



TEAM : 20

HELPDESK APPLICATION

With Multiple Tenant Integration

Team Members :

Harsh Bansal

Akhil Gupta

Akshit Sinha

Ananth Muppidi



Agenda

- Introduction
- Problem Statement
- Motivation
- Profiles of Users
- Technology Used
- Database Schema
- Scoping
- Milestones
- Current Status of the Milestones
- Various Screens (Implemented in the App)



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 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.

There 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
- See the Ticket History

Service Provider

(who solve the Issues in these Tickets)

- Update status [Progress/ ETA] -> through providing Comments
- Mark Status of the Ticket to Resolved / In Progress.
- See customer that raised the ticket.

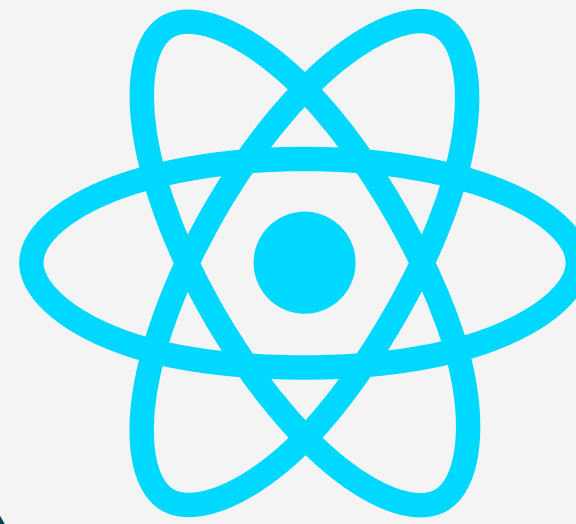
Admin

(allots the Tickets to the Various Service Providers)

- View Tickets and Change their Status
- Assign Tickets to Service Providers.
- All Functionality of Users and Service Providers.
- Re-Assignment of Tickets to Service Providers.

