home Cleaning  
Pest Control  
Skin Care  
Hair Style  
Makeup

**SERVICE POINT**  
Home  
About Us  
Contact Us  
Link Career

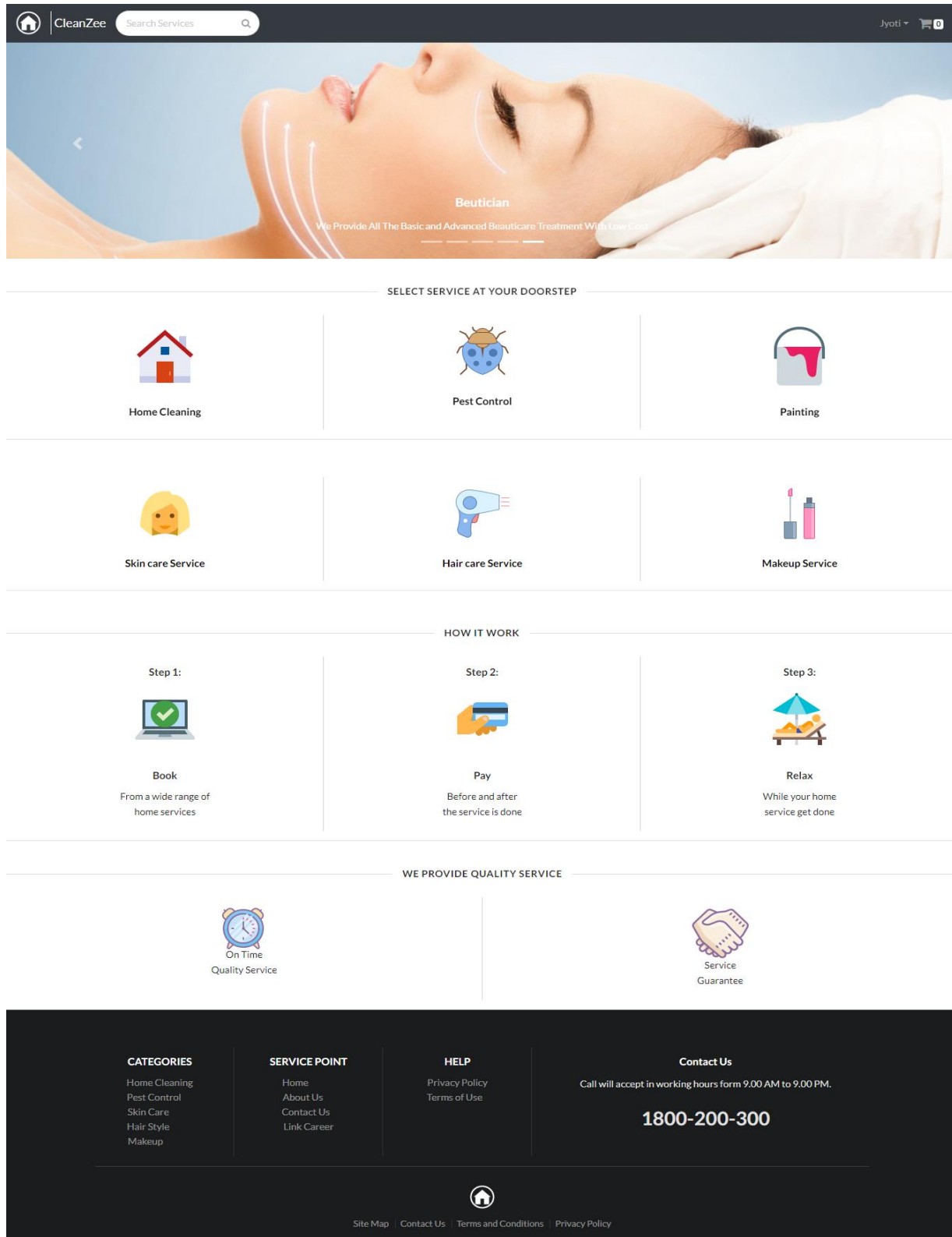
**HELP**  
Privacy Policy  
Terms of Use  


