

Submitted in partial fulfillment of the requirements for

SYNOPSIS

**SAMSUNG MOBILE SERVICE CENTER
MANAGEMENT SYSTEM**

UNDER SUPERVISION OF:

SUBMITTED BY

NAME:

ENROLLMENT NO:

Projecthelpine.in

SAMSUNG MOBILE SERVICE CENTER MANAGEMENT SYSTEM

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1. INTRODUCTION AND OBJECTIVES OF THE PROJECT

INTRODUCTION

At Samsung Mobile Repairing Center, experienced mobile engineers can perform prompt service on all makes and models of the Samsung Mobiles. The qualified technical staff diagnoses challenging problems for all models. Online users and customers can send their Samsung mobiles **Repair Request** , to get free Mobile Repair Estimate.

Simply after filling the Mobile repair estimate form service center will send the customers estimate. If the customer accepts the estimate service center will start repairing the Mobile. Samsung mobile repairing engineers are experienced in troubleshooting and fixing the most challenging problems. Moreover, if a customer has faulty or broken mobile sitting around not being used, Samsung Service center will buy it from the customer at a fair price. Users have to click Sell your Mobile and provide service center with some information about the mobile. Samsung Mobile Service

OBJECTIVES OF THE PROJECT

The objectives of the project are to:

- i. Develop a functional & usable Samsung Mobile Service Center Management System.
- ii. This Website is useful for the users who are interested in Mobile repairing from authorized service centers.
- iii. This Website is useful for users as follows:

Proposed System

1. The web-site is to be accessed from any where anytime.
2. As the project is web-based so the software should be platform independent.
3. The data is very important asset for corporation so strong authentication method is to be used to ensure security of information from malicious user.
4. As the valuable data is being transferred through internet so the security of data is to be maintained at any cost.
5. Easy to be customized in future. As the client demand some other additional features. The complexity of customer's company may be different or if mode of business changes then the system has capability to make appropriate modification to

2. PROJECT CATEGORY

This project is basically categorized as RDBMS. The project is based on three tier architecture. The three tier architecture where the application is divided into three logical constituents.

- Presentation layer – In this layer mainly following pages contained:
 - ✓ Web Pages
- Data Layer – Provide handling and validation of data (Sql Server

System Analysis

Requirement analysis provides the software designer with a representation of information, function and behavior that can be translated to data, architectural interface and component level designs.

Software requirements are studied under five headings

- 1.

3. DATA MODELING

Entity Users

Address	Char (50)	Not Null
City	Char (30)	Not Null
State	Char (30)	Not Null
Phone	Number	Not Null
Email	Char (30)	Not Null
Product_ID	Char (30)	Foreign key
Type	Char (30)	Not Null
Date_of_purchase	Date	Not Null
Model	Char (50)	Not Null

Entity: Stock**Description: To store details of the product.**

Field	Type	Constraints
Product_Id	Char (30)	Primary Key
Name	Char (30)	Not Null
Qty_available	Char (30)	Not Null

Description: To store feedback details.

Field	Type	Constraints
Name	Char (30)	Not Null
Phone	Char (30)	Not Null
Email	Char (30)	Not Null
Comment	Char(30)	Not Null

Entity: Service Details**Description: To store details of the product.**

Field	Type	Constraints
Cust_ID	Char (30)	Not Null
Cust_Name	Char (30)	Not Null
Address	Char (30)	Not Null
Product_Id.	Char(30)	Not Null
Type	Char(30)	Not Null

Service_Date	Char(30)	Not Null
Remark	Char(250)	Not Null

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Entity: Showroom Details

Field	Type	Constraints
Engin_ID	Char (30)	Primary Key
Name	Char (30)	Not Null
Address	Char (130)	Not Null
Contact_No	Number	Not Null
Date_of_joining	Date	Not Null
Service_center_name	Char(130)	Not Null
Service_center_address	Char(130)	Not Null
Mobile_assigned	Char(130)	Not Null
Date_Of_jobwork	Date	Not Null

