User Experience Design Project Report

On

Online Bike Management System

Developed By: -
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Meet Prajapati (20162121010)
Aryan Modi (20162121011)

Guided By: -
Prof. Bhavesh Jain(Internal)

Submitted to
Department of Computer Science & Engineering
Institute of Computer Technology

Year: 2022

CERTIFICATE

This is to certify that the **User Experience Design** Project work entitled **"Online Bike Service Management"** by Manya Tripathi (Enrolment No. 20162121009), Meet Prajapati (Enrolment No. 20162121010) and Aryan Modi (Enrolment No. 20162121011) of Ganpat University, towards the partial fulfilment of requirements of the degree of Bachelor of Technology – Computer Science and Engineering, carried out by them in the CSE (BDA). The results/findings contained in this Project have not been submitted in part or full to any other University / Institute for award of any other Degree/Diploma.

Name & Signature of Internal Guide

Name & Signature of Head

Place: ICT – GUNI

Date:

ACKNOWLEDGEMENT

User Experience Design project is a golden opportunity for learning and self-development. We feel that we were very lucky to have the support and guidance of many learned faculties and professors. First we would like to thank Dr. Hemal Shah, Principal, ICT, and Prof. Dharmesh Darji, Head, ICT who gave us an opportunity to undertake this project. We are highly indebted to Mr. Bhavesh Jain for his guidance and supervision on the project "Online Bike Service Management System". We would like to thank him for providing the necessary information and resources for this project, who despite being extraordinarily busy with academics, took time out to hear, guide and keep us on the correct path. We also thank our college for providing us with all the necessary facilities that were required by us.

Manya Tripathi (20162121009)
Meet Prajapati (20162121010)
Aryan Modi (20162121011)

ABSTRACT

Now a day, technology is on a boost. People wish to live a luxurious life with minimum physical work. Here we provide a Web application for ‘Bike Service System’. The website will enable any bike user to search and communicate with any bike service center in the vicinity. The user can find the service center, get its location and check and select any of the services provided by the respective service center. The user can send request for pick and drop, appointment for servicing, test drive as well as accessories purchase to the dealer. The dealer processes these requests and gives a response back to the user through push messages. Online Bike Service Management Application This app also enables the user to set alarms for next servicing date, payment of insurance installment, etc. The app is provided with an extra feature of EMI calculator too. Thus we are developing an application which goes hand in hand with the new age technology and characterizes – user friendliness, in informativeness and time saving.

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Chapter 1

Introduction

1.1 Project Summary –

Online Bike Service Management project keeps a track of bike service of a customer , let the service centers be our partners and customers join us and get membership.
It is an easier and hassle free way to book bike service.

1.2 Project Scope –

The project was developed with the aim to benefit the consumers along with the small service centres. We aim to make the project extremely user-friendly and simple.
We also target to add as many as possible nearby service centers to give them an opportunity to be successful.

1.3 Objective –

- Easy to use , user friendly interface.
- Booking service in the home page.
- Quicker and better service.
- 1 tap booking and cancelling service with otp.
- Partners will get new customers.
- Membership and loyalty point features
- Reminder for bike service
- Nearest service centres suggestion through maps.
- Providing referral codes so that old customers can invite new cus

1.4 Literature Review/Background Study

With the increasing demand of online services , people have started looking for online services of motor vehicles and bikes.

Recently during the covid times , people opted more for online services.

In a research that was conducted people were ready to spend more money and get door to door service instead of themselves going out. Hence in such current scenario , our project will be a success.

Chapter 2

System Requirement Study

2.1 Hardware and Software Characteristics –

Hardware Requirements –

- Working Laptop
- 2 GB or more RAM.
- Processor 32/64 bit

Software Requirements –

- Windows 7 or higher
- Web Browser – Chrome/Firefox/Microsoft Edge
- Internet Connection

Chapter 3

System Analysis

3.1 Study of Current System and Requirement of this System –

Current System Advantages –

- Some sites are Giving subscriber mode for their regular users
- Virtual Chat assistant
- Some site are allow customer to directly book services through home page
- Customer can view service listed in website for there Bike

Disadvantages of Current Systems –

- No real time tracking of bike service provided by all sites.
- Loyalty points are not given.
- Even if only few components require service , sometimes service centres charge for the complete service.
- Lack of transparency.

Requirements of this system –

- The already existing systems lack in a lot of way . They have way more disadvantages due to which user interaction is not upto the mark.

3.2 Data Dictionary

Table: user_details

Columns:

User_id	int AI PK
FirstName	varchar(20)
LastName	varchar(20)
Email	varchar(30)
PhoneNo	varchar(20)
Password	varchar(10)
username	varchar(20)

Table: patner_details

Columns:

P_id	int AI PK
ServiceCenterName	varchar(30)
OwnerName	varchar(30)
Email	varchar(30)
ContactNo	varchar(20)
Address	varchar(30)
Status	int
Password	varchar(20)
identification	varchar(10)

Table: product

Columns:

pid	int AI PK
product_name	varchar(30)
url	varchar(500)
imgUrl	varchar(500)

Table: home_image

Columns:

id	int PK
urlimg	varchar(500)

Table: booking

Columns:

bid	int AI PK
serviceCenter	varchar(30)
Email_id	varchar(30)
Brand	varchar(30)
Phone_No	varchar(12)
Service	varchar(200)
status	int
Request_date	date
User_id	int
cost	int

Table: total_analysis

Columns:

No_users	int
No_Patners	int
Booking_Request_Pending	int
PatnerValidationPending	int
id	int

3.3 Modules and Their Description of System

Our project is based on 3 modules.

1- Admin Module – Admin login along with validation of partners , add products in shop and view user details. Manage all other admin roles.

2- User Module - allows users to create a new account , login , book bike services , view nearby partners , view their own profile and shop products.

3- Partnership Module – It allows bike service centres to become our partners , after validation from admin view booking requests from users and update services.

Chapter 4

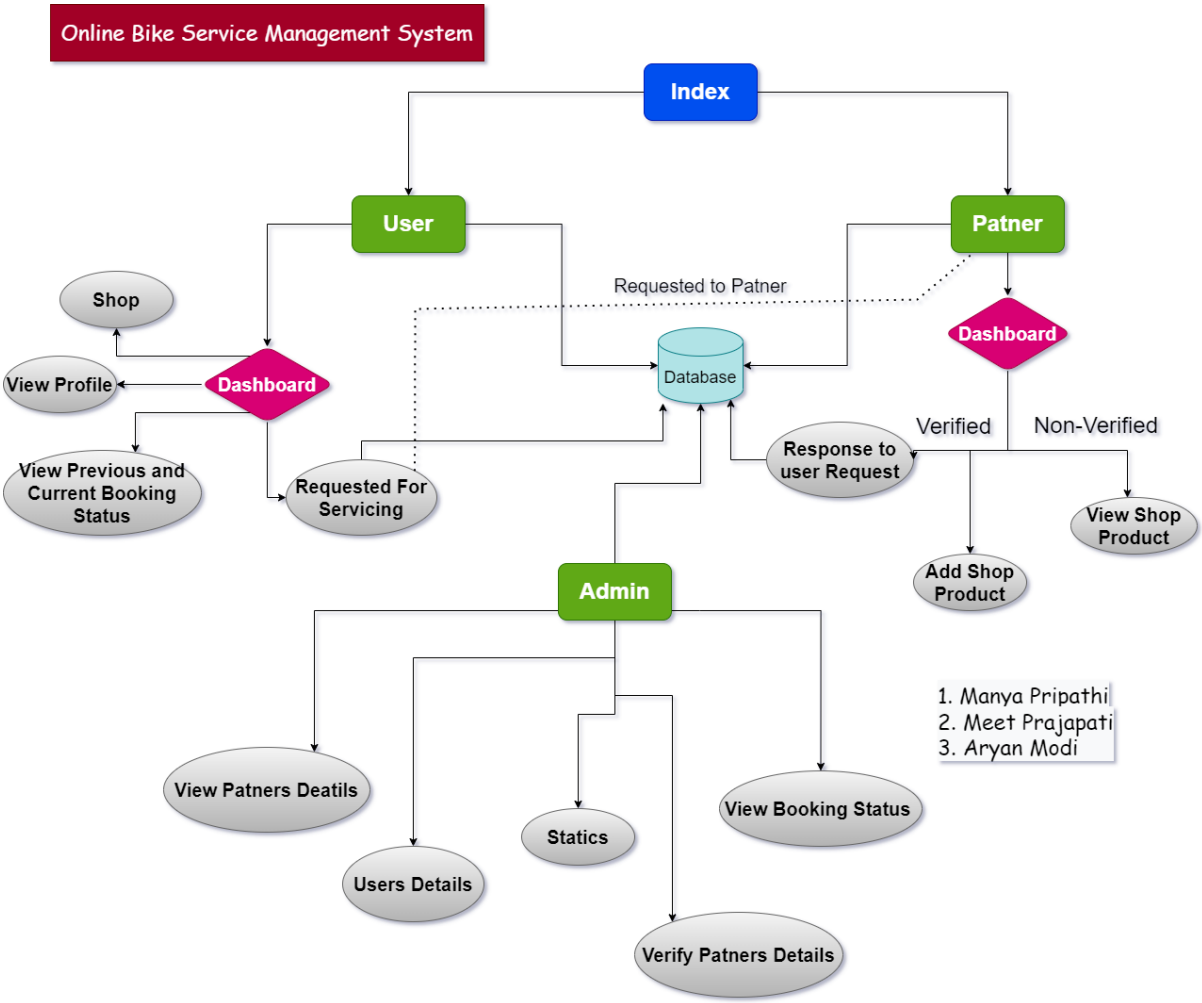
System Analysis

4.1 Design Pseudocode or Algorithm for Method or Operation

Algorithm –

- The project starts with index page which includes map and taskbar along with partnership program.
- The user/admin can sign in or login with the use of filter.
- After signing in the user can book services , view previous booking status , check their profile and shop for parts. It can also sign out.
- The admin login leads to statistics of the website.
- Admin can manage requests of partners , add products in shop and view user details and booking status.
- New service centres can become our partner using the home page button .
- It will become our official partner as soon as the admin validates them.
- After verification , they will be able to manage requests from users as well as add their products in shop.

