



VIRTUAL HELP DESK FOR COLLEGE

Guide:

Challa Yallamanda Sir

Presented by:

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ABSTRACT

Virtual Help Desk for College is a web application which acts as a communication between student and management. A new or existing student can register or login respectively and report their problems. In the similar manner a management can login and solve the reported problems. The problems like late stay, lost or found can be reported by the students. By using this project a lot of valuable time of the users is not wasted by consulting Management of college which requires more effort and time. It also helps in making users responsible and attentive for their and others' valuable items and this increases unity and collaboration.

INTRODUCTION

The main objective of this project is to provide the better serving of the students present in various colleges. This project helps in solving frequent problems faced by a student in an easier way. By using this project a lot of valuable time of the students is not wasted in consulting Management which requires lot of work and involves a lot of effort and time. This project also helps in making students responsible and attentive for their and others valuable items and increases unity and collaboration.

EXISTING SYSTEM

The existing system deals with students going to Management office to solve their issue. The existing system works fine for a college with less number of students but if the count of students increase, the time to solve the issue also increases. As time is a crucial factor, existing system fails.

PROPOSED SYSTEM

The proposed system is a web application where a student enters his/hers secure credentials and creates an issue or a problem which he/she is facing and the Management looks up at the issue and solves them. The student can also check the status and all his/hers previous requests and requests which are not yet solved. The management views all the requests which are open and solves the issue. Once the issue is solved, the management sends acknowledgment to the student and then he/she submits his/hers feedback for the management as a token of appreciation.

SYSTEM REQUIREMENTS

Software Requirements:

- Operating System: windows 7 or later
- Front End: Angular, HTML, CSS
- Back End: MongoDB
- Server: Express

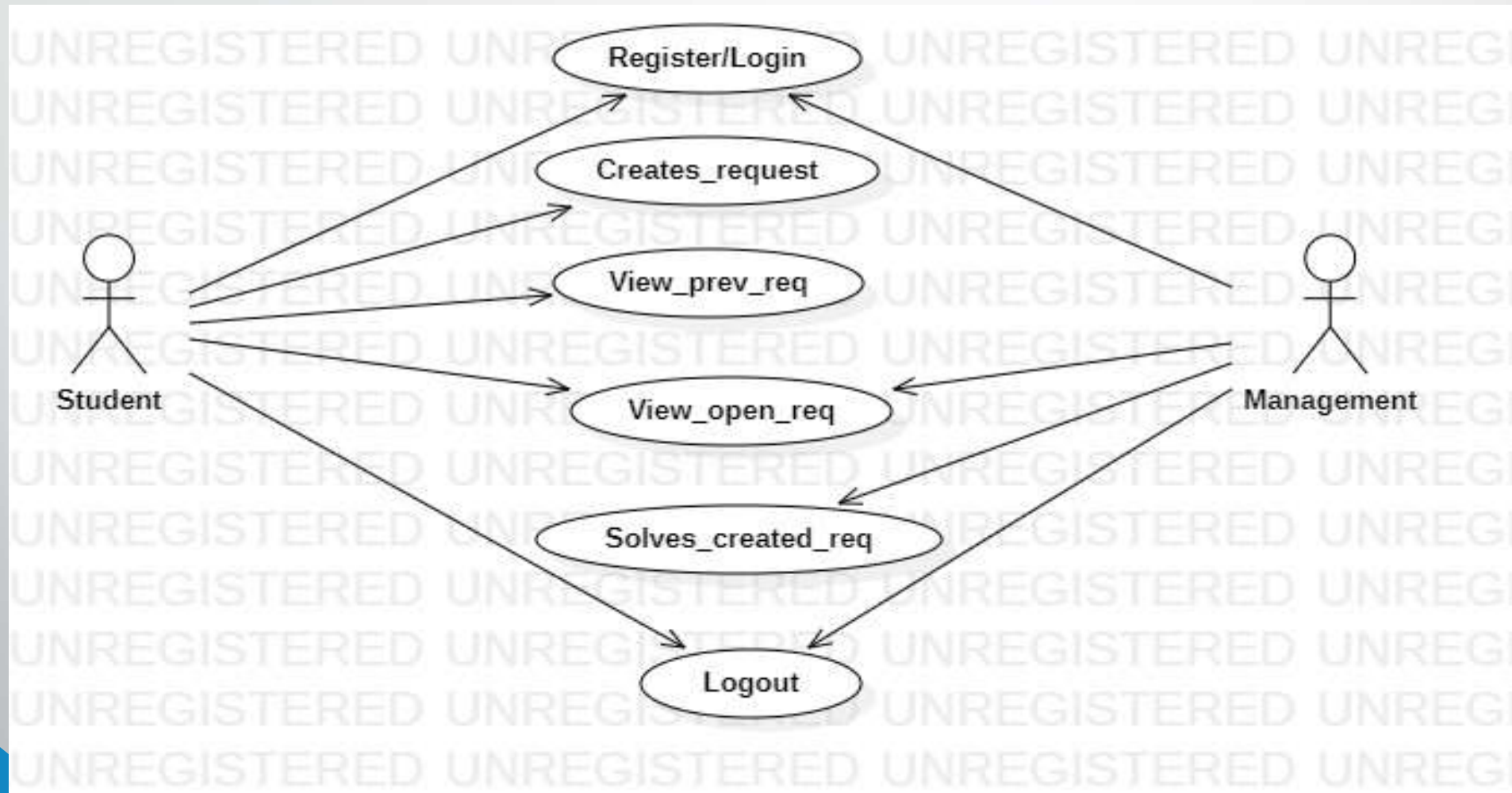
Hardware Requirements:

- Ram: 4 GB Hard Disk: 10+ GB
- Processor: intel core i3 or later

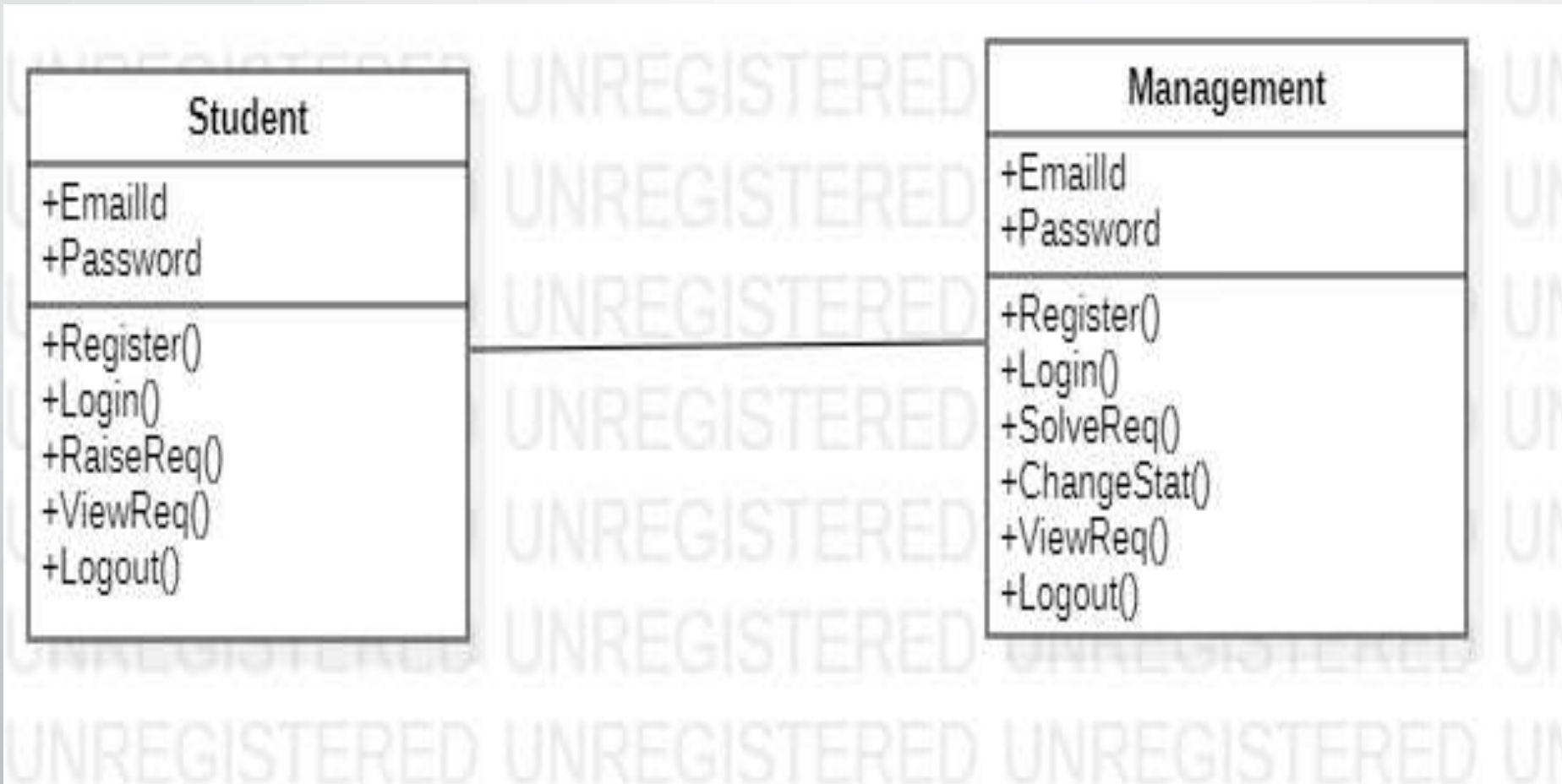
UML DIAGRAMS

- The Unified Modelling Language (UML) provides a standard format via construction of a model and using object oriented paradigm for describing software systems as well as non-software systems, business processes for the enterprise problem areas and corporate infrastructure.
- In context of the software development, the importance of UML can be comprehended using analogy of a construction process.