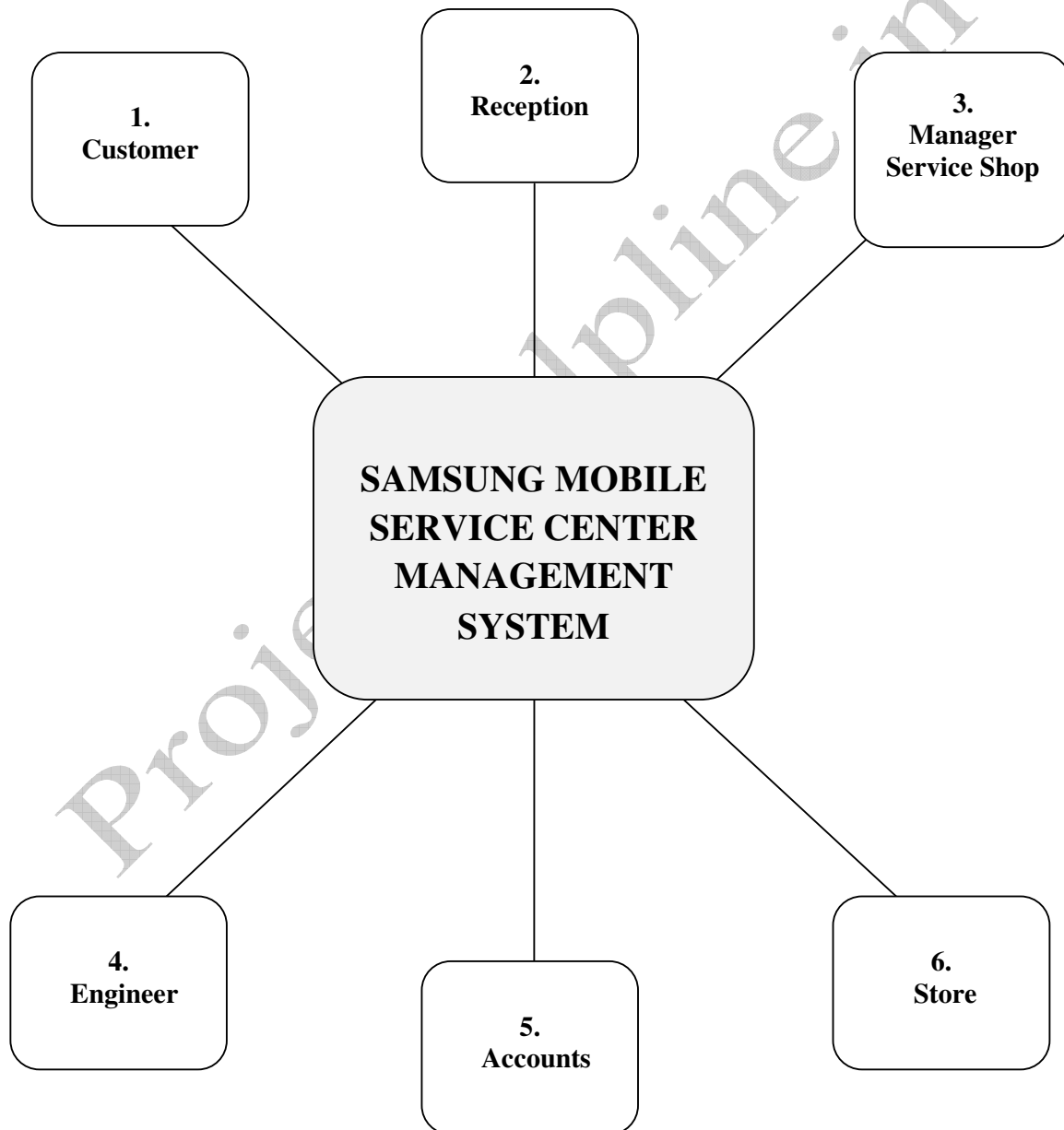
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4. ER Diagram

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5. CONTEXT LEVEL DFD FOR
SAMSUNG MOBILE SERVICE CENTER MANAGEMENT
SYSTEM

CONTEXT LEVEL DFD



DFD FOR SERVICE CENTER RECEPTION

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6. MODULE DESCRIPTION

The limited time and resources have restricted us to incorporate, in this project, only the main activities that are performed in news sites, but utmost care has been taken to make the system efficient and user friendly.

For the optimum use of practical time it is necessary that every session is planned. Planning of this project will include the following things:

Emails

In this module, Administrator can inform or remind all the customers whose service is due; this will be checked automatically from the database.

Admin Panel

This module is useful for the administrators as follows:

- To add Mobile details sold from a particular showroom.
- Add servicing details of the Mobiles.
- Add service centers details.
- Tips for repairing the mobiles
- Collecting Feedbacks from the customers or users.
- Report Generation