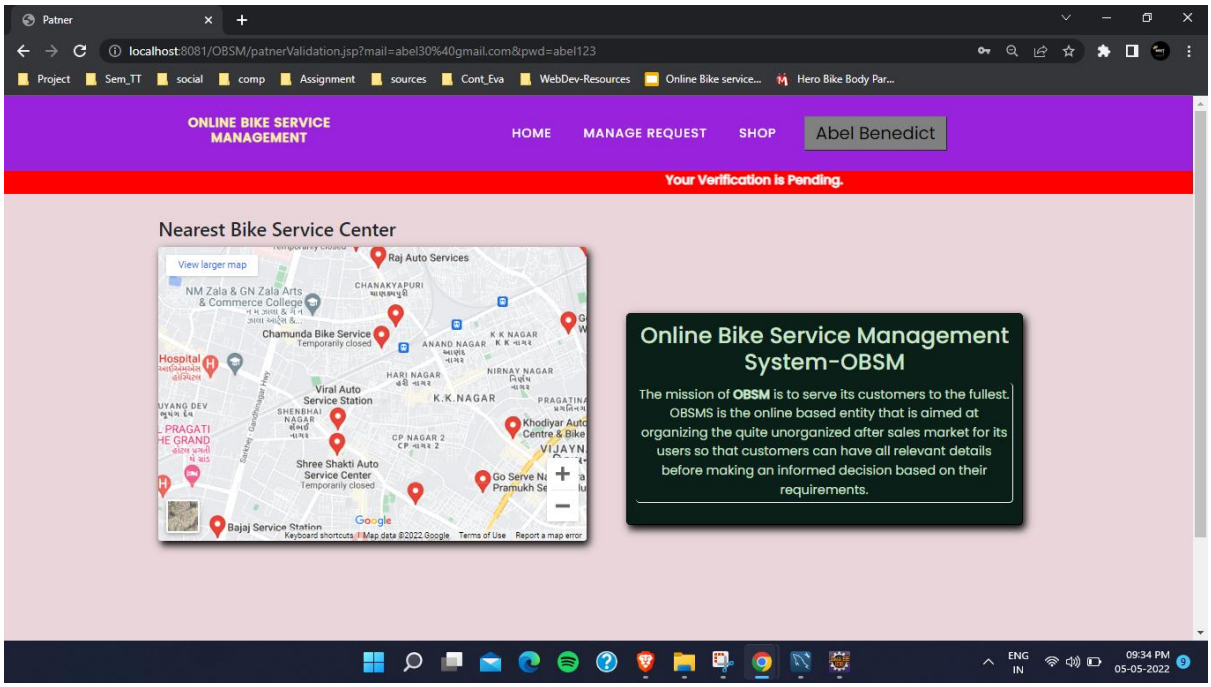
4.2 Flow Chart Diagram

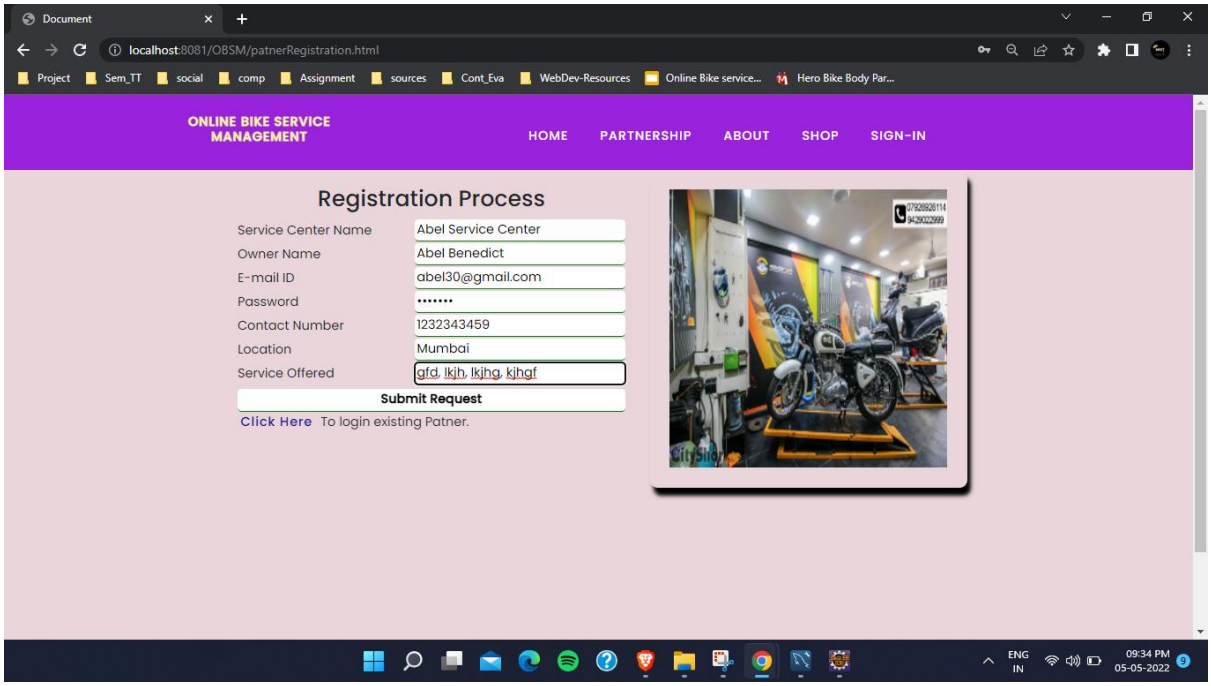


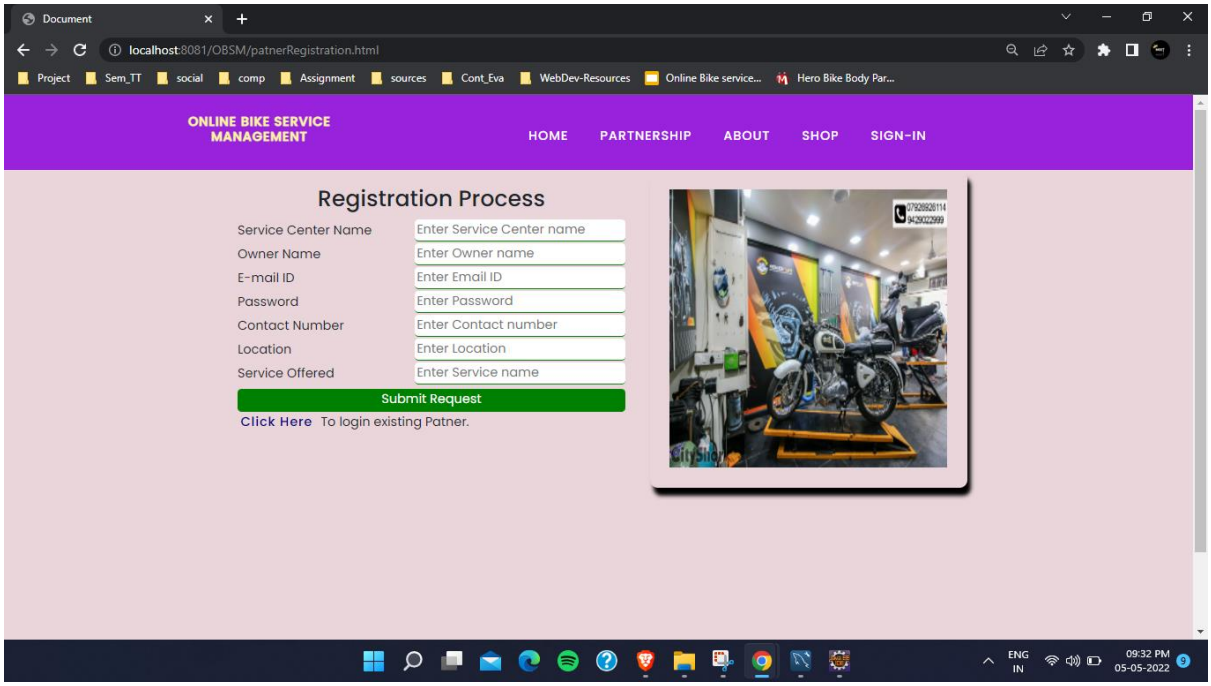
Chapter 5

Screenshots

5.1 Frontend/Client/End User Side Screenshots –



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localhost:8081/OBSM/patnerRegistration.html
Project
Sem_TT
social
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Assignment
sources
Cont_Eva
WebDev-Resources
Online Bike service...
Hero Bike Body Par...
ONLINE BIKE SERVICE MANAGEMENT
HOME
PARTNERSHIP
ABOUT
SHOP
SIGN-IN
Registration Process
Service Center Name
Enter Service Center name
Owner Name
Enter Owner name
E-mail ID
Enter Email ID
Password
Enter Password
Contact Number
Enter Contact number
Location
Enter Location
Service Offered
Enter Service name
Submit Request
Click Here To login existing Patner.
ENG
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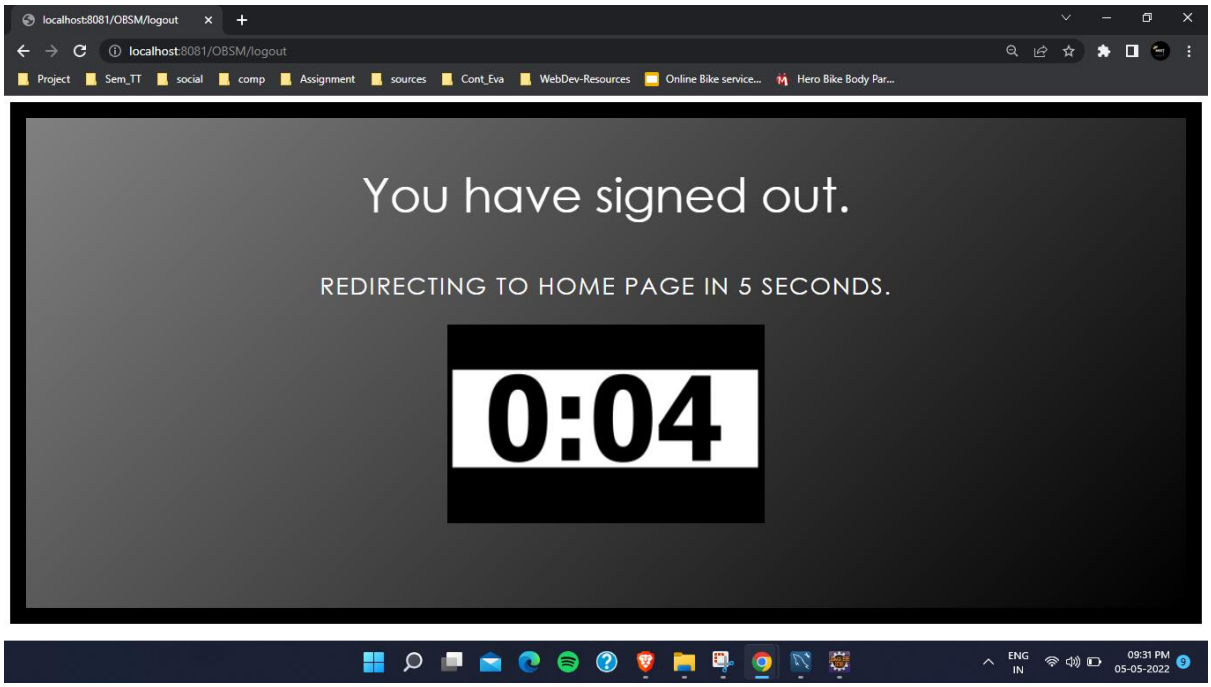
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Online Bike service...
Hero Bike Body Par...
You have signed out.
REDIRECTING TO HOME PAGE IN 5 SECONDS.
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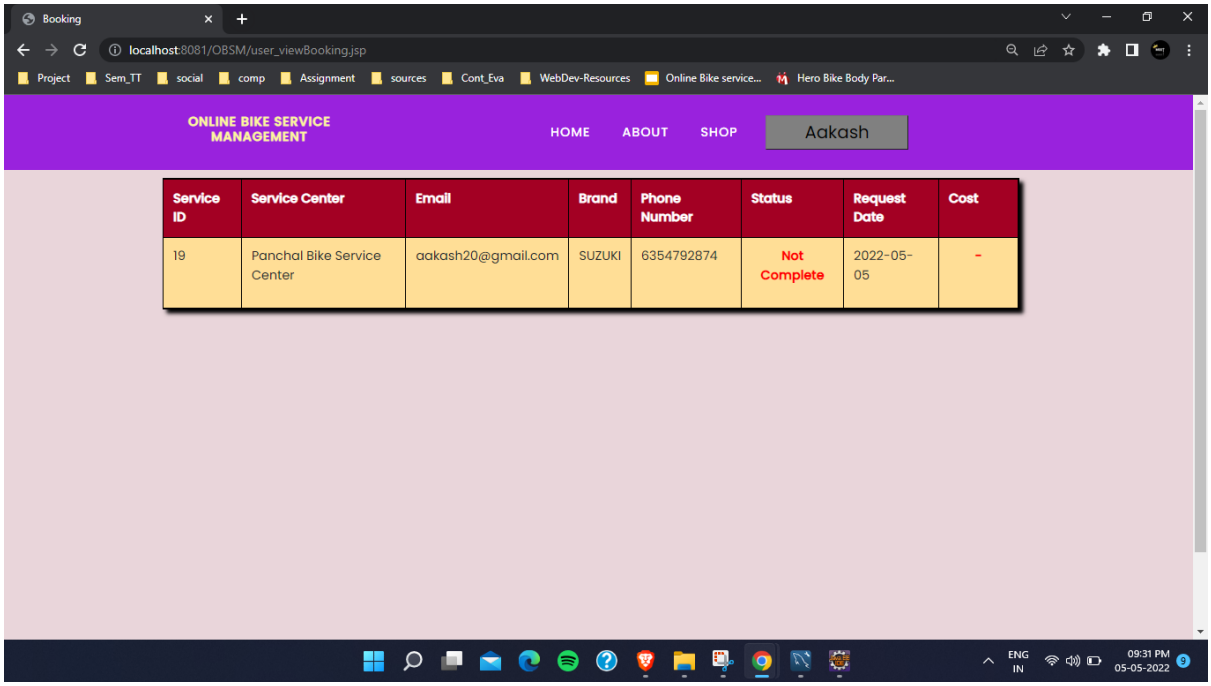
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Brand
Phone Number
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19
Panchal Bike Service Center
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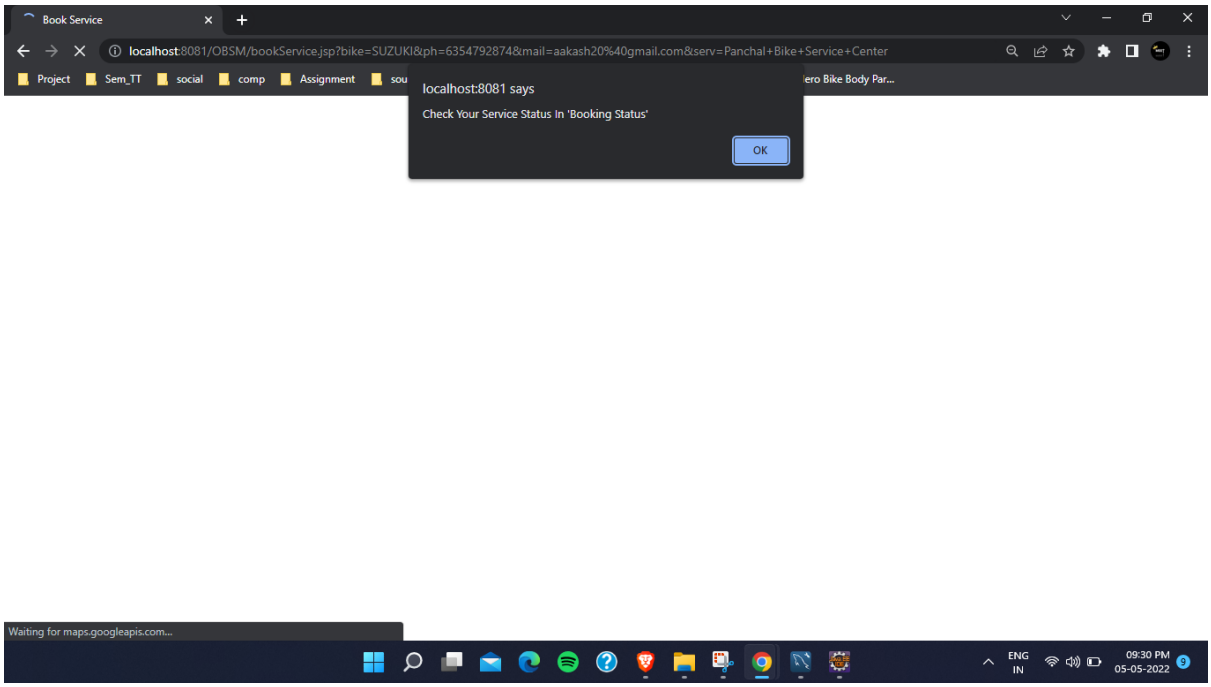
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Check Your Service Status In 'Booking Status'
OK
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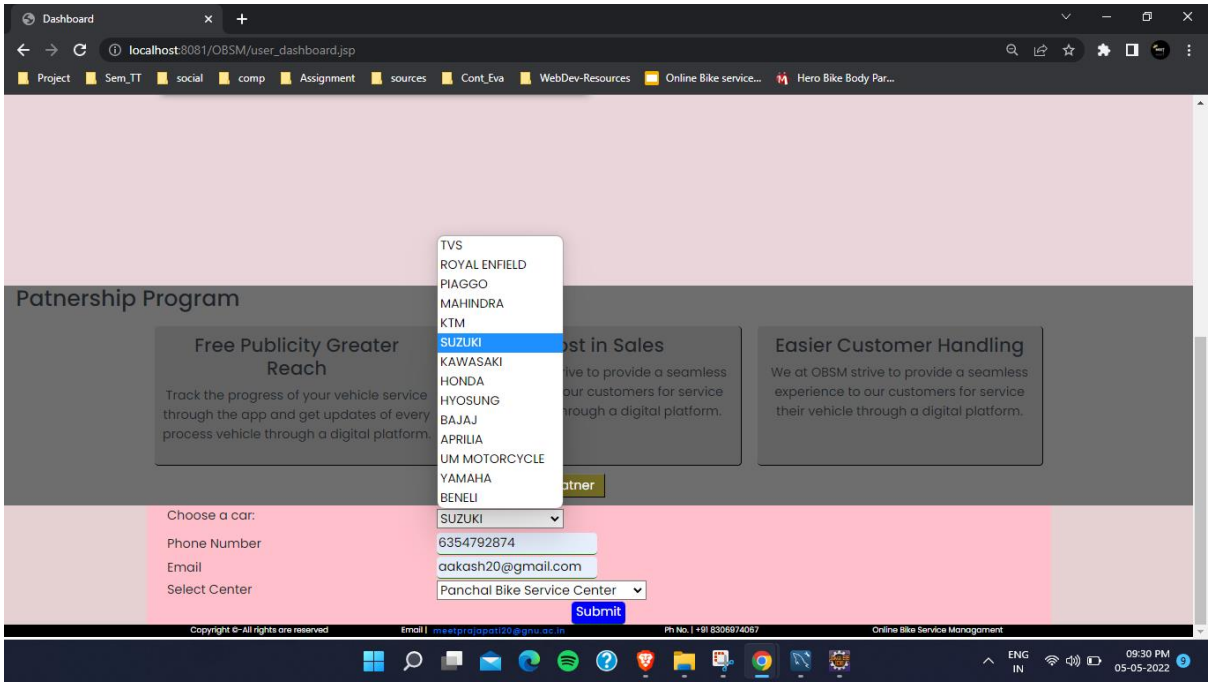
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PIAGGO
MAHINDRA
KTM
SUZUKI
KAWASAKI
HONDA
HYOSUNG
BAJAJ
APRILIA
UM MOTORCYCLE
YAMAHA
BENELI
Patnership Program
Free Publicity Greater Reach
