Implementation of Software Application for the Home Appliances

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Abstract: Now-a-days home appliances are a needy thing for human survival. If there is any repair in the home appliances they do not want to wander anywhere, just a single call will change their appliances fault from their home. The main aim of developing this software is to meet customer's comfort and provide easy booking system. It is completely designed by using VB.NET environment and backend as MS Access. It consists of 8 forms such as front poster, login form, main menu, new order, bill receipt, service person details, reports for service persons and order reports. It's a user friendly application for customers, developers and managers. It is friendlier to download and to scrutinize and evaluate the reports.

Keywords: Home appliances, Human survival, Customers comport.

INTRODUCTION

In today's consumer market consumer appliances like television, washing machines, refrigerator, air conditioner are inevitable even for middle class as well as upper middles class. The market segment is so larger and big and occupies a greater market share. Even though, there are many participants doing this business each one of them takes a larger dividend for their bags. This project clearly deals with the support system which is highly user friendly both for dealers, retailers as well as consumers. This software can be extended for future with certain value additions. This paper provides a technical lead for persons taking projects in software development as well as for management persons with specialization in supply chain management.

LITERATURE REVIEW

MSME-Development Institute [1] discussed about the role and needs of mobile phone service center and proposed cost of implementation. Brian T. Yeh [2] discussed about how far software programs helps in consumer applications, the role of digital rights management and copyright law issues. Logicerp[3] will provide complete solutions for home appliances and mobile accessories, postscapes.com [4] explored various consumer convenience products such as smart door locks, smart bluetooth trackers, smart bike locks and trackers, connected smart kitchen and smart home apps. Windwardsoftware [5] is a showroom software helps to manage the goods and accounting system.

EXISTING SYSTEM

Existing System is manual. So customer need to contact the service center directly. Existing system was run through man-power. But proposed system is computerized.

3.1 Drawbacks of Existing System

- Existing system is managed by workers manually. So, that there are lots of possibilities to make mistakes.
- There is no database, to manage order details or service man details. They use common accounts note for those details. It may be damage after long time-more chances to lose data.
- In this, we cannot easily maintain service man presence and absence.

PROPOSED SYSTEM

Proposed System is computerized. It is a Window Based Application using VB.Net (ADO). We can also add new features in future.
Advantages:

- It is computerized. So, we can store large amount of data. Also easy to maintain service man details and order details.

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- It creates a record for all service man; it holds more details about them. It also maintains service man availability and non-availability.
- While placing new order it returns available service man.
- In a single click of button, bill receipt sent to the specified customer. Auto Bill Receipt Efficiency.

RESULTS AND DISCUSSION

In this work, the figure 1 to 8 shows the snapshot of outcome of the proposed work. Fig 1 deals with login process, where legitimate users can enter and access the software, if not it won't allow the user to access the software.
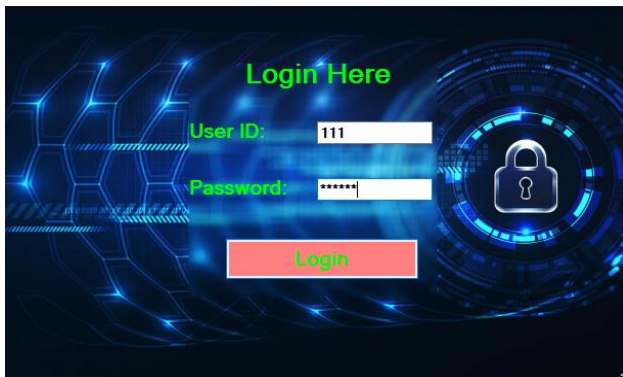
Fig 1. Login form

The below fig 2 is the main menu, it consists of 4 process such as new order, service man reports, order reports and logout. Each process will solve particular task.
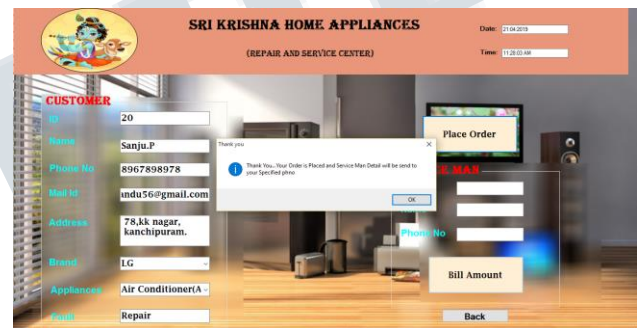

Fig 2. Main menu

The below fig 3 shows the new order details, it collects various attributes such as customer id, name, address, mobile number, brand and fault. Customer can place their order based upon fault category and fig 4 shows once the order is confirmed

Fig 3. New order (with customer details)

Fig 4. New order (after confirmation)

The below fig 5 deals with order confirmation and service man details, here service man details such as ID, name and phone number are extracted and stored in the database. Fig 6 shows the form for service man details, it consists of service man ID, name, address, phone number, specialization, work load and availability. Here we can add, update, delete and search service man details.

Fig 5. New order (after generated)

Fig 6. Service man details

The below Fig 7 and 8 show the bill receipt details before and after giving bill amount. It consists of bill ID, customer name, service man details, appliances and cost if applicable and labor charge. Finally it generates the bill amount.

Fig 7. Bill receipt (before giving bill amount)

Fig 8. Bill receipt (after giving bill amount)

CONCLUSION

This work is definitely an eye opener for research persons working in the domains of VB.NET with MS-ACCESS, consumer handling, supply chain management, market shares, marketing etc., and further research can be extended in this area.

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