**SHRI VISHNU ENGINEERING COLLEGE FOR WOMEN:: BHIMAVARAM**

**(AUTONOMOUS)**

**DEPARTMENT OF CSE**

**Academic Year:: 2020-21 :: II Semester**

**B.Tech - PROJECT WORK :: ABSTRACT**

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| **Name of the Class / Section** | IV CSE-B | | |
| **Batch Number** | 4 | | |
| **Project Domain / Technology** | Web Development | | |
| **Project Title** | Support Hub | | |
| **Guide Name** | Mr.P.Sunil | | |
| **Students Registered** | **Registered Number** | **Student Name** | **Student**  **Signature** |
| **17B01A05C1** | Nunnaboyina Shanthi Sri |  |
| **17B01A05A9** | Nelli Kavya Sri |  |
| **17B01A0596** | Medapati Divya Sarada |  |
| **17B01A05A7** | Neerukonda Anupama Rani |  |

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| **Signature of**  **Internal Project Guide** | **Signature of**  **B.Tech Projects – Coordinator** | **Signature of**  **Head of the Department** |

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| **Abstract of the Project ( In 200 words)** | | | |
| Support Hub is a Web based application that provides a platform for students and faculty to clarify their doubts through a web portal.  Support Hub is a resource intended to provide the Students or end users with information and support related to a subject / technical information. The purpose of this application is usually to clarify doubts. In this application faculty members will be given rights to solve the tickets raised by the students.  A typical Support Hub can effectively perform several functions. It provides a single (or multiple) point of contact for users to gain assistance in solving queries, getting answers to questions.  In this application students and faculty are logged into portal. After logging into the portal students are given opportunity to raise ticket for each and every doubt they have. Then it will be the task of the faculty to address the ticket and clarify the corresponding student doubts. After clarifying the doubts the ticket which is generated, will be deleted. Students have the feasibility of raising the ticket to one concerned faculty without sending to all the remaining faculty. | | | |
| **Existing System (If any) – Features & Drawbacks** | | | |
| Every organization has at least one help desk system where are the complaints and queries can be stored, resolved and saved for future reference. But as this Help Desk Management System is worked manually, so it will take a lot of time and labour to solve all the problems of the customers and even to handle too many customers at one time. Manually the work is increased even, just like writing the whole data, query and other requirements, apart from sending them message or replying them manually one by one. Even at the time of updating information, it gets quite risky due to the increment in chances of errors to update the information by oneself.  **Proposed System – Features**  **List of objectives/features that are planned to implement.** | | | |
| These features should be new.  This new proposed Support Hub is very efficient and is not at all time consuming. The software is designed in such a way that all the processes and steps are done automatically and information which needs to be updates can be done effectively. And thus increasing the efficiency of the company to manage their clients and give them best services throughout the time. | | | |
| **(i)Functional Requirements**  **(ii) Non Functional Requirements**  **(iii) Software & Hardware Requirements** | | | |
| **(i)Functional Requirements**  React JS ,HTML, Bootstrap, CSS, Express, Node js, Socket, MongoDB Atlas  **(ii) Non Functional Requirements**  Knowledge on Full Stack Development ,Good programming skills  **(iii) Software Requirements**  VS code editor, Github, Heroku, MongoDB, Mongoose | | | |
|  | Expected Date of completion |
| Literature Survey | 07.05.2021 |
| **Modules** | **Expected date of completion** |
| Prototype | 18.04.2021 |
| Front end | 07.05.2021 |
| Back end | 25.05.2021 |
| Deployment | 12.06.2021 |
| Testing the project | 15.06.2021 |
| Project Report | 20.06.2021 |