

# **WEB TECHNOLOGY LAB MINI PROJECT REPORT**

## **ON**

# **Online Service Management System**

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**Branch : T. E. Computer (2019-2020)**

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**K. K. WAGH INSTITUTE OF ENGINEERING EDUCATION &  
RESEARCH  
NASIK.**

***CERTIFICATE***

This is to certify that group of

**Nikita Kalange, Nikita Kukreja**

Has Successfully completed

Mini Project on

**Online Service Management System**

Towards the Partial Fulfilment Of Bachelor's

Degree In Computer Engineering

Of Savitribai Phule Pune University

During Academic Year 2019 – 2020

**Mr. K. P. Birla**

[Mini Project Guide]

**Prof.Dr. S. S.Sane**

[H.O.D]

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**Abstract:**

Online Service Management System is a project which aims in developing a Online Application to maintain all the daily work of Service center. This project has many features which are generally not available in normal Online Service Management System like Product/Part records, Issue Customer bill etc. It also has a facility of admin login through which the admin can monitor the whole system. This system can be used to search for Assign work, Add/Remove Technician, Add/Remove Products etc. The admin after logging into his account can generate various reports such as Product Sell Report and Service/Work Report.

# ACKNOWLEDGEMENT

Whenever a module of work completed successfully, a source of inspiration and guidance is always there for the student. I, hereby take the opportunity to thank those entire people who help me in many different ways.

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Last but not the least I would like to thank my project partner for their kind cooperation and moral support.

# INTRODUCTION

Online Service Management System is India's leading chain of multi-branded Electronics and Electrical services. The aim is "To provide Electronic Appliances care services to keep the device fit and healthy and customer happy and smiling".

The Web Application is created for Service Center functions through the "Online Service management System" where Admin or Manager can lessen their errors and efforts in every customer support processing and transactions and making reports.

It is Web Application which is developed in HTML, CSS, PHP and MYSQL. The purpose of this Web Application is to manage the activities of service center. Even a person can handle very easily.

This application is user friendly and attractive. Makes process efficient and less time consuming.

# ABSTRACT

Online Service Management System is a project which aims in developing a Online Application to maintain all the daily work of Service center. This project has many features which are generally not available in normal Online Service Management System like Product/Part records, Issue Customer bill etc. It also has a facility of admin login through which the admin can monitor the whole system.

This system can be used to search for Assign work, Add/Remove Technician, Add/Remove Products etc. The admin after logging into his account can generate various reports such as Product Sell Report and Service/Work Report.

# KEYWORDS

- Customer Service Request
- CSS
- Javascript
- PHP
- Apache
- MYSQL



# PROBLEM STATEMENT

First, selecting the good Technician for the defective product is usually take a time and makes the customer waiting. Therefore, the time is waste for the customer to be waiting . Secondly, the Product/Part records, Issue Customer bill etc. are not available in normal Online Service Management System. So the customer's wants to assign a good Technician for their defective product on their request.

# OBJECTIVES

- Efficiency : This involves accuracy, timeliness and comprehensiveness of the output.
- Portability : The web application should be portable to all environments.
- Security : This could be provided by login facility enabling username and password for the user and the administrator.

# OUTCOMES

- Provision of innovative online access to customers to provide the service about defective products.
- Improves the service quality and efficiency.
- Service Request data is easily accessible to admin.
- It saves the time of user and provides them with up to date information about assign technician.

# SOFTWARE AND HARDWARE REQUIRMENT

- **Software Requirements:**

Operating System: Windows 10

Front-end : HTML, CSS, Javascript

Back-end : PHP

Database : MySQL

Web Server : Apache

- **Hardware Components:**

Processor : i3

Hard Disk : 4 GB

Memory : 1.5 GB RAM

# FUNCTIONAL REQUIRMENT

- Good Internet Connection
- Web Server(Apache)

# NON-FUNCTIONAL REQUIRMENTS

- **Security**

- a) **User Identification**

- The system requires to identify himself/herself using Request-ID.

