

PROJECT DEFENCE ON
WEB-BASED HELP DESK SYSTEM

A CASE STUDY OF GOMBE STATE UNIVERSITY

BY
BASHIR ISMAIL

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SUPERVISED BY
MR. ABDULKADIR A. LAMIDO

INTRODUCTION

A Help desk or service desk is a one-stop point of contact that provides centralized information and support management service to handle a company's internal or external queries. A help desk system can generally collect complaints, and store them and these records are collected by the appropriate authority and then decide on the next step to be taken in solving the issues.

STATEMENT OF THE PROBLEM

Manual complain record keeping has resulted in many setbacks to the expected standard. The setback encountered include:

- People are facing many difficulties while transferring data/information from one place to the other
- Time wastage in manual processing of information and at times there is delay in response from the university staff.
- Partial or total loss of file or documents.

AIMS AND OBJECTIVES

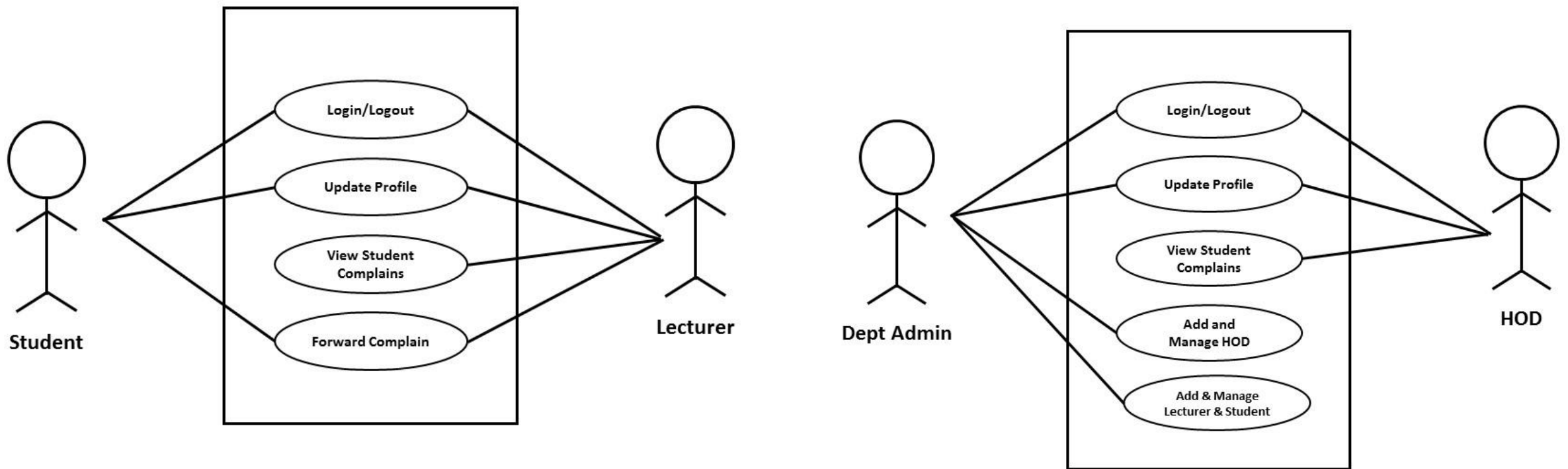
The aim of the project is to design and implement a web application titled “Help desk System”. The main objectives of this system are:

- To develop, promote, and provide adequate and efficient way for storing, managing and maintaining students complains.
- To save the time wasted when using the manual method of gathering students complains and providing feedback.
- To provide quick responds to students complains within the campus.

