# DESIGN AND DEVELOPMENT OF A WEB BASED MULTIPURPOSE ONLINE TICKET BOOKING SYSTEM

 $\mathbf{BY}$ 

SHAIDUR RAHMAN ID: 191-15-2625 AND

SWARNA ROY ID: 191-15-2509

This Report Presented in Partial Fulfillment of the Requirements for the Degree of Bachelor of Science in Computer Science and Engineering

Supervised By

#### **NAZNIN SULTANA**

Associate Professor Department of CSE Daffodil International University

Co-Supervised By

#### **AL AMIN BISWAS**

Lecturer
Department of CSE
Daffodil International University



## DAFFODIL INTERNATIONAL UNIVERSITY

DHAKA, BANGLADESH

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#### APPROVAL

This Project/internship titled "DESIGN AND DEVELOPMENT OF A WEB BASED MULTIPURPOSE ONLINE TICKET BOOKING SYSTEM", submitted by Shaidur Rahman 191-15-2625 and Swarna Roy 191-15-2509 to the Department of Computer Science and Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 6 February, 2023

#### **BOARD OF EXAMINERS**

Dr. Touhid Bhuiyan

Chairman

Professor and Head

Department of Computer Science and Engineering Faculty of Science & Information Technology Daffodil International University

**Arif Mahmud** 

Internal Examiner

**Assistant Professor** 

Department of Computer Science and Engineering Faculty of Science & Information Technology **Daffodil International University** 

Mr. Mushfigur Rahman

Internal Examiner

**External Examiner** 

Senior Lecturer

Department of Computer Science and Engineering Faculty of Science & Information Technology **Daffodil International University** 

Dr. Mohammad Shorif Uddin

Professor

Department of Computer Science and Engineering Jahangirnagar University

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#### DECLARATION

We hereby declare that, this project has been done by us under the supervision of Naznin Sultana, Associate Professor, Department of CSE Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

Supervised by:

Naznin Sultana

Associate Professor

Department of CSE

Daffodil International University

Co-Supervised by:

-Aling 05: 1.2023\_

Al Amin Biswas

Lecturer

Department of CSE

**Daffodil International University** 

Submitted by:

Shaidur Rahaman

ID: -191-15-2625

Department of CSE

Daffodil International University

Swanna Roy

Swarna Roy

ID: -191-15-2509

Department of CSE

Daffodil International University

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#### **ABSTRACT**

The project's goal is to purchase bus, air, movie tickets online. Anyone with a web connection can access the ticket reservation system, which is an Internet-based program, from anywhere in the world. The tickets will be held using this application. Any internet user can access the website for a movie theater provided by this online ticket reservation system. A credit card is necessary to log into the system and to purchase tickets. At the counter, tickets can be obtained .One of the best forms of entertainment after a busy day is going to the movies with family and friends. However, all of this excitement quickly fades after waiting for hours in a line to get tickets. The website offers comprehensive facts about movies that are currently playing on all screens, including show times and seat availability. Reservations for tickets are made with a credit card and are cancellable if necessary. One of the finest options for people who can't afford the time to reserve their tickets while waiting in long lines is our online system. Online ticket purchasing is available day or night.

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## **CHAPTER 1**

#### INTRODUCTION

#### 4.4 Introduction

In the contemporary technological era, the Internet of Things (IOT) has experienced tremendous global growth in popularity. Almost all "smart" devices have internet connections, allowing them to access information from anywhere in the world. Once upon a time, people would waste their valuable time attempting to learn anything. Modern technology is more advanced than technology from prior eras. Technology has blessed us with web applications. Users can access the system from any location as long as they have an internet connection. Typically, the ticket counters for buses, flights, and movie theaters preserve paper records of their customers' information and reservations. Any customer who wants to reserve a seat must call or visit the counter, which is considered to be a waste of their important time. Sometimes consumers can't reserve seats over the phone because it's always busy. In addition, it is difficult for them to maintain track of payment concerns because they must preserve paper records of consumer payments. We now have plans to replace their outdated booking system with a new, web-based one. We therefore intend to put in place an online web-based bus, flight ticketing system that will make it simpler for clients to make reservations from home and abroad and for them to run their company generally. The system I'm going to talk about in this instance is called "Web Based Online Ticket Booking System" and it is entirely a web application. This web application can connect to the appropriate servers for data access since, as we previously established above, the internet has made it simpler for users to interface with the system. This will undoubtedly let users buy tickets or book seats online without waiting in line. In addition, more recently, people have begun to travel to get away from their mundane lifestyles. As a result, they want to travel without any hesitations. They are looking for a solution that will enhance portability, usability, and accessibility in the modern technological era. As previously stated, we will build a web system with all the capabilities necessary to increase its usability and accessibility.

We'll outline the underlying presumptions, key characteristics, and the UML design process for the system below (Uniform Modelling Language). Along with that, we'll discuss the system's advantages and disadvantages (limitations) as well as some screenshorts of my projects.

