

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, Universitas and Businesses etc. can transact to their clients in a convenient way using advance 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
- Emp Mobile

III. Input for Submit Request

- Request ID # (Automatically generated)

- 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 #

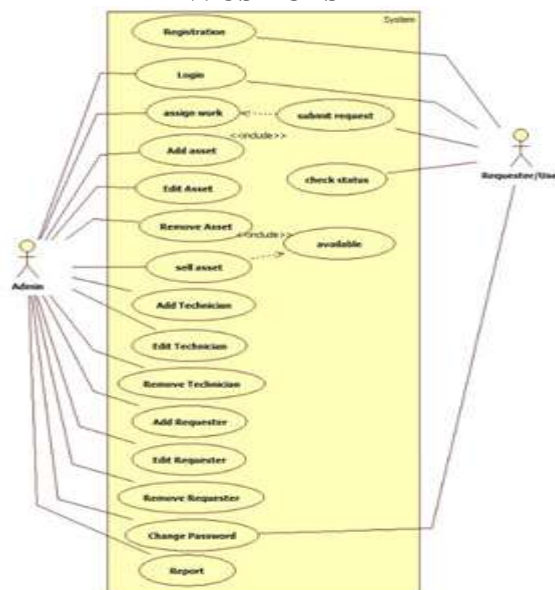
- Product Name
- Product date of Purchase
- Product available
- Product Total
- Product Original Cost
- Product Selling Cost
- VI. Input for getting reports
 - Date rang
- V. Input for login in the application
 - Email #
 - Password

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



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:

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

Registration

Test Case ID	Test Scenario	Test Case	Pre-Condition	Test Steps	Test Data	Expected Result	Actual Result	Status Pass/Fail
TC_REG_1	Verify Registration Detail	Enter Valid and correct data	Need valid text and number Data to be entered	1. Enter Valid Data in appropriate fields	Valid Text and Number Data	Successful, Member Added Successfully	Successful, Member Added Successfully	Pass

				2. Click Submit				
TC_REG_2	Verify Registration Detail	Enter invalid and incorrect data	Need text and number Data to be entered	Enter invalid Data in fields	Invalid Text and Number Data	Enter Valid Data	Enter Valid Data	Pass
TC_REG_3	Verify Registration Detail	Entering Nothing, Required Fields are blank	-	Click Submit	Nothing to enter Required fields are blank	Fill required field	Fill required field	Pass

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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