CAR SHOWROOM SERVICE MANAGEMENT SYSTEM

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Project Description

Car showroom service management system is aimed to serve the interest of customer and to cover a widely distributed system. The goal of the system is to computerize the service management process of car showrooms. customer can book their slot for the car service. Fill up their requirements. post complaints and Feedbacks about the services and also view the current status of their car service with the help of website There will be customer id given to customer at the time of purchasing so customer can login with pd.

Project contain 3 modules

→ Administrator module
→ service engineer module
→ customer module.

1. Administrator module

login, registration of service Engin

eer and cuskomer, produck enkry view and edpk, skock enkry and view analyspg of services and assign job to service Engineer. check khe skak of khe job and change password.

2. Service Engineer module

kogin, view assigned job, view all jobs updake skakus and change password

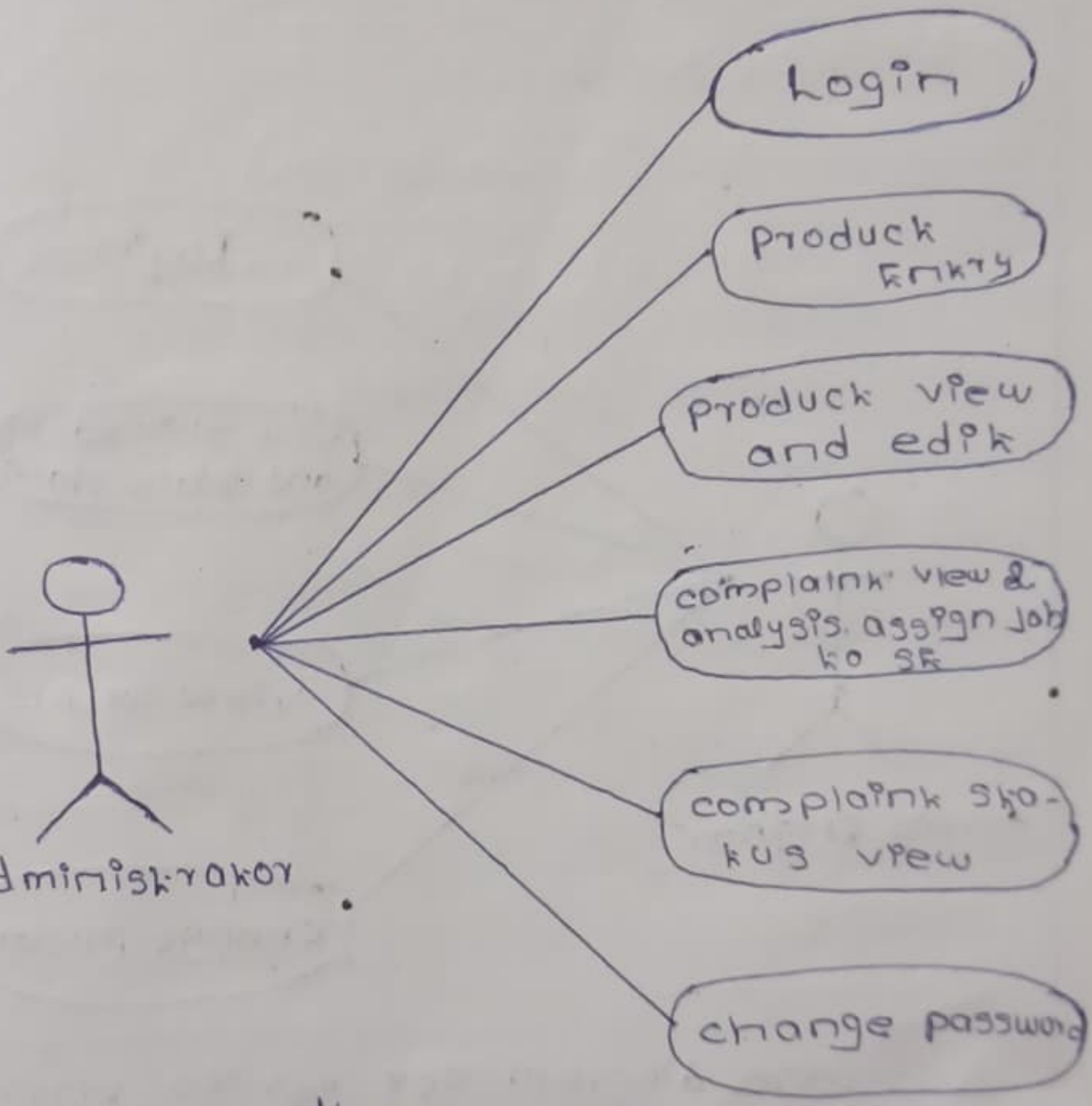
3. cuskomer module

kogin, book khe service dake, check khe skakus of servpce, posk complaing and feedbacks, raking For khe service and change password.

use case diagram

use case diagram show khe vanpous ackivikpes khe user can perform on khe syskem. they model khe dynamk aspecks of khe syskem. use case is a user of khe syskem playing a parkpcular role. Relationship are simply illustrated with a line connecting actors to use