#### 1.2 Motivation

The development of information technology and the widespread use of the internet have greatly enhanced many business operations and relationships between companies (service providers) and their clients, who are not excluded from the manual ticket booking system sector. This online ticket ordering system was created to offer the following services:

- 1. Enhance business processes: must have the ability to digitally project the organization. Rental companies are expanding their return on investment (ROI) to the worldwide market rather than limiting their services to their local region solely.
- 2.Online Vehical Booking: a process that allows consumers to reserve available cars online before their planned date or time of pickup.
- 3. Restraition Of the Customer: a platform for registration that stores user information, tracks their transactions, and uses it to improve services and grow the customer base.

## 1.3. Objective

- 1. The project staff and employees of the ticket booking agency with low throughput will be able to book tickets more effectively thanks to this method.
- 2. This system project has been designed to be as user-friendly as feasible so that anyone with a basic understanding of system computers can use it.

- 3. By storing all the project information for bus ticket booking and ticket cancellation in the form database on the computer's hard drive, the ticket booking project will lessen the laborious task of system paperwork related to ticket booking.
- 4. Information about the current state of the system's performance and other inquiries.
- 5. We provide up to date information that is not possible manually.
- 6. The goal of my project is to make the Ticket Booking Agency's ticket booking system straightforward, dependable, approachable, and corrective. Additionally, it takes less time than physical labor.
- 7. Different components of the ticket booking report can be produced, including the seats that are available, the booking's status right now, cancellation information, a monthly status report, etc.

## **Expected Outcome**

It will be simpler for customers to book through our website. With the use of this system, customers can confirm their bookings by making manual or online payments. They will gain time as a result The main objective of this project is to automatically complete the manual processes needed to reserve an airline, bus, or movie ticket for any trip made via this website

## **Project Management and Finance**

As a business owner, it might be difficult to run a lodging operation. To keep our business running well, in addition to interacting with our personnel and clients, we also need to take care of administrative responsibilities. Taking and handling reservations for our firm is one of the most crucial of these tasks. However, it might be difficult to keep track of all business appointments and bookings.

## **Report Layout**

**Chapter 1:** The project's introduction, aim, purpose, and projected consequences have all been made explicit up front.

**Chapter 2:** This chapter provides background information.

**Chapter 3:** This chapter displays a flowchart and use case modeling.

**Chapter 4:** The requirements for the front-end, back-end, and implementation may be found.

**Chapter 5:** The front-end design, test, and database implementation were all describe

**Chapter 6:** Sustainability and the Social Impact on Society were discussed in this chapter.

**Chapter 7:** The extent of our project and its potential for growth to purchase our api.

#### **CHAPTER 2**

#### **BACKGROUND**

## 2.1 Preliminaries/Terminologies

We chose Laravel [1] over rival web frameworks because of its powerful features and development tools, which speed up the construction of online applications. We made an effort to make the entire product responsive and user-friendly so that it could be utilized on any device.

## 2.2 Comparative Analysis

The online application is designed so that even those without prior computer experience can use it without difficulty. This online application is simple to use and doesn't need a technical expert to utilize.

## 2.3 Scope of the Problem

- Adaptive demand
- Visibility is restricted
- Manual Records
- Complexity of the Supply Chain

#### **CHAPTER 3**

## REQUIREMENT SPECIFICATION

## 3.1 Requirement Management

A system or component's functional requirements define it. The user determines the functionality that is required. It is essential to follow these guidelines. It is included in the use case. The following are the functional criteria for the "Online Booking System": Registration, logging in, choosing a bus, a bus date, a seat, a ticket date, adding payment, and entering all relevant information are required.

## 3.2 Requirement Collection

- Visual Studio Code for development.
- JavaScript, PhP for language.
- Html, CSS and Bootstrap for as styling.
- Xampp for database.

#### 3.3 Visual Studio Code

On Windows, Linux, and macOS, you can utilize the source code editor called Visual Studio Code by Microsoft. A few of the features include integrated Git, syntax highlighting, intelligent code completion, snippets, code refactoring, and debugging tools. Users can change the extension's additional functionality, keyboard shortcuts, preferences, and theme.

#### 3.4 PhP

The acronym PHP stands for "Hypertext Pre-processor." HTML incorporates the Web programming language PHP. This suggests that a Web page's HTML may contain PHP code. The server that hosts a PHP page reads, or "parses," the PHP code each time a user browses the page. Usually, the website's PHP functions result in HTML code that the browser can understand. Before a website loads, PHP code is converted into HTML, rendering it hard for people to read. PHP pages may therefore access databases and other sensitive information without compromising their security. The syntax of other languages like C, Java, and Perl had a big impact on PHP. PHP, on the other hand, has a variety of unique characteristics.

#### **3.5 Xampp**

The free and open-source XAMPP package, developed by Apache Friends, includes the Apache HTTP Server, MariaDB, and interpreters for PHP and Perl scripts. The majority of commercial web server installations use the same parts as XAMPP, therefore switching from a local test server to a live server is not difficult. A developer can quickly and efficiently build a WAMP or LAMP stack on an operating system with the help of well-known add-on programs like WordPress and Joomla thanks to the straightforward implementation of XAMPP. They can also be set up using Bitnami with the same ease.