Technology Used

TECH STACK



Frontend

React Native

Xcode for IOS development

Android Studio for Android development



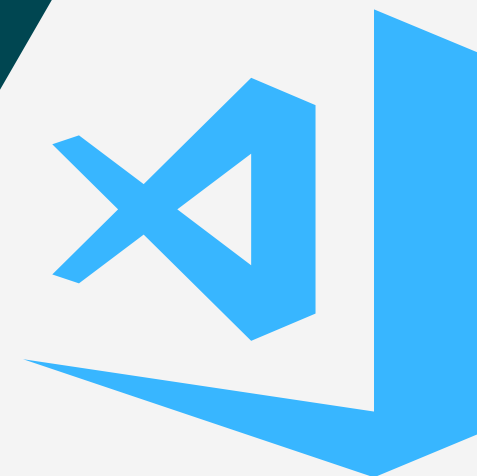
Backend

Framework/Linking layer

Python Flask

Database and queries

MySQL



Development Environment

Microsoft Visual Studio Code

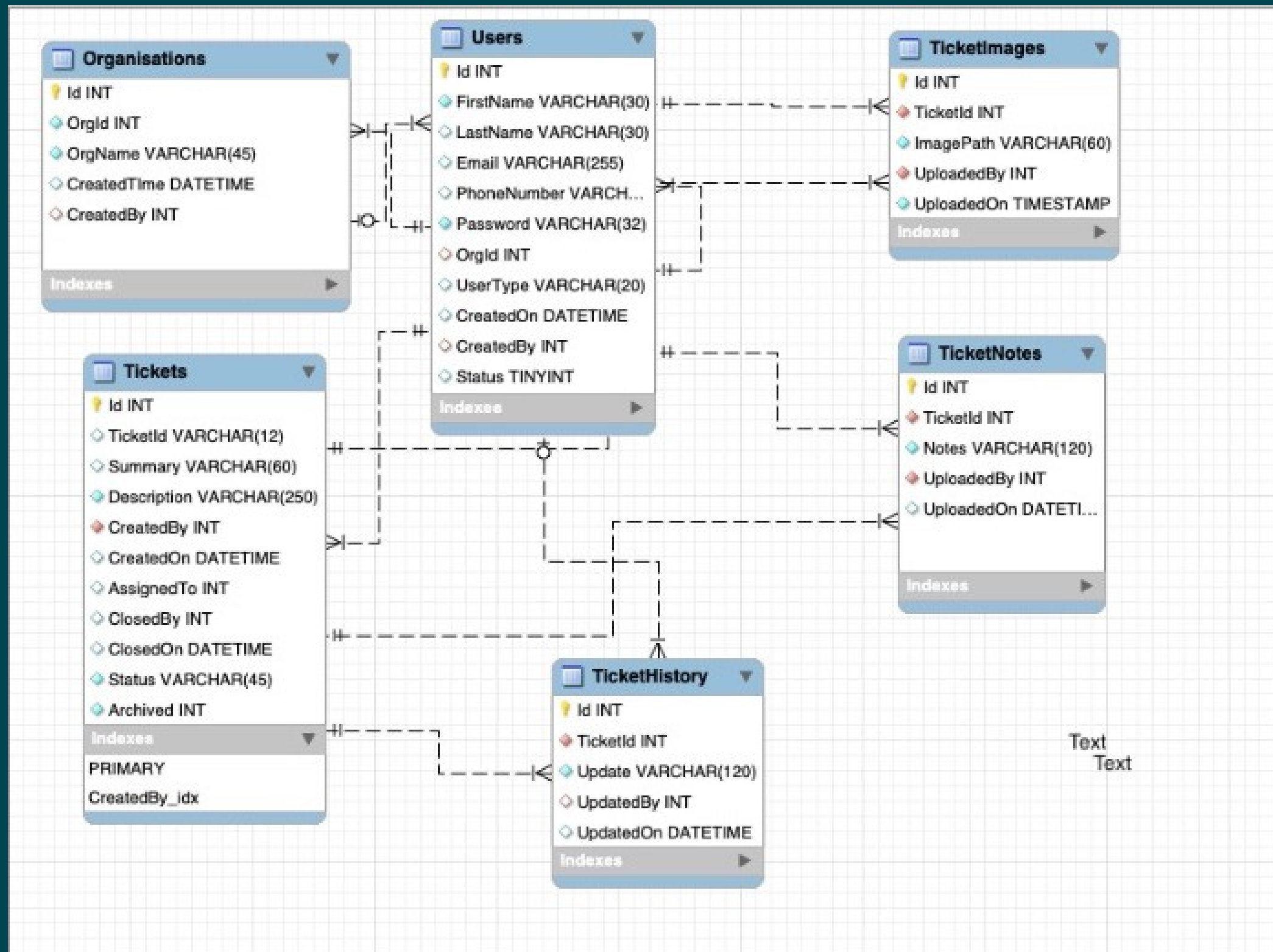
MySQL Workbench

MockPlus

Xcode

Android Studio

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)

Dev Sprint Started at this Point. Basic Requirements are Completed. Basic Setting up of the Environment and Connecting FrontEnd and BackEnd API's

March (End) & April (Mid)

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 App.



Completed Tasks

- UI/UX Design Design Completed with all Features for all the End-Users (Admin, Service Provider and Consumer)
- All the Screens for each of the User are Completed
- Backend API Calls for all Features Implemented.
- API Integration between Frontend & Backend (Completed for all the APIs)
- Requirements mentioned in the SRS v3 Document are Completed

Pending Tasks

- Deployment of the App
- Generating APK's for both Android and iOS Devices

Enhancements

- Allowing Users to Upload Pictures to the Tickets
- Concept of Super-Admin
- Automatic Allocation of Tickets to Service Providers

Challenges Faced

- Frequent Modelling of the Changing Requirements due to Limited Scope of the Project and the Time Available for Completing the Project.
- Making APK's of the React-Native Code which run on both Android as well as iOS.

Login and Registration Screens

Carrier 3:36 PM

Welcome to
HELPDESK

Email

Password

Organization ID

Sign In

Don't have an account? [Create one](#)

Carrier 3:37 PM

Create an account

Have an account? [Sign in](#)