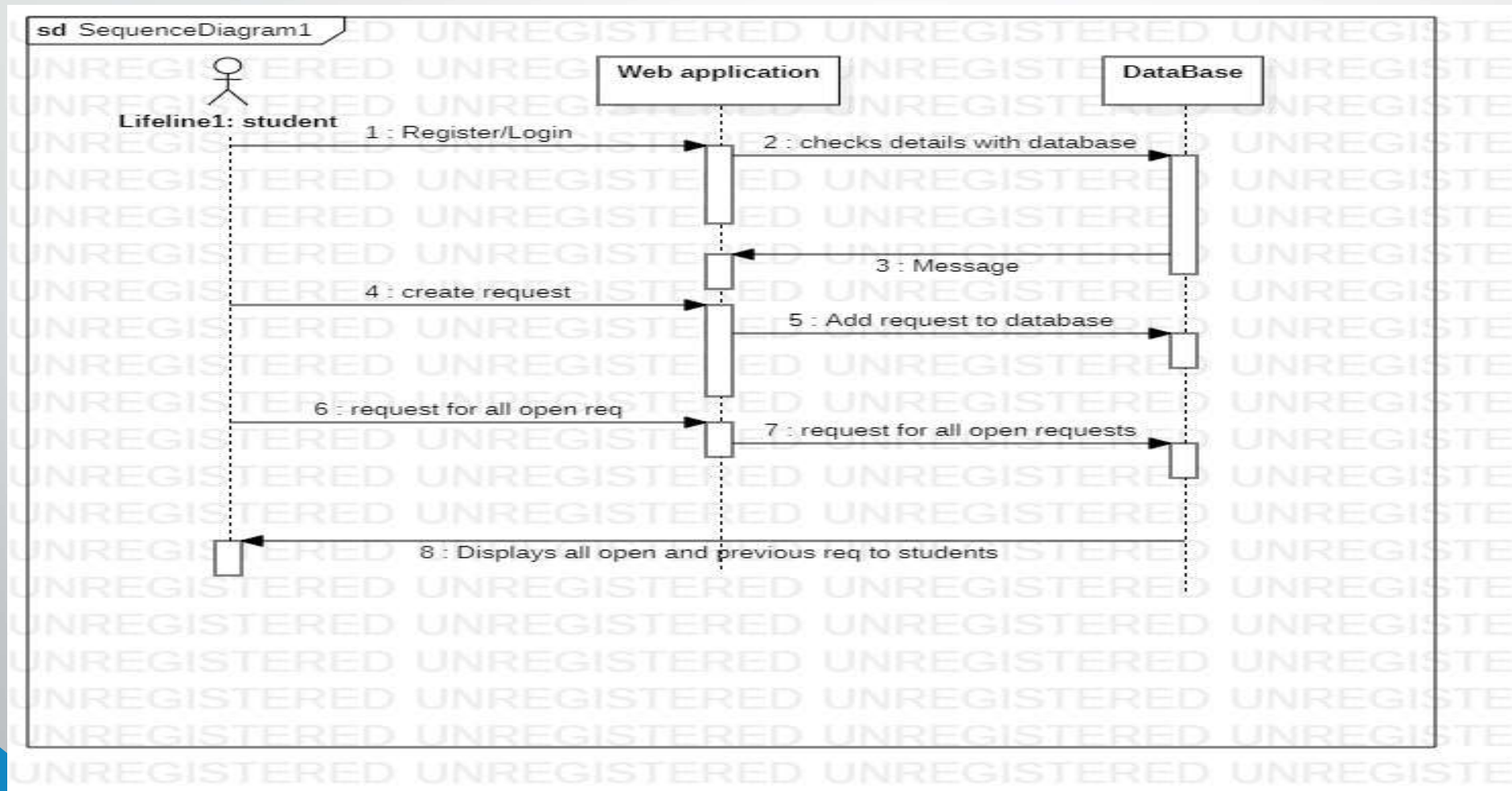
USECASE DIAGRAM



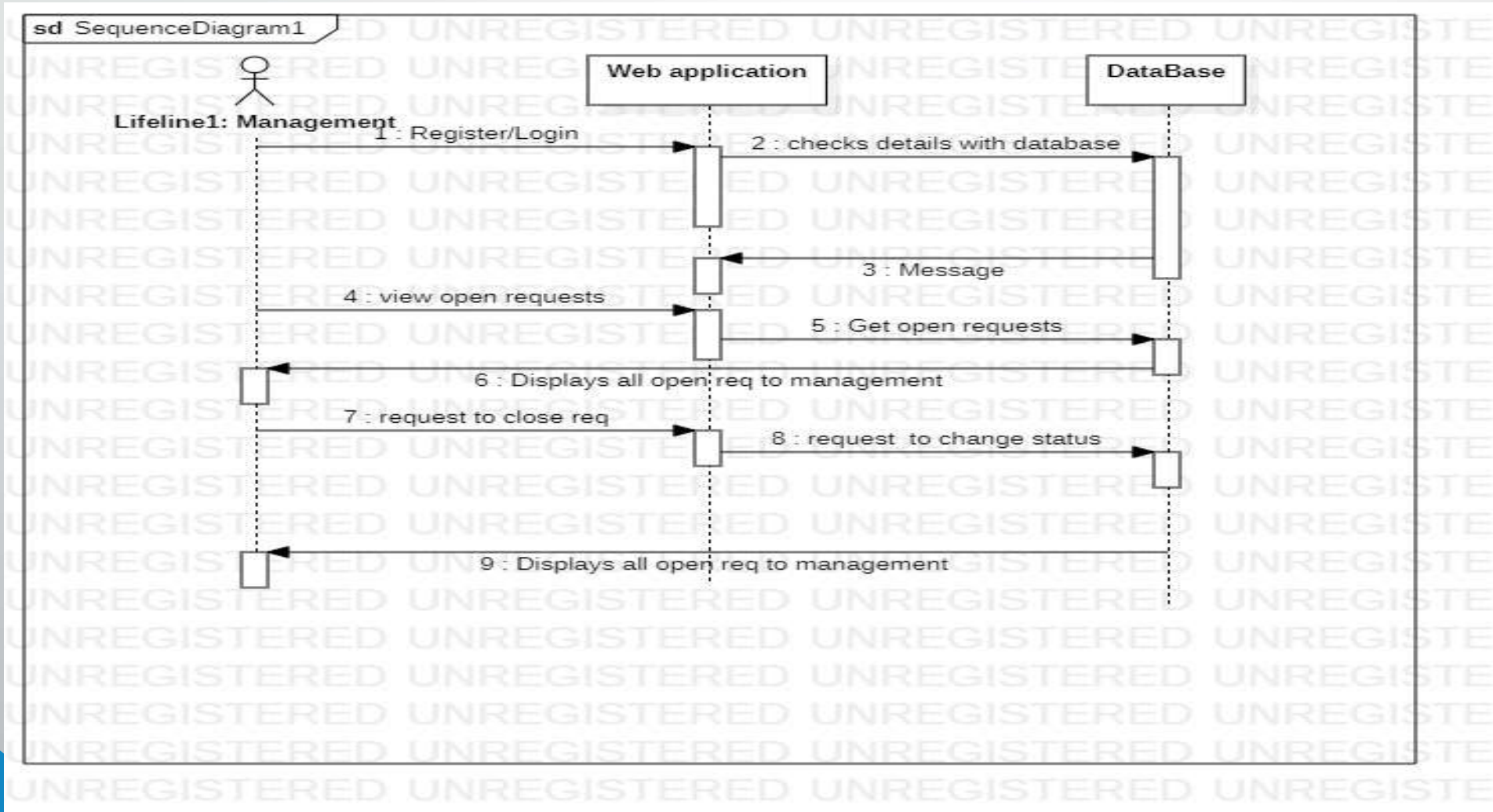
CLASS DIAGRAM



SEQUENCE DIAGRAM OF STUDENT



SEQUENCE DIAGRAM FOR MANAGEMENT



MODULES

- Student Module
- Management Module

IMPLEMENTATION OF STUDENT MODULE

```
Command Prompt - node server
Microsoft Windows [Version 10.0.22000.613]
(c) Microsoft Corporation. All rights reserved.

C:\Users\hp>cd downloads
C:\Users\hp\Downloads>cd Ramya Project
C:\Users\hp\Downloads\Ramya Project>cd Ramya Project
C:\Users\hp\Downloads\Ramya Project\Ramya Project>cd server