Track the progress of your vehicle service through the app and get updates of every process vehicle through a digital platform.
Easier Customer Handling
We at OBSM strive to provide a seamless experience to our customers for service their vehicle through a digital platform.
Choose a car:
SUZUKI
Phone Number
6354792874
Email
aakash20@gmail.com
Select Center
Panchal Bike Service Center
Submit
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Email | meetprajapati20@gnu.ac.in
Ph No. | +91 8306974067
Online Bike Service Management
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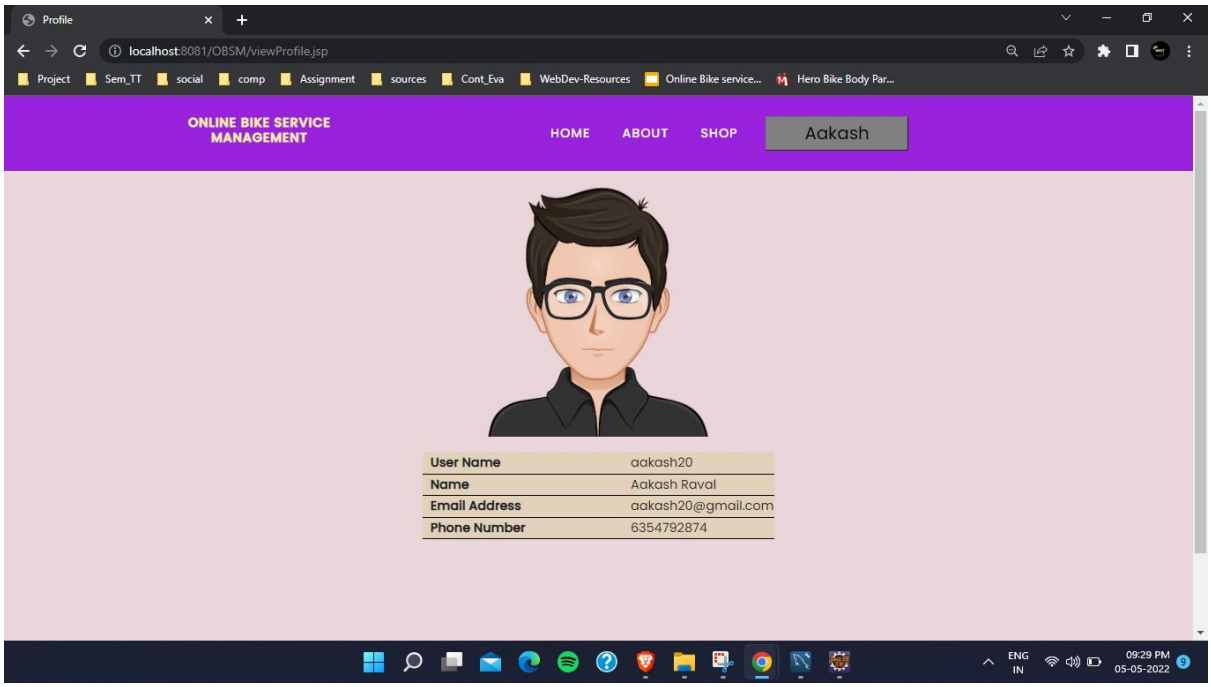
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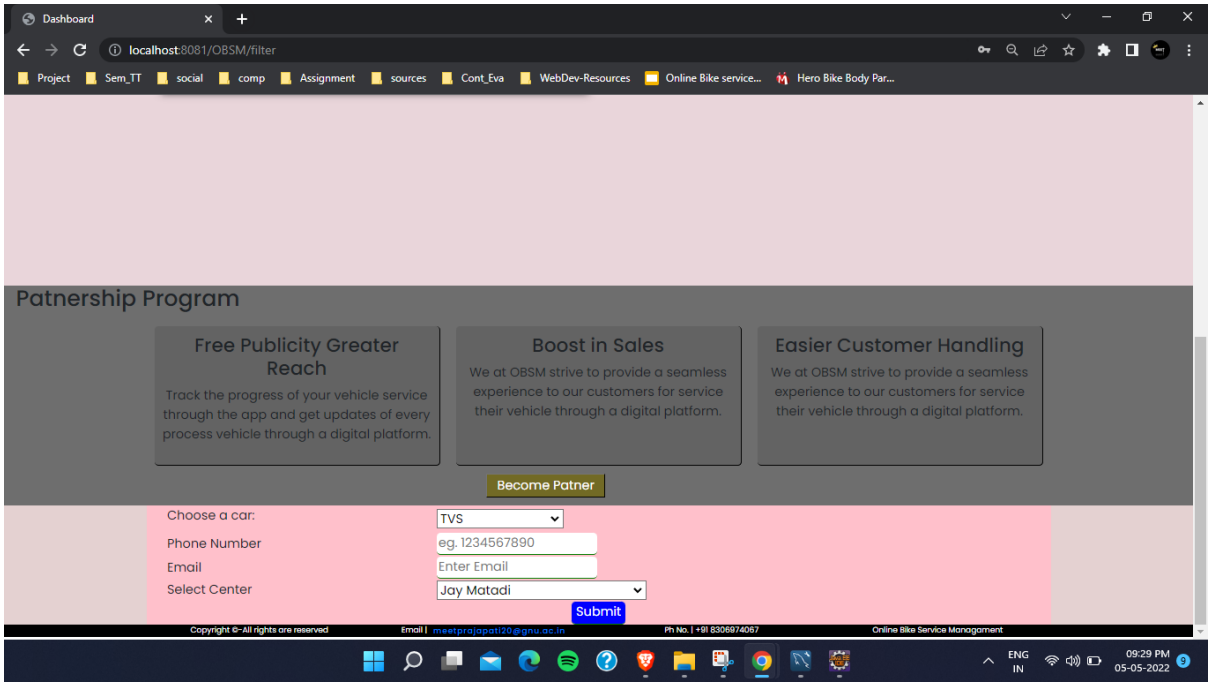
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Online Bike service...
Hero Bike Body Par...
Patnership Program
Free Publicity Greater Reach
Track the progress of your vehicle service through the app and get updates of every process vehicle through a digital platform.
Boost in Sales
We at OBSM strive to provide a seamless experience to our customers for service their vehicle through a digital platform.
Easier Customer Handling
We at OBSM strive to provide a seamless experience to our customers for service their vehicle through a digital platform.
Become Patner
Choose a car:
TVS
Phone Number
eg. 1234567890
Email
Enter Email
Select Center
Jay Matadi
Submit
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Email | meetprajapati20@gnu.ac.in
Ph No. | +91 8306974067
Online Bike Service Management
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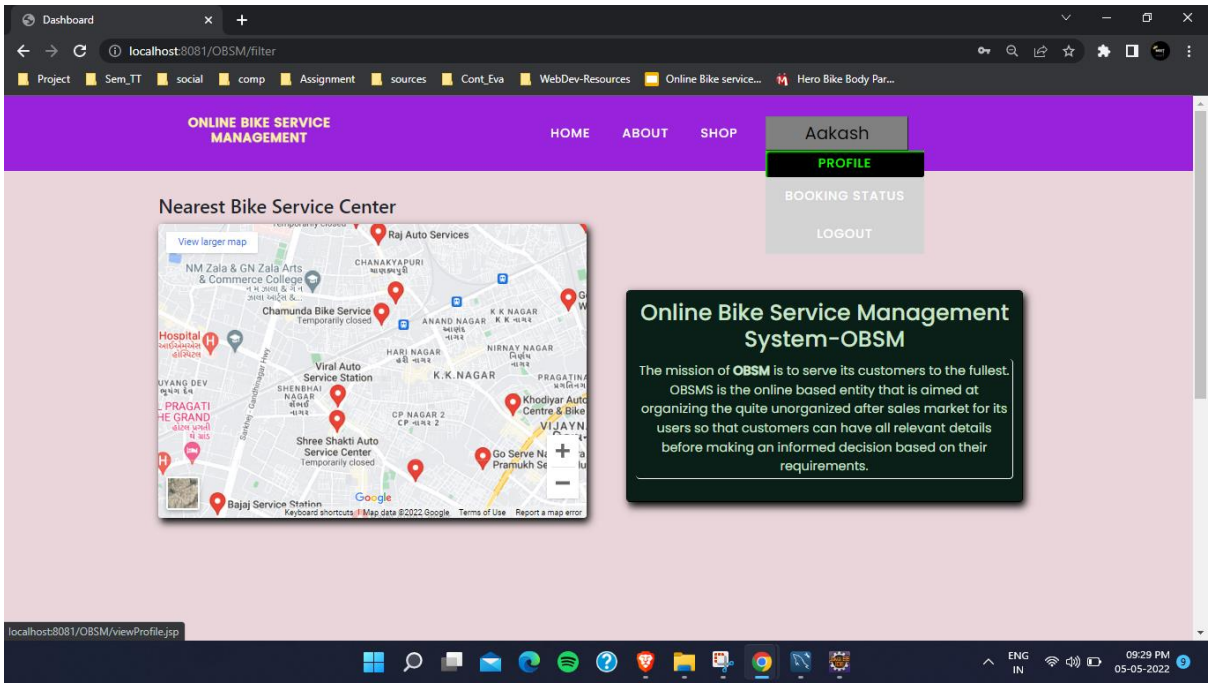
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LOGOUT
Nearest Bike Service Center
View larger map
Raj Auto Services
NM Zala & GN Zala Arts & Commerce College
Chamunda Bike Service
Temporarily closed
Hospital
Viral Auto Service Station
Shree Shakti Auto Service Center
