



MyRequest Auto

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Abstract— Service center owners find it difficult to grow his business and hence losing the track of his customers. Actually, the owner waste his time on paper work and inventory management, this obviously intended to lack of communication with the customers. My Request Auto saves the time on paper work and enhance a good relation with the customers. It is an automated service center platform for helping the owners to modernize customer service offerings. This application is mainly focused to manage job/work orders, maintain customer records, customer communications, manage billing and payment, inventory/spare parts management and also automate service reminders and now no more invoices and paper bills. It is a digital platform for automobile service centers anytime, anywhere, any device. This transforms the paper based to desktop based systems or mobile platform.

Keywords: automation service, Business management system

1. INTRODUCTION

In the survey, if we consider there are very least application for vehicles. That too for the automation service center for the vehicle. Actually, it is quite mandatory rather than buying new vehicle. Since, we have some application for online vehicle booking, online selling and the ride application but there is something in between called the maintenance of the vehicle. We don't often consider about these, yet it is mandatory for the customers as well for the service center. These applications are used for the increased customer communication with the service center and of course service been provided at the customers' doorstep. Almost all of us, never mind for the location of the service center unless we are in need. This application is mainly developed for the customers in order to know their service charge and spares required and bill estimation from their home. Here, they don't want to carry their repaired vehicle. Instead it will be taken care by the service center once we upload as pick up from the home. This in fact, reduces the burden of the customer and helps the service center to acknowledge many customers at a time. This obviously, time consuming since, all the details are uploaded directly in application

there is nothing else to discuss or argue in direct. One additional benefit in this application is that everything we have as proof, and so the service center doesn't want to maintain a paper document for the vehicle. This application is designed with three main languages and is very user-friendly. And of-course this actually acts as a reminder for the service center, such that they can deliver the vehicle on time.

2. SERVICE CENTER FRAMEWORK

In this section, we tell about existing system, proposed system and introduce our technological background, system model used.

i. Existing System

The existing system of the project deals only with the vehicle showroom where the customer can see the vehicle details and can place booking order through online. Later on, the service centre management application evolved with the login for both customer and owners where the servicing location details, vehicle details, product and spare details have been included.

ii. Proposed System

The proposed system has several new functionalities. This application can be viewed in three different languages (Hindi, English, Tamil). A same customer can register number of vehicles for service. The customer can be even more particular to the particular staff such that the particular staff will handle this customer. It is more user-friendly, and the customer can view the status in the dashboard page, also the service center owner can view their statistics in their dashboard alpha page.

iii. System Model

The workflow of our exploration framework is depicted in Fig.1.1 The model presents the web service application. Here the admin creates the service center and the various details of the service center is stored in the database. The service center will register their customers and provide them the login id and password. The user can login and view their service plans, estimated date and time of delivery and also the bill estimation. The user can book their service from their login and the service center can access this through the database.

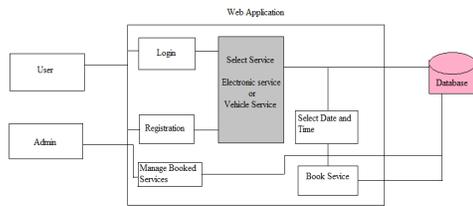


Fig: 1.1 System Architecture for Service Center

3. COUNTERMEASURES

The value of clients is the service center's profit, which come from the long-term stability relationship between the service center and its customers, only the service center willing to provide products and the customers can bear the appropriate price can the profit realized is given in FIG 1.2. According to the tracing and investigation in the field of automobile after sales services of many years, we think that the increase of automobile aftermarket customer value including the following three aspects:

- Implement After-sales concept which regarded customer as the centre
- Strengthen customer Information Management
- Tapping Lifetime value of the customer

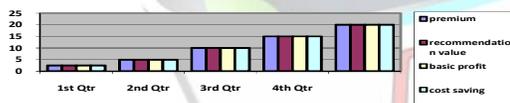


FIG :1.2 COMPOSITION OF CUSTOMER AND SERVICE CENTER

These given factors are totally depends on the following specific measures

- Service Environment

The customers are keen in choosing the service center such that they want to get service from the reputed centers. They expect the standardized and cost efficient center, and also the owners should be responsive.

- Product Quality control

The original manufacturer spare parts must be provided in the maintenance process and assure that they are worth enough to pay for it. After sales personnel should pay a return visit within three days and should

confirm that the vehicle is working without any break down.

4. IMPLEMENTATION

The system has been identified to have the following modules

a) Registration

The registration is the process of giving access to the front end users. In our application we have a SUPERADMIN LOGIN which is by default set with an user id and password. Once we login with that we can register the service center or customer as well. Then they can login using their user id and password, fig 1.3.



FIG:1.3 REGISTRATION PAGE

b) Dashboard

The dashboard board page has the statistics and updated result of the vehicle details and customer details as well. It describes the overall functionalities and several other tabs at the left side. The tabs are add customer/modify, bill estimation, spares, products, add staff, location, gadgets. FIG:1.4

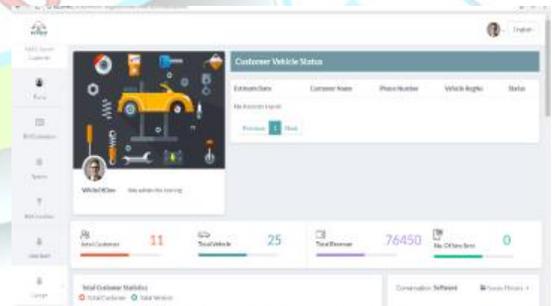


FIG:1.4 DASHBOARD PAGE

c) Bill Estimation

This bill estimation gets the bill name and amount from the service center. This billing will be viewed by the customer to pay their service charge while delivering the vehicle. FIG 1.5