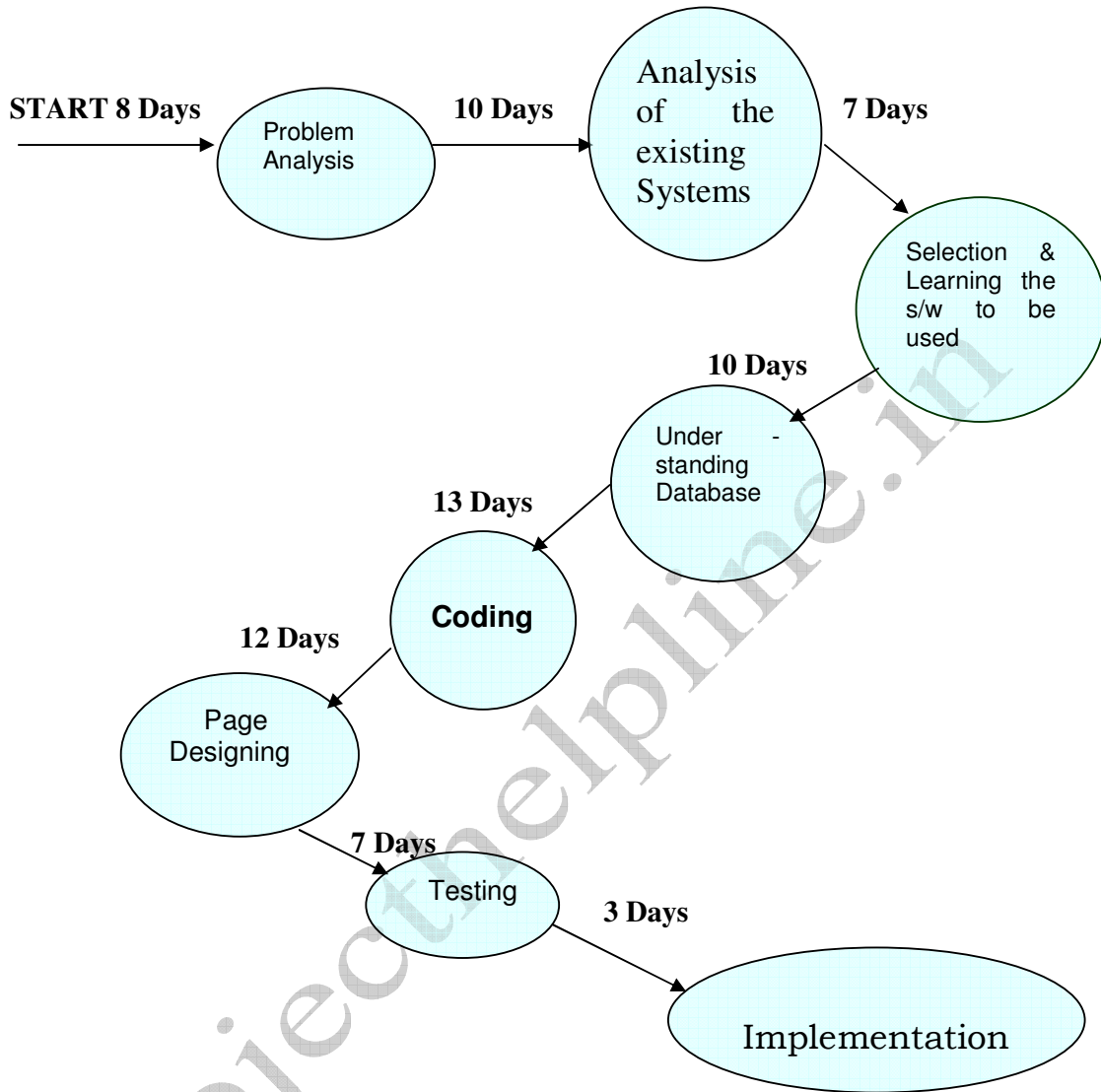
7. REPORT GENERATION

The reports generated by the administrator are

- i. **Users** : To get online users details
- ii. **Customer Reports**: To show customer details
- iii. **Mobile Reports**: To get Mobile details sold by the showrooms.

8. PROJECT PLANNING & SCHEDULING

PERT (Program Evaluation and Review Technique) CHART



Gantt Chart

<u>TASKS</u>	Activity 1	Activity 2	Activity 3	Activity 4	Activity 5	Activity 6	Activity 7	Activity 8	Activity 9
Problem Analysis									
Analysis of Existing Systems									
Selection & Learning the S/W To be used									
Understanding Database									
Coding									
Page Designing									
Testing									
Evaluation									
Implementations									

9. TOOLS / PLATFORM, HARDWARE AND SOFTWARE REQUIREMENT SPECIFICATION

Tools:	asp.Net, GUI
Front-End	C#.net 2010
Back-End	SQL Server 2005
Hardware:	VDU, CPU, Keyboard, Mouse etc. <ul style="list-style-type: none"> • P-4 Processor having (550 to 933 MHZ) • 256 MB RAM • 20 GB HD • 1.44 FDD • CD-ROM DRIVE 52X • ANTI CLEAR MONITOR • MODEM 36.6 KBPS • A GOOD QUALITY PRINTER

10. SECURITY AND VALIDATION CHECKS

This website/project can be enhanced with following feature in future based on business needs:

1. Ability to add promotional offers to attract more user subscriptions, this can lead to

11. SCOPE OF FUTURE APPLICATION

This website will be developed for the online users to get information about the Samsung Service Centers.

12. CONCLUSION

This project is designed to meet the requirements of the users who want service details for their Mobiles.

13. BIBLIOGRAPHY

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