Temporarily closed
Khodiyar Auto Centre & Bike
Bajaj Service Station
Google
Online Bike Service Management System-OBSM
The mission of OBSM is to serve its customers to the fullest. OBSMS is the online based entity that is aimed at organizing the quite unorganized after sales market for its users so that customers can have all relevant details before making an informed decision based on their requirements.
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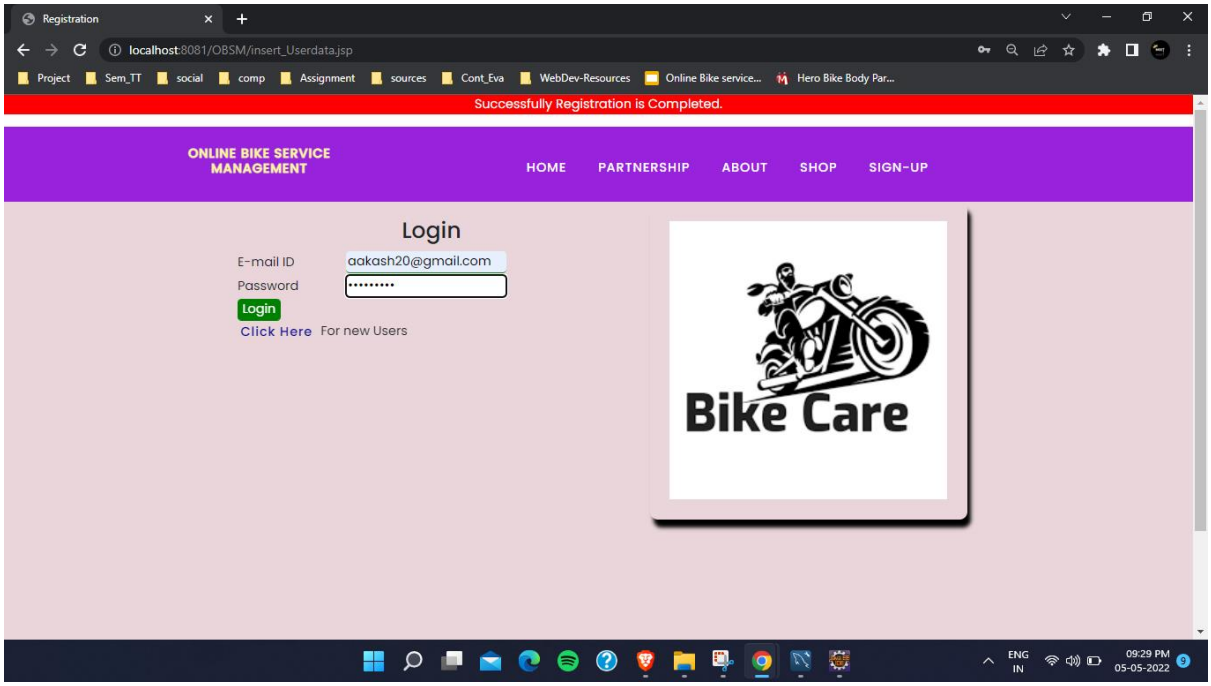
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Successfully Registration is Completed.
ONLINE BIKE SERVICE MANAGEMENT
HOME
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Login
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Click Here
For new Users
Bike Care
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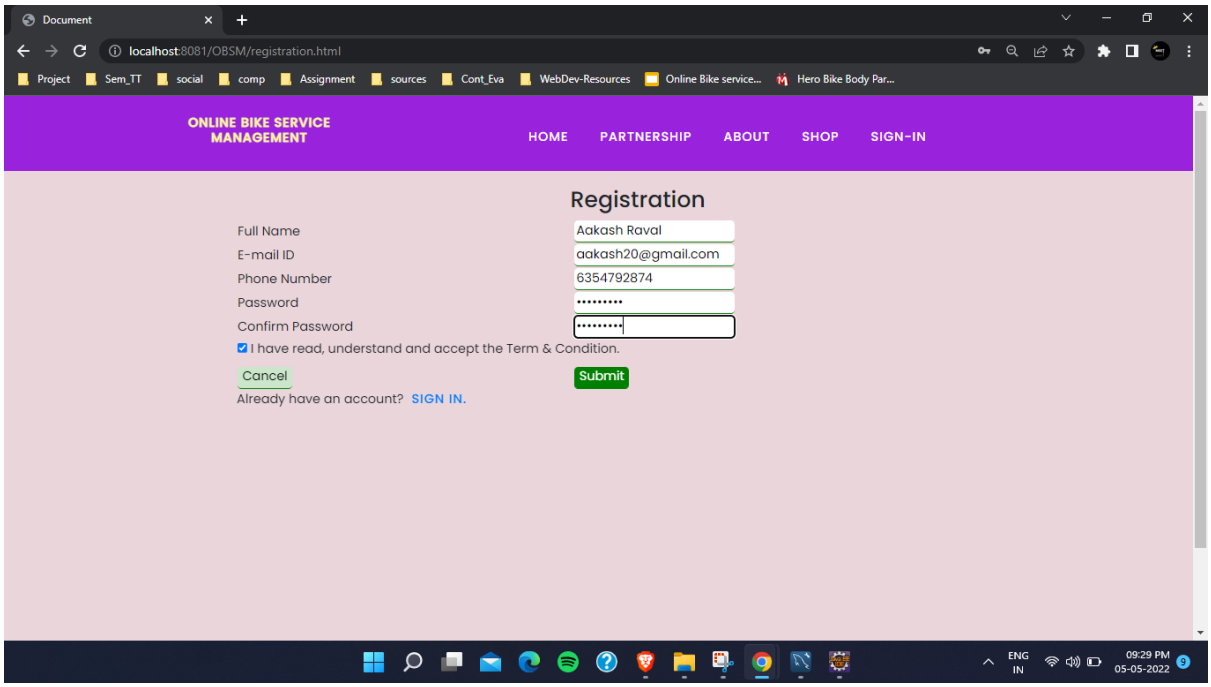
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ABOUT
SHOP
SIGN-IN
Registration
Full Name
Aakash Raval
E-mail ID
aakash20@gmail.com
Phone Number
6354792874
Password
Confirm Password
I have read, understand and accept the Term & Condition.
Cancel
Submit
Already have an account? SIGN IN.
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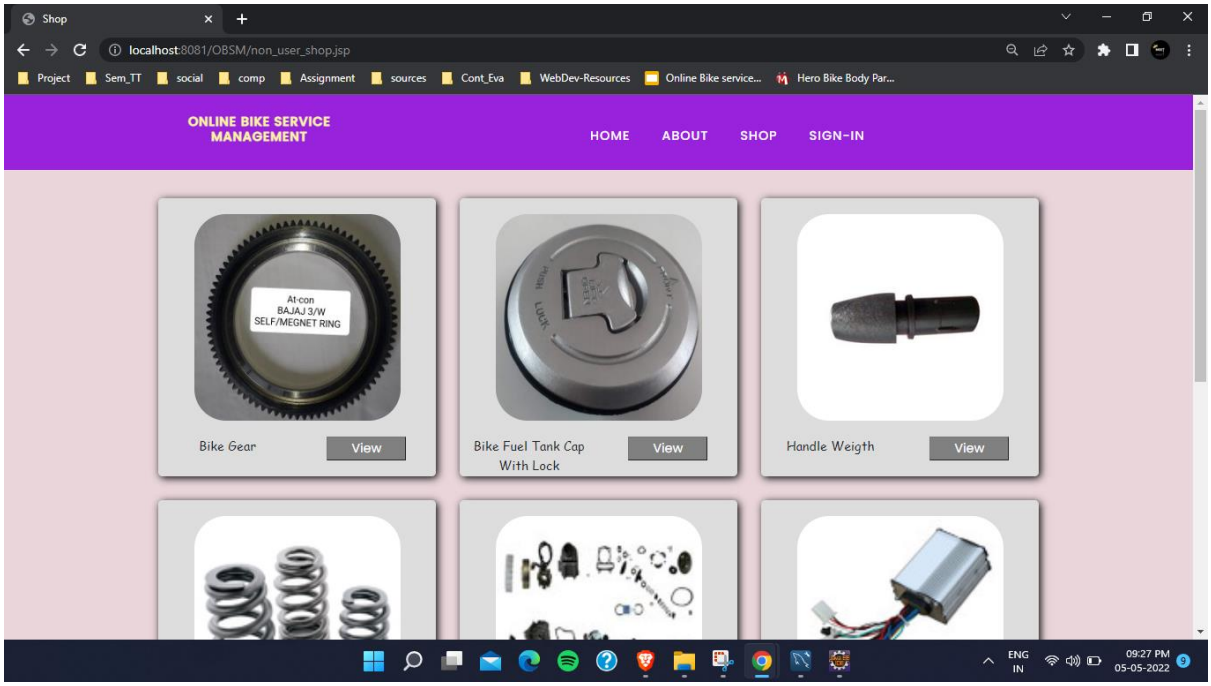
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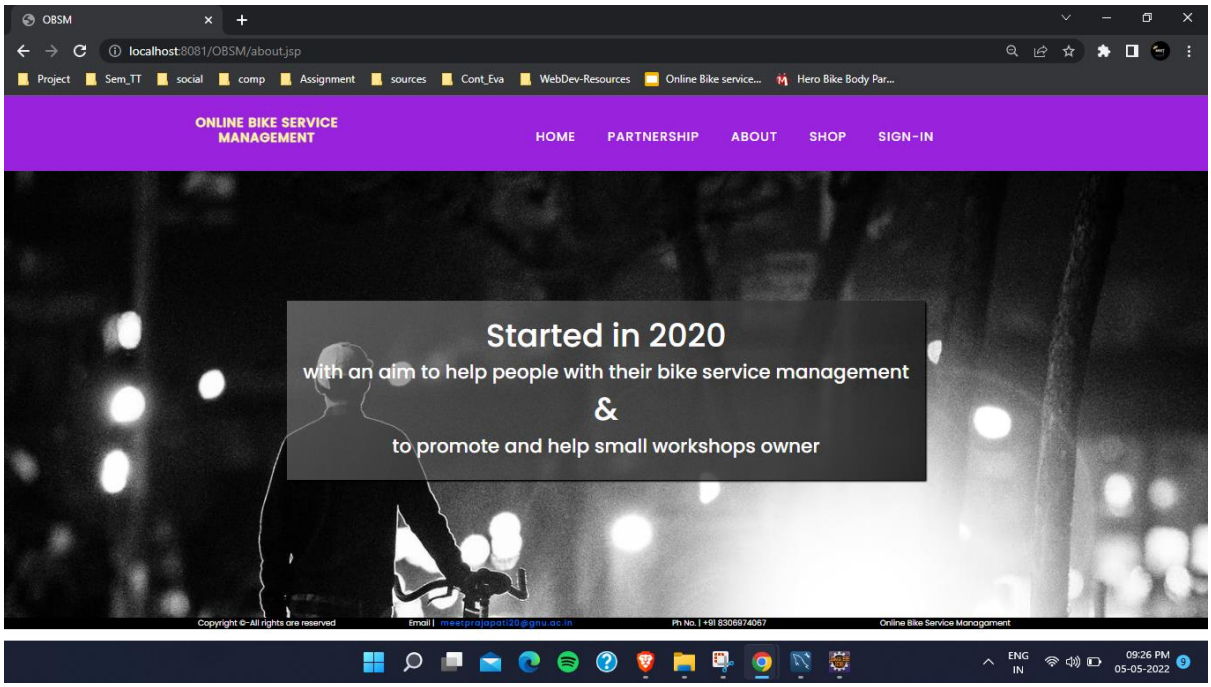
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Online Bike service...
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ONLINE BIKE SERVICE MANAGEMENT
HOME
PARTNERSHIP
ABOUT
SHOP
SIGN-IN
Started in 2020
with an aim to help people with their bike service management
&
to promote and help small workshops owner
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Online Bike Service Management
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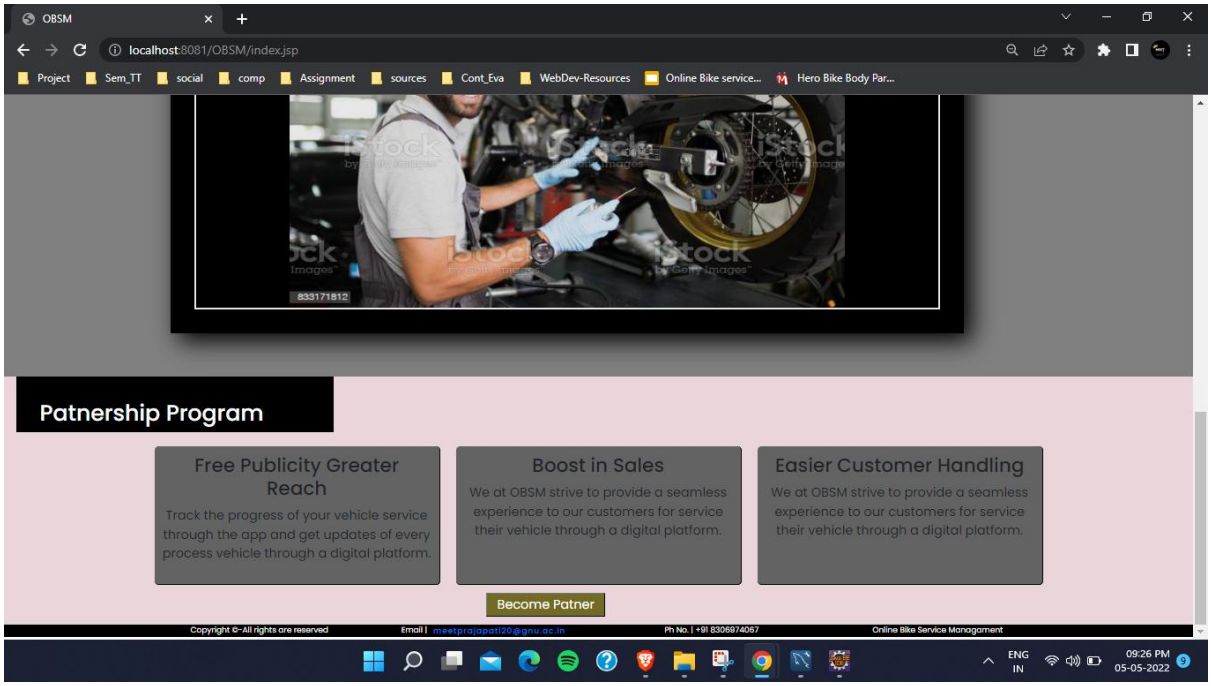
