# OVERVIEW

The app is to take service requests from customers and assign them to employees and build in android.

The app will be in two languages English and Serbian.

Language translation will be provided by you.

The app is online.

# TECHNICAL OVERVIEW

## **Android**

Programming language - JAVA

Android IDE - Android Studio

Android Framework - Android SDK

## **Admin panel**

Custom-core PHP +MYSQL

The design of admin panel will be the same as in prototype link but the color theme can be changed according to requirement.

URL: <http://admin.keshavinfotechdemo.com/>

Username: admin

Password: admin

# SPECIFICATION

Here I have mentioned all the basic features.

There will be 2 types of users:

Admin

Application user

# General Functionality

## Splash Screen

This is the very first screen of the application where the user will stay for approx. 3 to 5 seconds and then the screen will automatically redirect to the main screen.

## Main Screen

On this screen below will be available: Company logo

Options to choose login or register. Login Screen:

On this screen below fields will be there:

Company logo

Email

Password

Login Option

Register as a new user option

Forgot Password

Terms and Conditions

Privacy Policy

If the user does not verify then redirect to the user verification screen. After verification user redirects to the home screen.

Facebook login

Gmail login

## Register Screen

On this screen below fields will be available:

Pic

First Name

Last Name

Gender

Email

Phone Number

Password

Confirm Password

Register Option

Go back to login option

Users should verify by phone number. After verifying the user redirect to the home screen.

Facebook register

Gmail register

Forgot Password

On this screen the user will have below fields:

Email Address

Submit Button

This screen will be used to help user’s password recovery

## Home Screen

After successfully verification user will be redirected to this screen.

On this screen user will have below options:

New Device for Service

Check Status for the device on service

Ask for on-site service

## New Service request Screen

Desktop

Laptop

Printer

Tablet

TV

CCTV

Alarm

Else

On this screen user will have below options:

Mobile Phone

POS Device

Users can enter device details in the textbox.

## New Service request select reason

After selecting the device user redirects to this screen.

On this screen, the user has to select the reason for the damaged device.

A total of 5 reasons are given and 4 reasons are related to the device and 5th reason is else.

When users select else then textbox display and the user can write issues in his/her own words.

Right now, we add holders for reason but reasons provided by you.

User can create multiple requests for multiple devices and multiple requests for one device (repeated repair) but when device is in our service shop user can’t create request for that device.

## Further details of the new request device

After selecting the reason user redirects to this screen.

On this screen user will have below options:

Warranty: yes/no

Attach Picture of unbroken display

Attach another picture

If warranty yes then invoice picture

Text: remove your sim and data card.

Select the option for import data in your device? yes/no

If yes then calling the user when the device receives.

Ip settings

Textbox

Attach image

Select option for send cable, bags, charger, etc. yes/no If yes then attach an image and textbox for details

## Final request screen

Display all the details of the device.

Display the price of diagnostic check-up and display note for final price decided after the check-up.

Give option yes/no

If the user selects yes then request sent to the server.

If users select no then save data locally.

## Check the status screen

On this screen user will see request list.

By clicking on device details redirect to check status detail screen.

## Check the status detail screen

On this screen user will see below details:

Sent: date/time Receive: date/time Status:

Price:

Price expected: it displays a price for a diagnostic check-up.

When an admin selects employee/currier user gets a notification and displays all details.

Sent employee/currier details display on this screen.

It displays details of the currier.

Picture of the currier.

Estimated time for arrival and pickup.

External currier added by admin and shown default image (logo) of that currier company.

If admin select employee then displays employee name, picture, and phone.

In the corner one icon is displayed and when the user clicks on the icon it displays all the details of the service device.

When device received by Admin, Admin will change the status in web interface and in app it will display notification message like “device is in diagnostics”.

After diagnostic finish admin enters the final price of repair and display in this screen for user approval and displays the following details.

Details text/image

Time of repair

Price if repair

Price accepted: yes/no

If the user accepts the repair price then start the repair process and after complete repair sent the device to the user and if the user cancels the repair price then the device sent to the user without repair.

After repair or without repair when admin sends device to user/customer then currier or employee details will be displayed in the app.

When admin change status sent device then the user gets notification and display device to receive confirmation so after the user gets device user can confirm the device received or admin also change the status device received.

Payment did via personally, company account and PayPal.

Details are displayed and remove based on status change.

Please confirm below payment scenario.

When users select payment method personally at any time accept or reject repair price.

He must collect device personally or pay to courier cash (You can call it instead of personally - CASH) manually process

When users select online payment but reject repair price.

If users reject repair that user has to pay for diagnostics check up to what he already agreed above to company account directly by PayPal.

When users select online payment and accept repair price.

Payment complete to company account directly by PayPal.

## Ask for on-site screen

On this screen user will enter below details:

Text details

Sound details/ record audio

Pictures

Call by skype/Viber/phone we need to study for the call by skype/Viber

## History

Users can see all previous history of services.

## Profile

Users can edit their details.

## Settings

Users can notification on/off.

Change language.

## notifications

When admin changes any status about the request, the customer gets a notification.

ADMIN

Admin can add, and update users.

Admin can add, and update devices.

Admin can add, and update reason.

Admin can add, and update the currier.

Admin can add, update and delete requests.

Admin can change all status of requests.

Admin can add, and update employees.

Admin can print all request details at every stage.

After device receive admin change status device received and after that admin can assign employee.

Admin can add bill amount.

Admin can change device sent status and device received status.

Admin can change all the statuses.

# QUERIES

Status screen in APP - YES. But can these messages be shown also in Android notifications, even if the App is closed? Yes, it is possible and when admin change the status user get all notifications, even the app is closed and when the user clicks on notification user will be redirected to the related screen in the app.

Can users access their data through web interface? No, user only accesses the app and web interface available for only admin.

We will need somewhere something on the web showing status for that device for the custumer, not only in the app. No user only access app if you want web interface for customer then it will affect time and cost both.

From where the user can change the language?

Default should be Serbian, please suggest where to put changing?

From splash, scree give toggle button for language change and after login user also change language from the settings screen and user also notifications on and off from settings screen. - OK

Can Admin create new records locally (from the web interface), if users phone is dead and brought to us for repair? Yes user can add and update user i already mentioned above.

## **POINTS NEED TO CONSIDER**

To get your app live need to purchase following accounts ,

For android app , play store account will cost you $25 (one time payment) . - OK For iOS app, apple store account will cost you $99 . - Not needed for now.

For Hosting server , need to purchase LAMP (Linux / Apache /MYSQL / PHP) based server. It will cost you around $10-15 per month. - We already have web server.