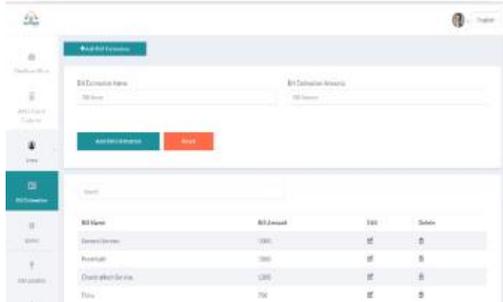


FIG 1.5 BILL ESTIMATION PAGE

d) Spares

Spare page includes the Spare part name that is required and the quantity and the price of the spare parts and also the estimated price. These might be the reference for the customer to know what actually has been changed in their vehicle in FIG 1.6

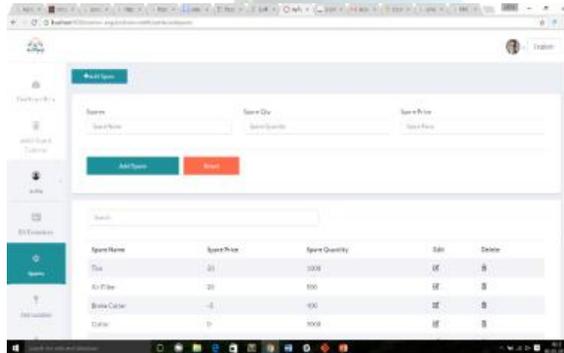


FIG: 1.6 SPARE PARTS PAGE

e) Adding Customer/ Modify

The Adding customer page has the options like customer name, mobile number, and mail Id along with the vehicle details and can be viewed and modified by clicking update refer FIG 1.7

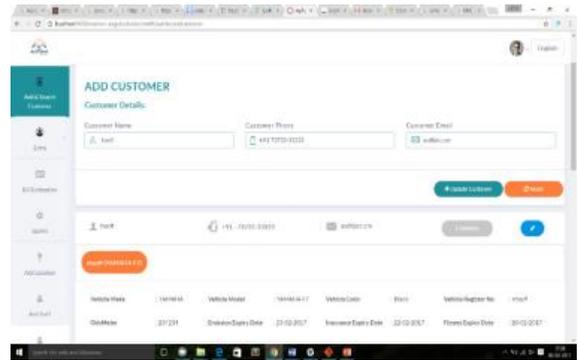


FIG: 1.7 CUSTOMER PAGE

f) Adding Staff and Location

The staff gets the details about the staff who is handling this service, such the customer can contact them when they have any queries is given in FIG 1.8

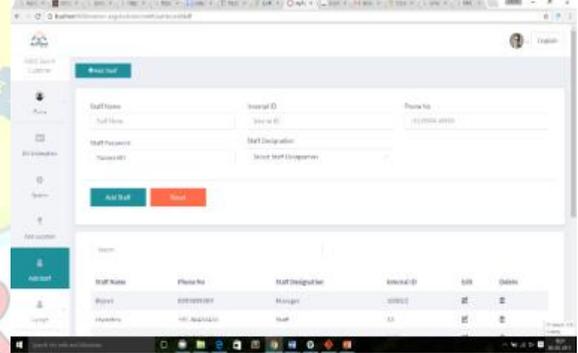


FIG 1.8 STAFF PAGE

g) Garage

This page demonstrates the vehicle details and the status need to be updated such that the vehicle details and date and time of delivery is updated already. The service center owner need to update only the status whether the vehicle has arrived, done or delivered. It is described as in FIG 1.9

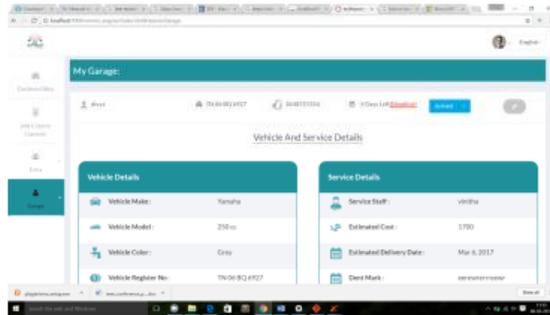


FIG 1.9 GARAGE PAGE

h) Adding service center

The service center will be initially registered by the admin or superadmin which enrolls all the details about the service center. Then we load the location, description, mail ID, description about the service and all those details in order to attract the customers. Ref FIG 1.10

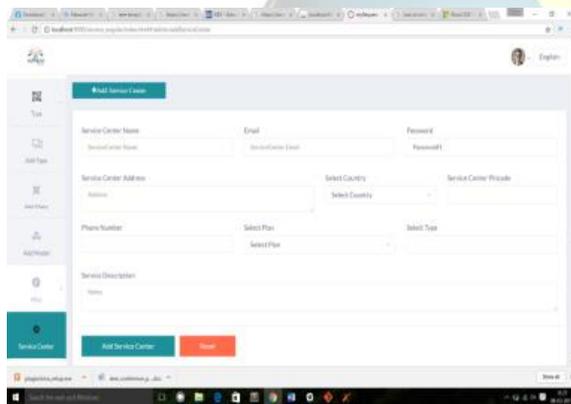


FIG 1.10 SERVICE CENTER PAGE

4. SUMMARY

This paper presents a overall functionalities of the service centre and hence makes the work of the vehicle owner and the customer easier and most effective among the customers. This digital system reduces the paper documentation and said bye to the invoices.

5. FUTURE ENHANCEMENT

The server now provides all the stored data of the customer and the service center. In future the payment also to be included such that the customer can pay the bill amount through online banking and this

totally avoids the communication with the owners and obviously reduces the time and works accordingly to the cashless india.

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