C:\Users\hp\Downloads\Ramya Project\Ramya Project\server>node server
server running on localhost:3000
connected to mongodb
```

Windows PowerShell

C:\Users\hp>cd downloads

C:\Users\hp\Downloads>cd Ramya Project

C:\Users\hp\Downloads\Ramya Project>cd Ramya Project

C:\Users\hp\Downloads\Ramya Project\Ramya Project>cd ngApp

C:\Users\hp\Downloads\Ramya Project\Ramya Project\ngApp>ng serve --open

Your global Angular CLI version (13.3.3) is greater than your local version (13.2.6). The local Angular CLI version is used.

To disable this warning use "ng config -g cli.warnings.versionMismatch false".

✓ Browser application bundle generation complete.

Initial Chunk Files	Names	Raw Size
vendor.js	vendor	2.34 MB
polyfills.js	polyfills	294.83 kB
styles.css, styles.js	styles	173.21 kB
main.js	main	37.49 kB
runtime.js	runtime	6.51 kB
Initial Total		2.84 MB

Build at: 2022-04-20T16:03:35.226Z - Hash: 1bd5eb0c789747c1 - Time: 4804ms

** Angular Live Development Server is listening on localhost:4200, open your browser on http://localhost:4200/ **

✓ Compiled successfully.