## 3.6 Use Case Modeling and Description

In order to solve a problem, different user types interact with a technology, as shown by a use-case[3] model. As a result, it describes the users' goals, how they interact with the system, and the steps the system needs to take to achieve these goals.

## 3.7 Use Case Diagram

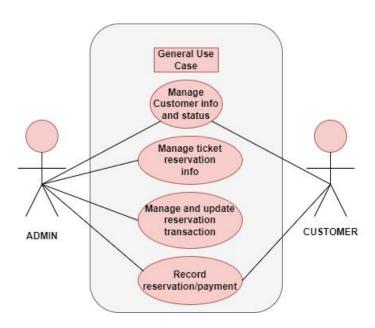


Figure 3.7 Use Case Diagram

## 3.8 Design Requirement

We utilized Visual Studio Code as our main code editor for this project. These days, Visual Studio Code is a well-liked code editor. We utilized the open-source database MySQL for my personal needs. It aids in the development of a responsive design. We used the PHP-based Laravel framework for our project's backend, and we utilize Livewire, a full-stack framework for Laravel that facilitates the creation of dynamic interfaces without requiring Laravel to stray from its strengths. It is a package that makes using Laravel Blade as a templating language to create contemporary, reactive, dynamic interfaces straightforward. we've used several Laravel packages that have enabled us to build out a range of functionalities for our project. Moreover, we utilized JavaScript to carry out some operations.

#### **CHAPTER 4**

#### **DESIGN SPECIFICATION**

#### 4.1 Front-End Design

HTML: Each page contains a number of hyperlinks, or connections to other pages. HTML offers a helpful explanation of how a web page is organized. The most essential component of the Web is (HyperText Markup Language). It explains how online material is structured and used. Technology other than HTML is frequently used to describe the presentation and functionality of a web page (CSS and JS) (JavaScript). For example, the HTML element "p" identifies a paragraph. Front-end [2] developers use the HTML element to specify the type of information that each item on a webpage possesses. Developers also build HTML language code to explain the connections between different elements in a page's overall structure or document structure.

CSS: The language used to describe how Web pages are presented, including their colors, design, and fonts, is called CSS. It enables the presentation to be adjusted for use on many sorts of devices, including printers, tiny screens, and huge screens. CSS can be used with any XML-based markup language and is not dependant on HTML. We also use bootstrap.

#### 4.2 Back-End Design

**PHP:** PHP is a server-side programming language with HTML integration. It may be used to build full e-commerce websites and manage dynamic content, databases, and session monitoring. It is connected to many well-known databases, including Microsoft SQL Server, MySQL, PostgreSQL, Oracle, Sybase, and Informix. The most popular open source server-side programming language for creating dynamic websites and mobile apps is called PHP [5]. PHP stands for hypertext preprocessor.

**Framework for LARAVEL:** The Taylor Otwell-created and Symfony-based free and open-source Model-view-controller (MVC) web applications should be made using the Laravel [4] framework.

Laravel promises to make development easier by automating typical activities required in the majority of online projects, such as authentication, routing, sessions, and caching. Laravel makes an effort to improve the developer experience while maintaining the application's functionality.

**4.3 User Login & registration:** This is a screenshot of the registration and login screens for users and customers. Frist User must register, log in, and then access to view home page.

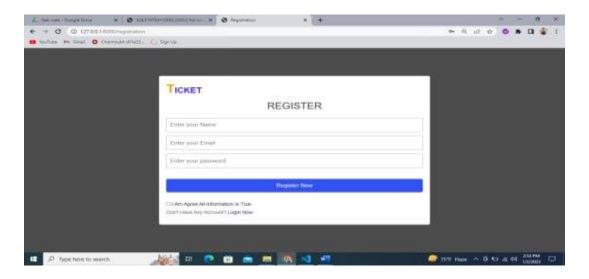


Figure 4.3 User Login & registration

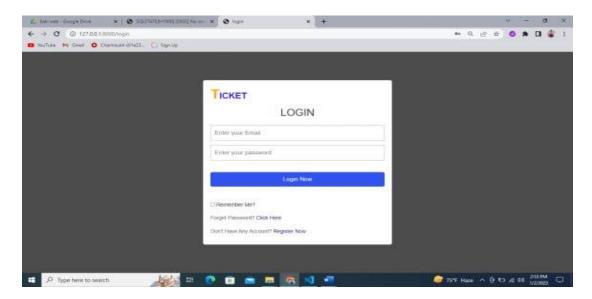


Figure 4.3 Login page

**4.4 Homepage** Here, after logging in, the user can access their home page. On the homepage, a succinct summary of our website is provided.

