

ABSTRACT

The MyTV is integrated and automation software for cable operators. Cable operators will distribute TV channels to their customers, for that they charge some money monthly. This system fully automates the existing cable TV system. This system provides the availability of the packages and channels and also buys the package via online payment methods.

To maintain their customers and number of users, this software provides automation. In this System they can maintain their employee details and their customer details. By using this system they can meet their business requirements. Using this system the customers can view the details of packages and offers, and then according to it they can apply for the package. They can also pay their bill through internet using the internet transactions and can view the details of bill. The administrator controls all the activities in this system. This system provides the efficient compliant tracking system, if the customer has any compliant just submit their compliant on this system, the compliant manager responses to the compliant with the response message.

INTRODUCTION

The project entitled “MyTv” details integrated and automation software for cable operators. Cable operators will distribute TV channels to their customers for that they charge some money monthly.

To maintain their customers and number of users this software provides automation. In this System they can maintain staff member's and their customer details. By using this system they can meet their business requirements. Using this system the customers can view the details of packages and offers, and then according to it they can apply for the existing package. They can also pay their bill through internet using the internet transactions and can view the details of bill. The administrator controls all the activities in this system. The system is user friendly and its dynamic

features reduce the amount of staff time. The proposed system is computerized. In this system customers can view their bill amount to be paid, packages, offers etc via internet. It also facilitates online bill payment via internet banking using debit card, credit card etc. It also ensures effective subscriber management and complaint management. The administrator set these details.

Moreover, the main drawback of existing system, i.e. insecure bill payment is resolved in the new system. It makes the payment and payment details secure and easy. With all these added features, the system becomes more reliable, safe and accurate.

MODULES

- ☐ Customer Management Module.
- ☐ Complaint Management Module.
- ☐ Package and channel Management Module.
- ☐ Subscriber Management Module.

Subscriber Management Module

The subscriber manager controls the overall subscription of the customers. It includes new subscribers and existing subscribers. He can also view the packages, offers, customer details etc. He issues subscription of various packages with various TV channels according to the choice of the customer. Subscriber manager also overviews the location specifications and bill details. He ensures uninterrupted subscription for paid customers.

Package and channel Management Module

The package manager can add new packages, offers and can modify the existing packages and offers. Package manager can decide the validity of packages and offers. He decides the TV channel combination of each package and also decides the price for each package.

Complaint Management Module

The customers can register the complaints online and get serviced soon. Once the complaint is serviced, the subscriber will receive a response message. The system provides the efficient and fast complaint processing.

Customer Management Module

The customers are the main users of the website. Customers can register and request for connection, if the connection is established the customer can search the channels and package according to their need. The system provides an easy and efficient payment processing system so the customers can easily buy packages. Customers can register their complaint on this system.

SYSTEM ANALYSIS

EXISTING SYSTEM

The existing system is a manual system. In the existing system, if the subscriber wants to view the packages, offers, bill details, subscription details etc, he/she has to go through the printed or hand written papers, bills etc, which is time consuming process. It is difficult to find an economic or desired package or existing offers for a customer manually. Also, at the other end it is difficult to manage the subscribers, their bill details, complaints etc in the existing manual system. Most importantly in the existing manual bill payment system, there is no guarantee for the paid money. It may or may not reach the concerned authority and might later result in subscription issues and dues.

Limitations of the existing system

- ☐ Insecure Bill Payment
- ☐ Poor subscriber management
- ☐ Poor complaint management

- ☐ Poor reliability
- ☐ Time consuming
- ☐ Minimum accuracy

PROPOSED SYSTEM

The proposed “MyTv” is user friendly and its dynamic features reduce the amount of staff time. The proposed system is computerized. In this system customers can view their bill amount to be paid, packages, offers etc via internet. It also facilitates online bill payment via internet banking using debit card, credit card etc. And also ensures effective subscriber management and complaint management. The administrator set these details.

Moreover, the main drawback of existing system, i.e. insecure bill payment. It is resolved in the new system. It makes the payment and payment details secure and easy. With all these added features, the system becomes more reliable, safe and accurate.

Advantages of the proposed system

- ☐ Secure Payment
- ☐ Effective subscriber management
- ☐ More accurate
- ☐ It saves time.
- ☐ It facilitates subscribers to view the bill amount, packages, offers etc online.
- ☐ Easy and user friendly.
- ☐ It helps the officials to take immediate action for the complaints of the customers about the subscription or any other technical problems.