Car-Service-Spa

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Abstract- *We are facing many problems while servicing our vehicle like Sometimes companies do not provide online facilities, people have to go to their respective showrooms only, sometimes people lost their service book. Well, we have/had a solution for this. We are providing a website which enables any car user to search and communicate with any car service center within the city. Users can find the service center, get its location and check and select any of the services provided by the respective service center. The user can send a request for pick and drop, appointment for servicing, track the service, set alarms for next servicing date, payment of insurance instalments, test drive as well as accessories purchase from the dealer.*

Keywords- Online Booking, Service Tracking, Scheduled Service, Service-Reminder, Roadside Assistance, Extend Warranty, Insurance

I. INTRODUCTION

The Project of Car Service Booking System is needed for the country as the technology grows rapidly in the world. The purpose to develop this project is to provide a better solution to the problems that the customers face. This website will provide an online appointment of car service from their home orthe office. For a moment, there is no- availability such a reservation system in Gujarat for any vehicle of any company. The customer feels hard to send their car for service, either they need to reserve using a telephony system or walk in to send their car for service.

At the end, a prototype of a justified system will provide a solution for the identified problem to improve the organization's revenue and performance. This system will be a web-based system which cover overall process of online registration and bookings. The data will be stored in a database securely as privacy for each customer who has registered. Finally, the proposed system will save time for the customers who have to wait in the queue for reservations.

II. OBJECTIVE

The goal of this proposed system is to provide a better and more appropriate way to book a car service online.

In the system, the user has to sign up through the registration page before making an appointment then after the user can log in to view the various car services provided by the car services center and make an appointment for service. This type of reservation is very unique in Gujarat as it has been already implemented in other countries. This proposed system is created to regulate the reservation processes online where the previous older ways were done manually. This system will be a better solution for the car users and car service centers. It will also reduce paper work because the data will be stored in a database kept securely.

III. STUDY FINDINGS

The scope of this Car Service Booking System covers various functions.

A. It provides service information. Here users can see the services provided by the specified service center and estimate the service cost.

B. It will provide location information. Here users can view the location and images of the car services center. So, it will create a better understanding and more trust on remembered service center.

C. It gives information of working hours of the service centers. So, userwill familiarize themselves with the working hours of the individual service center.

D. It provides an authentication mechanism where only authorized users will be able to use the system. The user who wants to service their vehicle, first he/she has to register their details online then after they are able to make an appointment for service. Non-registered users can only view the basic features of the system like service locator and service cost calculator. On the other side, admin has all access to manage the user. he can add or remove data from the database. He can add new service centers, keep track of all services and appointments, etc.

E. It will cover the report of the online processes. Here, admin is allowed to generate a report of recorded data and payment transactions

F. This system covers the frequently asked questions (FAQ). This will help the users to ask any doubts or problems regarding the car services.

G. This systemwill also cover online feedbacks. The registered user can send their valuable feedback to the admin to make the system more reliable.

H. Finally, various investigations will be conducted through analysis, feedback, Question and Answer, the Internet, etc. to achieve the scope of this project.

IV. IMPLEMENTATION

Project deliverables: The project will produce various plus points because it is a web-based system that uses an angular in front-end and Dotnet core framework at the back-end. Angular is a Type Script-based open-source framework to build dynamic web apps and Dotnet Core is an open-source general-purpose development cross-platform.

The first plus point is security. It consists of user and admin accounts and a secured database.

The second one is paperless work. It consists of the online data record of all appointments and services provided by service centers and registration can also be done online at anywhere and anytime.

The third one is the reduction of human error. This system will generate reports of recorded data and payment transactions in various forms such as PDF, Microsoft Word and Microsoft Excel which will provide a much accurate calculation.

The fourth one is this system provides RSA (Road Side Assistance) which will help you in some scenarios like a car breakdown, low fuel, Tyre puncture, lost car key, battery run down, etc.

The Fifth one is the system provides SHIELD which includes hustle free purchase and repair at an authorized workshop, the single payment covers multiple repairs, benefits in the increased resale value of parts, offer options of 1,2 or 3 years, all major parts are covered. User can purchase shield to take the above advantages.

Target Audience: This system is developed for car owners which are regardless of age and occupation. Moreover, it is also developed for administrative staff in the service centers because the proposed system will be more useful for them for reducing paperwork and keeping the data manually.

Functionalities: The system will provide two main functionalities which are internal functionality and External Functionality. The internal functionality consists of an administration and the external functionality consists of a user who uses the system.

Administration: The proposed functionality of the system is to build the reservation system to increase a better result in terms of the accuracy of the cash flow and service management. The system will provide the Username and Password to enhance better login security for the administrator which helps to authenticate the admin. Admin has access to add new data like new service center details, new car details, etc. he/she can also generate report of recorded data and payments. Therefore, the managers can get results to be summarized and to close the monthly transaction every month. The accounts will be kept in a web-based server to monitor and to keep track of daily operations to be determined in the future when it is necessary. admin can send notifications to their registered user and also change the schedule of services

User: The user can register for free to use the car service booking system. The login system enables the user to update the current profile. Users can use the service cost calculator to estimate service costs before making an appointment. Users can select their preferred time and date for their services. In conjunction, users are able to select the pick-up and delivery service if there are interested and there are few monthly promotions that can be selected. At the end of the reservation, users can check out by selecting the payment methods. User can also track the service of their vehicle. The user can also give their valuable feedback to enhance the system. After servicing the vehicle, the system provides a service reminder notification to the user for the next service. The system will also provide different options to buy RSA and Shield for hustle free service and reduce troubles with the vehicle in daily-life.

V. FUTURE ENHANCEMENT

It is not possible to develop a system that makes all the requirements of the user. User requirements keep changing as the system is being used.The proposed model is based on serial communication. But for future scope in enlarging the system we can use connectionless system. We can even start online for registration and information-based website.

VI. CONCLUSION

The proposed paper shows the flow, structure, and working of the Car service booking system. The car service booking system is user-friendly, i.e. easy to use. In the future,

it is available free of cost on the android store. Thus, it is a time-saving as well as cost-efficient application. So, we can conclude that the proposed system can be used to reduce human efforts and luxuriate human lives, hand in hand, with modern technology.

VII. ACKNOWEDGMENT

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