



TEAM : 20

HELPDESK APPLICATION

With Multiple Tenant Integration

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Agenda

- Introduction
- Problem Statement
- Motivation
- Profiles of Users
- Technology Used
- Database Schema
- Scoping
- Milestones
- Current Status of the Milestones
- Various Screens
 - a. Login Screen
 - b. Registration Screen
 - c. New Ticket Creation, Home, MyTickets Screen



Introduction

- The Project involves the Development of a Helpdesk Mobile App. The Mobile App being developed is used for resolving the Issues faced by the Consumers.
- The Consumers raise various Tickets for the Issues that are being faced by them and there are various Service Provides who will be solving the Issues of the Consumers. The App is being Developed for Small Organizations and their Internal Usage to Improve their operations.



Problem Statement

We have to create an Mobile App that runs both on Android and IOS platform and can be used by multiple organisations . Through the App, a customer will be able to create a ticket (raise an issue with the product) and then the Admin of the Organisation to which the customer's product belonged will assign the appropriate service provider to the customer.

This project includes :

- Creating a Mobile Application
- Allowing Users to raise tickets and Assigning them Service Providers
- Keeping a track of Progress of the Ticket and Displaying it
- Making roles of Admin and Super-Admins

Motivation

- The Helpdesk project will act as a general platform for various organization to provide services to their clients/customers.
- The project finds its use in helping the user communicate with the service provider and get their issue resolved and the same application used by multiple organizations at the same time.
- It also keeps record of the status of progress and hence the user can keep a record of how the issue is being resolved.
- Also, the app at the same time provides platform for the organizations to keep a record of all the tickets/issues raised which can be used to make some changes in their products to get rid of frequent issues.

Profiles of Users

There are 4 Types of End-Users for the App.
Their features are user specific as shown below:

Consumer

(who raise the issues faced by them as Tickets into the App)

- Create ticket
- Track status of ticket
- Add extra information
- Mark ticket as completed
- See who is assigned, the progress, ETA

Service Provider

(who solve the Issues in these Tickets)

- Update status [Progress/ ETA] -> even though we have admin allocation
- Mark resolved
- Refuse ticket (can do) / give reason
- See customer that raised the ticket

Admin

(allots the Tickets to the Various Service Providers)

- See tickets
- Assign tickets
- See all the information, and do anything customer and provider do
- Access list of provider and consumer
- Reassignment of ticket

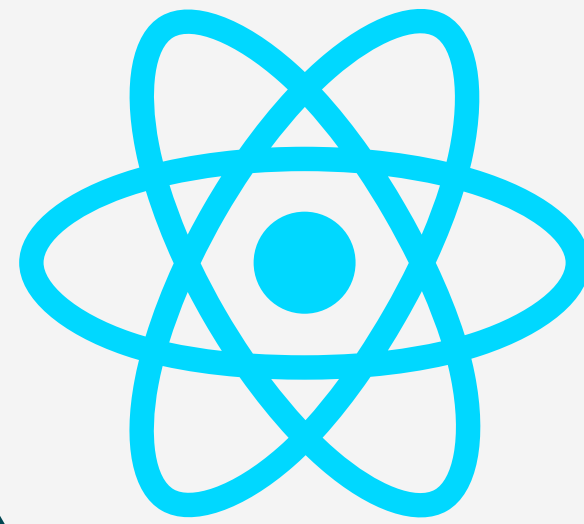
Super-Admin

(supervises admins of all organisations)

Has all the features of the admin but for all the organisations present in the application