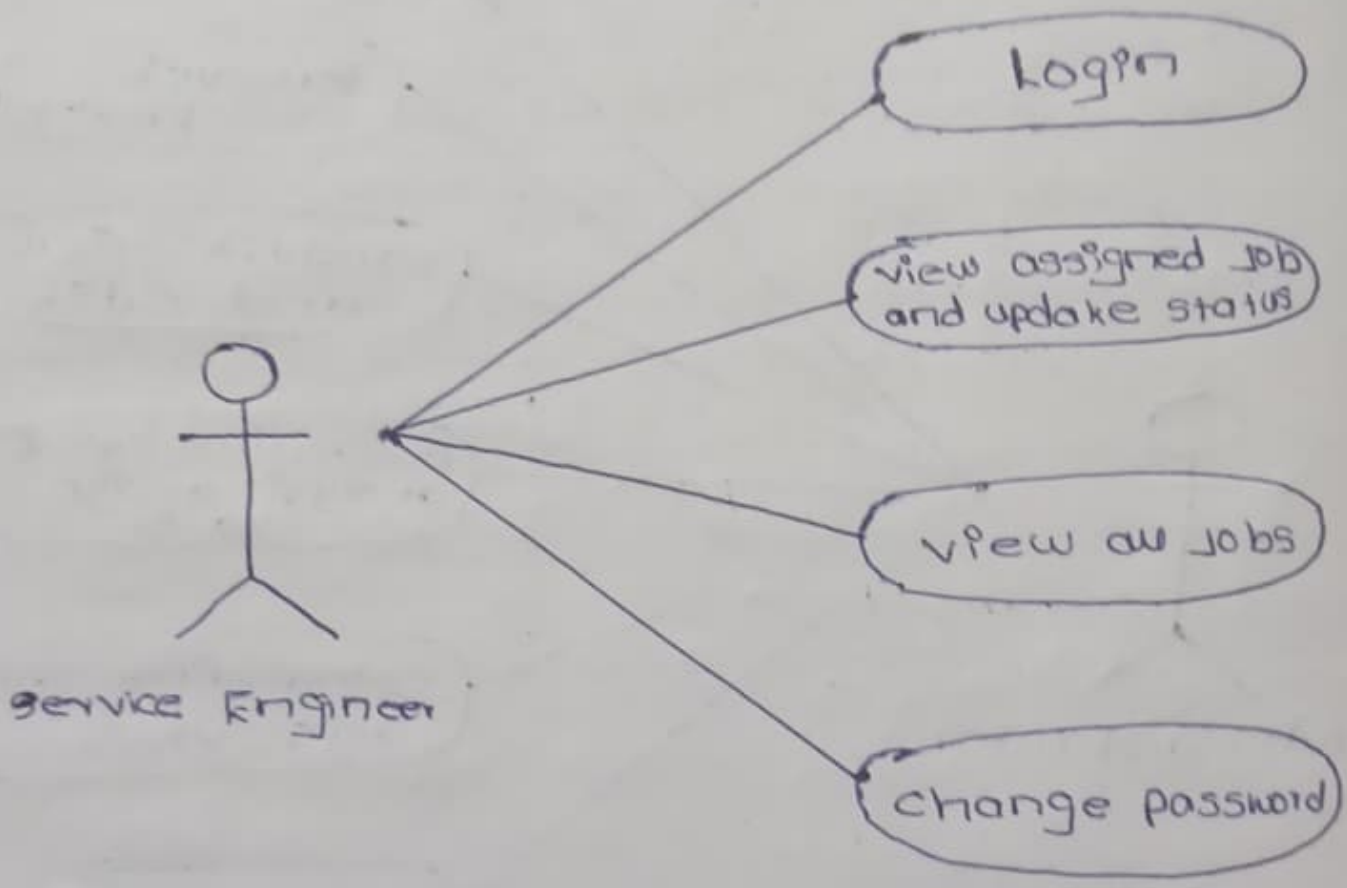
Administrator use case



use case diagram for Administrator