- b) **Modification**

- Any modification i.e Assign work, Add/Remove Technician, Add/Remove Products must be done by admin only.

- **Performance requirements**

- Response time after submitting Service Request form must be minimum.

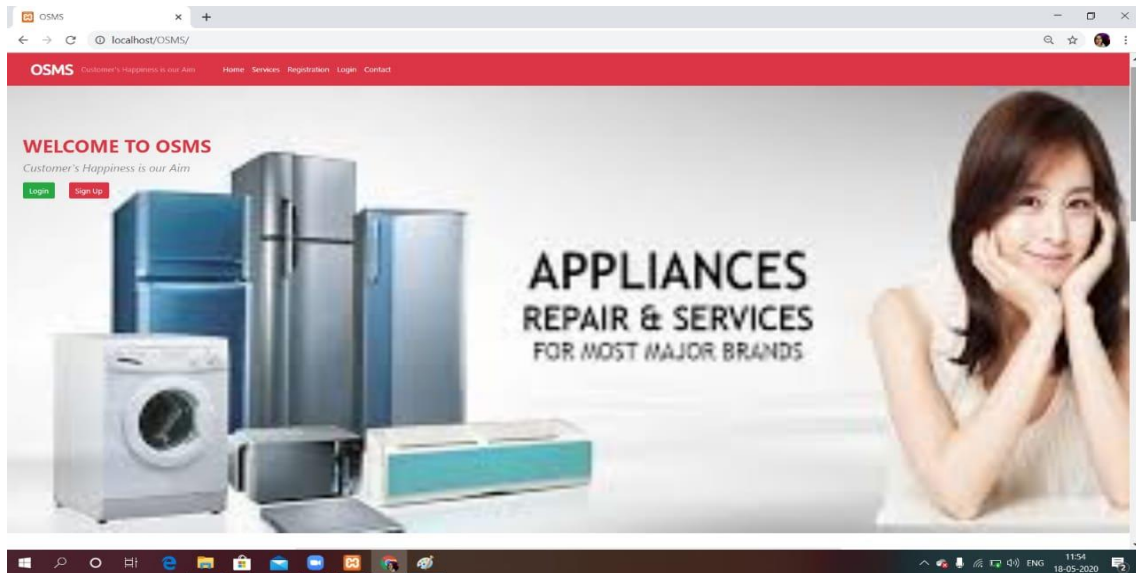
- **Reliability**

- a) **Availability**

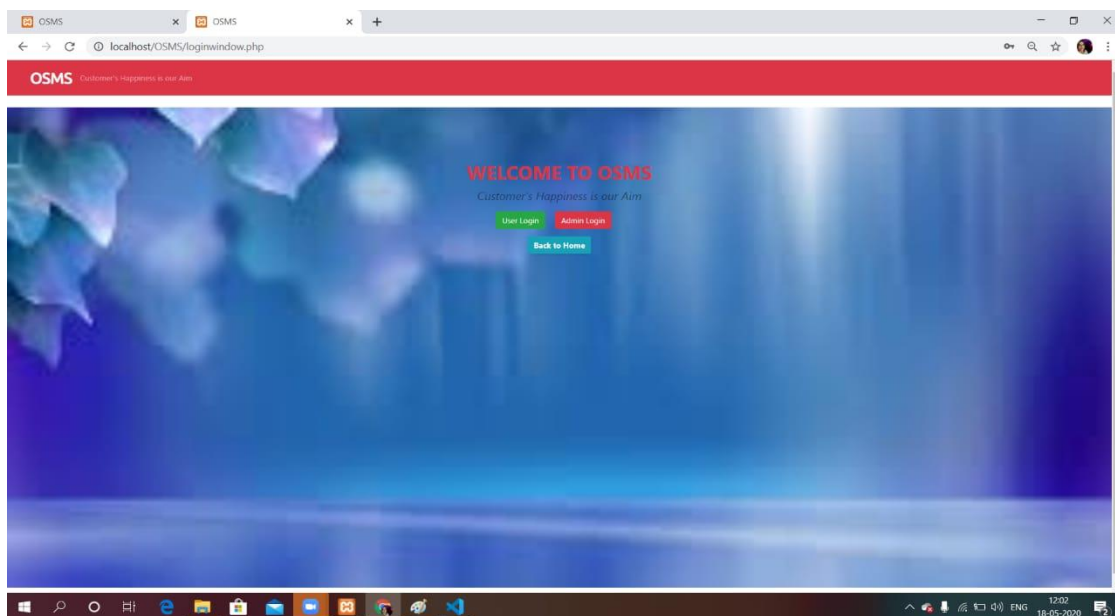
- System must be available all the time.

