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## *Design and Implementation of Online Service Executive Information System Based on Web Service*

**S. Punitha<sup>2</sup>**

Asst. Professor

Department of Computer Applications,  
Karpagam University, Echanari, Coimbatore- 641021

**K.Veerasingh<sup>1</sup>**

Asst. Professor

Department of Computer Applications,  
Karpagam University, Echanari, Coimbatore- 641021

**Abstract:** *Web services are becoming more and more complex, involving numerous interacting business objects within considerable processes. In order to fully explore Web service business opportunities while ensuring a correct and reliable modeling and execution, analyzing and tracking Web services interactions will enable them to be well understood and controlled. This research work will allow the administrator to observe the progression of the granular level. Here the main intention behind this research work is to overcome the difficulties such as delay of service to the customer in every day in every service calls and their scheduled delivery. The candidate system will show its true color in almost every service calls placed by the customer and will aid the growth of its business and help service better with almost preciseness. Application will be deployed and hosted in internet.*

**Keywords:** *Service call, call tracking, client, service engineer, open call, closed call, assigned call, and postponed call.*

### I. INTRODUCTION

The online Service executive information system is designed for innovative thought works business to meet the demands of innovative thought works during past years and to overcome its hurdles. These sections outline the business objective and the process when the business activities like posting the call service, handling the service call. Innovative Thought Works is one of the leading service oriented company located in various parts of India. It intentionally provides service for DANFOSS products. Normally service call will be placed in full forms. After receiving the service call, engineers will lock the service call, which will move on to service charge bill.

### II. DESIGN OF ONLINE SERVICE EXECUTIVE INFORMATION SYSTEM

The design is based on object oriented approach. It includes use case diagram, sequence diagrams, class diagram and finally, the database schema

#### 2.1 Requirements of OSEIS Login

1. This feature allows the Innovative Thought Works Employees to access the website to view and to log the call.
2. User Enter valid User ID and Password. User will enter into system successfully.

#### Post Service Call

This feature allows the Service Engineer of Innovative Thought Works to post the service call. Service Engineer would be logging the call at the following conditions

- » If Client of Innovative Thought Works requested a service call through phone
- » If Client of Innovative Thought Works requested a service call through personal mail or official mail.
- » If Client of Innovative Thought Works requested a service call in person

**View Service Call**

This feature allows the Innovative Thought Works users to view the service call history. Status includes - Open, Lock, Closed, and Cancelled. This feature has high level priority.

**Take Call**

This feature allows the Service Engineer of Innovative Thought Works and Administrator to take up the service call naming as lock call. Once the service call is locked, it will be assigned to the concerned Innovative Thought Works employee (Service Engineer). The Service Engineer can take up the call which is assigned to him by Administrator or which is assigned by him (SE). This feature has high level priority.

**Assign Service Call**

This feature allows by Innovative Thought Works users to assign a service call to other Innovative Thought Works user or to him. This feature has high level priority.

**Cancel/Close Service Call**

This feature to cancel the service call before the call is locked. The reason to cancel a call will be defined by Innovative Thought Works. And also service call is closed after the service is finished. This feature has high level priority.

**Postpone Service Call**

This feature to cancel the service call before the call is locked. The reason to cancel a call will be defined by Innovative Thought Works. And also service call is closed after the service is finished. This feature has high level priority.

