

Project Scope

Car Technical Support Web Application (WordPress)

1. Project Overview

The purpose of this project is to design and develop a **Car Technical Support Web Application** using **WordPress**. The system will enable vehicle owners (clients) to digitally request technical support, log support calls, share GPS location, and submit a client application form. The platform will streamline communication between clients and technical support agents while improving response time and service tracking.

2. Project Objectives

- Provide an easy-to-use online platform for car technical support requests
- Enable clients to log and track support calls in real time
- Capture client GPS location for faster roadside assistance
- Digitally register clients through an application form
- Improve service efficiency, reporting, and record keeping

3. Scope of Work

3.1 In-Scope Features

3.1.1 Client Application & Registration

- Online client application form
- Capture personal details (Name, ID/Passport, Contact Details)
- Vehicle details (Make, Model, Year, Registration Number)
- Upload supporting documents (optional)
- Automated email notification upon successful submission

3.1.2 Support Request System

- Client login and secure authentication
- Ability for clients to request technical support
- Support request categories (Breakdown, Electrical, Engine, Accident, Other)
- Priority level selection (Low, Medium, High, Emergency)
- Description of the issue with optional image upload

3.1.3 Call Logging & Ticket Management

- Automatic creation of a support ticket upon request
- Unique ticket/reference number generation
- Ticket status tracking (Open, In Progress, On Route, Resolved, Closed)

- Admin and technician dashboard for call management
- Support history per client and vehicle

3.1.4 GPS Location Tracking

- Capture client GPS location via browser/mobile device
- Display location on an interactive map (Google Maps or OpenStreetMap)
- Manual location pin-drop option if GPS is unavailable
- Location visible to support agents and administrators

3.1.5 Admin & Technician Panel

- Secure admin dashboard
- View and manage all support requests
- Assign technicians to support calls
- Update ticket status and notes
- View client profiles and service history

3.1.6 Notifications & Communication

- Email notifications for:
 - New support requests
 - Ticket status updates
 - Support resolution
- Optional SMS or WhatsApp integration (future enhancement)

3.1.7 Reporting & Records

- Support call reports (daily, weekly, monthly)
- Technician performance reports
- Export reports to PDF or Excel
- Client and vehicle service history

4. Technology Stack

- **Platform:** WordPress
- **Theme:** Custom or premium responsive theme
- **Plugins:**
 - Form Builder (Gravity Forms / WPForms)
 - Support Ticket System (custom or plugin-based)
 - GPS & Maps integration

- User Role & Permission Management
- **Database:** MySQL (WordPress default)
- **Hosting:** Linux-based hosting with SSL

5. User Roles

- **Client:** Submit applications, request support, track tickets
- **Technician:** View assigned calls, update status, view GPS location
- **Administrator:** Full system access, manage users, reports, and settings

6. Security & Compliance

- Secure login and role-based access control
- SSL encryption
- Data privacy compliance (POPIA compliant)
- Regular backups and system updates

7. Out of Scope

- Native mobile application (Android/iOS)
- Advanced vehicle diagnostics integration
- Payment processing (unless requested separately)
- Third-party insurance claim processing

8. Deliverables

- Fully functional WordPress-based web application
- Configured support request and call logging system
- GPS location integration
- Client application form
- Admin and technician dashboards
- Basic user training and documentation

9. Assumptions & Constraints

- Clients have internet-enabled devices
- GPS accuracy depends on user device permissions
- Third-party APIs (maps, email, SMS) may require additional costs

10. Success Criteria

- Clients can successfully submit support requests
- Support calls are logged and tracked efficiently

- GPS location accurately assists technicians
- System improves response time and service management