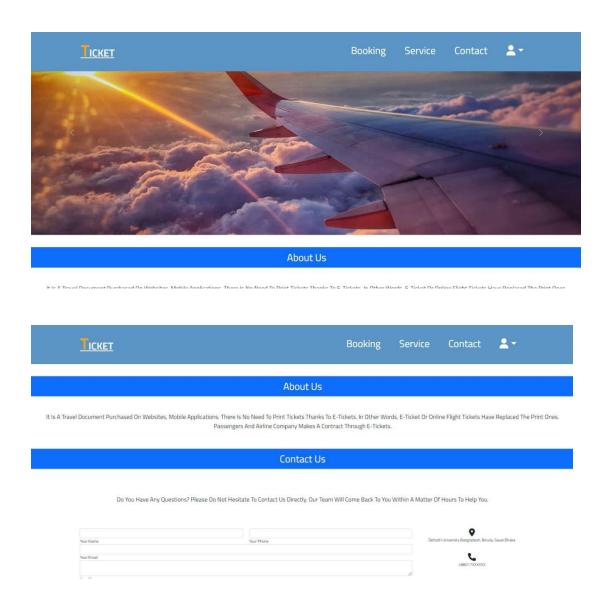


Figure 4.4 Homepage

## 4.5 User Sign In

The user sign-in page is located here. Here, the administrator will sign in. Fix for administrative data kept in databases. As a result, registration is not required, and access is not permitted without it.

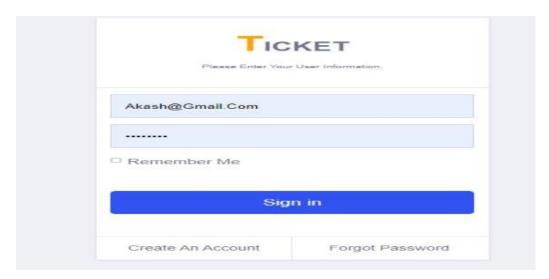


Figure 4.5 User Sign In

## **4.6 Show User Profile**

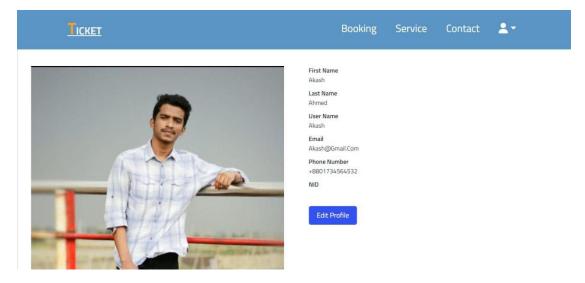


Figure 4.6 Show User Profile

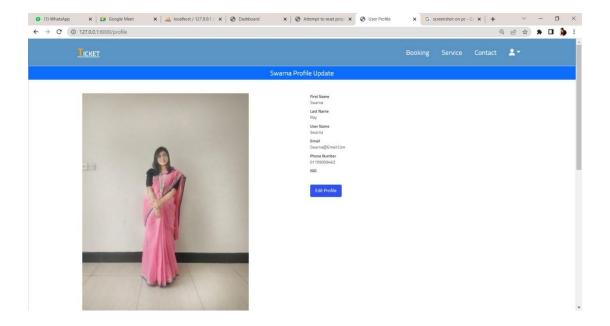


Figure 4.6 Show User Profile

## 4.7 Update User Profile

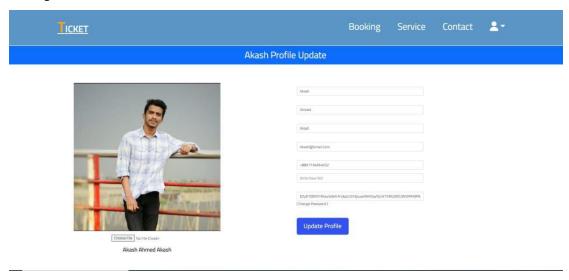


Figure 4.7 Update User Profile

#### 4.8 Interacting Design and User Experience (UX)

**Navbar/Menu bar:** There is a navigation bar on our home page. Bookings, services, contacts, and users are all listed on this menu.

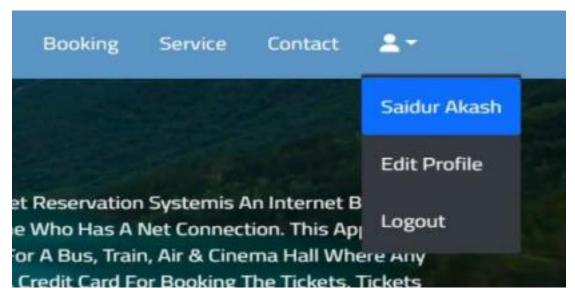


Figure 4.8.1 Navbar/Menubar

**Booking :** This will take you to our reservations page. The user can select their destination right here.



Figure 4.8.2 Booking Page

**Service :** The user can select his services after selecting the Service menu. Hovering the cursor over any service, such as a bus, an aircraft, or a movie, allows users to see the sort details. Any service's card can be clicked to access the order page.

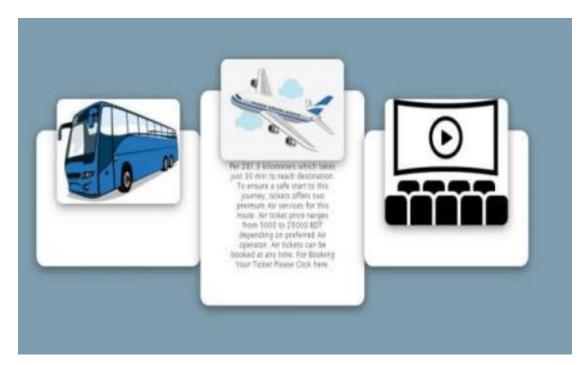


Figure 4.8.3 Service Page

**Contact Page:** We can reach us through that page. Users can provide feedback and grievances here



Figure 4.8.4 Contact Page

**Order Page:** There are three order pages available. There are booking options for buses, flights, and movies. The order page for each specific service is distinct.

