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# Introduction:

D’Hellas is a france company and was founded on 1987, based on the know-how and license of one of the biggest lift companies. The company concerns manufacturing, trading and maintenance of the complete lift system. It is enlisted among the largest companies in the world. Millions of people in the whole world recognize and rely on D’Hellas.

# Proposed System:

The company already have website but need an Desktop Application for the internal working of the data within the organization to ensure that the services is provided or not. Apart from manufacturing the lift system and providing the client (“Firm”, “Organization”) and so on it must also take care of maintaining the system. Hence Regularly check up of all the installed system is done by the organization.

# Required System:

Application should be based on Client-Server Architecture where the server module must start initially to load all the system. The employees as per to the department must login to the system and must use the application. The employee profile must be created by the admin, once created the employee must can change the password in order to maintain their authenticity.

Each employee will process their part of data i.e. application will be responsible for:

* Creating client details,
* Checking the Order,
* Client’s Order is-Processed or not,
* Maintenance of the application already installed at clients location,
* Noting the complaint Lodge by the clients,
* Sending the required technician to the client’s location, the problem is solved or not.
* Generating the reports based on details like Clients Reports, Maintenance Reports, Order Reports and so on.

# Functional Requirements:

The application will have two logins: Admin Login and Employee Login

* Admin: Following are the responsibilities of the Admin Person
  + Creating Employee Profile: The admin will create Employee Profile which will consist of the data like
    - Employee ID: (A unique pattern must be maintained)
    - Employee Name:
    - Gender:
    - E-Mail:
    - Contact:
    - Department: (Must come in the drop down list and admin must select from it.)
    - User Name:
    - Password:
  + View Orders Details: can view the details of the clients
    - Order ID
    - Client ID:
    - Client Name:
    - Clients Company/Firm Name:
    - Client Location:
    - Elevation System Details:
      * Machine number:
      * Type of Elevation System:
      * Date-of-order:
      * Warranty: (Duration when the maintenance will be of free cost)
      * Warrant Expire Date:
    - Is-Processed: whether processed or processing
  + Reports: Can view the reports of
    - Orders Processed: (must done based on two inputs Start date and End date)
    - Client Reports:
    - Complaints Reports:
* Employee: Each employee will login with their respective Authentication provided by the admin. Once they login they are supposed to operate their defined processed. Employee must be allowed to change the password. Following are the departments:
  + Order Request: Here the employee will note down the order requested by the clients. It will also note some details of the customer. After placing an order request it must be sent to the service department for providing the services.
  + Service Department: Here the requested order will be processed and it must enter the details of the machine provided like machine number, Product Name, Order Number, Status of the order must be pending until the service is provided. Once the service is provided the Date-of-service provide must be entered. Details like:
    - Order Number:
    - Name of Client:
    - Location
    - Address
    - Number of System Installed (if more than one then list box must be there to add all the machine number)
    - Machine number (must be unique)
    - Date-Of-Order (when request was made)
    - Date-Of-System Installed:- (the date when the order was completed)
    - Warranty Period (it must be three years)
    - Warrant Expire Date (Must be automatically calculated)
  + Lodging the complaints:- Here the customer will note down the complaints registered by the clients, they must verify the complain details with the help of the Order-ID. Once the complaint lodge; the department will send the technician person, until the issues is solved the status must be kept pending. Details like:-
    - Complaint Number (must be auto generated but should follow a unique sequence.
    - Customer Name
    - Order Number (Must be verified if not exist “alert message must be generated”)
      * Machine Number
      * Date-of-installation: ( Date when the order was completed)
      * Warranty Period:
      * Warranty Expired date:
    - Is chargeable: Yes/No
    - Problems
    - Status : Solved/ Cannot be solved/Pending
    - Technician Person:
  + Maintenance Department: This Department will check the maintenance of each order placed annually. Each order made must be maintained annually until warranty remains. It will create a list of order and must check the reports Details like:
    - Order Number:
    - Machine number:
    - Date-of –Order:
    - Date –of-installation:
    - Years of Maintenance
      * Year1
      * Year2
      * Year3