# SNAPSHOTS

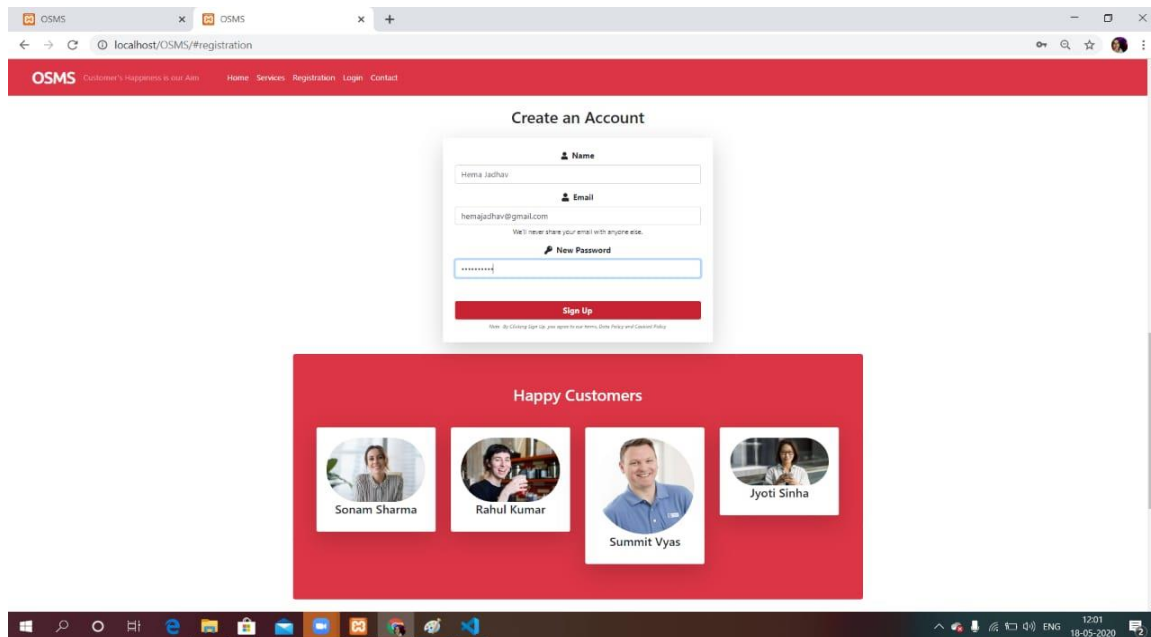
## 1. Front Page



## 2. Login Window

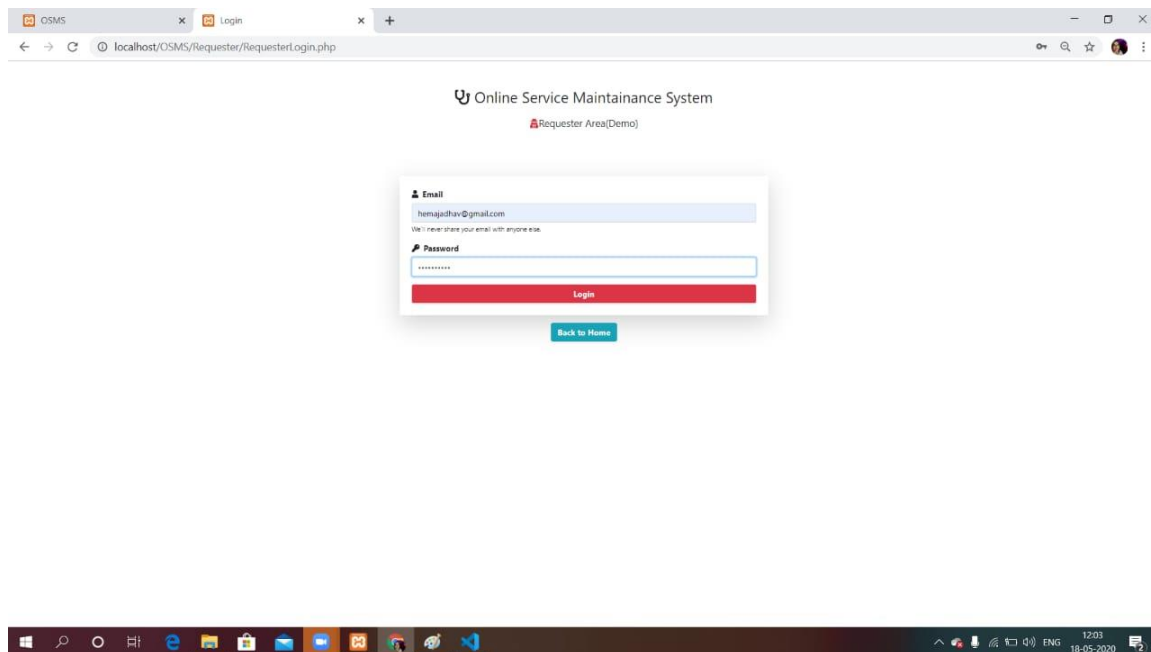


### 3. Registration Page



The screenshot shows a web browser window with the URL `localhost/OSMS/#registration`. The page has a red header with the OSMS logo and navigation links: Home, Services, Registration, Login, and Contact. The main content area is titled "Create an Account" and contains a registration form. The form has fields for Name (filled with "Hemra Jadhav"), Email (filled with "hemrajadhav@gmail.com"), and a "New Password" field. A "Sign Up" button is at the bottom of the form. Below the form is a red box titled "Happy Customers" containing four circular profile pictures of customers: Sonam Sharma, Rahul Kumar, Summit Vyas, and Jyoti Sinha. The Windows taskbar at the bottom shows the date as 18-05-2020 and the time as 12:01.

### 4. User Login



The screenshot shows a web browser window with the URL `localhost/OSMS/Requester/RequesterLogin.php`. The page has a red header with the OSMS logo and navigation links: Home, Services, Registration, Login, and Contact. The main content area is titled "Online Service Maintenance System" and contains a login form. The form has fields for Email (filled with "hemrajadhav@gmail.com") and Password. A "Login" button is at the bottom of the form. Below the form is a "Back to Home" button. The Windows taskbar at the bottom shows the date as 18-05-2020 and the time as 12:01.



## 5. Service Request

Submit Request

localhost/OSMS/Requester/SubmitRequest.php

OSMS

Profile

Submit Request

Service Status

Change Password

Logout

Request Info

Fan Problem

Description

Our home fan not working properly - its speed is very slow and it doesn't give enough air.