**2.2 Data Flow Diagram**

**LEVEL 0**



Fig 1: Dataflow Diagram Level 0 for Online Service Executive Information System

**LEVEL 1**

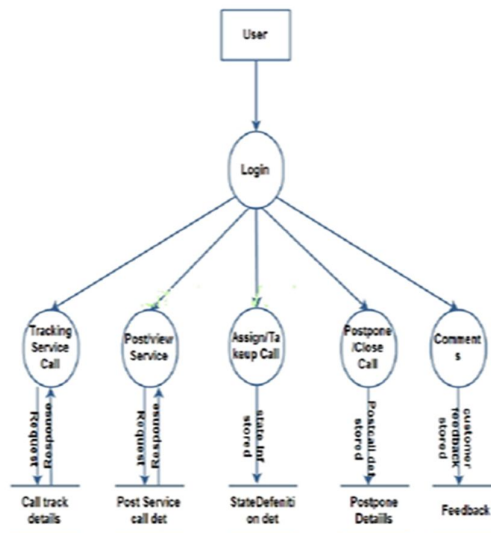


Fig 2: Dataflow Diagram Level 1 for Online Service Executive Information System

**LEVEL 2**

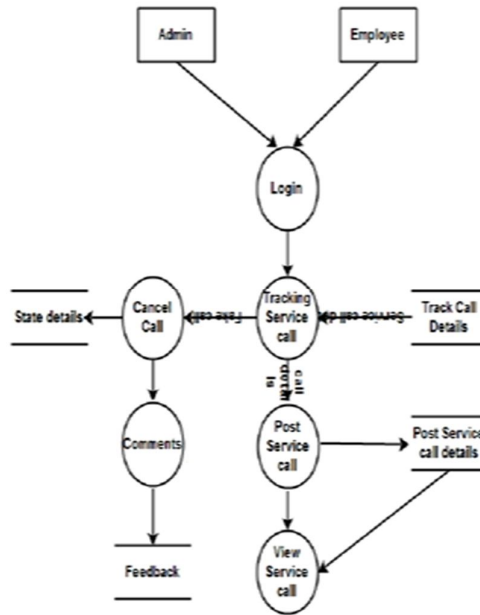


Fig 3: Dataflow Diagram Level 2 for Online Service Executive Information System

**LEVEL 2**

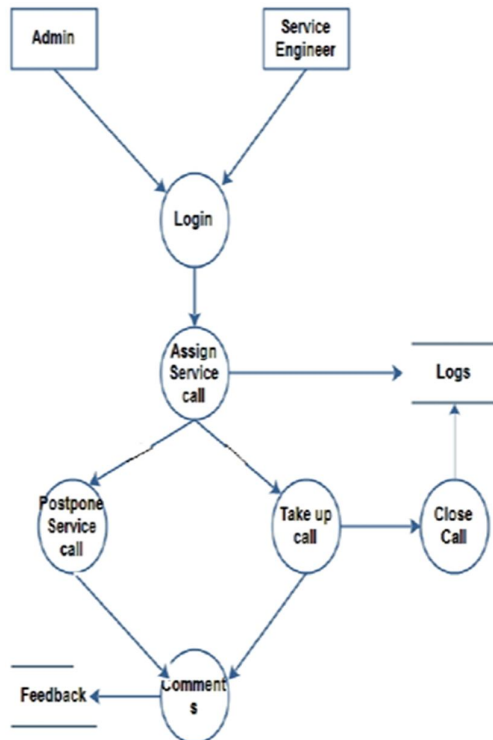


Fig 4: Dataflow Diagram Level 2 for Online Service Executive Information System

**2.3 Class Diagram**

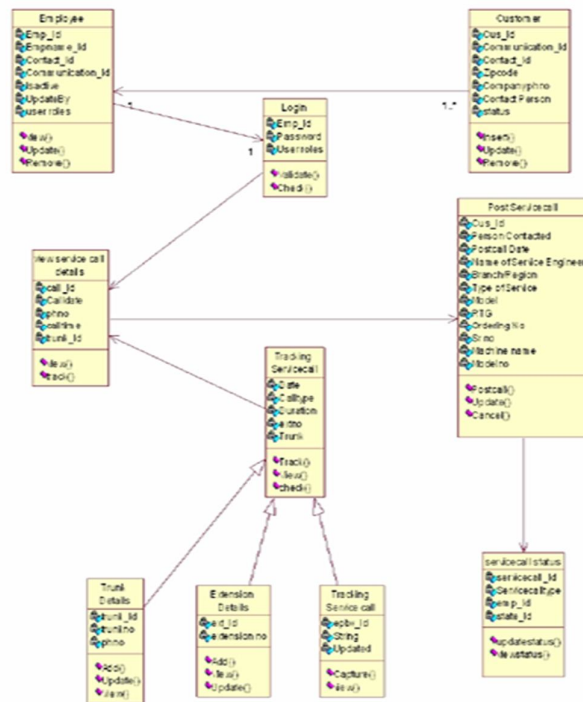


Fig 5: Class Diagram for Online Service Executive Information System

2.4 Sequence Diagram

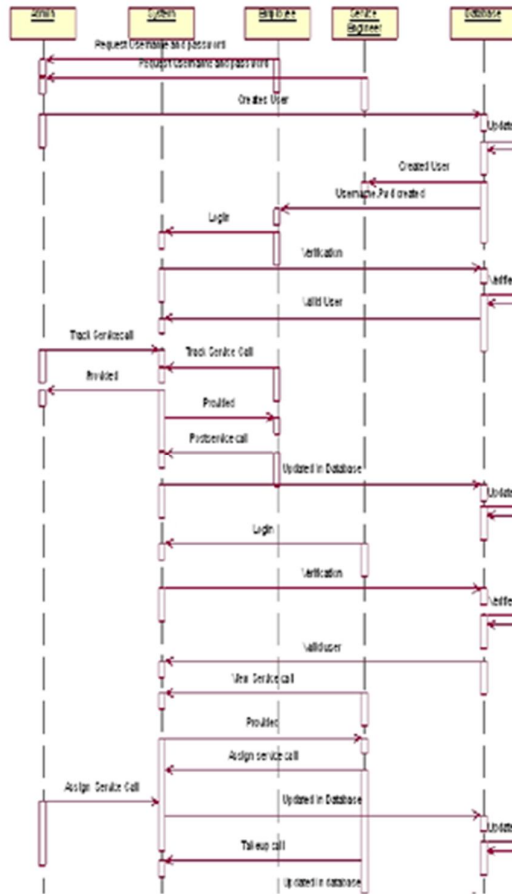


Fig 6: Sequence Diagram for Online Service Executive Information System

III. IMPLEMENTATION OF OSEIS

3.1 Login

- » This feature allows the Innovative Thought Works Employees to access the website to view and to log the call.
- » User Enter valid User ID and Password. User will enter into system successfully.



Fig 7: Login Page for Innovative Thought Works Employees

3.2 Post Service Call

This feature allows the Service Engineer of Innovative Thought Works to post the service call. Service Engineer would be logging the call at the following conditions

- » If Client of Innovative Thought Works requested a service call through phone
- » If Client of Innovative Thought Works requested a service call through personal mail or official mail.

- » If Client of Innovative Thought Works requested a service call in person

Fig 8: User can Post the Service Call using this page

#### IV. CONCLUSION

Each Service call from customer is tracked in to the system. Authenticated user would be placing all the service call in using website. The architectural design, major component design, GUI designs and implementation strategies for development of this application using asp.net and SqlServer have been presented in detail. The implementation and testing strategies for this software are summarized as follows, In this software every menu is designed according to the user selection which has been implemented in user interface screen. The OSEIS will allow to track the service calls and to be complete the Service call in time to achieve the customer Satisfaction. The repetition information is also tested during the run time of system.

#### V. FUTURE ENHANCEMENT

The future enhancements are,

- » E-Mail Alerts.
- » While Tracking the Service call

Information it is to be automatically posted in to internet that is post service call should be performed while the ServiceCall Information is tracked.

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