Online Service Management System

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ABSTRACT

Online Service Management System is a project which aims in developing an Online Application to maintain all the daily work of Service Centre. This project has many features which are generally not available in normal Online Service Management Systems like Product/Parts 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.
Overall, this project of ours is being developed to help the Service Centre to maintain the Service Centre in the best way possible and also reduce the human efforts.

Keywords: User,Admin,Database,Electronic Appliances,

1. INTRODUCTION

This is web base service management system that enabled for the provide the service for the customer for repair the electronic appliences.This will provide the online service 24*7.It Almost every Home there are so much electronics appliances that use through the day our project is give the comfort and Easiness of life that deserve. Our project is design for maintained service of electronic devices such as laptop, desktop and electric device like TV, and many more. This project enable customer to complaint and request online from the website of company and any other repairing center. The customer will find the information of the service centre and also have the option of the pickup and drop also find the option of payment from the website. The impact of computers and internet, on our lives today is probably much more than we really know. Getting information and quickly turning it into a product that consumers want is the essential key to staying in business and all of this is done nowadays using computers and applications or information systems. And the information systems will continue to change businesses and the way we live. Many corporate leaders are using technology to manage every aspect of their organization, from product creation to customer service. Today's customers don't just expect high quality and excellent service at a fair price they demand it. Luckily, today we know far more about how to provide people with the experience they want. And it all begins with Online Service Management System.

1.1. OBJECTIVES

Objective

Practicality: The software must be stable and can be operated by people with average intelligence.
Efficiency: This involves accuracy, timeliness and comprehensiveness of the output.
Cost: It is desirable to aim for a system with a minimum cost subject to the condition that it must satisfy all the requirements.
Portability: The Web Application should be portable to all environments.

Security: This important aspect of design covers areas of physical security of data. This could be provided by a login facility enabling username and password for the user and administrator. Thus it makes the Admin work simple with 100% efficiently.

2. LITRATURE REVIEW

Paper [1]:- 'A Survey on Semantic Web Services and a Case Study' Jiehan Zhou;Juha-pekka Koivisto;Eila Niemela 2006 10th International Conference on Computer Supported Cooperative Work in Design Year: 2006 | Conference Paper | Publisher: IEEE

Semantic Web services integrate the meaningful content of the semantic Web with the business logic of Web services and thus enable industries and individuals to build, access, deploy and execute services and transactions independently over Internet. This paper surveys semantic Web services from the viewpoints of Web service architectures, service engineering, service description languages, Web service building tools, and also presents a case stud

Paper [2]:- C. Sun, H. Li, X. Li, J. Wen, Q. Xiong and W. Zhou, "Convergence of Recommender Systems and Edge Computing: A Comprehensive Survey," in IEEE Access, vol. 8, pp. 47118-47132, 2020, doi: 10.1109/ACCESS.2020.2978896.

This paper comprehensively reviews the state-of-the-art literature on the convergence of recommender systems and edge computing, and identify the future directions along this dimension. This paper can provide an array of new perspectives on the convergence for researchers, practitioners, and tap into the richness of this interdisciplinary research area.

Paper [3]:- Wei Jiang, Meng Zhang, Bin Zhou, Yujian Jiang and Yingwei Zhang, "Responsive web design mode and application," 2014 IEEE Workshop on Advanced Research and Technology in Industry Applications (WARTIA), 2014, pp. 1303-1306, doi: 10.1109/WARTIA.2014.6976522.

Responsive web design has received a popular attention in recent years because of they can meet a variety of internet terminals resolution. This paper will discuss how to use Media Queries, bootstrap responsive navigation, and layout of streaming technology to achieve responsive web design. And make a rational analysis about responsive web development at the present stage.

International Paper [4]:- S. Agarwal, "Semi-automatic Acquisition of Semantic Descriptions of Web Sites," 2009 Third Conference on Advances in Semantic Processing, 2009, pp. 103-108, doi: 10.1109/SEMAPRO.2009.15.

In order to obtain the desired information or functionality in the Web, a user often needs to perform multiple interactions with the Web site, e.g., submitting Web forms filled up with appropriate information, and the further execution of such a Web process depends on the information provided by the user in the previous steps of the process. The formal models underlying existing systems for supporting users in coping with the Web do not capture the dynamics and data flow of Web processes. As a result, searching for information in the so called "Deep Web" or desired business processes offered via the Web still requires significant manual effort. In this paper, we present a semantic process description language and present a mapping of the dynamics and data flow of Web sites to our semantic process description language. In order to allow development of more sophisticated methods and tools that consider the dynamics and data flow inside or among Web sites, significant number of descriptions of Web sites are needed. We approach this bootstrapping problem by presenting a technique for semi-automatic acquisition of semantic descriptions of Web Sites.

I.SEARCH METHODOLOGY

The literature survey has been conducted through Google, different website, articles, journals, government publish paper and some type of review papers to developed present study.