Name

Hema Jadhav

Address Line 1

Flat No. 5, Shanti Colony, Narak Nagar, Bhusawal

Address Line 2

Room No. 76, Anand Nagar, near Jamner road, Bhusawal

City

Bhusawal

State

Maharashtra

Zip

425201

Email

hemajadhav@gmail.com

Mobile

9796864315

Date

18-05-2020

Submit

Reset

## 6. User get a Request-ID

Success

localhost/OSMS/Requester/SubmitRequestSuccess.php

OSMS

Profile

Submit Request

Service Status

Change Password

Logout

Request ID

20

Name

Hema Jadhav

Email ID

hemajadhav@gmail.com

Request Info

Fan Problem

Request Description

Our home fan not working properly - it does not give enough air.

Reset

## 7. Admin Login

Online Service Maintenance System  
Admin Area(Demo)

**Email**  
Email  
We'll never share your email with anyone else.

**Password**  
Password

Login

Back to Home

## 8. Admin Dashboard

OSMS

Dashboard

- Work Order
- Requests
- Assets
- Technician
- Requester
- Mail Report
- Work Report
- Change Password
- Logout

Requests Received: 20 View

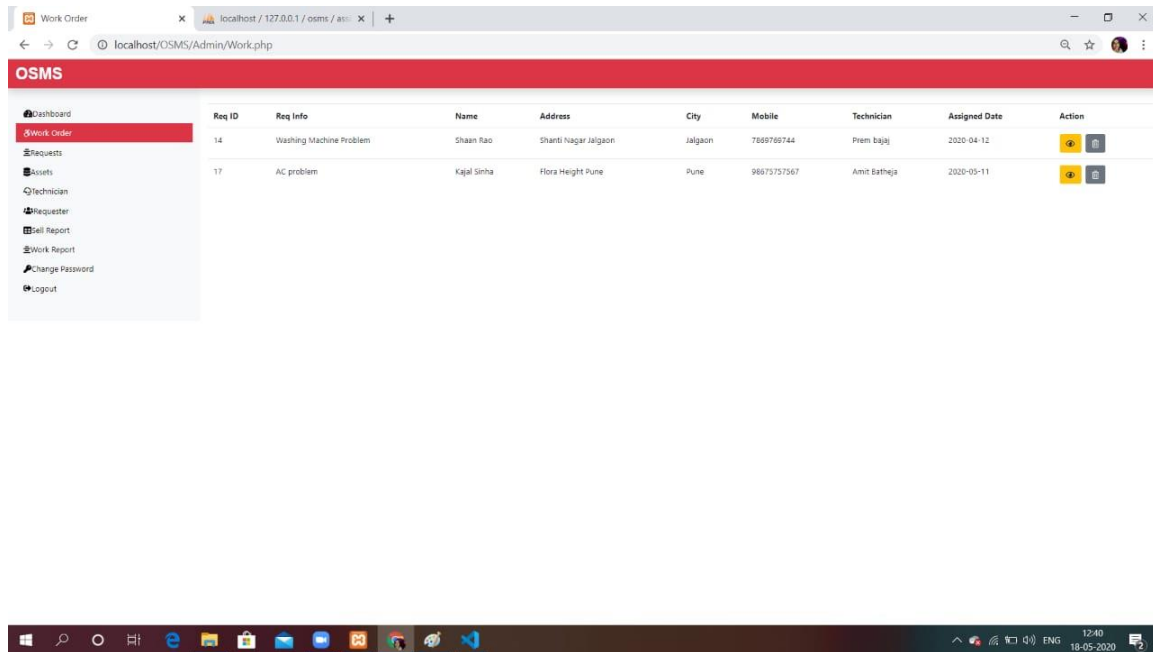
Assigned Work: 10 View

No. of Technician: 1 View

List of Requests

Requester ID	Name	Email
7	Nikita Kukreja	nikita@gmail.com
13	Nikita Kukreja	nikitakukreja1299@gmail.com
16	Hema	hfy@gmail.com
17	Hema	hfy@gmail.com
18	Sarla Kukreja	sarla@gmail.com
19	Prem Kukreja	pr@gmail.com
20	Deepak	kali@gmail.com
21	Hema Jadhav	hemajadhav@gmail.com