METHODOLOGY USED

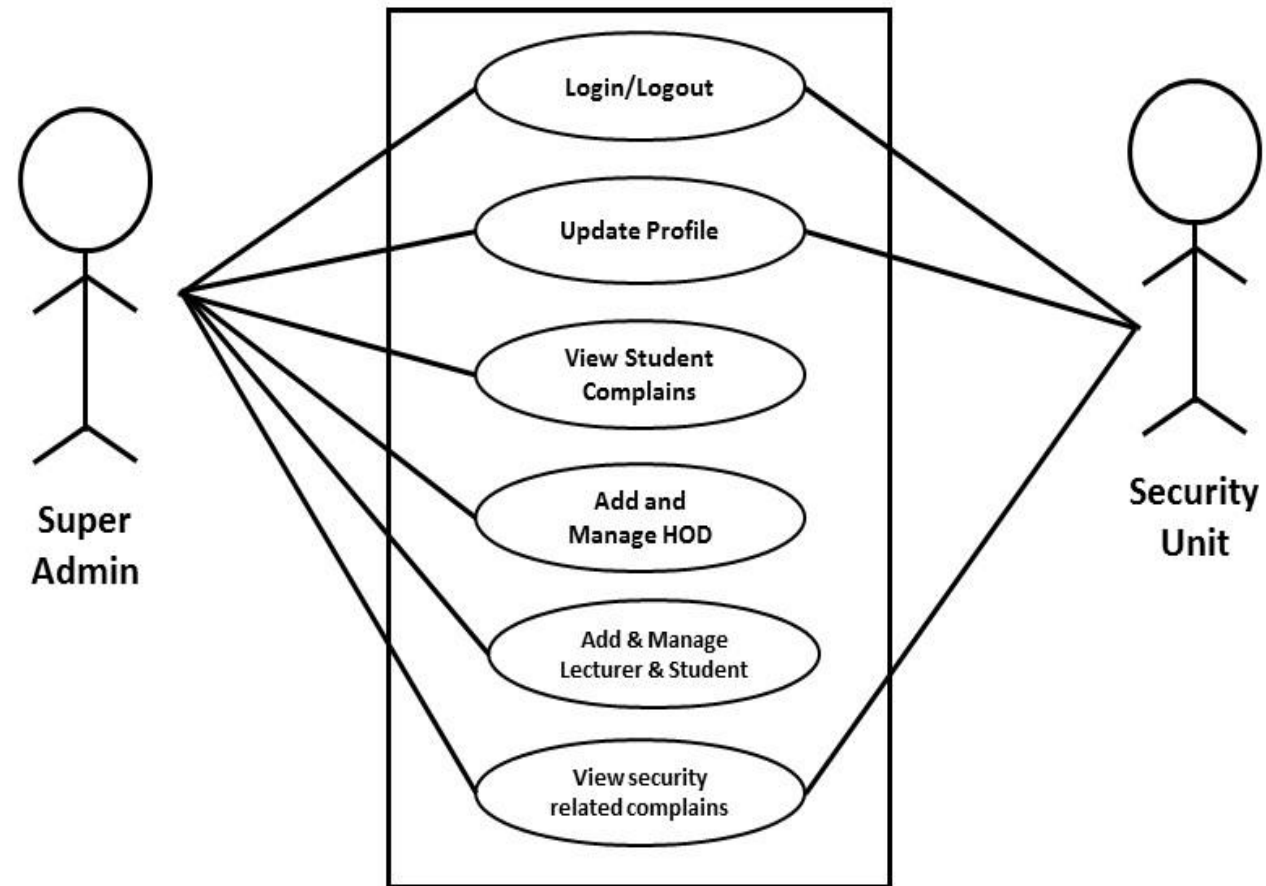
The SDLC or system development life cycle that was used is a Waterfall model. Waterfall model is chosen to develop this system because almost all the requirements are known. The waterfall model is sequential software development model in which the development process is seen as flowing steadily downward (waterfall) through several phases.

