# CAR-SERVICE MANAGEMENT SYSTEM

-SRS

Abstraction:-

The **Car Service Management System (CSMS)** is a comprehensive software solution designed to address the various challenges faced by automobile service centers, repair shops, and maintenance facilities. The system aims to streamline and automate critical processes, including service scheduling, customer management, technician assignment, parts inventory, invoicing, and service history tracking. By providing a unified platform, the CSMS ensures that all stakeholders—customers, service center staff, and administrators—can efficiently manage and monitor the entire lifecycle of a vehicle’s service needs. In today’s competitive automotive service industry, businesses are increasingly focusing on customer satisfaction and operational efficiency. Service centers must handle a large volume of customer inquiries, service requests, parts management, and labor assignments while ensuring that services are performed promptly and accurately. Traditional manual systems, spreadsheets, or disconnected software tools often result in inefficiencies, mistakes, and a poor customer experience. The Car Service Management System seeks to overcome these limitations by offering an intuitive, automated, and scalable platform that centralizes key tasks and provides real-time data accessibility.

Introduction:-

Key Features:-

* **Customer Management**: Customers can create profiles, book service appointments, view repair history, and track the status of their vehicle’s service.
* **Service Scheduling & Assignment**: Customers can select service types, and service requests are assigned to appropriate technicians or mechanics based on availability and expertise.
* **Parts Inventory Management**: The system tracks parts inventory, automatically reorders low-stock items, and assigns parts to repair jobs.
* **Invoicing and Payment**: Automatically generates detailed invoices for services rendered, including parts and labor costs. Integration with payment gateways for online payments.
* **Service History**: Provides a complete history of services performed on each vehicle for future reference.
* **Reporting**: Generates real-time reports on sales, inventory, technician performance, and customer feedback.