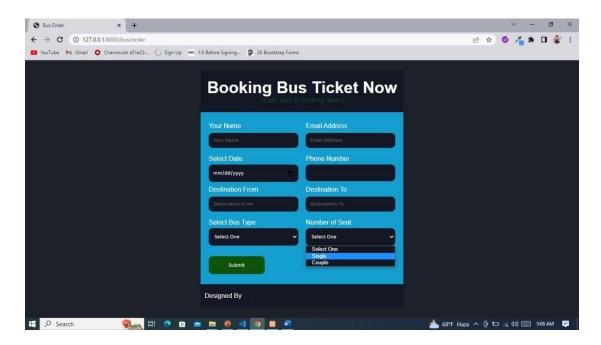


Figure 4.8.5 Order Page



Figure 4.8.5 Order Page

**Payment :** There are three payment options for the three orders. Payments for buses, flights, and movies are what they are.

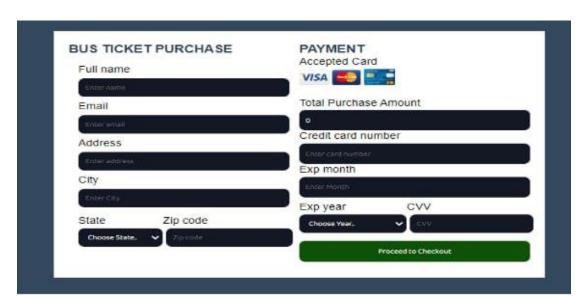


Figure 4.8.6 Payment Page

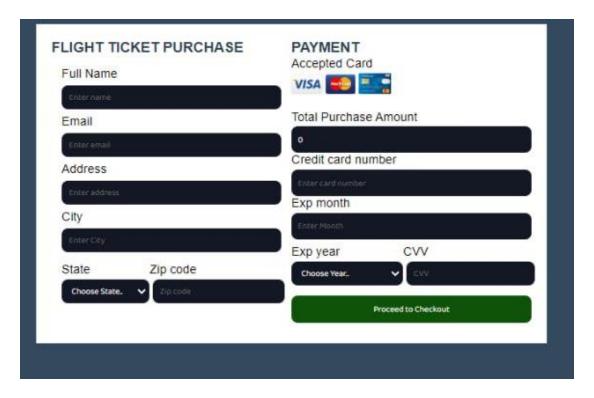


Figure 4.8.6 Payment Page

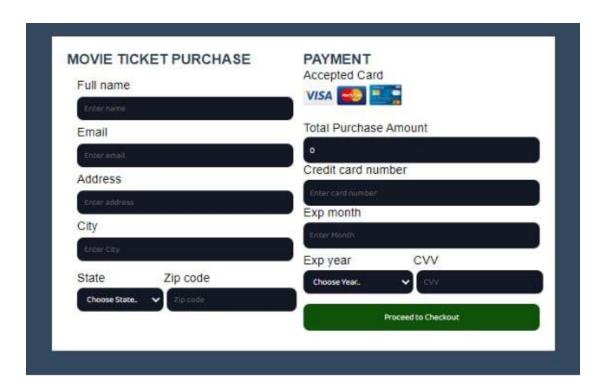


Figure 4.8.6 Payment Page

**Dashboard :** Here is our dashboard. Here, all information is kept current. The administrator can see orders and payments made by users here.

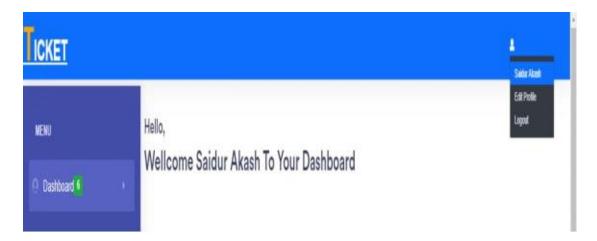


Figure 4.8.7 Dashboard

**Manage Order:** It manages the hierarchy. Manage Air Order, Manage Bus Order, and Manage Movie Order are the three manage orders that are offered in our manage order. We now have the option to review, change, and remove orders.

