

SPLASH PAINTZONE

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Guide: Navyamol KT

1. Project Overview?

This is a personalized automobile painting management workshop website project aims to create an interactive and user-friendly platform that enhances the customer experience and streamlines the process of selecting and booking automobile painting services. The website aims to cater to different user types, including customers, employees, and administrators. The website provides a comprehensive range of modules designed to showcase services, display a portfolio of previous work, facilitate pricing inquiries, enable appointment scheduling, and faster customer engagement.

The website's modules include a visually appealing home page that introduces the business. The services section provides detailed information about the various painting services offered, including complete vehicle repainting, color change, touch-up painting, and custom designs. And module contain login or sign in of users. Including the workshop's contact information and testimonials. It aims to streamline and enhance various aspects of workshop operations, customer interactions, and administrative tasks. It incorporates technological solutions to improve efficiency, customer experience, and overall business performance.

2. To what extend the system is proposed for?

The proposed system aims to comprehensively address the automobile painting management needs, including appointment scheduling, paint color selection, service tracking, customer communication, and additional service add-ons, ensuring a seamless and efficient painting process for both customers and employees.

3. Specify the Viewers/Public which is to be involved in the System?

General Customers and employees

4. List the Modules included in your System?

Administrators, Customers, Employees and Guest Users

5. Identify the users in your project?

Guest Users and Customers

6. Who owns the system?

Administrators

7. System is related to which firm/industry/organization?

It is specifically designed for automobile painting workshops shops that offer professional painting services for cars.

8. Details of person that you have contacted for data collection?

Reghu C K [Paintzone Workshop, Ponkunnam]

9. Questionnaire to collect details about the project?

1. How do you communicate with customers to understand their painting requirements?

> We use a combination of in-person consultations and digital communication channels (phone calls) to understand our customers' painting requirements.

2. Is there a process for managing customer expectations and feedback?

Yes, we have a formal process in place to manage customer expectations and collect feedback through post-service surveys and regular follow-up communication.

3. Are there any challenges related to scheduling, prioritizing, or managing multiple painting projects simultaneously?

Yes, challenges related to scheduling, prioritizing, or managing multiple painting projects simultaneously include coordinating available resources, ensuring timely completion, and preventing project delays.

4. How are after-sales service and support handled in case customers encounter issues after the painting job?

After the painting job, if customers encounter any issues, the workshop provides prompt after-sales service and support to address and resolve the concerns.

5. Are there any resources or materials provided to help customers make informed decisions?

Yes, the workshop provides resources and materials to help customers make informed decisions about different paint options, color choices, and their potential effects on the appearance of their vehicles.

6. How are the billing and payment processes managed in such collaborations?

In collaborations with insurance companies, billing and payment processes are typically handled through direct coordination between the workshop and the insurance provider.

7. Are there any plans to expand the workshop's online presence?

Yes, the workshop is actively considering plans to expand its online presence.

8. How does the workshop ensure accurate color matching for vehicle painting, especially for older or custom vehicles?

The workshop ensures accurate color matching for vehicle painting, especially for older or custom vehicles, by using specialized color-matching technology and experienced painters who carefully analyze and adjust the paint until it matches the original or desired color.

9. How has this digital feature impacted customer convenience and workshop efficiency?

The digital feature of online booking and scheduling has improved customer convenience by allowing them to easily request painting services and has increased workshop efficiency by streamlining the appointment process.

10. Does the workshop offer an online booking or scheduling system for customers to request painting services?

Yes, the workshop offers an online booking and scheduling system for customers to request painting services.