**Contact Us**  
Call will accept in working hours form 9.00 AM to 9.00 PM.  
**1800-200-300**

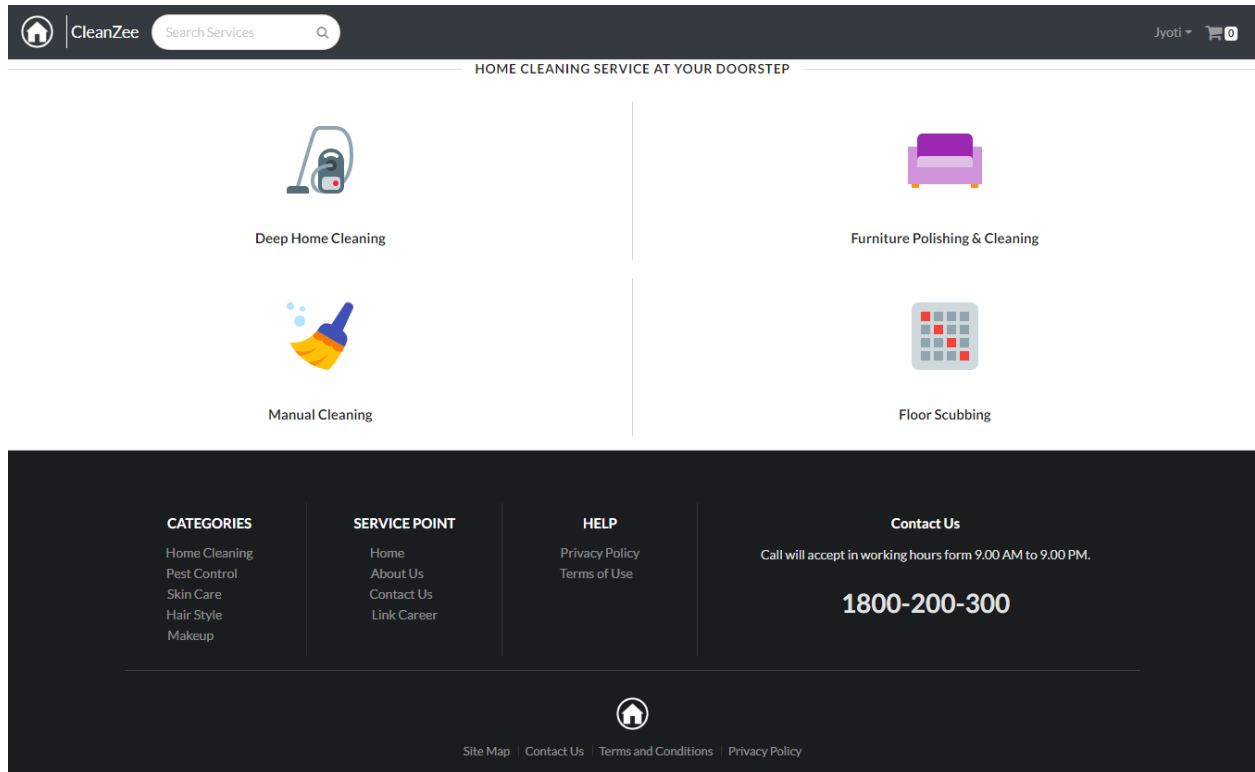
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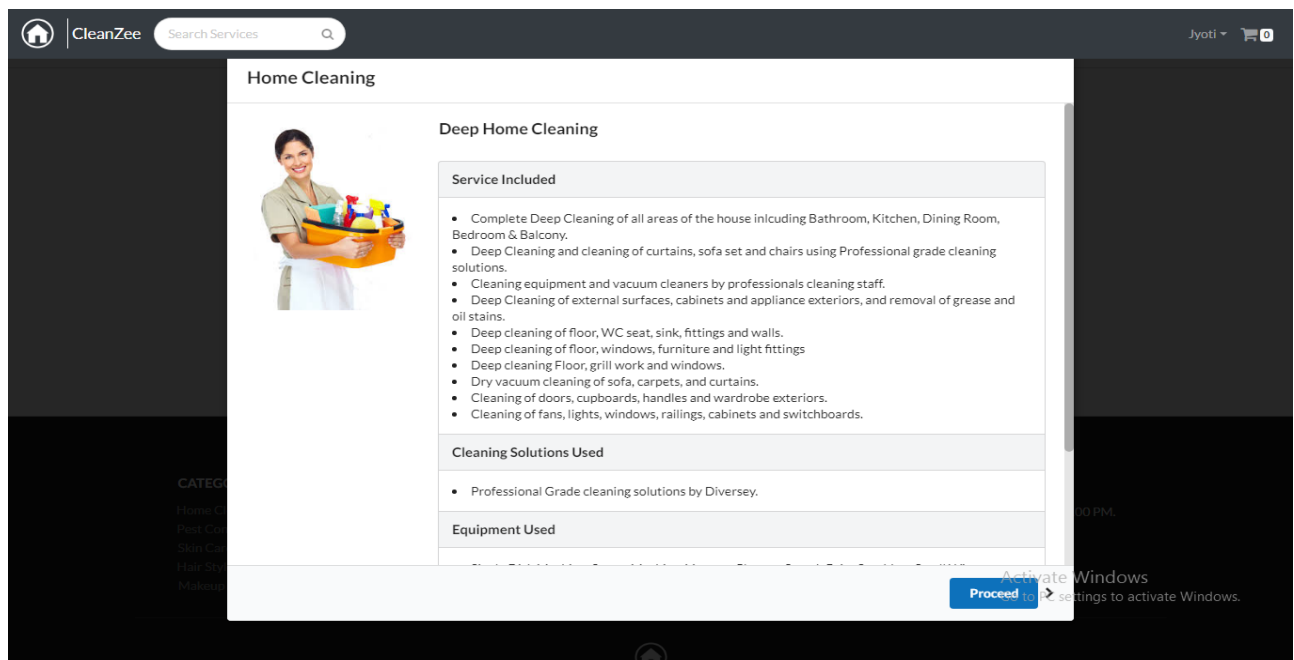
## User page