Technology Used

TECH STACK



Frontend

React Native

Xcode for iOS development

Android Studio for Android development



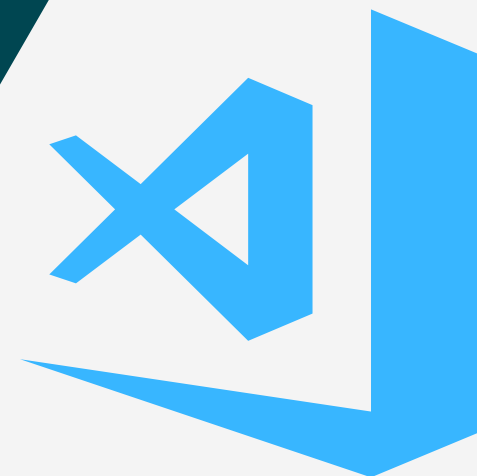
Backend

Framework/Linking layer

Python Flask

Database and queries

MySQL



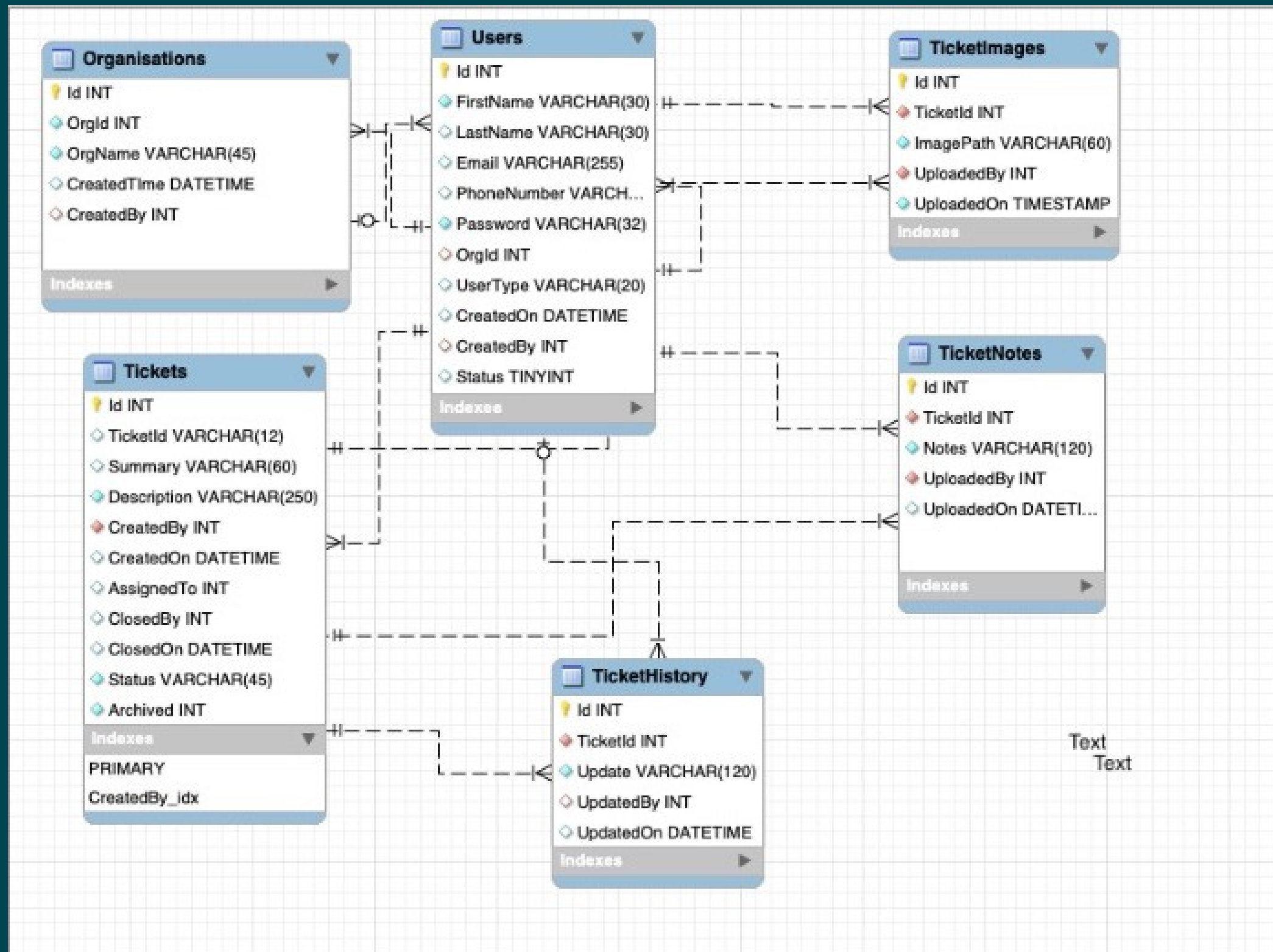
Development Environment

Microsoft Visual Studio Code

MySQL Workbench

MockPlus

Database Schema



This is a MySQL
Workbench
database schema

Scoping of the project

(Month Wise)

February

Completely Analysing the Project and Making the Requirement Documentation Document as per the Client's Requirement and available Time Frame for the Project

March (Mid)

Basic Requirements are Completed. Basic Setting up of the Environment and Connecting FrontEnd and BackEnd API's

March (End)

Completing all the Specifications mentioned in the Requirement Document

April

To make the Final Adjustments, Test the Code Thoroughly to Identify any Edge Cases and then finalise the Deployment of the App.



Completed Tasks

- Basic UI/UX Design
- UI Design for Login / Signup Page
- UI Design for Creating New Ticket and Viewing Tickets
- Basic Backend Server Established
- Backend API's for Login/Signup & Creating Tickets
- API Integration between Frontend & Backend (Ongoing)

Pending Tasks

- Frontend Development (In Progress)
- Backend Development (In Progress)
- Integrating Frontend and Backend (In Progress)
- Populating MySQL DB
- Testing Functionality
- Deployment

Login and Registration Screen

1:00

Create an account

Username

Email


Password

Organization

Register

Have an account? Sign in

1:00



Username

Password

Organization

Sign In

Don't have an account? Create one

NewTicket, MyTickets, Home Screens

