**Main project**

**Topic: Cable TV management system**

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**ABSTRACT**

TOPIC: **Cable TV management system**

**Project Overview**

Cityline Cable tv management system is web-based online billing and subscriber management application service for Cable TV operators. It allows you to pay only for capacity that you actually use. Cable operators will distribute those channels chosen by the customers, and would be charged on a monthly basis. This software helps the customer to make the payment easily without going anywhere. Also making it easier for them to customize the channels according their interest. Just as it stores the customer details, it also stores the staff details. Once they divided the areas into parts, then they can assign each area to their staff. So that it is easier to provide their facility in all the areas. It also provides with many more features like automatic bill generation, plan type management (option to choose different plans), broadband plans, complaint registration, transfer (when moving to a different location) and a 24\*7 virtual assistance to help you with all your queries.

This system consists of three modules: admin, staff and customer. The admin has the role of controlling the entire system. Staff has the role of adding new plans and offers to the list, also adding new channels. The customer has to register and login, in order to enjoy all these features.

**Users of the system**

* Admin
* Customer
* Staff

**Modules of the system**

* **Admin**

This module is present only for one account. That is, no one can register as admin after the one account is created. Admin account has all the privileges, to check any particular staff and customer, to manage the staff, to block an account, to monitor the new plans and offers, making changes into accounts of users etc.

* Verify users
* View users
* Manage database
* Add plan
* Add channel
* **Staff**

This module helps customers to make the whole process easier. Staff can add or update channels, plans and offers. They can view all the registered customers and view issues.

* Add plan
* Update plan
* Add channels
* Update channels
* View issues
* **Customer**

The customer has to register and login, in order to enjoy all these features. Customer can view all the available channels, plans and offers. They can also make payment, report issues and request relocation.

* View plan
* View channels
* Make payment
* Report issues