Select User Type

Select Category

Fill in your details

First Name

Last Name

Email

Phone Number

Organisation ID

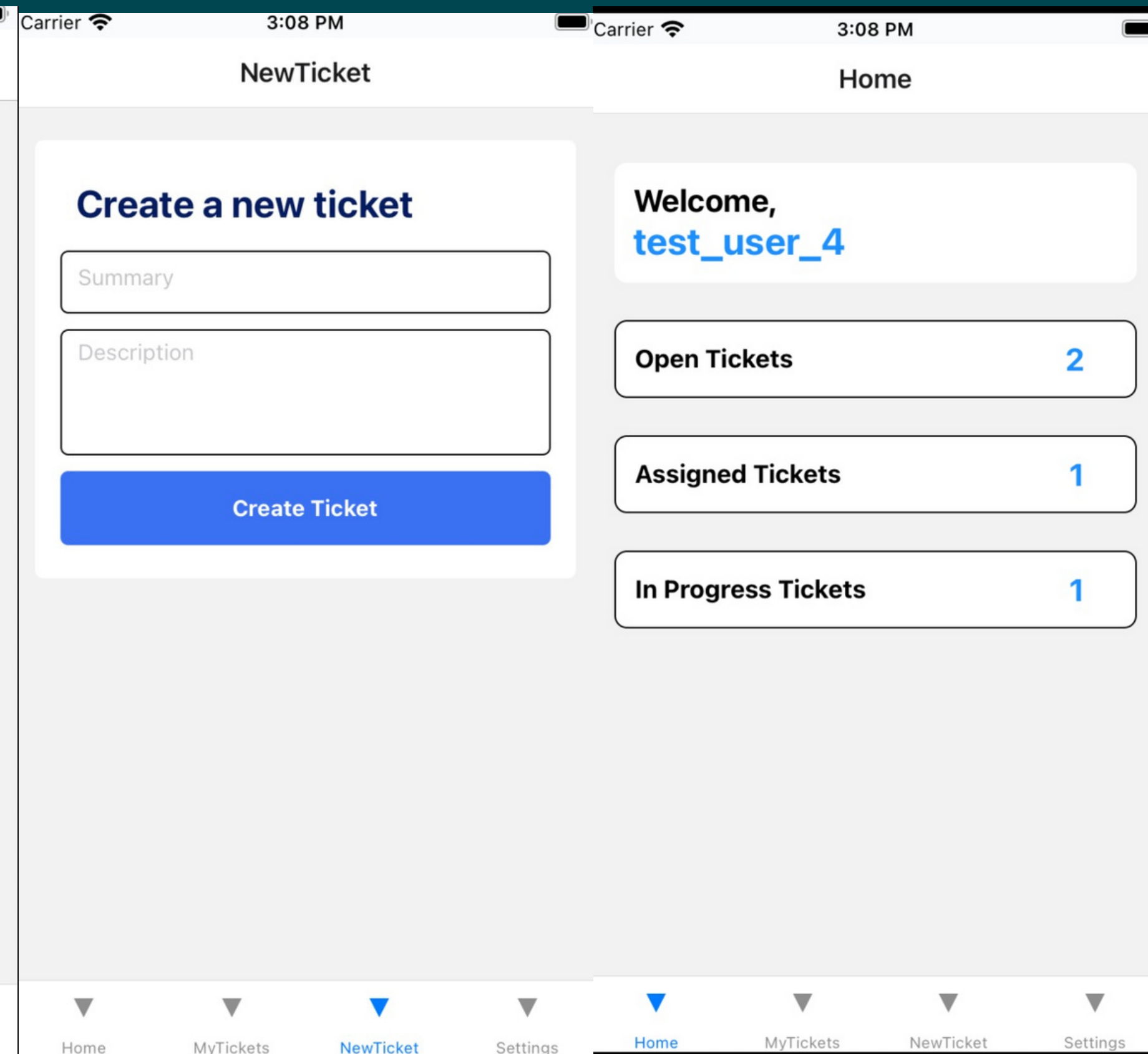
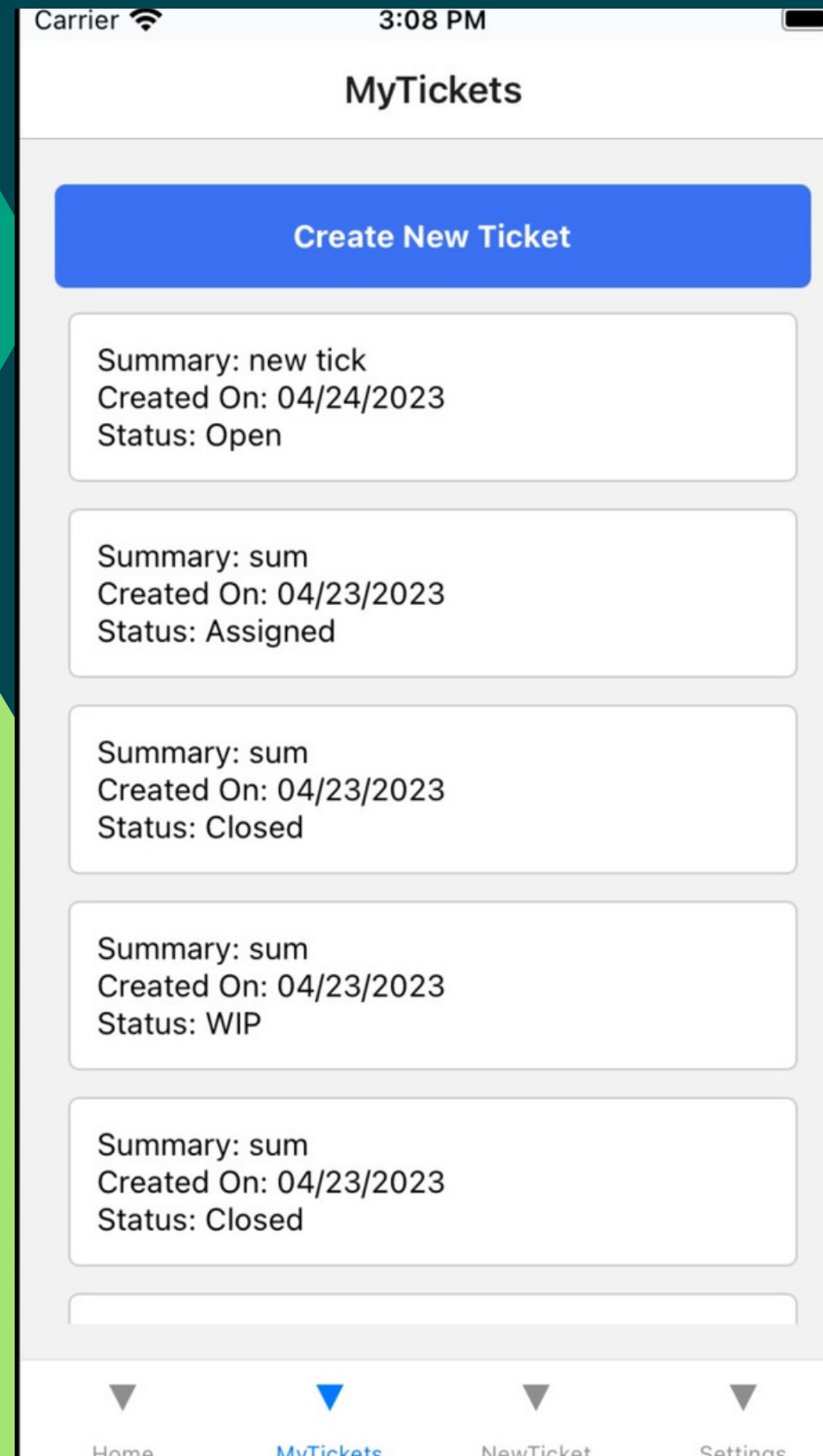
Password