TOOLS USED FOR DESIGN AND ANALYSIS



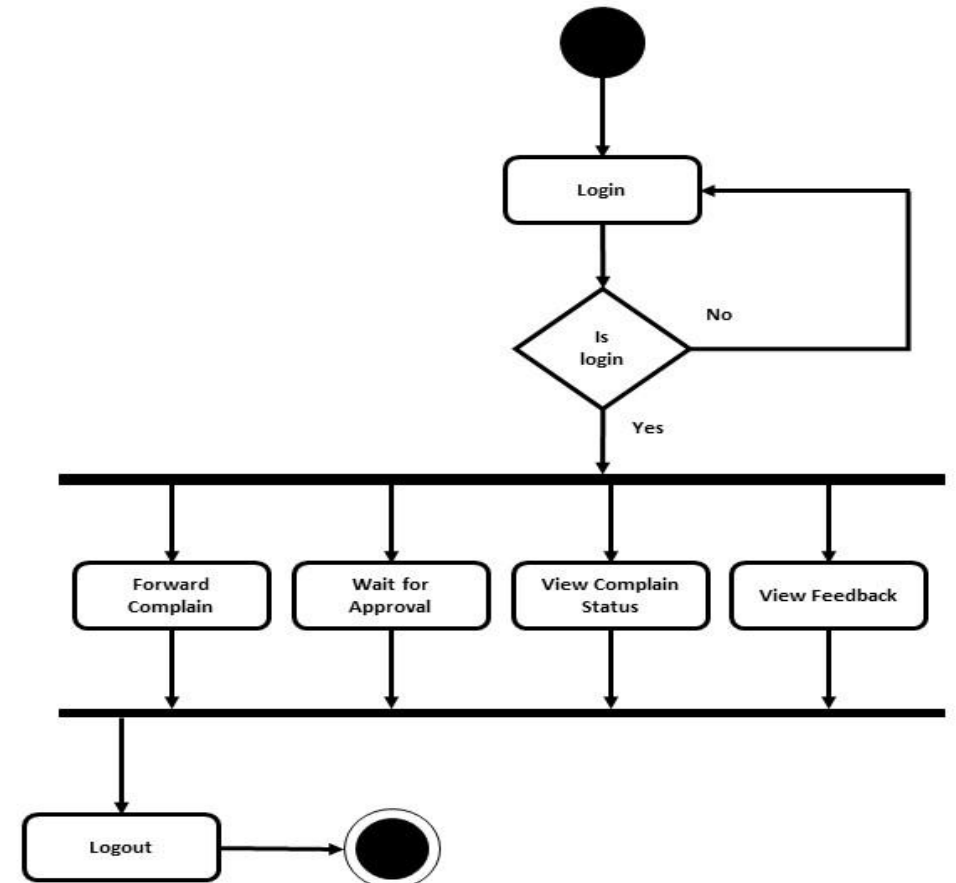
