



National University
of Computer & Emerging Sciences



EService Desk

Canvas App

Group Members:

- Sarosh Jawed (20K-0362)
- Basil Ali Khan (20K-0477)
- Ammar (19K-1348)
- Kainat Afzal (20K-0281)

Instructor:
Sir Mustajab

Overview

The EService Desk is a comprehensive platform designed to streamline and manage inquiries, support requests, and internal tasks within the university environment. Its primary purpose is to facilitate efficient communication between university employees (such as teachers, administrators, finance, HR, and IT staff) and support teams.

Key Objectives

- Centralized Task and Inquiry Management.
- Improved Communication.
- Efficient Issue Resolution.
- Task Allocation and Monitoring.
- User-Friendly Interface.
- Enhanced Efficiency and Productivity.

Problem Statement

In a university environment, the current system for managing inquiries, support requests, and internal tasks lacks a centralized and efficient solution. Various challenges and inefficiencies persist within the existing workflow, hindering seamless communication and task management among university employees and support teams.

Challenges

- Disorganized Task Management.
- Communication Gaps.
- Lack of Transparency.
- Data Silos and Inefficiencies.
- Access Control Concerns.

Solutions

- Centralized Task Management.
- Improved Communication Channels.
- Enhanced Transparency and Oversight.
- Efficient Data Management.
- Robust Control Measures.

Solution Design

Technical Architecture

- **Canvas App Development:** Develop the EService Desk using Power Apps, ensuring a user-friendly interface for seamless navigation and task management.
- **SharePoint Integration:** Utilize SharePoint as the primary data source for storing and managing tables like tbl_tickets and AssignedUser. Leverage SharePoint's capabilities for data storage, access control, and versioning.

Datasource

- **tbl_tickets Table:** Index_id, Department, Assigned_to, Comment, Subject, Description, Status, Priority, Owner, Created Date, Closed Date, Created By.
- **AssignedUser Table:** Index_id, Email, Name, Department.

Solution Design (Contd.)

User Roles and Access Control

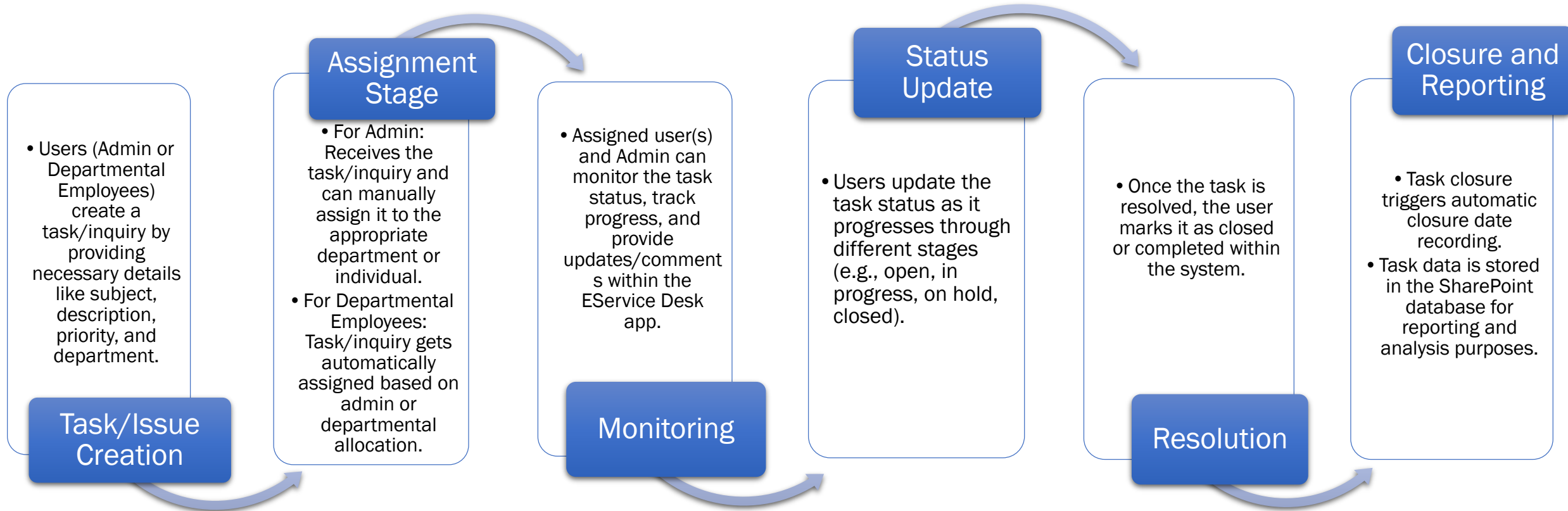
- **Admin Role:**
 - ✓ Create and assign tasks.
 - ✓ Comprehensive visibility of all tasks/issues, irrespective of department.
 - ✓ Manage user access and permissions.
- **Departmental Employees:**
 - ✓ Create, view, and manage tasks specific to their respective departments.
 - ✓ Limited access to tasks/issues outside their department for data confidentiality.