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Online Bike service...
Hero Bike Body Par...
Patnership Program
Free Publicity Greater Reach
Track the progress of your vehicle service through the app and get updates of every process vehicle through a digital platform.
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Easier Customer Handling
We at OBSM strive to provide a seamless experience to our customers for service their vehicle through a digital platform.
Become Patner
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Ph No. | +91 8306974067
Online Bike Service Management
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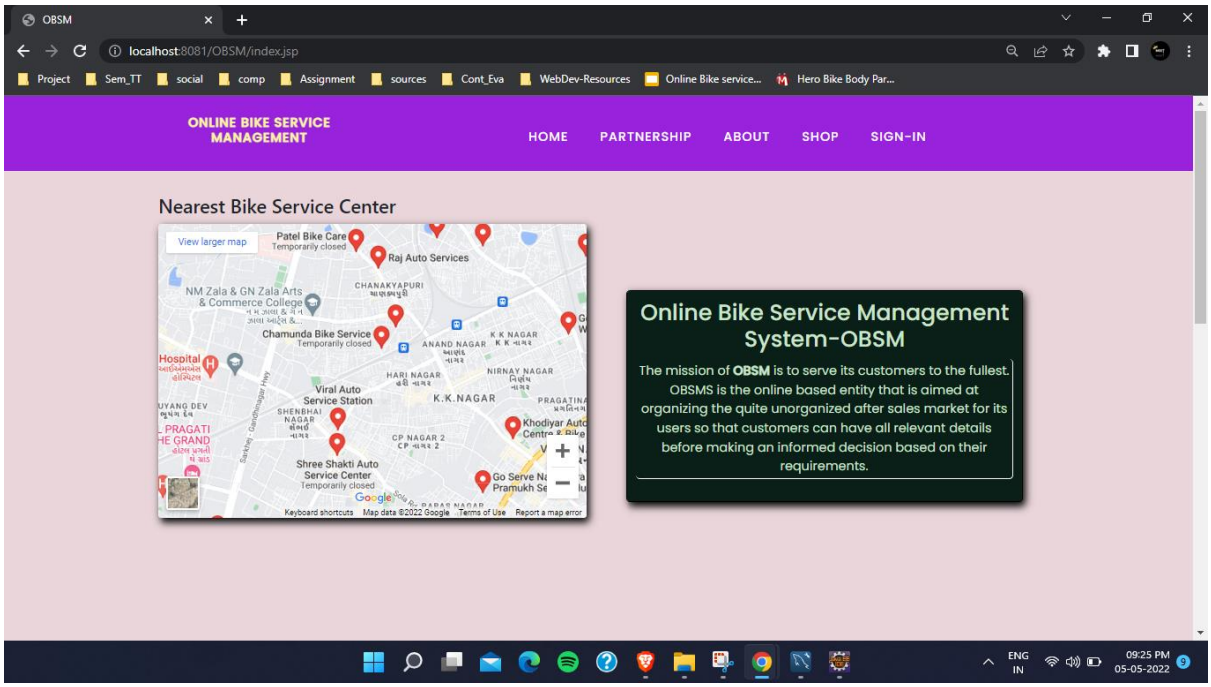
OBSM
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WebDev-Resources
Online Bike service...
Hero Bike Body Par...
ONLINE BIKE SERVICE MANAGEMENT
HOME
PARTNERSHIP
ABOUT
SHOP
SIGN-IN
Nearest Bike Service Center
View larger map
Patel Bike Care
Temporarily closed
Raj Auto Services
NM Zala & GN Zala Arts & Commerce College
CHANAKYAPURI
Chamunda Bike Service
Temporarily closed
ANAND NAGAR
K K NAGAR
HARI NAGAR
NIRNAY NAGAR
Viral Auto Service Station
K.K.NAGAR
Khodiyar Auto Centre
CP NAGAR 2
Shree Shakti Auto Service Center
Temporarily closed
Keyboard shortcuts
Map data ©2022 Google
Terms of Use
Report a map error
Online Bike Service Management System-OBSM
The mission of OBSM is to serve its customers to the fullest. OBSMS is the online based entity that is aimed at organizing the quite unorganized after sales market for its users so that customers can have all relevant details before making an informed decision based on their requirements.
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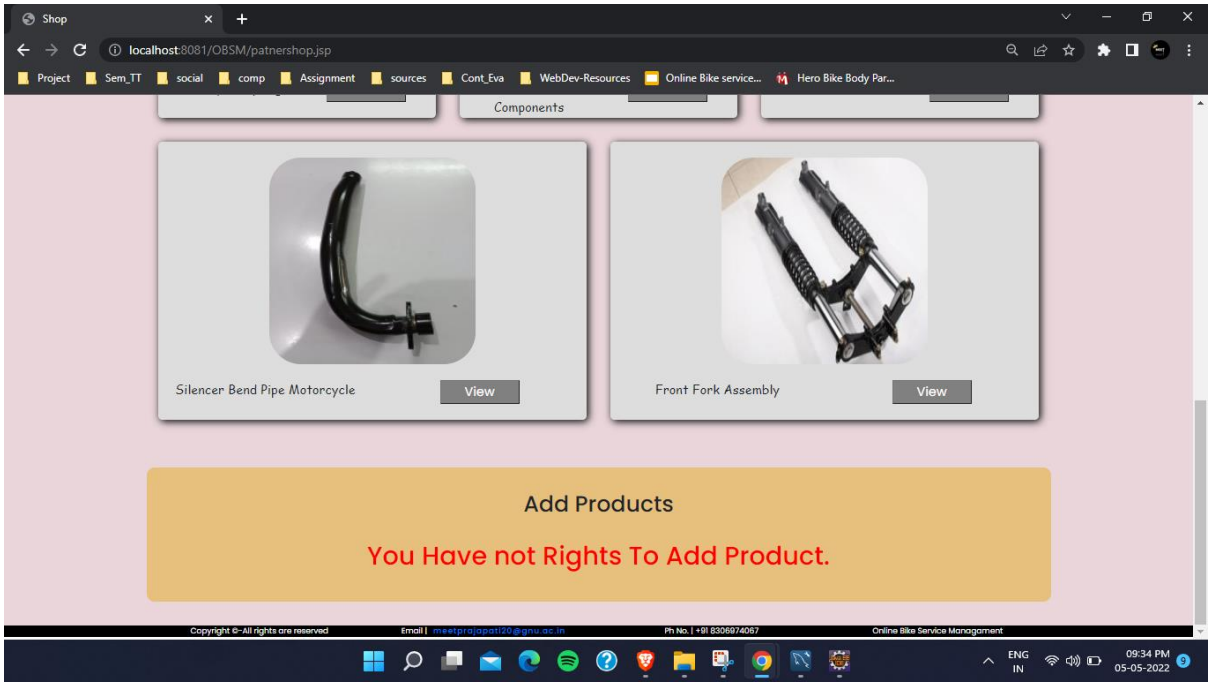
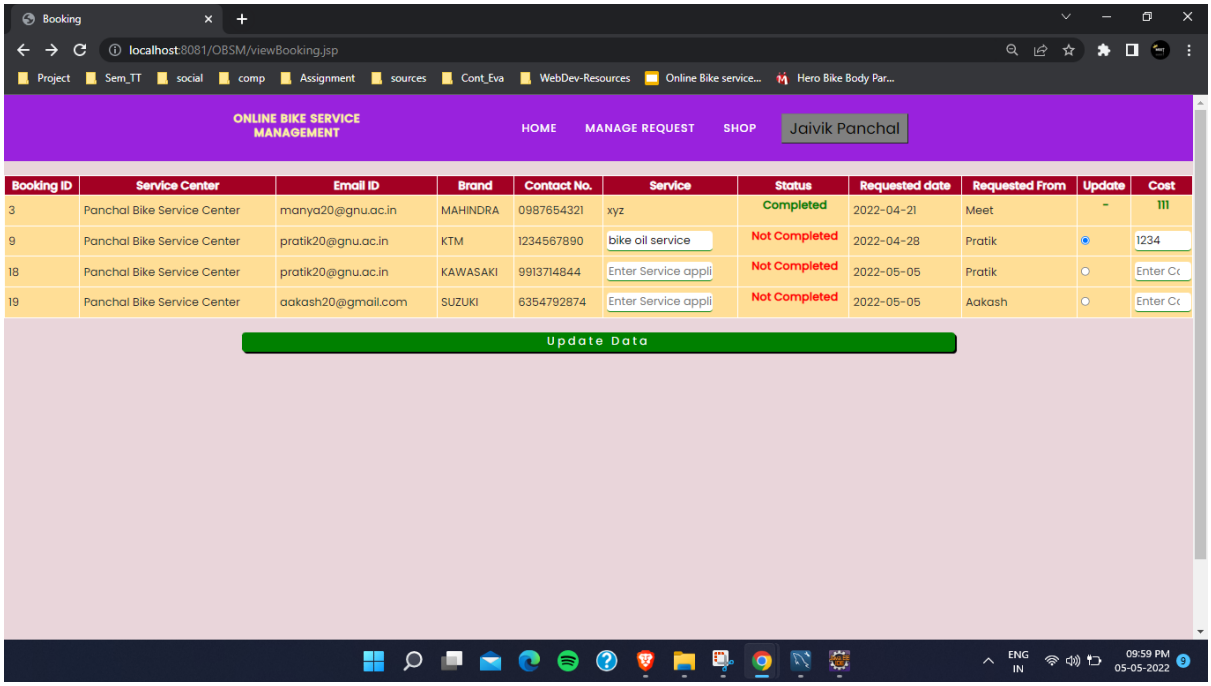
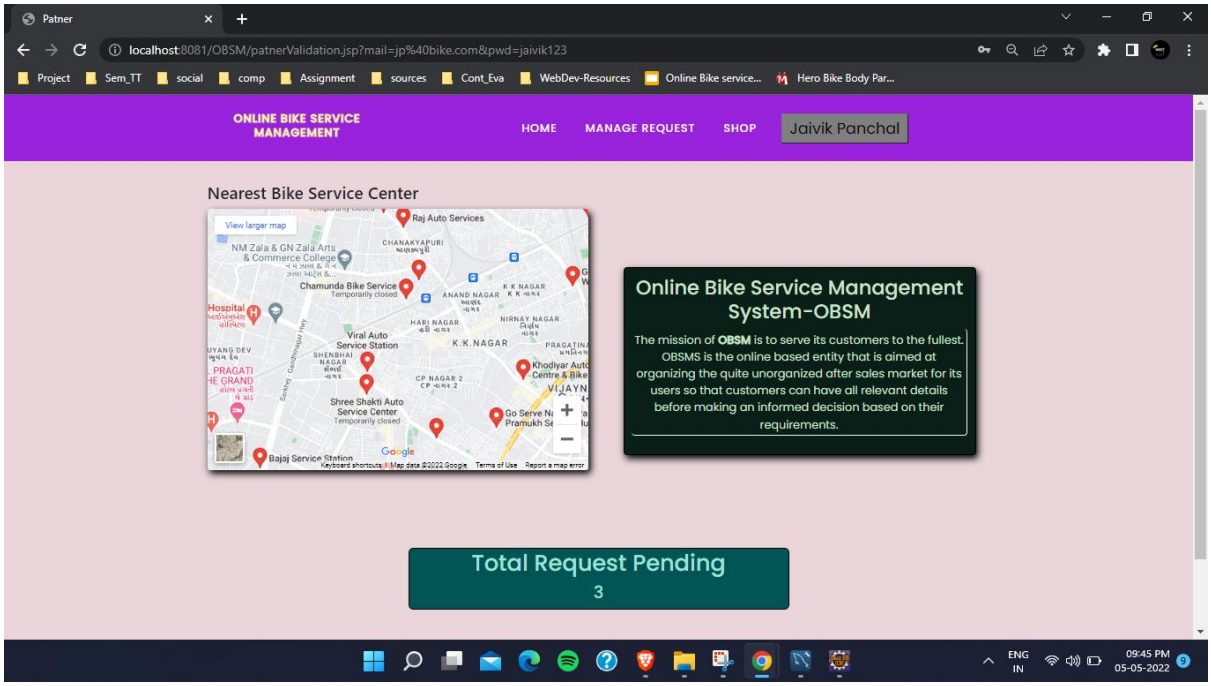
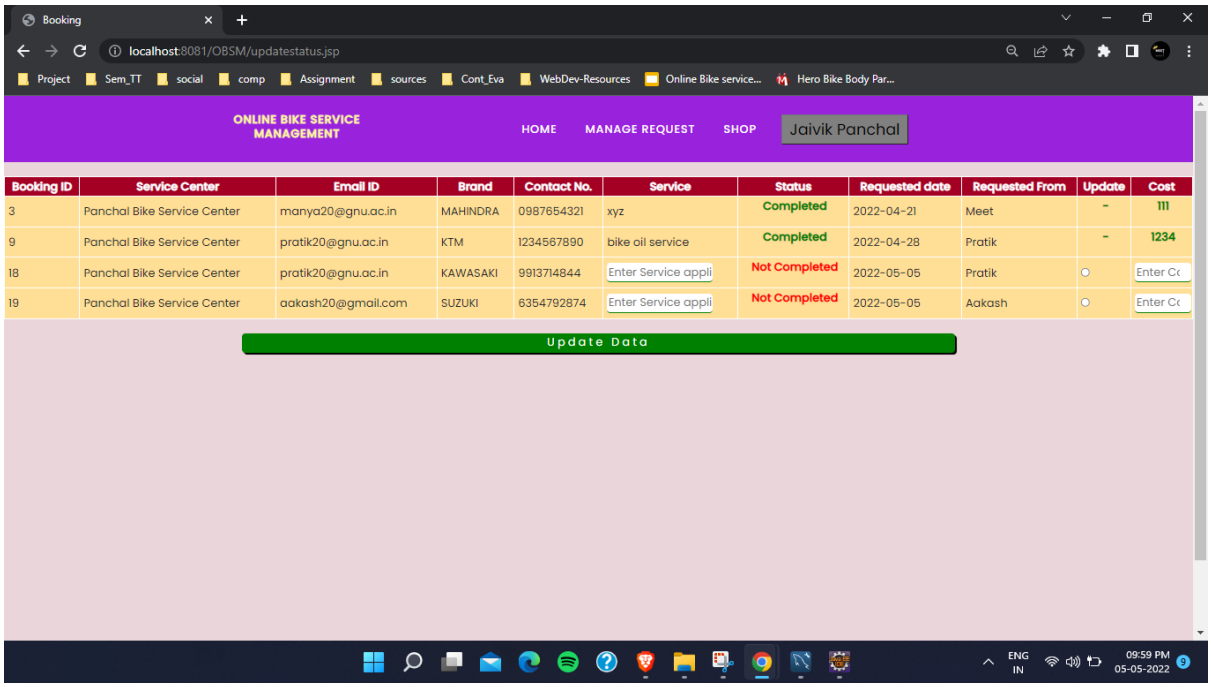