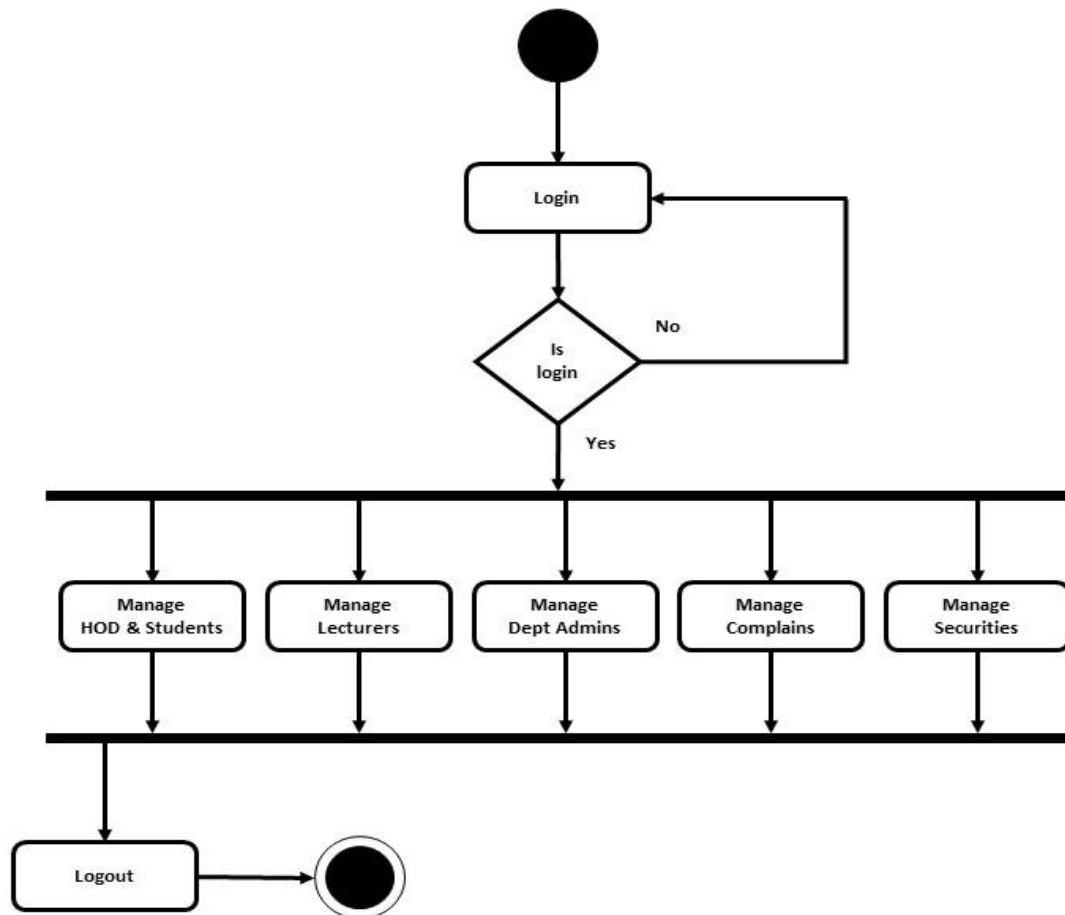
USE CASE DIAGRAM