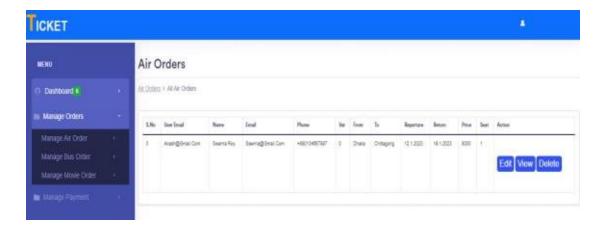


Figure 4.8.8 Manage Order Page

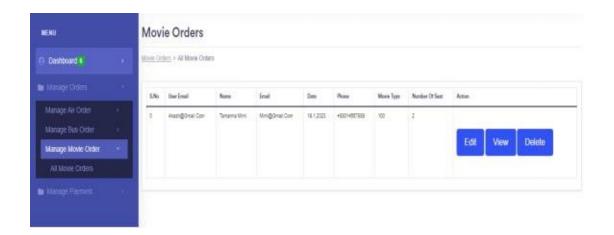


Figure 4.8.8 Manage Order Page

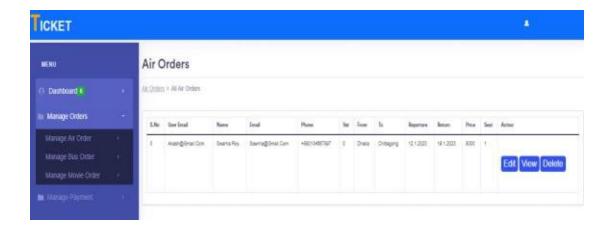


Figure 4.8.8 Manage Order Page

**Manage Payment :** We manage payments here. There are three manageable payments available in manage payment system: manage air, manage bus, and manage movie. From here, we may view, edit, and remove orders

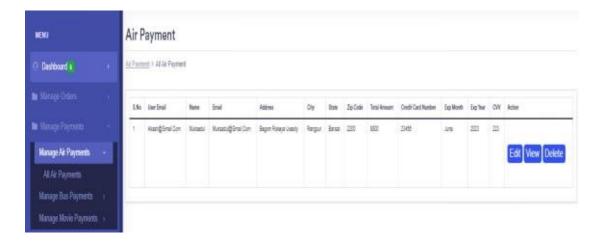


Figure 4.8.9 Manage Payment Page

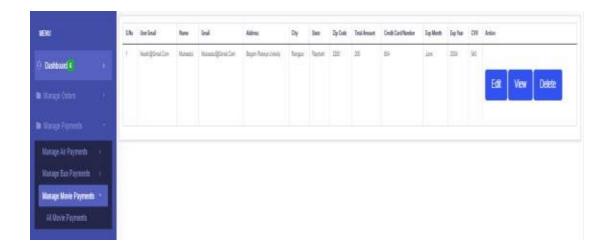


Figure 4.8.9 Manage Payment Page

## Manage Contact: Manage contacts right here.

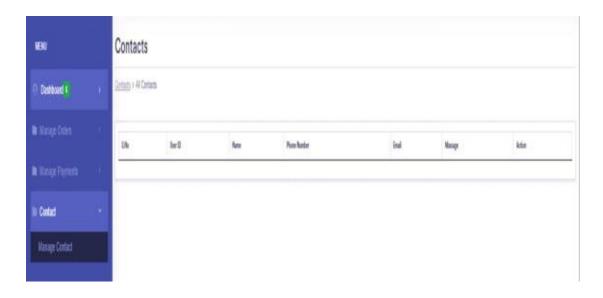


Figure 4.8.10 Manage Contact Page

## **CHAPTER 5**

## IMPLEMENTATION AND TESTING

#### 5.1 Introduction

We'll discuss the project's implementation plan in this chapter. This web-based program has both a front-end and a back-end component because it is web-based. These two concepts will each be shown using the proper screenshots.

## **5.2 Implementation of Database**

## 1 User Profile Controller:

Figure 5.2 User Profile Controller

**2. Customer Auth Controller:** The customer Auth Controller is in charge of managing the customer login registration authentication.