Confirm Password

Register

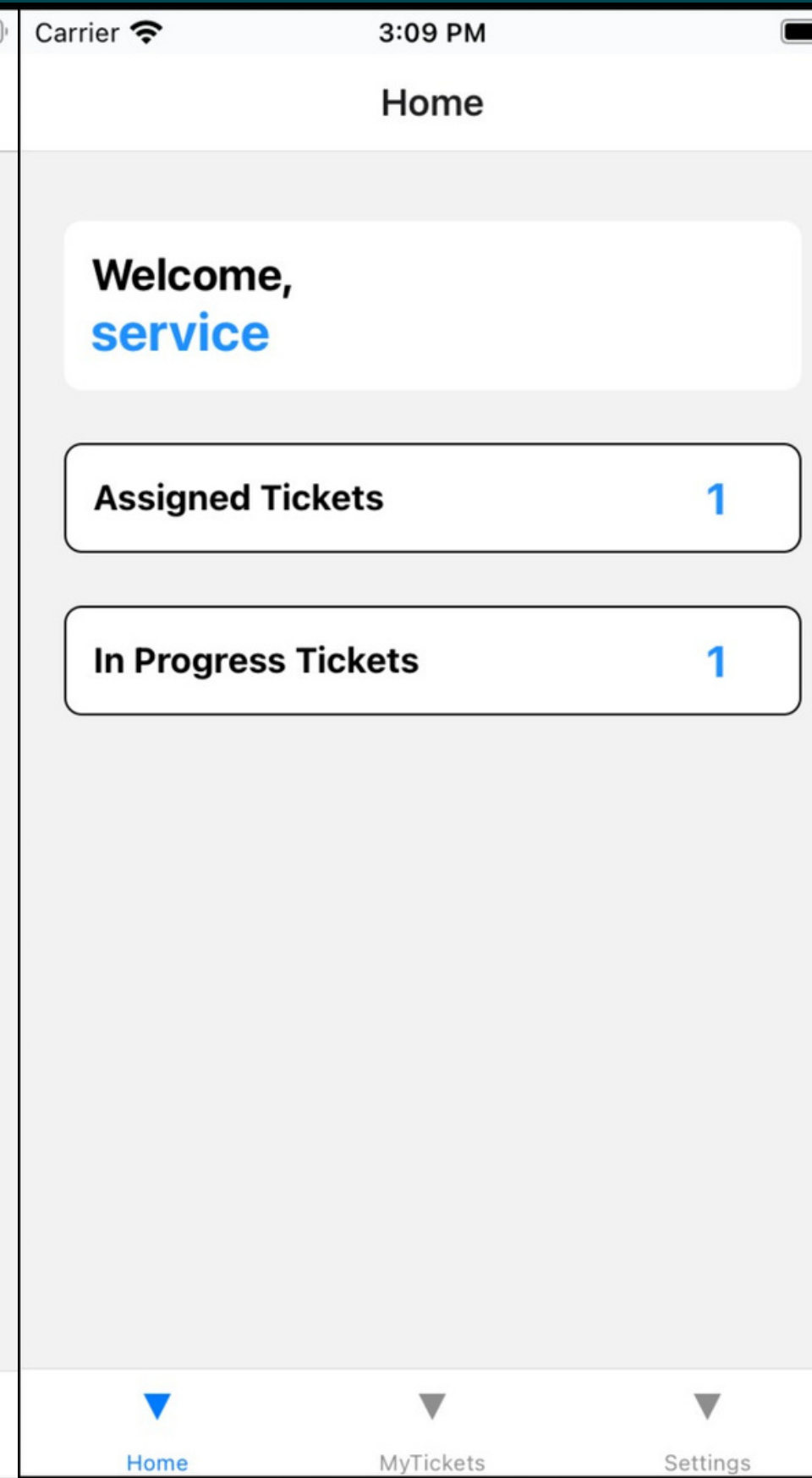