TOOLS USED FOR DESIGN AND ANALYSIS



USE CASE DIAGRAM

TOOLS USED FOR DESIGN AND ANALYSIS



ACTIVITY DIAGRAM

FUNCTIONAL REQUIREMENTS

These requirements describe what the system should do and how it should behave in different scenarios.

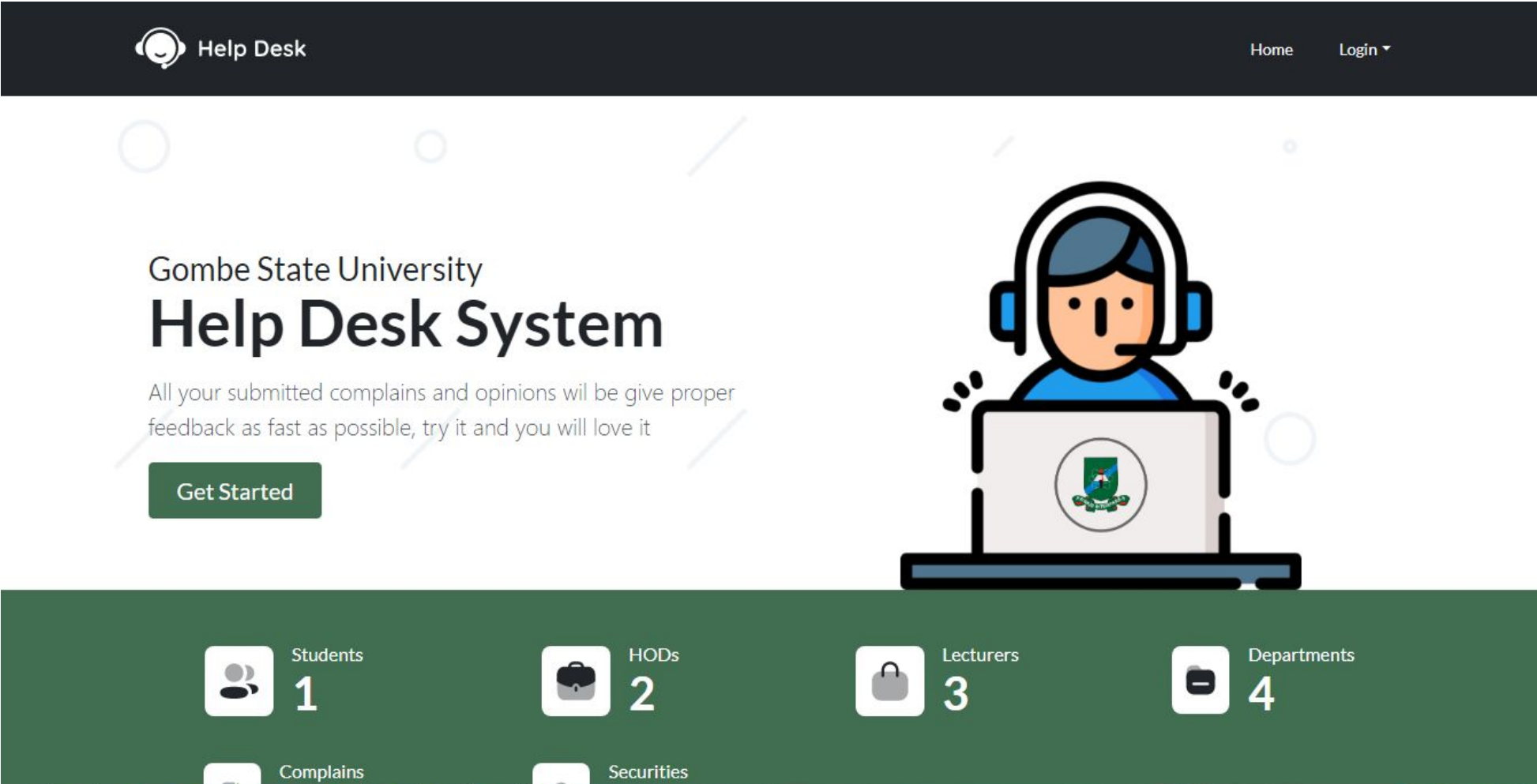
- Allow all the users to login and out of the system
- Students can forward their complains to lecturers, HODs, securities
- Head of departments can view complains from lecturers and students.
- Student can also report on bad activities like stealing in the school to the security unit.

NON-FUNCTIONAL REQUIREMENTS

Requirements that describe how the system should perform and behave in terms of quality attributes such as performance, reliability, security,