3. Data Flow Diagrams
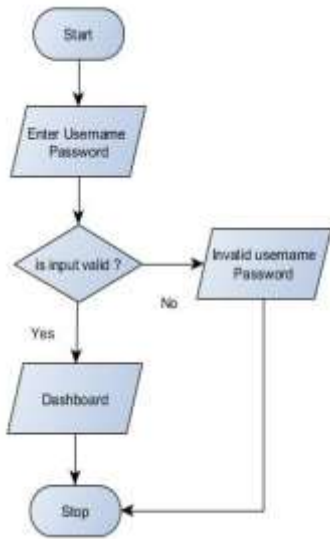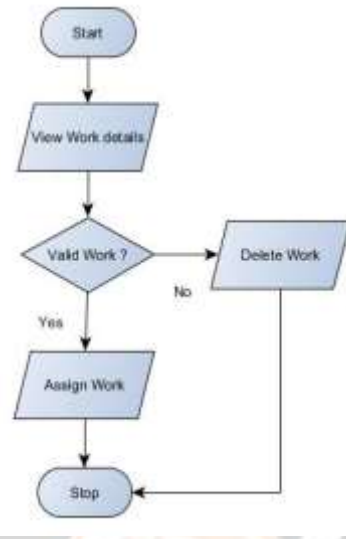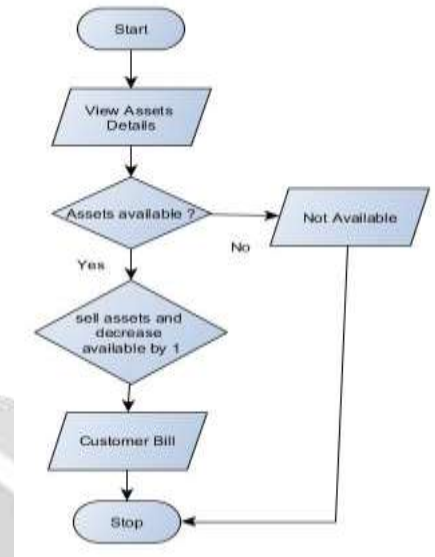

Fig.login   fig.Assign Work   Fig.deliver product.

4. Process

Home:

When the user clicks on this button, it will display the other modules and pages of the website such as Services, Registration, Login, Contact, and Admin Login. This module will be used to display the brief introduction of the project and will show the title of the project as well as the name of the developer.

Services:

This module describes which services company provides to its customers.

Registration:

This is the most important module of the Online Service Management System which provides a Registration form where user/requesters can register themselves and submit Service Requests.

Contact:

This module contains a contact us form which can be used to send feedback or to communicate with the service provider.

Login:

This is user login form. When a user clicks on this link a user login form will be appear where user can enter their email id and password for logging in to the user panel.

User Panel: -

Profile:

User can see their register email id and Name as well as if they wish to change the name, they can update new Name. The Registered Email ID is read only so it can't be altered.

Submit Request: -

Using this module user can submit service request. It is necessary to fill up all the details asked in the form. After submitting form user will get a receipt which he can print out.

Service Status: -

User can check their service request status by filling up service request id

Change Password: -

User can change his/her login password.

Logout: -

This Logout and Exit the Application.

Admin Login:

This is Admin login form. When Admin clicks on this link an Admin login form will be appear where admin can enter their email id and password for logging in to the Admin panel.

Admin Panel: -

Dashboard: -

This screen displays overview of work and other stuff like Number of technician and list of requesters.

Work Oder: -

This page contains all the assigned request made by users. Admin can view or delete the assigned work as per their need.

Requests: -

This is the most important module of admin panel where admin can assign the work/requests made by users/requesters. If there is any invalid request admin can delete that request without assigning them.

Assets: -

The main work is to accomplish in this module is to add, modify or remove any assets of the Service centre. This contains few sub modules through which works are performed. These are as follows:

- New: This is used to add new Product Part in the service center. There is a Plus (+) sign button which is actually New Button.
- Edit: This sub module is used to modify the existing details of the Product if anything goes changes in their record. There is a Pencil button which is actually Remove Button.
- Remove: This is used to remove any product from the service center. There is a Trash button which is Remove Button.
- Sell: This is used when going to sell a product Admin can also print out a bill for customer.

Technician: -

The main work is to accomplish in this module is to add, modify or remove Technician of the Service centre. This contains few sub modules through which works are performed. These are as follows:

- New: This is used to add new Technician details in the service center. There is a Plus (+) sign button which is actually New Button.
- Edit: This sub module is used to modify the existing details of the Technician if anything goes changes in their record. There is a Pencil button which is actually Remove Button.
- Remove: This is used to remove Technician from the service center. There is a Trash button which is Remove Button.

Requester: -

The main work is to accomplish in this module is to add, modify or remove Requesters/Users. This contains few sub modules through which works are performed. These are as follows:

- New: This is used to add new Requesters details in the service center database. There is a Plus (+) sign button which is actually New Button.
- Edit: This sub module is used to modify the existing details of the Requester if anything goes changes in their record. There is a Pencil button which is actually Remove Button.
- Remove: This is used to remove Requester from the service center. There is a Trash button which is Remove Button.

Sell Report: - This module is used to view and print sell report.

Work Report: - This module is used to view and print Work report.

Change Password: -

User can change his/her login password.

Logout:

This Logout and Exit the Application.

5 .CONCLUSION

As per the aim of our project online service management system is wonderful solution which can handle all the requirements of the customer. This is aimed to handle larger number of customers and providers. The details of the service which has to give for their customers. We are trying to achieve the target to make possible service and comfort to the customer. We trying to provide a user friendly and error free service to the customers and manage large number of customer.

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