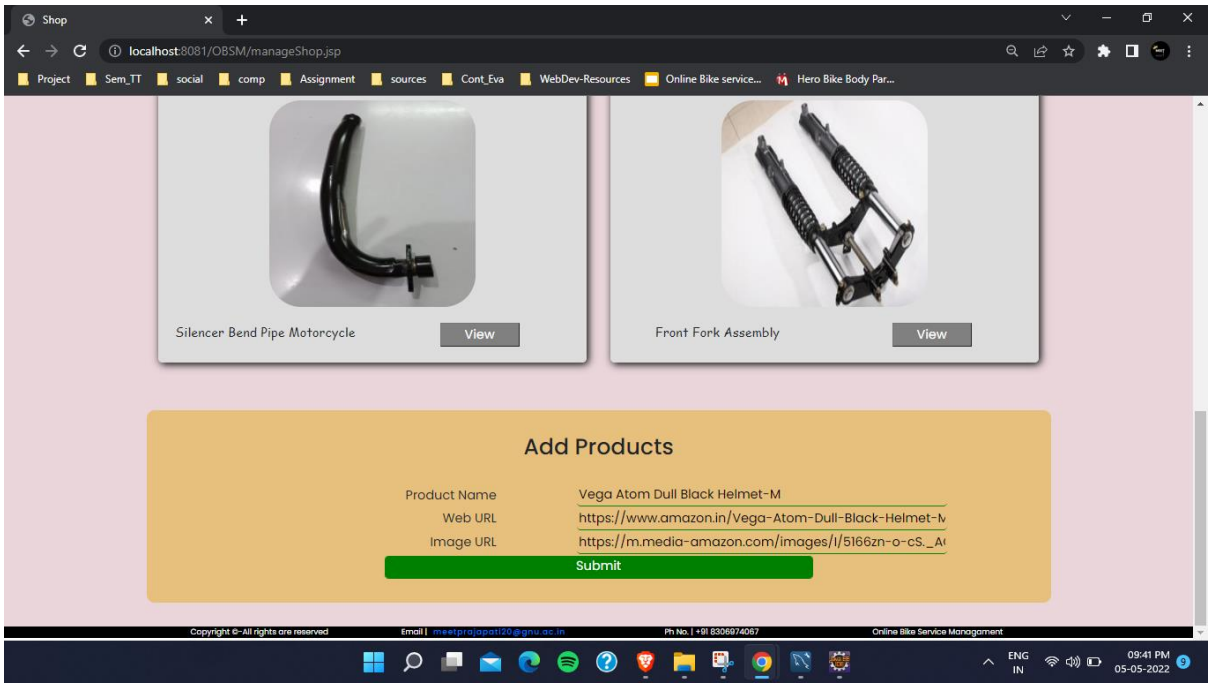
Partner Side –

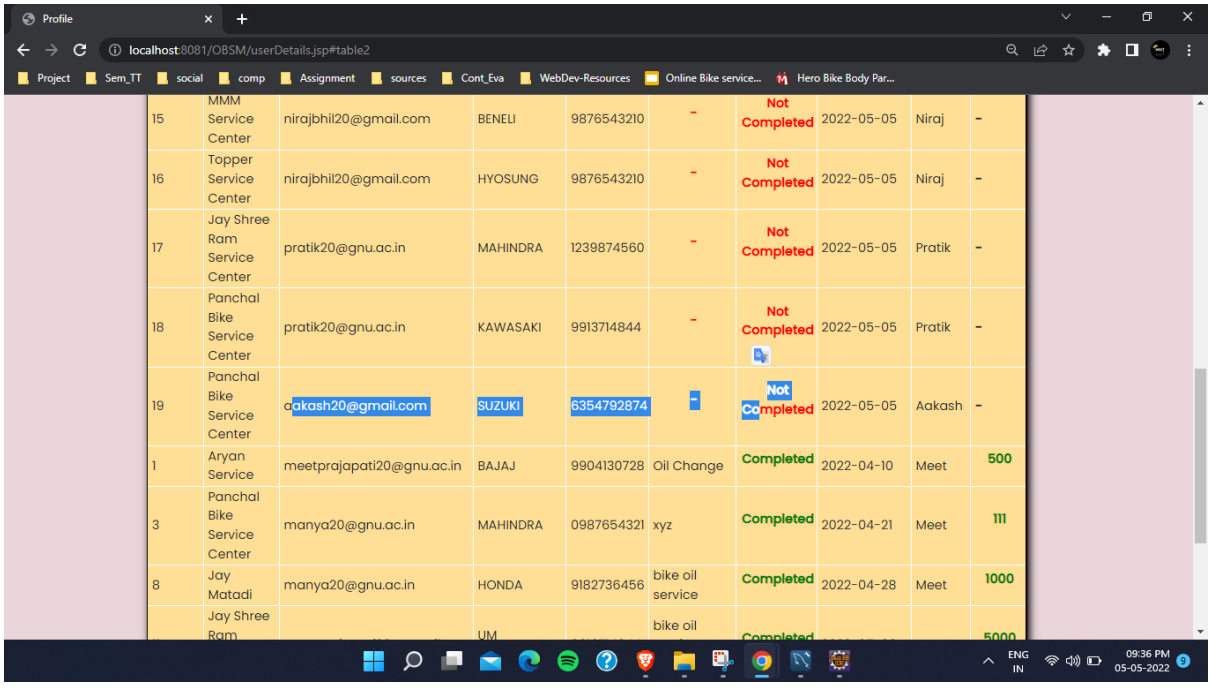


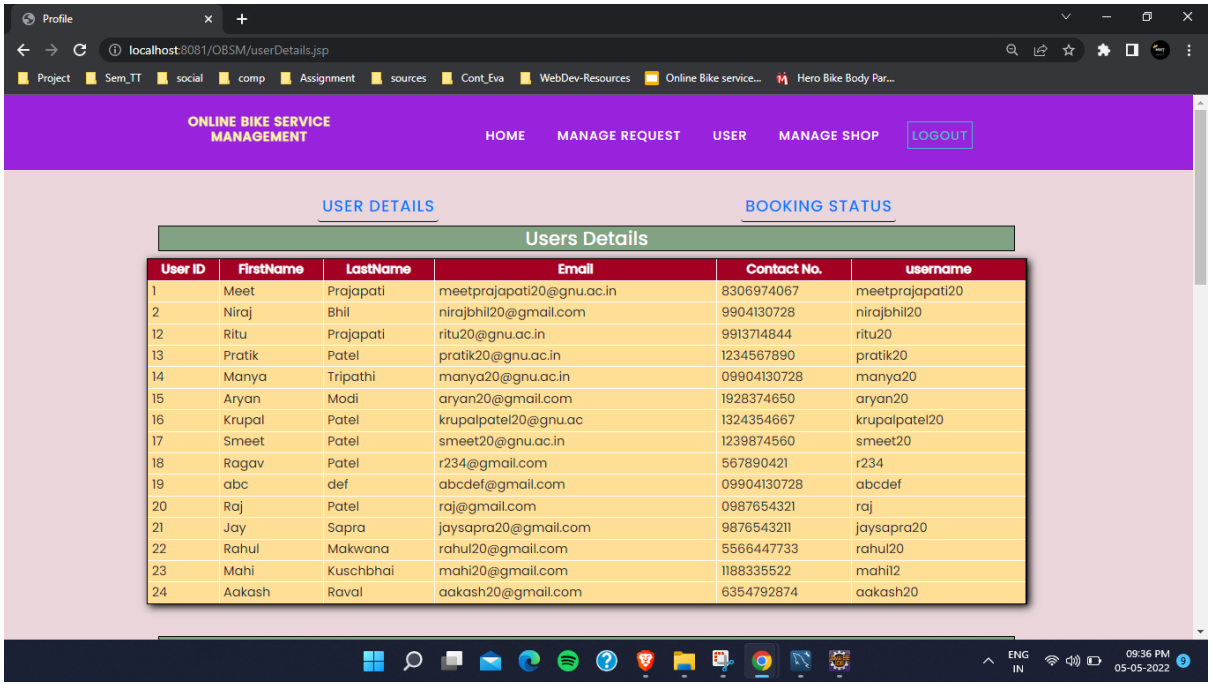

Patner
localhost:8081/OBSM/patnerValidation.jsp?mail=jp%40bike.com&pwd=jaivik123
Project
Sem_TT
social
comp
Assignment
sources
Cont_Eva
WebDev-Resources
Online Bike service...
Hero Bike Body Par...
ONLINE BIKE SERVICE MANAGEMENT
HOME
MANAGE REQUEST
SHOP
Jaivik Panchal
Nearest Bike Service Center
Raj Auto Services
Chamunda Bike Service
Temporarily closed
Viral Auto Service Station
Shree Shakti Auto Service Center
Temporarily closed
Bajaj Service Station
Online Bike Service Management System-OBSM
The mission of OBSM is to serve its customers to the fullest. OBSMS is the online based entity that is aimed at organizing the quite unorganized after sales market for its users so that customers can have all relevant details before making an informed decision based on their requirements.
Total Request Pending
3
09:45 PM
05-05-2022