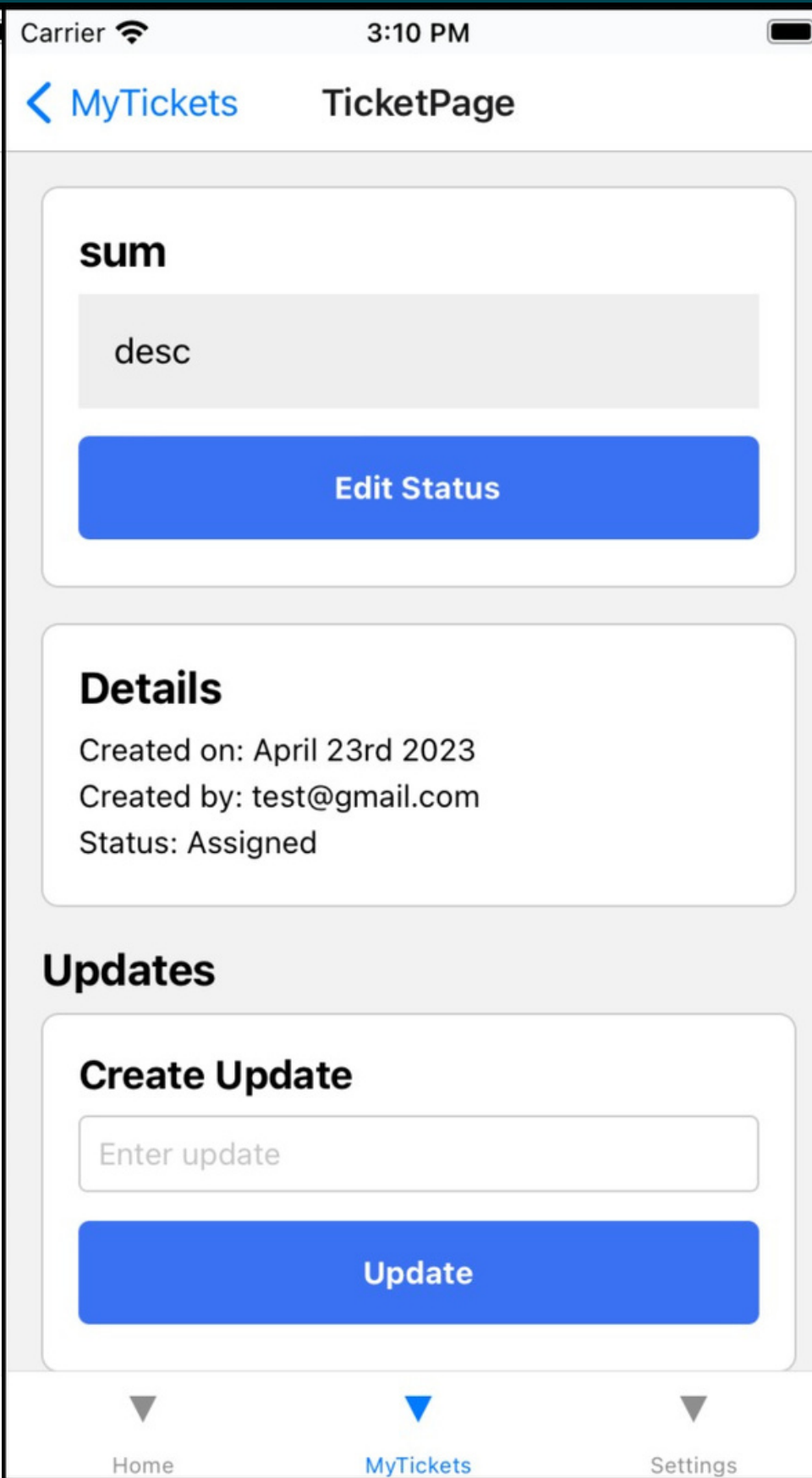
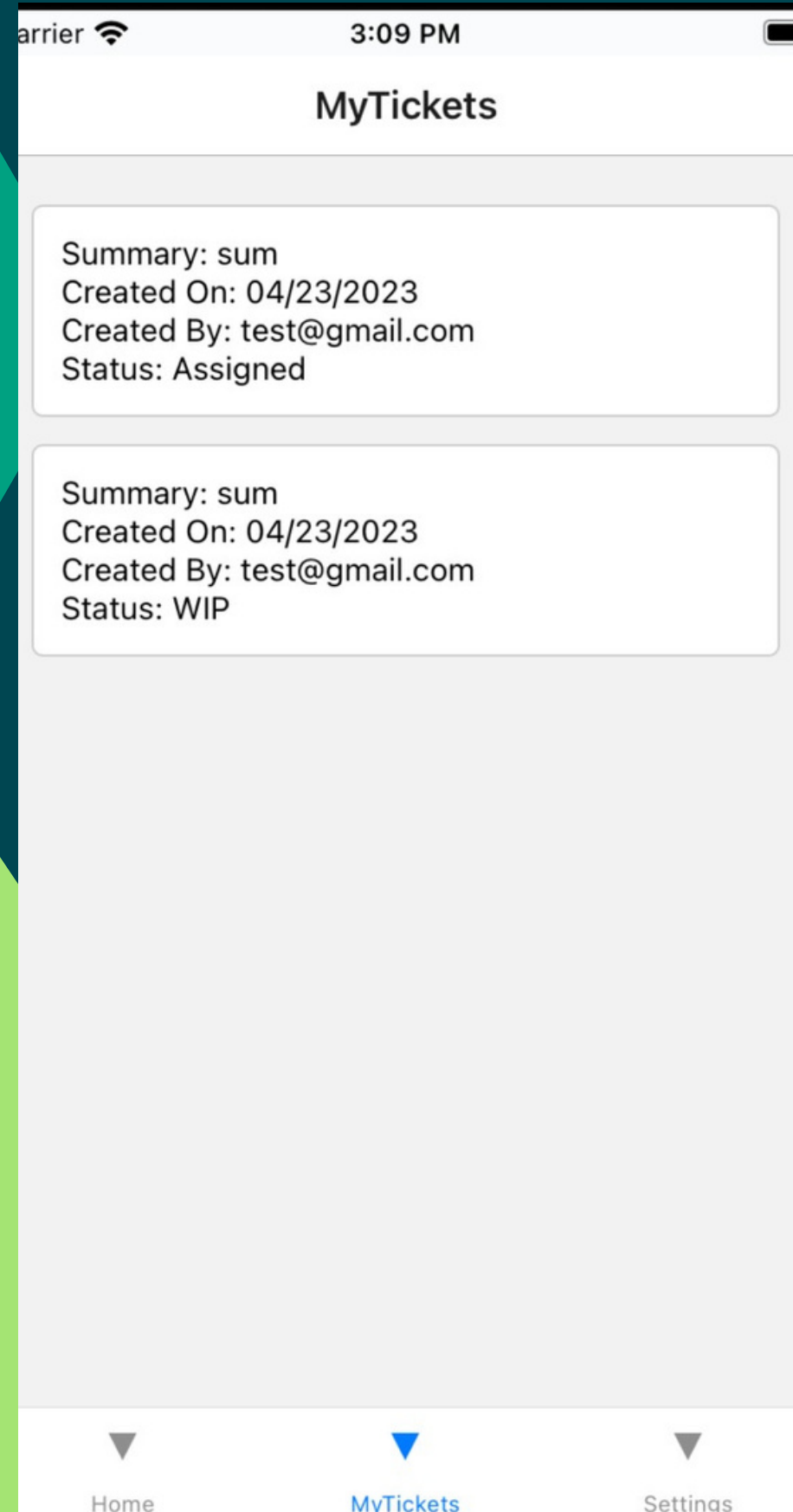
User Screens