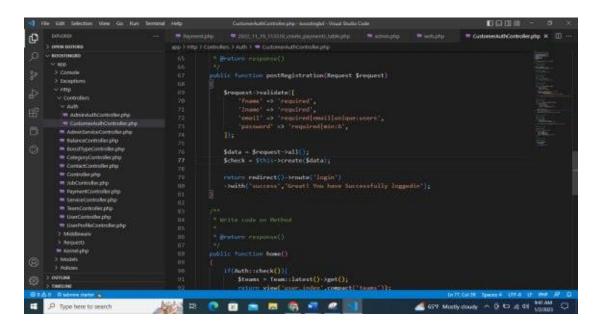


Figure 5.2 Customer Auth Controller

3. Admin Auth Controller: Crols login authentication for administrators.

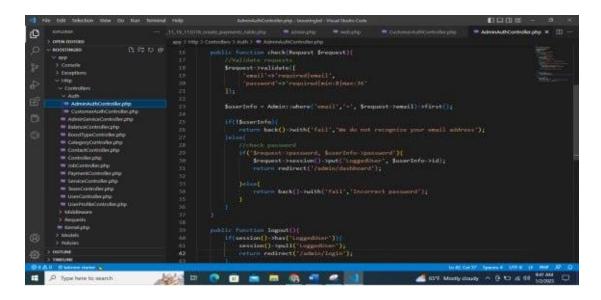


Figure 5.2 Admin Auth Controller

**4. Index Page:** The index page is the main page of our project.

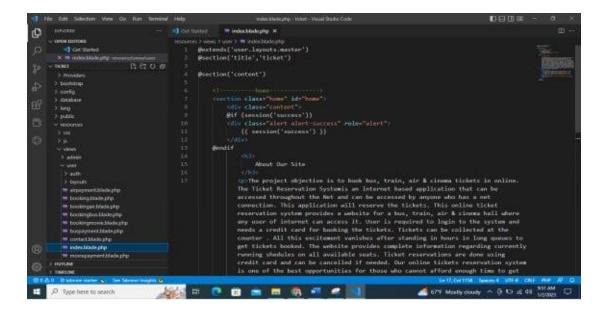


Figure 5.2 Index Page

**5. Dashboard:** On the dashboard page, you may find our admin panel or dashboard.

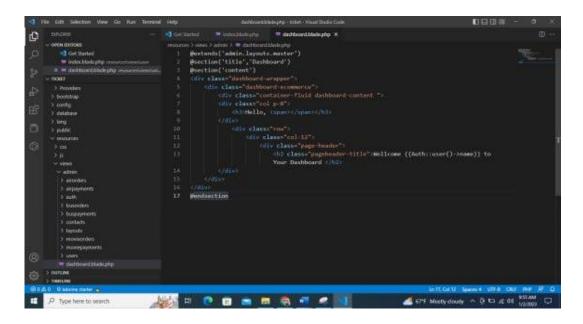


Figure 5.2 Dasboard

**6. Service Controller:** The service controller has control over the service page.

```
| Fire dath Selection Verw Co. Rain Verman (mile) | Servardization/equip - Select Valual Standard Code | Valual St
```

Figure 5.2 Service Controller

**7.Service Blade:** The service blade is a page that lists services.

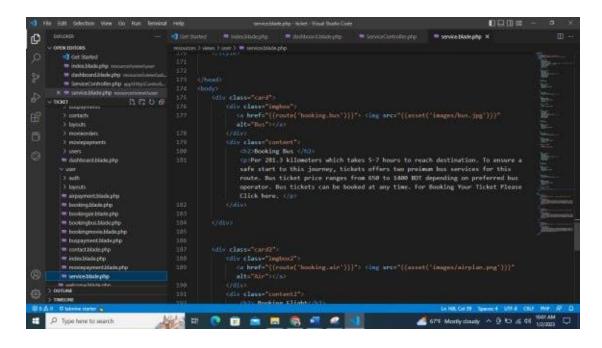


Figure 5.2 Service Blade

**8. Order Controller:** There are three order controllers on duty. Based on user requests, the controller managed orders for buses, flights, and movies.

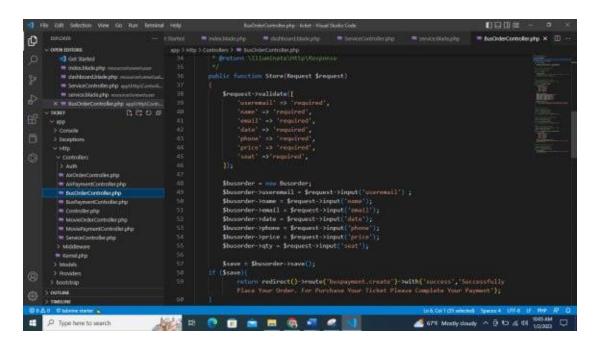


Figure 5.2 Order Controller

**9. Order View pages:** Three order pages are available. Booking a bus, a flight, or a movie. To request an order, users can enter their information here.

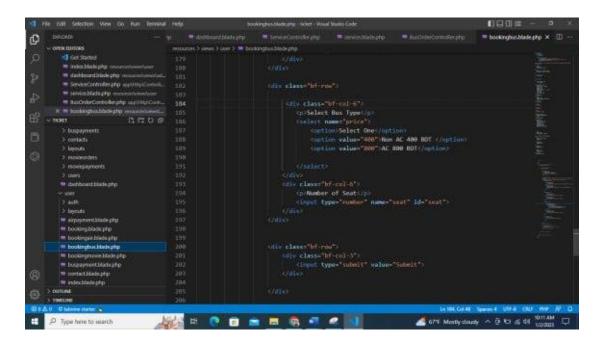


Figure 5.2 Order View Page

**10. Payment Controller:** The three payment processors are the bus payment controller, the air payment controller, and the movie payment controller. They run their business with the help of three controllers

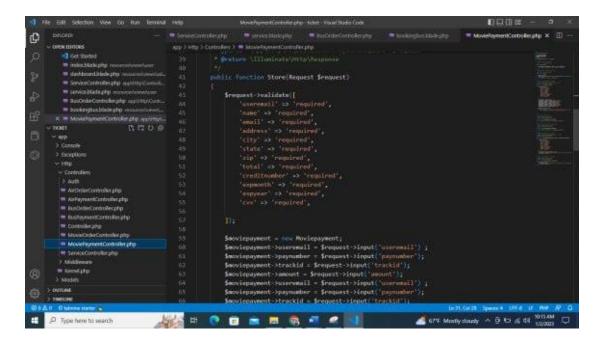


Figure 5.2 Payment Controller Page

**11.All Order:** The admin panel's code, which manages all orders for bus tickets, is provided here. There are additional movies and air that are comparable to it.