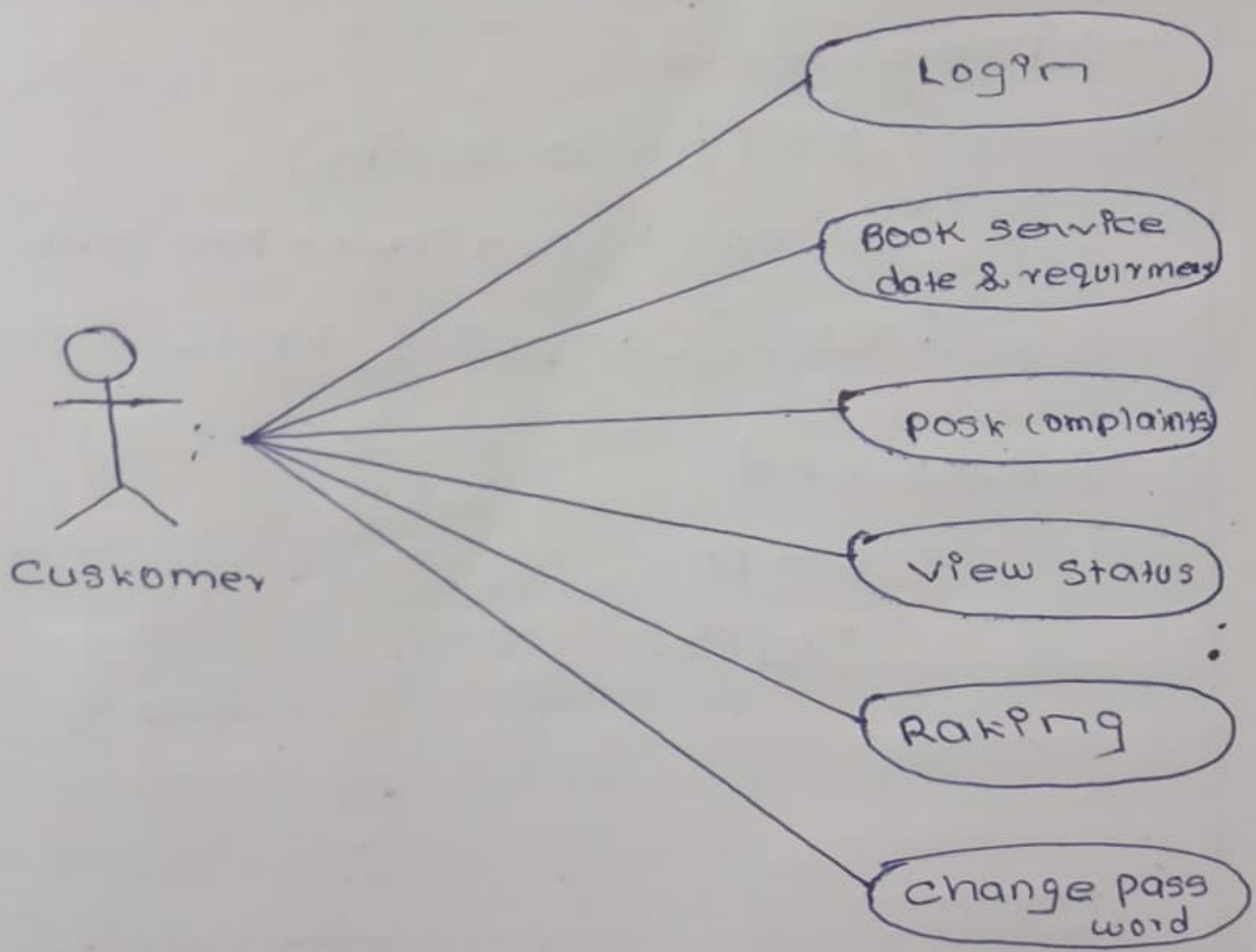
Administrator will register service Engineer and customers.

