

CUSTOMER OVERVIEW

AN AUTOMOBILE PORTAL CATERING TO DIFFERENT STAKEHOLDERS

This is a car automobile portal that caters to three different roles: Admin, Car owner and Shop owner. Admin has full access to the website as well as the car owner and shop owner accounts. Shop owner can manage all his customers(car owners). Car owner can add vehicle information and communicate with shop owner.



PROJECT FEATURES

- ◆ Admin, Shop owner & Car owner have different different login areas.
- ◆ Admin can manage all shop owner accounts, he can login as shop owner account and can make changes in the website.
- ◆ Admin can also manage all details of all car owners and their vehicles information.
- ◆ Shop owner can manage own profile and that of their customers(car owners).
- ◆ Shop owner can import many customers simultaneously.
- ◆ Shop owner can see all customer list and perform operations on it.
- ◆ Shop owner can send estimation to car owner.
- ◆ Shop owner can create work order in website.
- ◆ Shop owner can make Inspection sheet and send it to customers.
- ◆ Shop owner has facilities for appointment management with their customers.
- ◆ Car owner can change their account details and can upload vehicle information.
- ◆ Car owner can find shop on the website and make appointment, this appointment will be visible to respective shop owner.
- ◆ Car owner can approve estimation which is sent by the shop owner for vehicle.
- ◆ Car owner can take VIP membership in the website, using which they can avail discount and free services.
- ◆ Car owner can send quotation to shop owner for their work.

PROBLEM STATEMENT

This application assists with provisioning of car service, repair and maintenance services. User should be able to register as car owner, find shop and contact the shop for service. Shop owners should be able to manage all their work from this website.

CIS SOLUTION

We outlined all the processes of client's business and reviewed all the details provided by the client. We took live example of the business, performed thorough analysis and created a structure for the project.



CHALLENGES WHILE

We faced challenges with following features:

- ◆ User role management.
- ◆ Managing all vehicles for the specific car owner with their full details.
- ◆ Managing technicians for the work.
- ◆ Reminder, SMS, Email for the customer services.

POSITIVE OUTCOME

This application brings great operational efficiency into the car repair and maintenance services. While helping shop owners with their important business activities, the application also provides car owners with a great user experience through proper communication facilities.



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