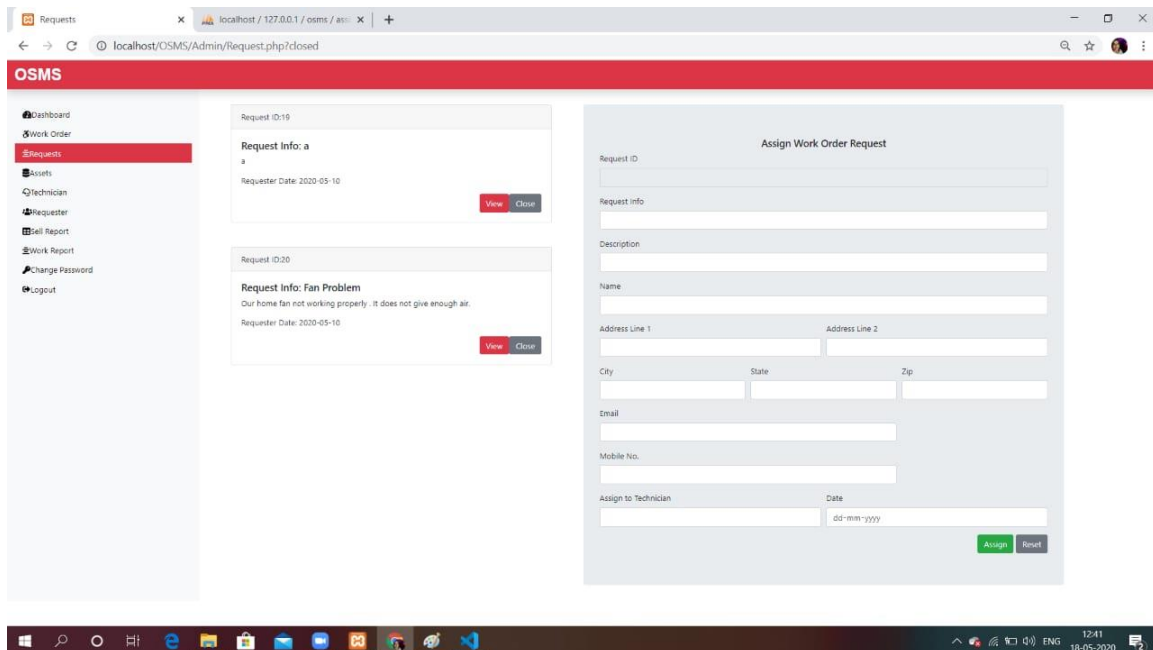
## 9. Work Order



The screenshot shows the OSMS (Online Service Management System) interface. The top navigation bar is red with the OSMS logo. The left sidebar contains a menu with options: Dashboard, Work Order (highlighted), Requests, Assets, Technician, Requester, Bill Report, Work Report, Change Password, and Logout. The main content area displays a table of work orders.

Req ID	Req Info	Name	Address	City	Mobile	Technician	Assigned Date	Action
14	Washing Machine Problem	Shaan Rao	Shanti Nagar Jalgaon	Jalgaon	766766744	Prem Bijli	2020-04-12	<a href="#">View</a> <a href="#">Edit</a>
17	AC problem	Kajal Sinha	Hora Height Pune	Pune	9667373567	Amit Batheja	2020-05-11	<a href="#">View</a> <a href="#">Edit</a>

## 10. Admin see new request



The screenshot shows the OSMS Admin interface. The top navigation bar is red with the OSMS logo. The left sidebar contains a menu with options: Dashboard, Work Order, Requests (highlighted), Assets, Technician, Requester, Bill Report, Work Report, Change Password, and Logout. The main content area displays two panels. The left panel shows a list of requests, with the selected request (Request ID: 19) expanded to show details: Request Info: a, Requester Date: 2020-05-10, and buttons for View and Close. The right panel shows a form titled "Assign Work Order Request" with fields for Request ID, Request Info, Description, Name, Address Line 1, Address Line 2, City, State, Zip, Email, Mobile No., Assign to Technician, and Date. The form has an Assign button and a Reset button.