Service Engineer use case



usecase diagram For service Engineer

Customer use case



Usecase diagram FOR customer

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Technologies used

→ Frontend

: JS (Java script)

: Html (Hyper Text markup langu

: CSS (cascading style sheet)

→ Backend

: PHP

: mysql

Database Design

database name : website

Tables

→ Adminlogin
→ Assigncomplaint_tb
→ Assignwork_tb
→ complaintremark
→ complaint_table
→ loginForm
→ product_table
→ selogin
→ servicedetails_tb
→ submitrequest_tb
→ userlogin

Adminlogin

Name	Type	Default	Index
admin_id	int(11)	NO	primary key
name	varchar(40)	NO	
phone	varchar(12)	NO	
address	varchar(60)	NO	
email	varchar(30)	NO	
username	varchar(20)	NO	
password	varchar(20)	NO	

loginForm

Name	Type	Default	Index
username	varchar(20)	NO	primary key
password	varchar(20	NO	
usertype	int(11)	NO	

Assignmentcomplaint-kb

Name	Type	Default	Index
no	int(11)	no	primarykey
id	int(11)	no	
user-id	int(11)	no	
se-id	int(11)	no	
name	varchar(50)	no	
username	varchar(50)	no	
email	varchar(60)	no	
phone	varchar(20)	no	
subject	varchar(40)	no	
complaint	varchar(100)	no	
ref	int(11)	no	
action	varchar(90)	no	

Assign_book_kb

Name	Type	Default	Index
rno	int	no	primary key
ruser_id	int	no	
rrequest-info	text	no	
riequest-id	int	no	
request_desc	text	no	
requester-name	varchar	no	
requester-addl	text	no	
requester-add2	text	no	
requester-city	varchar	no	
requester-state	varchar	no	
requester-zip	int	no	
requester-email	varchar	no	
requester-mobile	varchar	no	
assign-tech	varchar	no	
se-id	int	no	
assign-date	date	no	

complaint remark

Name	type	default	index
no	int	no	primary key
user-id	int	no	
ref	int	no	
name	varchar	no	
phone	varchar	no	
complaint	varchar	no	
action	varchar	no	

product-table

name	type	Default	index
id	int	no	primary key
barcode	int	no	
name	varchar	no	
brand	varchar	no	
qty	int	no	
price	int	no	
image	varchar	no	
description	medium text	no	

complaint_table

Name	Type	Default	Ind
complaint-id	int	NO	prim k
ref	int	NO	
user-id	int	NO	
name	varchar	NO	
phone	varchar	NO	
username	varchar	NO	
email	varchar	NO	
subject	varchar	NO	
complaint	varchar	NO	
document	varchar	NO	
regdate	timestamp	NO	
lastupdationdate	timestamp	NO	
status	status	NO	

Servicedekails-kb

Name	Type	Default	Index
ser-id	int		
ruser-id	int		
req-id	int		
name	varchar		
email	varchar		
phone	varchar		
req-info	varchar		
des	varchar		
se-name	varchar		
service-details	varchar		
model	varchar		
number	varchar		
token	int		
date	date		

Existing system

- complaints are recorded manual
- customer has no provision to kn the status of complaint
- customer cannot acess the detail of service
- time consuming

Proposed system

- customer can book the service do
- customer can register complaints through website
- can view the current status of complaint
- can view the service details fro the time of purchasing to the last service date

Conclusion

The website car showroom service management system is aimed to serve the interest of customer. and customer can book the service date and complaints and view the status of booking