## Home cleaning service




## Service details



## Book service

 CleanZee

Jyoti 

Deep Home Cleaning

Select House Size:

☒ RK ☐ 1BHK ☐ 2BHK ☐ 3BHK ☐ 4BHK

Frequency:

One Time

Total Price

899

Choose Date:

April 12, 2018

Your Convenience Time:

☒ Approximate Time ☐ Any Convenience Time

Select Time

1:00

Add to Cart

CATEGORIES

Home Cleaning  
Pest Control  
Skin Care  
Hair Style  
Makeup

SERVICE POINT

Home  
About Us  
Contact Us  
Link Career


HELP

Privacy Policy  
Terms of Use

Contact Us


Call will accept in working hours form 9.00 AM to 9.00 PM.


1800-200-300



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## Add to cart

 CleanZee

Jyoti 

Deep Home Cleaning

Services in your's Cart

Service Name	Price	Date	Time	
Deep Home Cleaning	899	April 12, 2018	1:00 PM	Delete

Total Price

899

Cancel

Checkout

Choose Date:

April 12, 2018

Your Convenience Time:

☒ Approximate Time ☐ Any Convenience Time


Select Time


1:00

Add to Cart

Page | 43

## Address page

 CleanZee

Jyoti 

 Address...

Address Line 1

Ex. Room No 2,Saikrupa Building

Street/Locality

Ex Next to R.J. College, Ghatkopar(W)

Mobile Number

Ex. 9221021193

City

Ex.Mumbai

State

Ex.Maharashtra

PostalCode

Ex.400086

Next

CATEGORIES

Home Cleaning  
Pest Control  
Skin Care  
Hair Style  
Makeup

SERVICE POINT

Home  
About Us  
Contact Us  
Link Career

HELP

Privacy Policy  
Terms of Use


Contact Us


Call will accept in working hours form 9.00 AM to 9.00 PM.

1800-200-300

[Site Map](#) [Contact Us](#) [Terms and Conditions](#) [Privacy Policy](#)

## Payment page

 CleanZee

Jyoti 

Pay By Internet Banking | Payment Getway..

Service Name	Date	Time
Deep Home Cleaning	April 12, 2018	1:00 PM


 Pay 899

## Payment page

**Payment portal**

UserID

Password

Powered by  **RJBANK**  
People's Bank

## Invoice



1800-200-300 Cleanzee@gmail.com

Invoice to:  
Ms. Jyoti Singh

Service Address:  
amrut nagar,ghatkopar west,mumbai,Maharashtra,400086buildinh no 2,amrut  
nagar,mumbai,maharashtra,400086

# INVOICE 101

Date of Invoice: 20/03/2018

DESCRIPTION	DATE & TIME	EXP. MONTH	TOTAL
Deep Home Cleaning	April 12, 2018 1:00 PM	5/12/2018	899
GRAND TOTAL:			899

# Admin Module

## Login page

Please Sign in

Username

brijesh

Password

\*\*\*\*\*

Login

## Dashboard

Administrator

Dashboard

Employee

Orders

Feedback

Users

Dashboard

8

Employee

View Details

1

Order

View Details

0

Feedback

View Details

Employee details

Administrator

Dashboard

Employee

List all

+ Add New

Orders

Feedback

Users

Employee

+ Add new

Search

Order By

created\_at

Desc

Go

Sr No	Name	Gender	phone	Job Profile	Status	Actions
48	Jacqueline Fernandez	female	9988553322	Beautician	AVL	<div><div></div><div></div></div>
47	Ankesh Mishra	male	9221021193	PestControler	AVL	<div><div></div><div></div></div>
46	Shahil Singh	male	9221021193	Painter	AVL	<div><div></div><div></div></div>
44	Pawan Yadav	male	9221021193	Cleaner	AVL	<div><div></div><div></div></div>
43	Aniket Singh	male	9221021193	PestControler	AVL	<div><div></div><div></div></div>
41	jennifer Roslet	female	9221021193	Beautician	AVL	<div><div></div><div></div></div>
38	John devisey	male	9975245588	Cleaner	AVL	<div><div></div><div></div></div>
40	Sanket Pandey	male	845555125	Painter	AVL	<div><div></div><div></div></div>

Activate Windows

Go to PC settings to activate Windows.