## 11. Admin assign a technician

The screenshot shows the OSMS Admin interface. On the left is a sidebar with navigation links: Dashboard, Work Order, Requests (highlighted), Assets, Technician, Requester, Bill Report, Work Report, Change Password, and Logout. The main content area is titled 'Assign Work Order Request'. It contains a form with the following fields:

- Request ID: 20
- Request Info: Fan Problem
- Description: Our home fan not working properly. It does not give enough air.
- Name: Hema Jadhav
- Address Line 1: Narvik Nagar Bhusawal
- Address Line 2: Sindh Colony Bhusawal
- City: Bhusawal
- State: Maharashtra
- Zip: 425201
- Email: hemajadhav@gmail.com
- Mobile No.: 9796864535
- Assign to Technician: Krishna Taleja
- Date: 15-05-2020

At the bottom right of the form are 'Assign' and 'Reset' buttons. Above the form, there are two summary cards for Request ID:19 and Request ID:20, each showing 'Request Info' and 'Requester Date'.

## 12. Work Order

The screenshot shows the OSMS Admin interface with the 'Work Report' section selected. At the top, there is a search bar with 'dd-mm-yyyy' placeholders and a 'Search' button. Below the search bar is a table with the following data:

Request ID	Request Info	Name	Address	City	Mobile	Technician	Assigned Date
14	Washing Machine Problem	Shaan Rao	Shanti Nagar Jalgaon	Jalgaon	7989769744	Prem bajaj	2020-04-12
17	AC problem	Kajal Sinha	Flora Height Pune	Pune	98873737587	Amit Batheja	2020-05-11
20	Fan Problem	Hema Jadhav	Sindh Colony Bhusawal	Bhusawal	9796864535	Krishna Taleja	2020-05-15

Below the table is a 'Print' button. The sidebar on the left is the same as in the previous screenshot.

# TEST CASES

## 1.Registration form testing:

- Expected Input: All the fields should be provided.
- Expected Output: Member added successfully.
- Actual Input: Display registration page.
- Actual Output: Member added successfully.

## 2. Service Request Information :

- Expected Input: Show necessary fields i.e Request info, Description, Name, Address etc.
- Expected Output: After submitting necessary details it will display Request-ID.

## 3. Request page(Admin module) Testing :

- Expected Output : Display all the new request (Request-ID, Request Info, Name, Address).

# RESULT

- The project is for making a Online Application to maintain all the daily work of Service center.
- This project can be used to search for Assign work, Add/Remove Technician, Add/Remove Products etc.
- The admin after logging into his account can generate various reports such as Product Sell Report and Service/Work Report.
- The website was designed in such way that future modifications can be done easily.

# CONCLUSION

Taking into account all the mentioned details, we can make the conclusion that the project is being developed to help the Service Center.

Implementation of Online Service Management System helps to search for Assign work, Add/Remove Technician, Add/Remove Products etc. It also has a facility of admin login through which the admin can monitor the whole system.

The admin after logging into his account can generate various reports such as Product Sell Report and Service/Work Report. It is user friendly, and has a required options, which can be utilized by the user to perform the desired operations.

# FUTURE SCOPE

- This project will be used in any other Service Centre.
- The intensions are to reduce customers effort.
- We can enhance this by including more facilities like online payment system.
- Although the project is complete but there is always scope of improvement like mobile application can be implemented.
- Improve by adding feature of backup the database so that one can perform operation based on previous records.



# REFERENCES

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- [www.stackoverflow.com](http://www.stackoverflow.com)
- Geeks for Geeks
- W3school tutorial