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, and 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, Electronic Appliance, Database.

I. INTRODUCTION

OSMS is India’s leading chain of multi-brand Electronics and Electrical service workshops offering wide array of services. We focus on enhancing your uses experience by offering world-class Electronic Appliances maintenance services. Our sole mission is “To provide Electronic Appliances care services to keep the devices fit and healthy and customers happy and smiling”. With well-equipped Electronic Appliances service centers and fully trained mechanics, we provide quality services with excellent packages that are designed to offer you great savings. Our state-of-art workshops are conveniently located in many cities across the country.

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.

II. OVERVIEW

Through computers organization, IT Firms, Universities and Businesses etc. can transact to their clients in a convenient way using advanced technologies and specially the Web Application. The Web Application is created for Service Centre functions through this “Online Service Management System” Admin (Manager) can lessen their errors and efforts in every Customer Support processing and transactions and in making reports.

It is Web Application which is developed in HTML, CSS, PHP & MySQL. The purpose of this Web Application is to manage the activities of service center. Even a person can handle very easily; it means Web Interface is user friendly.

III. INPUT TO PROJECT

In order to complete the tasks of the Application and to get output by using this application work, there is need of some input based on the work that is to be carried out by using it. Different kinds of input are required for different purposes.

I. Input for new Registration
- Login ID # (Automatically generated)
- Requester Name
- Requester Email
- Requester Password

II. Input for new Technician
- Emp ID# (Automatically generated)
- Emp Name
- Emp City
- Emp Mobile

III. Input for Submit Request
- Request ID # (Automatically generated)
VI. OUTPUT OF PROJECT

The project named “Online Service Management System” is being made keeping in mind to solve the activities that are carried out in the Service Centre. By using this Admin can easily do many things like as:

I. Maintain assets details easily
II. Maintain the Requester details easily
III. Maintain the Technician details easily
IV. Can check work order details
V. Can assign work
VI. Can check Service Request Status
VII. Can generate Bill
VIII. Can generate hard copy output of all product sell
IX. Can generate report of particular

V. USE CASE

- Request Info
- Request Desc
- Requester Name
- Requester Add1
- Requester Add2
- Requester City
- Requester State
- Requester Zip
- Requester Email
- Requester Mobile
- Requester Date
- Input for Assign Work
- Rno# (Automatically generated)
- Request ID
- Request Info
- Request Desc
- Requester Name
- Requester Add1
- Requester Add2
- Requester City
- Requester State
- Requester Zip
- Requester Email
- Requester Mobile
- Assign_tech
- Assign_date
- Input for assets
- pid #

- Product Name
- Product date of Purchase
- Product available
- Product Total
- Product Original Cost
- Product Selling Cost
- Date rang
- Email #
- Password
VI. TEST CASE

A test case is a set of conditions or variables under which a tester will determine whether an application, software system or one of its features is working as it was originally established for it to do.

### Login:

<table>
<thead>
<tr>
<th>Test Case ID</th>
<th>Test Scenario</th>
<th>Test Case</th>
<th>Pre-Condition</th>
<th>Test Steps</th>
<th>Test Data</th>
<th>Expected Result</th>
<th>Actual Result</th>
<th>Status Pass/Fail</th>
</tr>
</thead>
<tbody>
<tr>
<td>TC_Login_1</td>
<td>Verify Login</td>
<td>Enter Valid username and valid password</td>
<td>Need a valid username and password to do login</td>
<td>1. Enter username 2. Enter Password 3. Click Login</td>
<td>Valid username Valid password</td>
<td>Successful login, Main screen of application should display</td>
<td>Successful login, Main screen of application displayed</td>
<td>Pass</td>
</tr>
<tr>
<td>TC_Login_2</td>
<td>Verify Login</td>
<td>Enter Valid username and invalid password</td>
<td>Need a valid username and password to do login</td>
<td>1. Enter username 2. Enter Password 3. Click Login</td>
<td>Valid username Invalid Password</td>
<td>No Matched Username/Password</td>
<td>No Matched Username/Password</td>
<td>Pass</td>
</tr>
<tr>
<td>TC_Login_3</td>
<td>Verify Login</td>
<td>Enter Invalid username and valid password</td>
<td>Need a valid username and password to do login</td>
<td>1. Enter username 2. Enter Password 3. Click Login</td>
<td>Invalid username Invalid Password</td>
<td>No Matched Username/Password</td>
<td>No Matched Username/Password</td>
<td>Pass</td>
</tr>
<tr>
<td>TC_Login_4</td>
<td>Verify Login</td>
<td>Enter Invalid username and invalid password</td>
<td>Need a valid username and password to do login</td>
<td>1. Enter username 2. Enter Password 3. Click Login</td>
<td>Invalid username Invalid Password</td>
<td>No Matched Username/Password</td>
<td>No Matched Username/Password</td>
<td>Pass</td>
</tr>
</tbody>
</table>

### Registration

<table>
<thead>
<tr>
<th>Test Case ID</th>
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<th>Test Steps</th>
<th>Test Data</th>
<th>Expected Result</th>
<th>Actual Result</th>
<th>Status Pass/Fail</th>
</tr>
</thead>
<tbody>
<tr>
<td>TC_REG_1</td>
<td>Verify Registration Detail</td>
<td>Enter Valid and correct data</td>
<td>Need valid text and number Data to be entered</td>
<td>1. Enter Valid Data in appropriate fields</td>
<td>Valid Text and Number Data</td>
<td>Successful, Member Added Successfully</td>
<td>Successful, Member Added Successfully</td>
<td>Pass</td>
</tr>
</tbody>
</table>
 VII. CONCLUSION
The Online Service Management System has been computed successfully and was also tested successfully by taking "Test Cases". It is user friendly, and has required options, which can be utilized by the user to perform the desired operations.

The Software is developed using HTML, CSS, JS as front end and PHP, MySQL as back end in windows environment.

The goals that are achieved by the software are:
- Simplification of the operations
- Less processing time and getting required information
- User friendly
- Portable and flexible for further enhancement

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