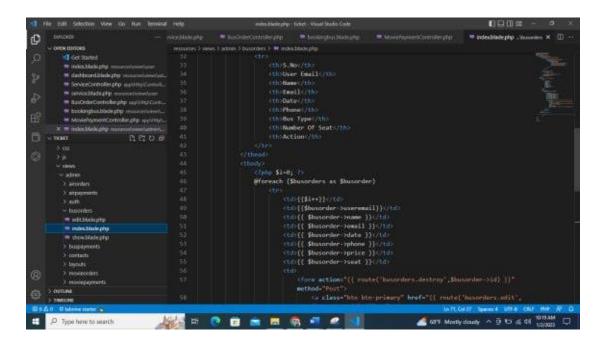


Figure 5.2 All Order Page

**12. All Payment :** This is the code for the administrative interface for purchasing and booking bus tickets. A movie and air both exist in the same way.

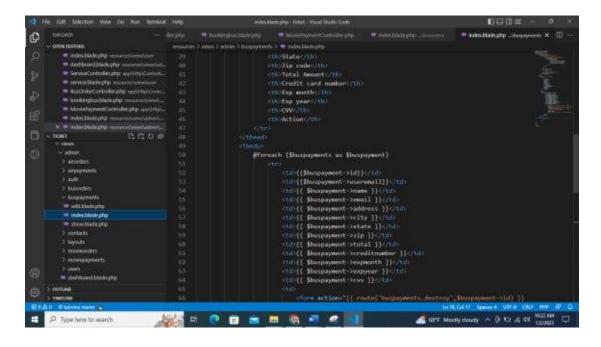


Figure 5.2 All Payment Page

# **5.3 Testing Implementation**

Log in Pre-condition/Register

SL No	Statement	Test Data	Result	Pass/ Fail
1	If email is not correctly inserted	akash@gmail.com Password:12345	Please enter correct email	fail
2	If email password is not correctly inserted	akash@gmail.com Password:12345	Please enter correct email	fail
3	If email and password is correctly inserted	swarna@gmail.com Password:12345	Your registration successfully	pass
4	If email and password is correctly inserted	swarna@gmail.com Password:12345	Your registration successfully	pass

## 5.4 Implementation of Font-End Design

The front end of this type of shopping platform is essential in order to draw in more customers. As a result, the front-end has received a lot of attention. I've worked hard to make the project responsive so that it can be used on any device in an effort to expand my clientele. It made use of the bootstrap framework. Many contemporary websites and web applications are made using this front-end framework. It is a free front-end framework made to hasten and make the creation of websites easier. For forms, typography, buttons, navigation, tables, modals, picture carousels, and a range of other features, it also supports additional optional HTML and CSS-based [5] design templates.

## 5.5 Test Results and Reports

The above experiments were successful, and the results were encouraging. It's easy to make mistakes because Laravel [6] was used throughout the entire project's development and because there are over 40 files and thousands of lines of code. We used unit testing to find and fix our mistakes. The development of the application and the integration test were done simultaneously. Function testing is used to test user interfaces, APIs, and databases. Carousels and many other website elements passed testing, which was successful.

#### **CHAPTER 6**

# IMPACT ON SOCIETY, ENVIRONMENT AND SUSTAINABILITY

## **6.1 Influence of Society**

After performing the aforementioned tests, we got positive results. Considering the full project .Small business owners can easily manage their operations from my website without spending any money. A very small portion of each order's sales will go to the administrator. We are confident that our idea will be extremely beneficial to small business owners as well as customers, managers, and our society as a whole.

#### **6.2** Effects on the Environment

The management approach is more carbon-efficient than conventional retail locations, according to a global study by generation. The company's carbon-efficient activities span industries like freight transportation.

## **6.3 Ethical Aspects**

The assessment must be given by a qualified person, and this must be confirmed. We make sure students can only apply through the website. We chose the well-known programming platform Laravel, which is renowned for its security.

## **6.4 Sustainability**

For all of our data, the model we utilized appears to provide a takeable accuracy of over 80%. Our society is constantly changing as we speak. Although a more accurate model may exist, the working model and procedures may not change because the principle obeying project is utilized for a variety of applications, the bulk of which are handled by the server.

#### **CHAPTER 7**

#### CONCLUSION AND FUTURE SCOPE

#### 7.1 Discussion and Conclusion

Our project was created using PHP and Laravel, and it is based on the analysis of current systems and the specification of user requirements. Future improvements are also possible. In conclusion, Inventory Management System is a straightforward desktop application, program primarily suitable for small enterprises. It has every single tool required for a small business. Our team has succeeded in developing a program that enables us to change, add, and remove objects as necessary. A daily report that details the tool's daily sales and purchases is also available. Small enterprises with few available IoDs should use this application. Despite some of its shortcomings, our team is convinced that the organization will profit from the installation of this technology.

## 7.2 Scope for Future Development

Since we had very little prior understanding of the Inventory Management System when we began this project, we learned about the improvement capacity as we built it. The following are some of the areas of focus we might broaden for improvement and effectiveness:

Design of an interactive user interface.

Control stock Down wisely.

Oracle is used as the database.

A system of online payments could be added.

Making any form of system adaptable.

To enable product returns, a sales and buy return mechanism will be developed.

Inaccurate and broken

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