## Customers order details

Administrator

Dashboard

Employee

Orders

Feedback

Users

Orders

Sr No	Name	Service Name	House Size	Frequency	Total Price	Date	Service Type	Allocate To	Action
31	Jyoti	Deep Home Cleaning	899	2	1798	March 28, 2018	Cleaner	John Devisey	

## Admin users

Administrator

Dashboard

Employee

Orders

Feedback

Users

Admin users

Add new

Search

Order By

Id

Asc

Go

#	Name	Admin type	Actions
8	brijesh	super	
7	jyoti	admin	



## **Implementation Phase**

## ○ Test Cases

Test Case	Test Scenario	Input Data	Expected Result	Actual Result	Test Status
1	User Login: Correct username and password	Username : <a href="mailto:jyoti@gmail.com">jyoti@gmail.com</a> Password: Jyoti	Redirects to the front page of website	Redirects to the front page of website	Pass
2	User Login: Incorrect username	Username : <a href="mailto:abcd@g.c">abcd@g.c</a>	Validation error gives a message "Not a correct username"	Message displayed "Not a correct username"	Pass
3	User Login: Wrong username and password	Username: <a href="mailto:brijesh@gmail.com">brijesh@gmail.com</a> Password: brijesh	Message displayed "Not a registered user"	Message displayed "Not a registered user"	Pass
4	Forget Password: Correct username and click on send otp button	Username: <a href="mailto:jyoti@gmail.com">jyoti@gmail.com</a>	Otp will be sent to the mail	Error in sending mail	Fail
5	Forget Password: Correct username and click on send otp	Username: <a href="mailto:jyoti@gmail.com">jyoti@gmail.com</a>	Otp is sent to mail id	Otp is sent to mail id	Pass

Test Case	Test Scenario	Input Data	Expected Result	Actual Result	Test Status
6	Forget password: Correct username, Otp is entered after 5 minutes	Username: <a href="mailto:iyoti@gmail.com">iyoti@gmail.com</a> Otp: 123345	Message displayed “otp is timed out “	Message displayed “otp is timed out”	Pass
7	Forget Password: Correct username and otp	Username: <a href="mailto:iyoti@gmail.com">iyoti@gmail.com</a> otp: 123345	Otp is correct user is redirected to his/her user login page	Otp is correct user is redirected to his/her user login page	Pass
8	Summary screen: Check the checkbox that says “I confirm...” And click on submit	Checkbox checked	Data is submitted successfully	Data is submitted successfully	Pass
9	Summary screen: Checkbox that says “I confirm...” is unchecked and submit button is clicked	Checkbox unchecked	Data is not submitted	Data is not submitted	Pass

Test Case	Test Scenario	Input Data	Expected Result	Actual Result	Test Status
10	Servicing date: service date entered is later than the system date(where system date is 26-03-18)	Servicing Date: 27-03-18	Date accepted no error displayed	Date accepted no error displayed	Pass
11	Servicing date: Servicing date entered is earlier than the system date(where system date is 26-03-18)	Servicing date: 15-03-18	Message displayed "Incorrect date"	Message displayed "Incorrect date"	Pass
12	Servicing time: Servicing time applied is later than the system time(where system time is 10 am)	Servicing time: 12pm	Time accepted No error displayed	Time accepted no error displayed	Pass
13	Servicing time: Servicing time applied is later than the system time(where system time is 10 am)	Servicing time: 11am	Message displayed "Incorrect time"	Message displayed "Incorrect time"	Pass

## **Maintenance and Evaluation**

## **Conclusion**

We conclude from this project that our system provides a user friendly environment for both the Customers as well as the admin. Our system provides an easy solution for customers to book the services at anytime.

Our system is useful in many ways as it saves time and does not require any education level experience.

It can be used in any environment as it is platform-independent.

## **Future Enhancements**

The future work include following:

- Adding more detailed categories and its sub – categories.
- Providing more enhances and interactive user interfaces.
- Adding more suitable payment selection type.
- Adding automatic features of employee's profile where employees can directly make self profile.
- Spread the service to a large number of places.
- It could also include the feedback functionality for customers to provide their feedback for further improvement of the system by the system.

# **REFERENCES AND** **BIBLIOGRAPHY**



## REFERENCES & BIBLIOGRAPHY

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### Bibliography

Pro Web API: HTTP Web Services in PHP (Expert's Voice in PHP) 2013th Edition by Ali urlu (Author), Alexander Zeitler (Author) and Ali Kheyrollahi (Author)