Workflow and Functionalities

- **Task/Issue Lifecycle:**
 - ✓ Creation -> Assignment -> Status Update -> Resolution.
 - ✓ Informed about task updates or pending actions.
- **Task Assignment Logic:**
 - ✓ Logic for task allocation based on priority, and departmental responsibilities.
 - ✓ Allow admins to assign tasks manually.

Workflow

❖ The workflow begins when a task or inquiry is created within the EService Desk app.



❖ The workflow concludes upon task closure, and the system is ready for new tasks or inquiries.

Elements, Components and Functions

- **Containers:** to group and arrange element controls together within an app for layout structuring.
- **Gallery:** Display control presenting data from a data source, allowing various layouts for showing records or items.
- **Buttons:** Interactive controls triggering actions or navigation within the app upon user clicks or taps.
- **Icons:** Visual cues representing actions, categories, or functionalities within the app for intuitive user interaction.
- **Images:** Display elements showcasing visual content such as pictures or graphics to enhance user experience.
- **Labels:** Text elements for providing context, descriptions, or captions in the app's interface.
- **Text Inputs:** Controls enabling users to enter and edit textual data within the app, such as textboxes or input fields.
- **Dropdowns:** Interactive controls offering a list of options for users to select from within the app interface.

Elements, Components and Functions (Contd.)

- **ClearCollect():** Creates a collection and clears any existing data before adding new data from a data source.
- **Set():** Assigns a value to a variable or a control property within the app.
- **Navigate():** Transitions the user to a different screen within the app or opens a web link or email.
- **Patch():** Modifies or creates a record in a data source, applying changes to specific fields.
- **First():** Retrieves the first record from a table or collection that meets specified conditions.
- **Sort():** Arranges records in ascending or descending order based on specified columns or criteria.
- **Defaults():** Returns the default value for a data card or a control within a form.
- **Notify():** Displays a notification message to the app user with information or alerts.
- **Lookup():** Searches for a single record in a data source based on specified criteria.

User Interface and Functionalities

1



National University

of Computer & Emerging Sciences

EService Desk

11

All

0

New

2

In Progress

8

Closed

1

On Hold

All

New

In Progress

On Hold

Closed

Older Than 3 Days

Opened Today

Closed Today

ID: 1

Created By: Basil Ali

Priority: Low

Date Created: 12/1/2023

Wifi Issue

I am facing wifi issue from past two days

Assigned To: Ali

ID: 2

Created By: Basil Ali

Priority: High

Date Created: 12/1/2023

Monitor Issue

Red Line monitor

Assigned To: Haris

ID: 3

Created By: Basil Ali

Priority: Low

Date Created: 12/1/2023

Need two linux administrator

2

National University of Computer & Emerging Sciences		EService Desk			
1 All	0 New	0 In Progress	0 Closed	1 On Hold	
All	>	ID: 9	Created By: Ammar	Priority: Low	Date Created: 1/4/2024
New	>	Hired 2 PF Lecturer			
In Progress	>	Need Urgent			
On Hold	>	Assigned To: Kainat Afzal			
Closed	>				
Older Than 3 Days	>				
Opened Today	>				
Closed Today	>				

1. Admin view of task/issue/request assigned.
2. Employees View of task/issue/request assigned.

User Interface and Functionalities (Contd.)

3

Details

National University
of Computer & Emerging Sciences

ID
9

Created Date
1/4/2024

Closed Date

Created By
Ammar

Subject
Hired 2 PF Lecturer

Description
Need Urgent

Internal Coments
hold for week

Status On Hold

Assigned To Kainat Afzal

Department HR

Priority Low

Save

4

Details

National University
of Computer & Emerging Sciences

ID
9

Created Date
1/4/2024

Closed Date

Created By
Ammar

Subject
Hired 2 PF Lecturer

Description
Need Urgent

Internal Coments
hold for week

Status On Hold

Assigned To Kainat Afzal

Department HR

Priority Low

Save

3. Admin view of task/issue/request assignment to designated employee and department.
4. Employee view of task/issue/request details and its updating.

User Interface and Functionalities (Contd.)

5

The screenshot displays a web interface for creating a new task, issue, or request. The header bar is light blue and contains a back arrow icon, the title 'Create New (Task/Issue/Request)', and the National University of Computer & Emerging Sciences logo. Below the header, a status summary bar shows counts for different stages: 11 All, 0 New, 2 In Progress, 8 Closed, and 1 On Hold. The main form area is white and contains several input fields: 'Created By *' with a text box containing 'Basil Ali', 'Subject *' with an empty text box, 'Priority *' with a dropdown menu set to 'Low', 'Area *' with a dropdown menu set to 'IT', and 'Description *' with a large text area. A blue 'Create' button is located at the bottom of the form.

Status	Count
All	11
New	0
In Progress	2
Closed	8
On Hold	1

Created By *
Basil Ali

Subject *

Priority *
Low

Area *
IT

Description *

Create

5. Admin and Employees View of task/issue/request creation.

THANK
YOU!

Q&A