Ticket Creation, Home and MyTickets Screens



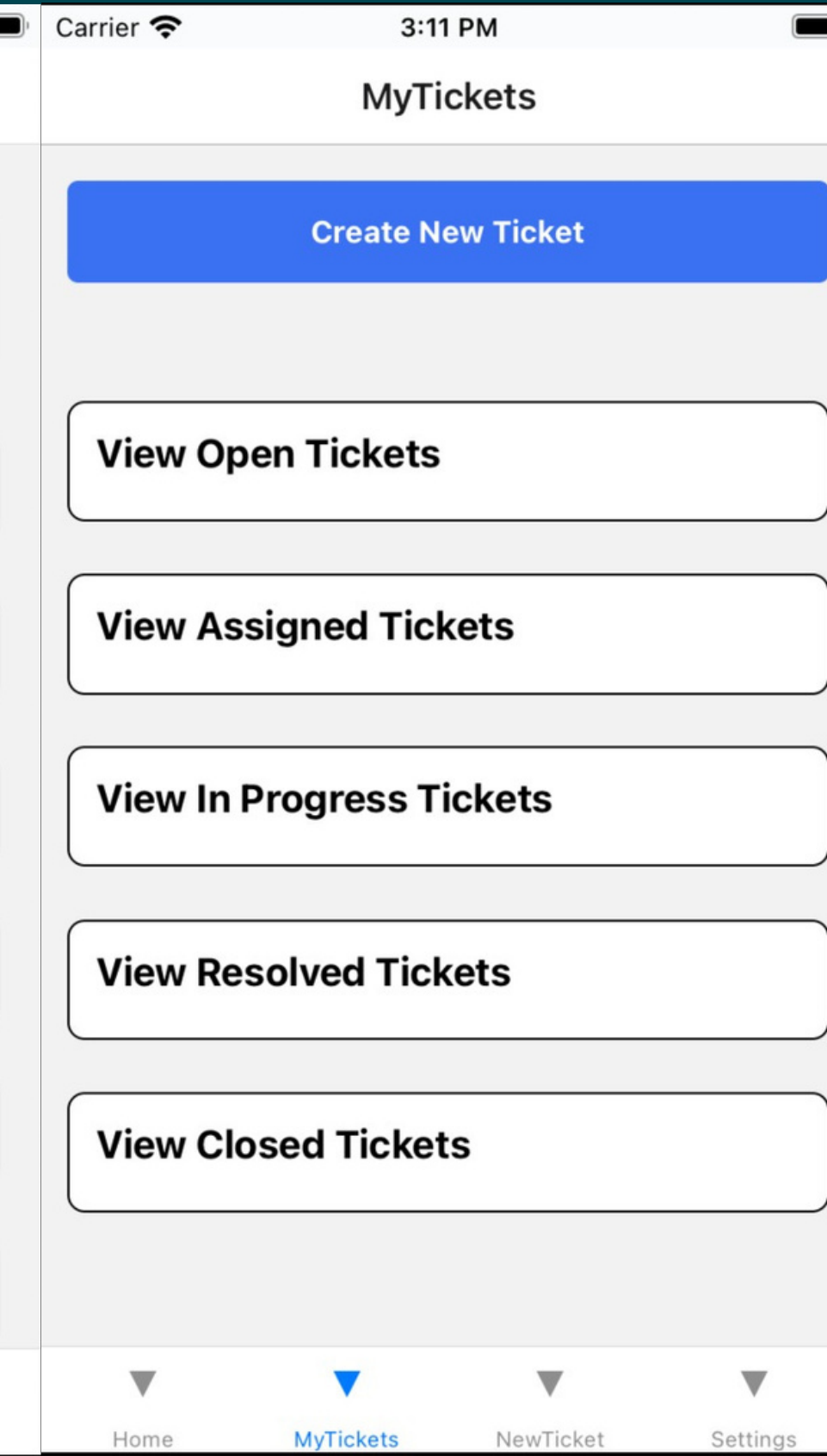
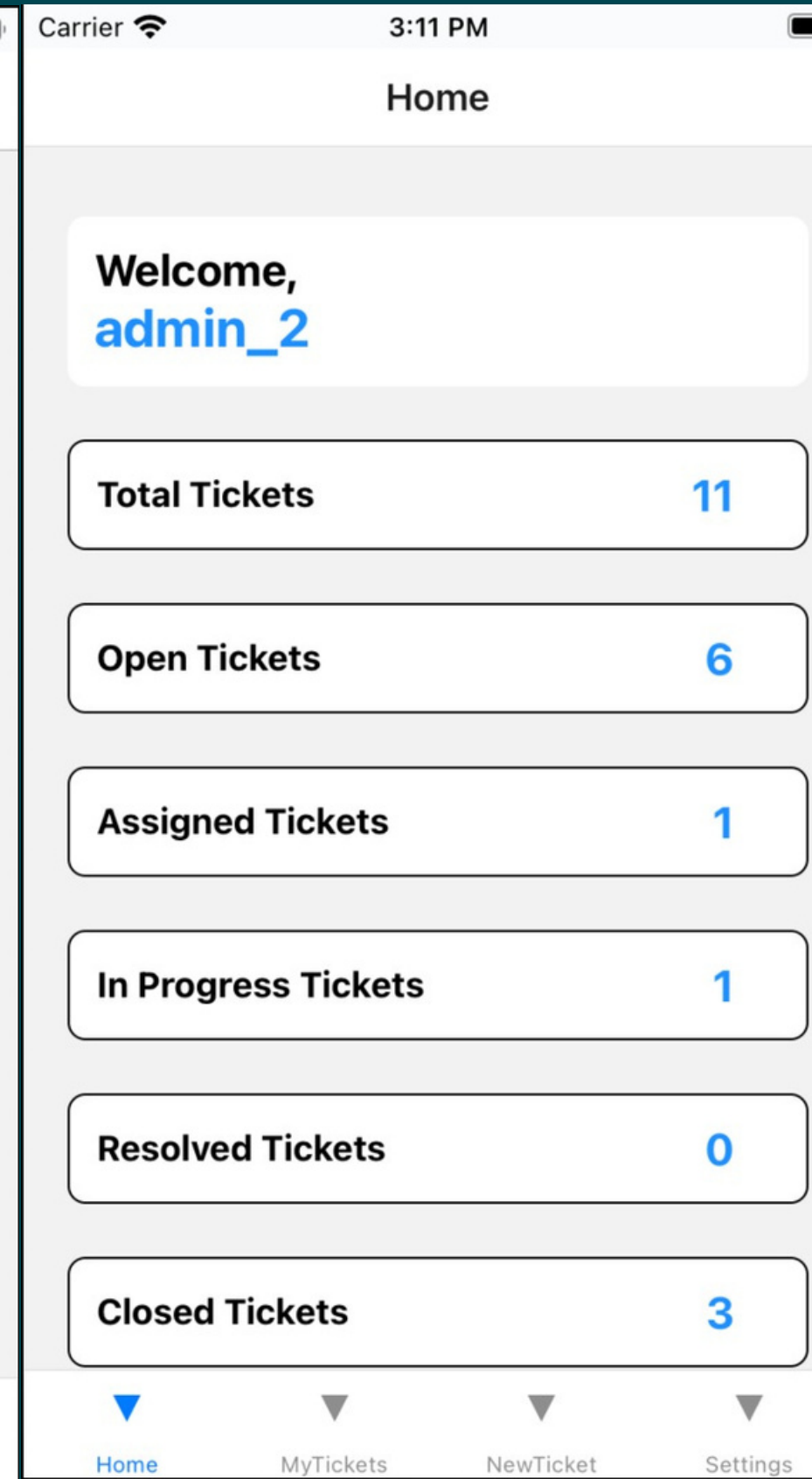
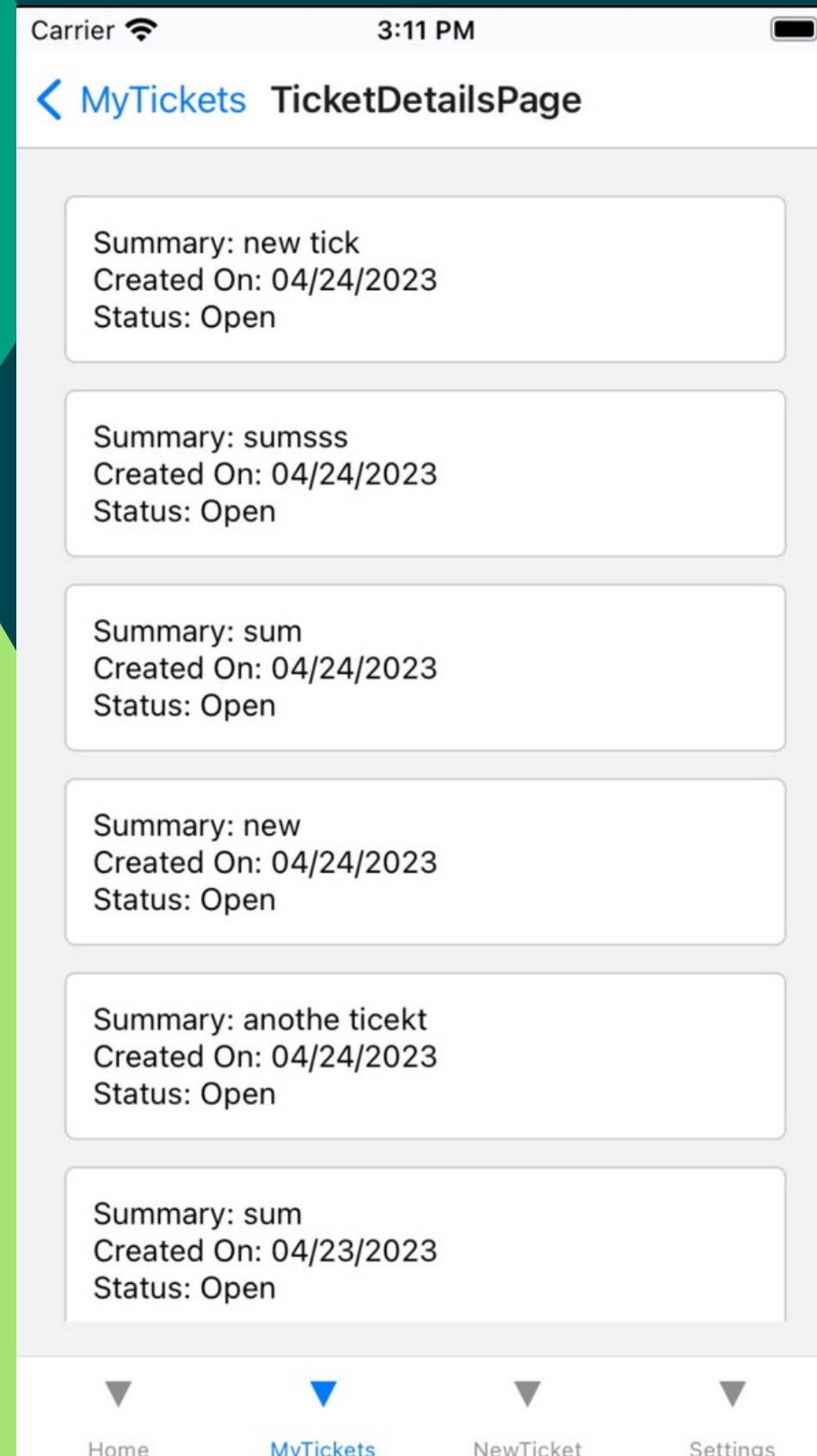
Service Provider Screens

TicketPage, MyTickets, Home Screens



Admin Screens

TicketPage,
MyTickets,
Home
Screens
(NewTicket
same as User)



User
Screens

TicketPage
Screens

Carrier 3:38 PM

< MyTickets TicketPage

sum

desc

Edit

Close Ticket

Details

Created on: April 23rd 2023
Assigned to:
Status: Open

Updates

Create Update

Enter update

Update

Home MyTickets NewTicket Settings

Carrier 3:38 PM

< Back TicketPage

sum

desc

Assign Ticket

Unassign Ticket

Close Ticket

Details

Created on: April 24th 2023
Created by:
Status: Open

Updates

Create Update

Enter update

Home MyTickets NewTicket Settings

Admin
Screens

TicketPage
Screens