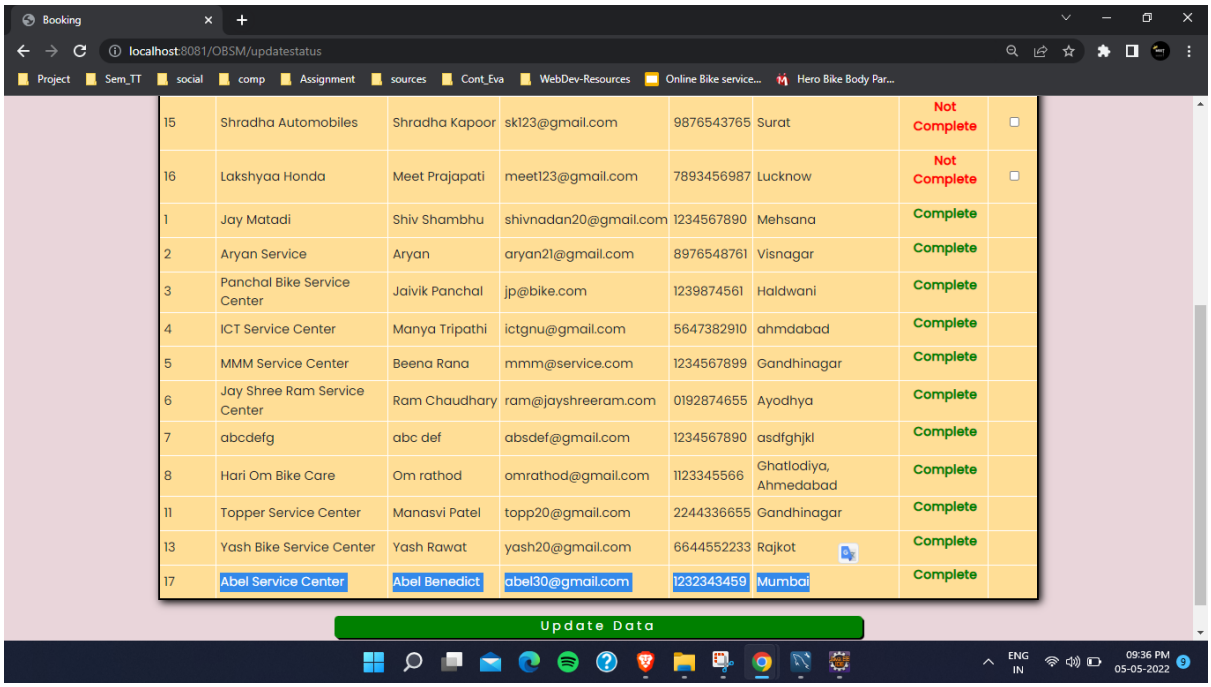

Booking
localhost:8081/OBSM/updatestatus.jsp
Project
Sem_TT
social
comp
Assignment
sources
Cont_Eva
WebDev-Resources
Online Bike service...
Hero Bike Body Par...
ONLINE BIKE SERVICE MANAGEMENT
HOME
MANAGE REQUEST
SHOP
Jaivik Panchal
Booking ID
Service Center
Email ID
Brand
Contact No.
Service
Status
Requested date
Requested From
Update
Cost
3
Panchal Bike Service Center
manya20@gnu.ac.in
MAHINDRA
0987654321
xyz
Completed
2022-04-21
Meet
-
111
9
Panchal Bike Service Center
pratik20@gnu.ac.in
KTM
1234567890
bike oil service
Completed
2022-04-28
Pratik
-
1234
18
Panchal Bike Service Center
pratik20@gnu.ac.in
KAWASAKI
9913714844
Enter Service appli
Not Completed
2022-05-05
Pratik
Enter Cc
19
Panchal Bike Service Center
aakash20@gmail.com
SUZUKI
6354792874
Enter Service appli
Not Completed
2022-05-05
Aakash
Enter Cc
Update Data
09:59 PM
05-05-2022

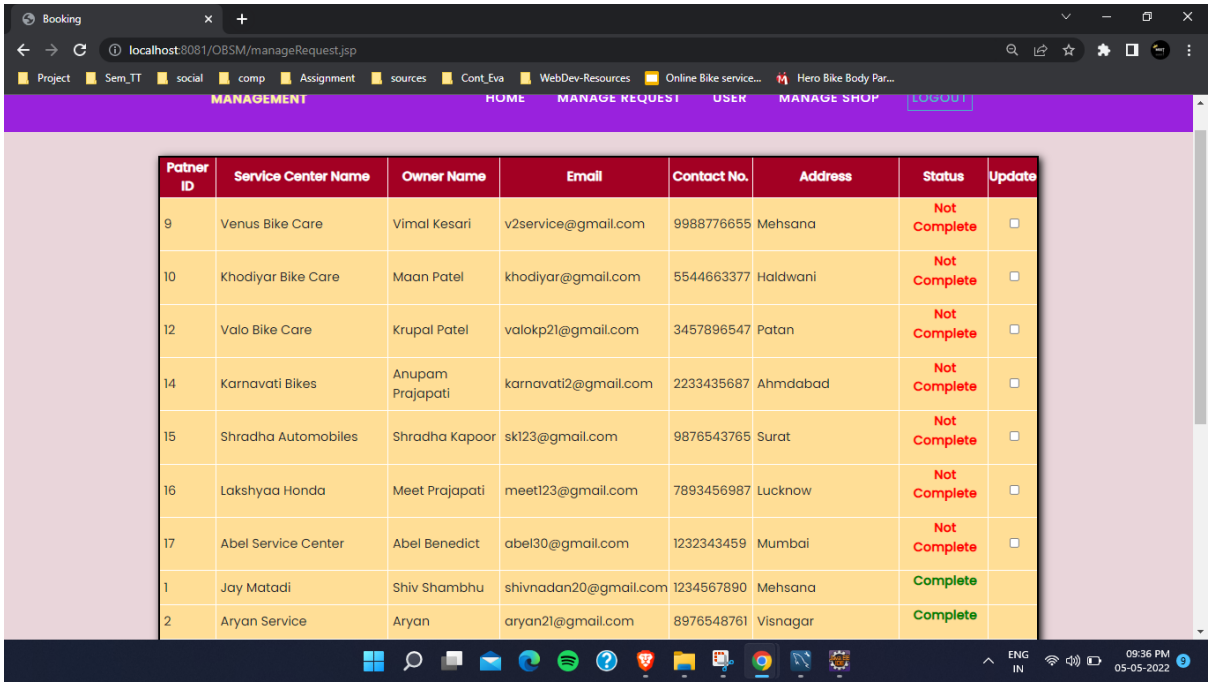
5.2 Backend/Admin Side Screenshots



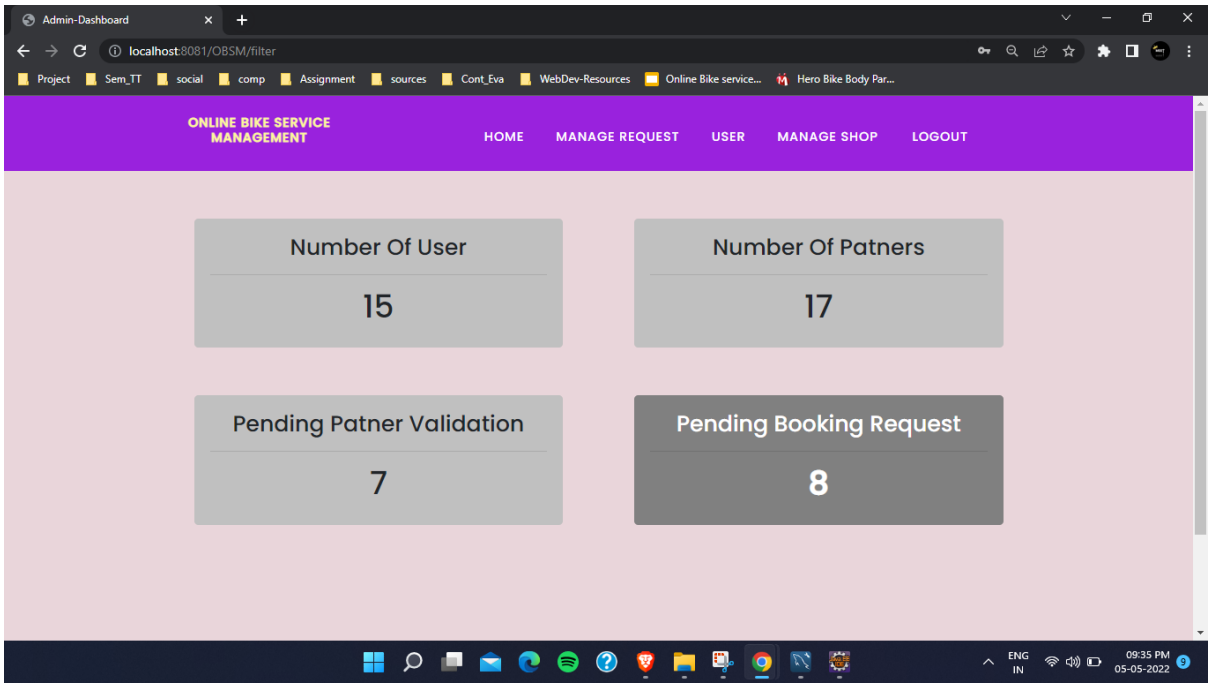


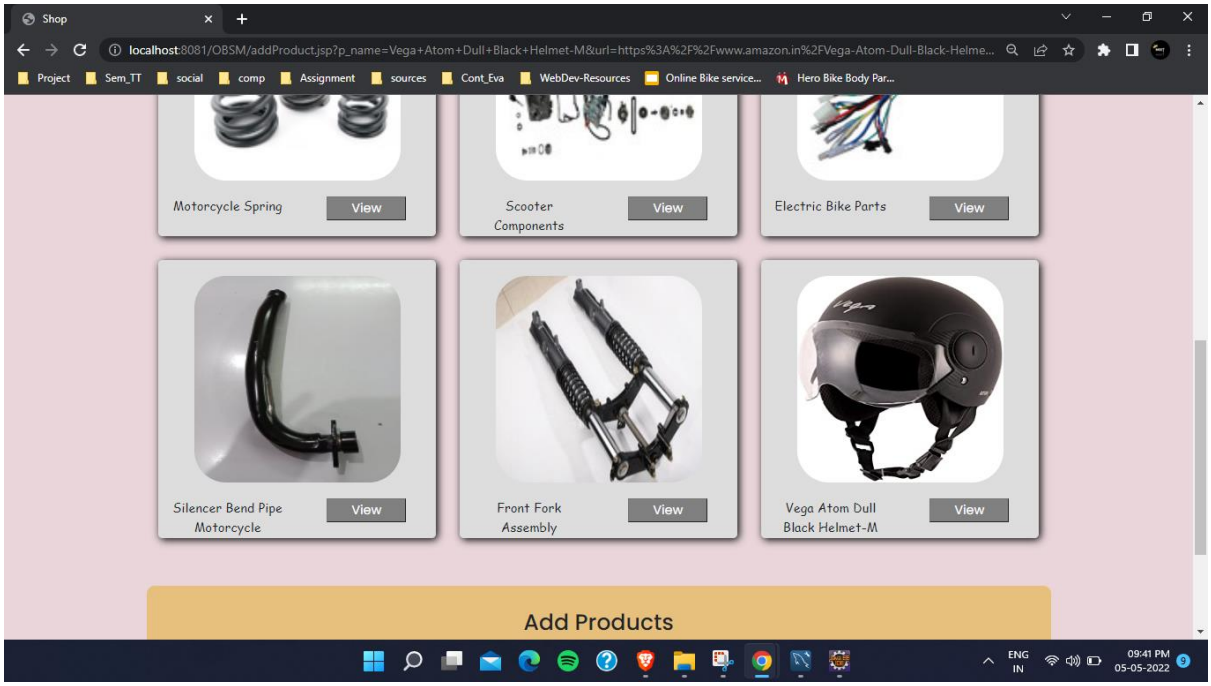

Profile
localhost:8081/OBSM/userDetails.jsp
Project Sem_TT social comp Assignment sources Cont_Eva WebDev-Resources Online Bike service... Hero Bike Body Par...
ONLINE BIKE SERVICE MANAGEMENT
HOME
MANAGE REQUEST
USER
MANAGE SHOP
LOGOUT
USER DETAILS
BOOKING STATUS
Users Details
User ID | FirstName | LastName | Email | Contact No. | username
1 | Meet | Prajapati | meetprajapati20@gnu.ac.in | 8306974067 | meetprajapati20
2 | Niraj | Bhil | nirajbhil20@gmail.com | 9904130728 | nirajbhil20
12 | Ritu | Prajapati | ritu20@gnu.ac.in | 9913714844 | ritu20
13 | Pratik | Patel | pratik20@gnu.ac.in | 1234567890 | pratik20
14 | Manya | Tripathi | manya20@gnu.ac.in | 09904130728 | manya20
15 | Aryan | Modi | aryan20@gmail.com | 1928374650 | aryan20
16 | Krupal | Patel | krupalpatel20@gnu.ac | 1324354667 | krupalpatel20
17 | Smeet | Patel | smeet20@gnu.ac.in | 1239874560 | smeet20
18 | Ragav | Patel | r234@gmail.com | 567890421 | r234
19 | abc | def | abcdef@gmail.com | 09904130728 | abcdef
20 | Raj | Patel | raj@gmail.com | 0987654321 | raj
21 | Jay | Sapra | jaysapra20@gmail.com | 9876543211 | jaysapra20
22 | Rahul | Makwana | rahul20@gmail.com | 5566447733 | rahul20
23 | Mahi | Kuschbhai | mahi20@gmail.com | 1188335522 | mahi12
24 | Aakash | Raval | aakash20@gmail.com | 6354792874 | aakash20
ENG IN
09:36 PM 05-05-2022