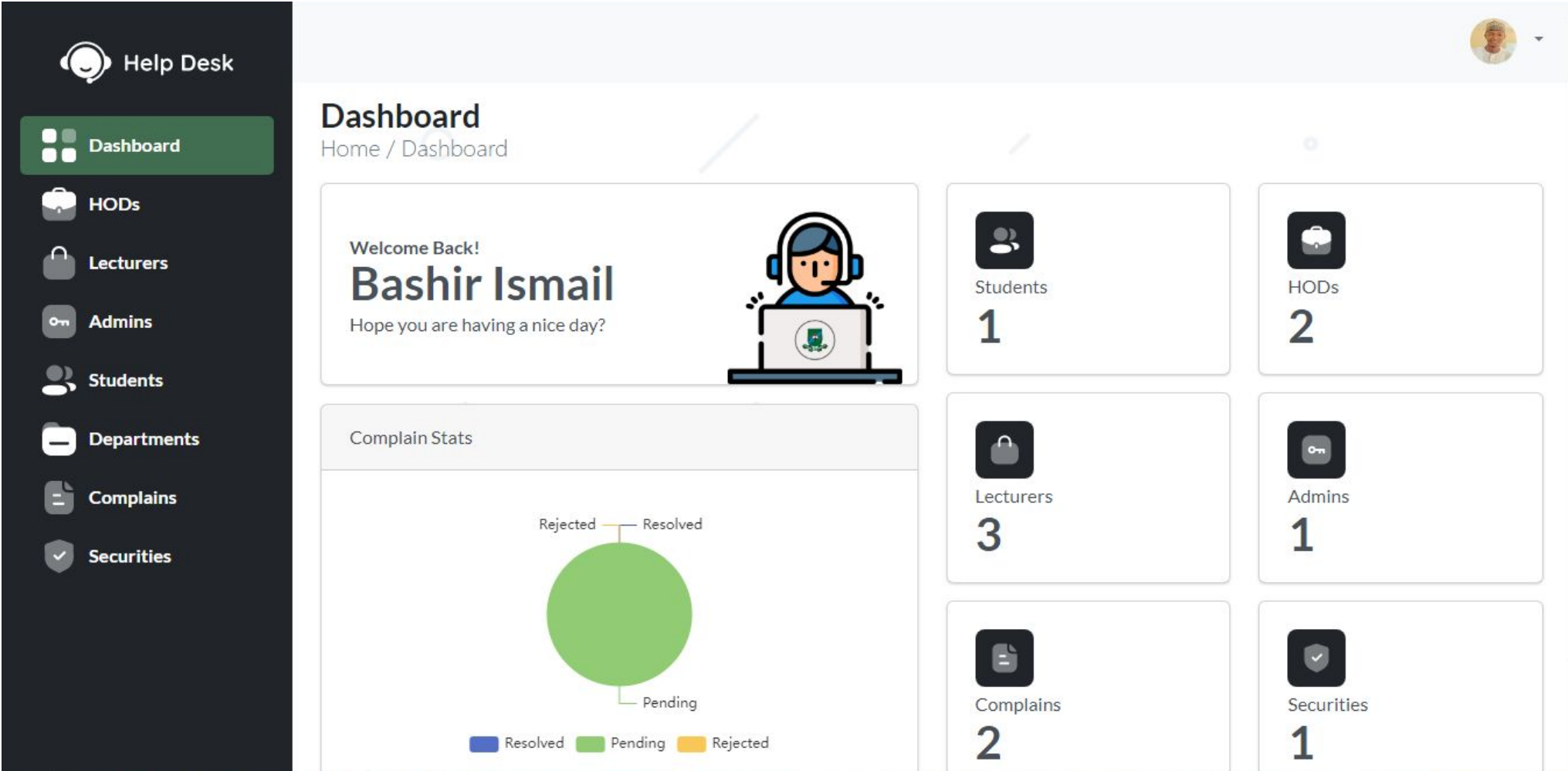
- The system should always be available when needed.
- The system should be able to process and store complaint data securely, protecting sensitive student information.
- The system should have a user-friendly interface that is easy to navigate
- The system should provide fast response times for user actions.

USER INTERFACE




HOMEPAGE

USER INTERFACE




DASHBOARD

USER INTERFACE

 Help Desk

DashboardComplains ▼ProfileLogout




Complains

Home / Complains

Add complain


Provide full detail on your complain





Attach a file


ADD COMPLAIN


USER INTERFACE

 Help Desk

 Dashboard

 Complains

 Profile

 Logout

Complains

Home / Complains

From: Bashir Ismail

To: Donavon Uncle

Complain type: Academic

NOT UNDERSTANDING LECTURERS CLEARLY

I am writing this letter due to the above title

Reply: Ok your complain will be reviewed

Date submitted: 2023-05-01 00:00:00

Status: pending

Forwarded to: HOD

Place sticky footer content here.

VIEW COMPLAIN

CONCLUSION

At any point in time, a help desk software such as the one proposed in this project, can help in always knowing what students think of the school system. The help desk system can instantly allow students to lodge their complaint and still receive feedback from the right body. Details stored in a database make it easier to retrieve respective complaints at any point in time.

RECOMMENDATION

Additionally, I advise including additional features like automated email alerts to inform students of the progress of their complaints and more sophisticated reporting tools to help administrators better monitor and evaluate complaint data.

A green geometric frame consisting of a rectangle with diagonal lines extending from each corner. The top-right corner has a diagonal line extending towards the top-right, and the bottom-left corner has a diagonal line extending towards the bottom-left. The lines are composed of two parallel segments.

THANKS

FOR LISTENING