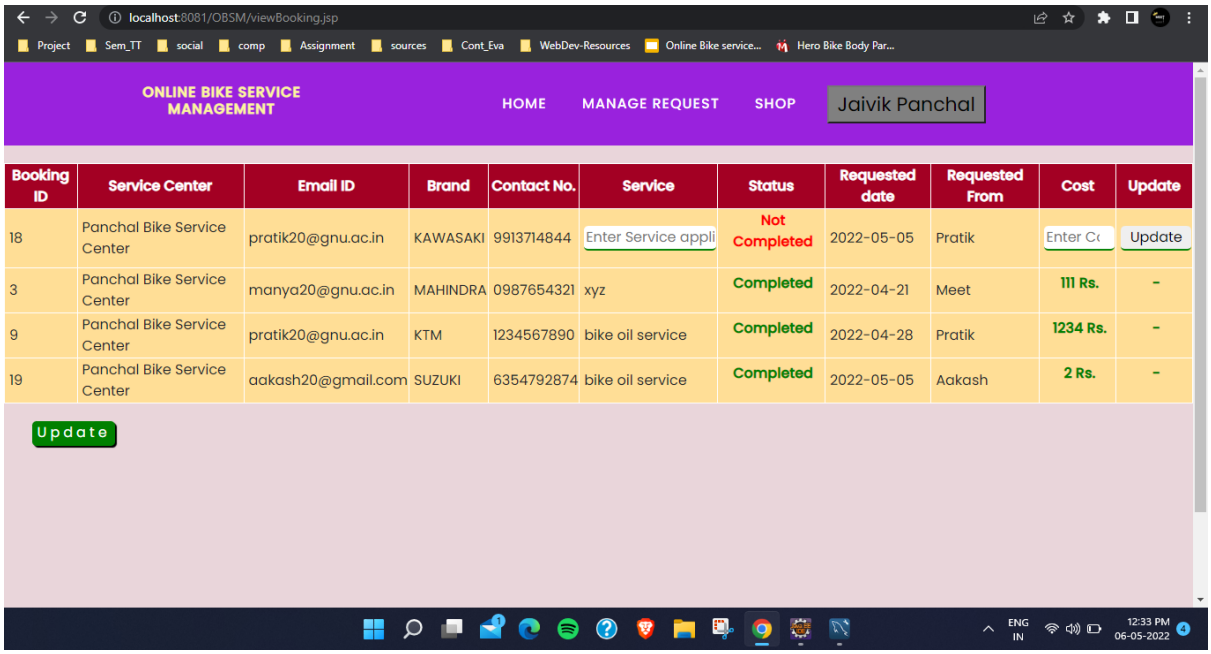

Booking
localhost:8081/OBSM/updatestatus
Project Sem_TT social comp Assignment sources Cont_Eva WebDev-Resources Online Bike service... Hero Bike Body Par...
15 | Shradha Automobiles | Shradha Kapoor | sk123@gmail.com | 9876543765 | Surat | Not Complete
16 | Lakshyaa Honda | Meet Prajapati | meet123@gmail.com | 7893456987 | Lucknow | Not Complete
1 | Jay Matadi | Shiv Shambhu | shivnadan20@gmail.com | 1234567890 | Mehsana | Complete
2 | Aryan Service | Aryan | aryan21@gmail.com | 8976548761 | Visnagar | Complete
3 | Panchal Bike Service Center | Jaivik Panchal | jp@bike.com | 1239874561 | Haldwani | Complete
4 | ICT Service Center | Manya Tripathi | ictgnu@gmail.com | 5647382910 | ahmdabad | Complete
5 | MMM Service Center | Beena Rana | mmm@service.com | 1234567899 | Gandhinagar | Complete
6 | Jay Shree Ram Service Center | Ram Chaudhary | ram@jayshreeram.com | 0192874655 | Ayodhya | Complete
7 | abcdefg | abc def | absdef@gmail.com | 1234567890 | asdfghjkl | Complete
8 | Hari Om Bike Care | Om rathod | omrathod@gmail.com | 1123345566 | Ghatlodiya, Ahmedabad | Complete
11 | Topper Service Center | Manasvi Patel | topp20@gmail.com | 2244336655 | Gandhinagar | Complete
13 | Yash Bike Service Center | Yash Rawat | yash20@gmail.com | 6644552233 | Rajkot | Complete
17 | Abel Service Center | Abel Benedict | abel30@gmail.com | 1232343459 | Mumbai | Complete
Update Data
ENG IN
09:36 PM 05-05-2022



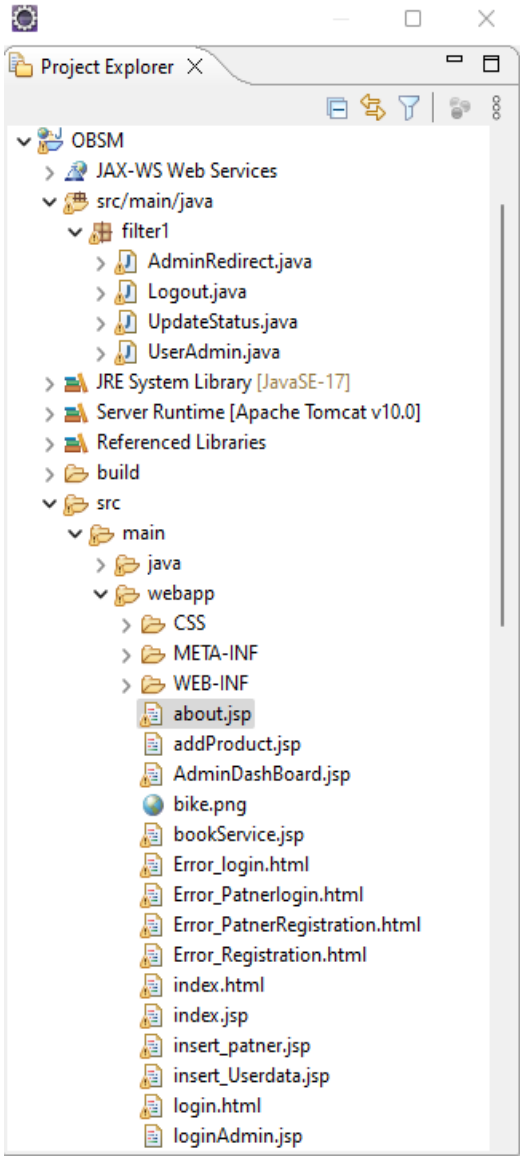
Patner ID	Service Center Name	Owner Name	Email	Contact No.	Address	Status	Update
9	Venus Bike Care	Vimal Kesari	v2service@gmail.com	9988776655	Mehsana	Not Complete	
10	Khodiyar Bike Care	Maan Patel	khodiyar@gmail.com	5544663377	Haldwani	Not Complete	
12	Valo Bike Care	Krupal Patel	valokp21@gmail.com	3457896547	Patan	Not Complete	
14	Karnavati Bikes	Anupam Prajapati	karnavati2@gmail.com	2233435687	Ahmdabad	Not Complete	
15	Shradha Automobiles	Shradha Kapoor	sk123@gmail.com	9876543765	Surat	Not Complete	
16	Lakshyaa Honda	Meet Prajapati	meet123@gmail.com	7893456987	Lucknow	Not Complete	
17	Abel Service Center	Abel Benedict	abel30@gmail.com	1232343459	Mumbai	Not Complete	
1	Jay Matadi	Shiv Shambhu	shivnadan20@gmail.com	1234567890	Mehsana	Complete	
2	Aryan Service	Aryan	aryan21@gmail.com	8976548761	Visnagar	Complete	

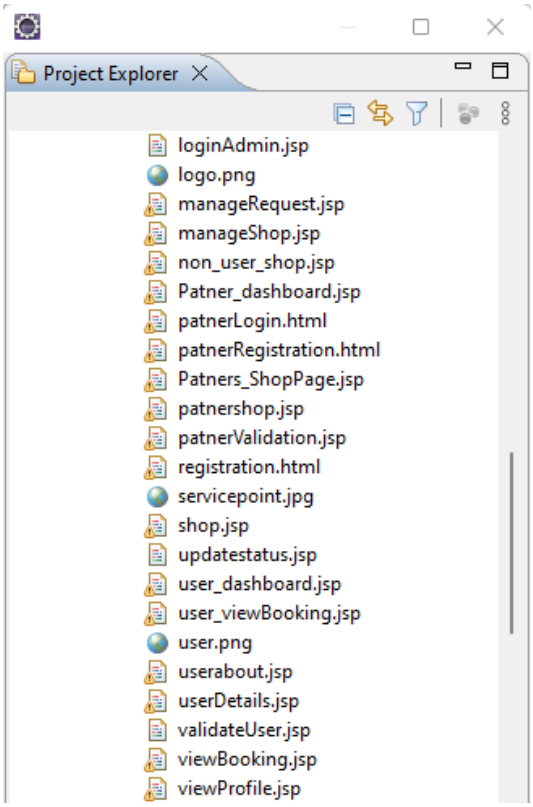



Shop
localhost:8081/OBSM/addProduct.jsp?p_name=Vega+Atom+Dull+Black+Helmet-M&url=https%3A%2F%2Fwww.amazon.in%2FVega-Atom-Dull-Black-Helme...
Project
Sem_TT
social
comp
Assignment
sources
Cont_Eva
WebDev-Resources
Online Bike service...
Hero Bike Body Par...
Motorcycle Spring
View
Scooter Components
View
Electric Bike Parts
View
Silencer Bend Pipe Motorcycle
View
Front Fork Assembly
View
Vega Atom Dull Black Helmet-M
View
Add Products
ENG IN
09:41 PM
05-05-2022


localhost:8081/OBSM/viewBooking.jsp
Project
Sem_TT
social
comp
Assignment
sources
Cont_Eva
WebDev-Resources
Online Bike service...
Hero Bike Body Par...
ONLINE BIKE SERVICE MANAGEMENT
HOME
MANAGE REQUEST
SHOP
Jaivik Panchal
Booking ID
Service Center
Email ID
Brand
Contact No.
Service
Status
Requested date
Requested From
Cost
Update
18
Panchal Bike Service Center
pratik20@gnu.ac.in
KAWASAKI
9913714844
Enter Service appli
Not Completed
2022-05-05
Pratik
Enter Co
Update
3
Panchal Bike Service Center
manya20@gnu.ac.in
MAHINDRA
0987654321
xyz
Completed
2022-04-21
Meet
111 Rs.
-
9
Panchal Bike Service Center
pratik20@gnu.ac.in
KTM
1234567890
bike oil service
Completed
2022-04-28
Pratik
1234 Rs.
-
19
Panchal Bike Service Center
aakash20@gmail.com
SUZUKI
6354792874
bike oil service
Completed
2022-05-05
Aakash
2 Rs.
-
Update
ENG IN
12:33 PM
06-05-2022

5.3 Other Screenshots





Chapter 6

Conclusion And Future Work

In the future we are hoping to add the following features –

- Virtual Chat Box
- Real time tracking
- Bike Rentals
- Partnership Advertisement
- Loyalty Points
- Referral Codes
- Remove Partners

REFERENCES

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- www.w3schools.com
- www.credr.com