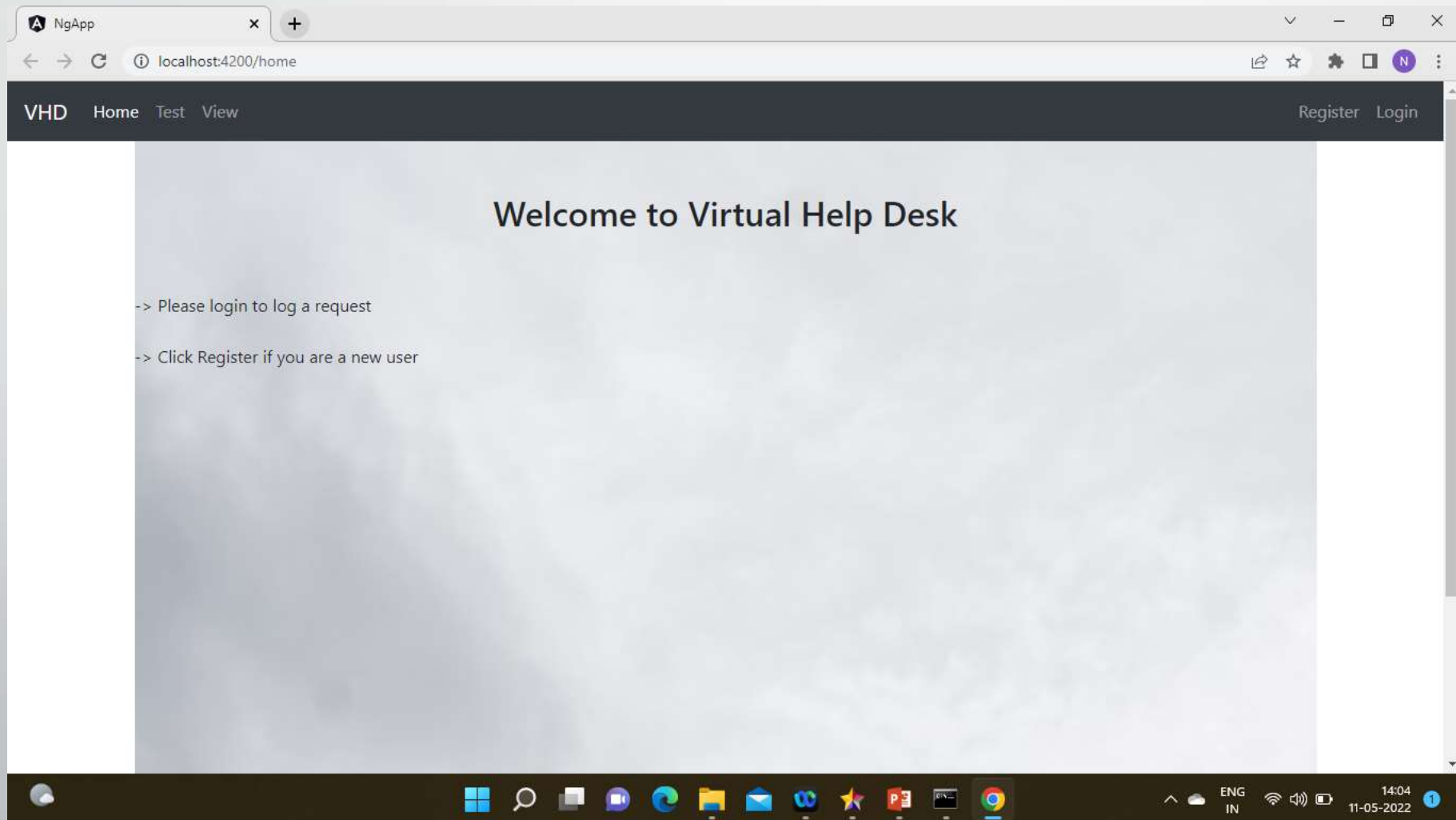
31°C
Haze



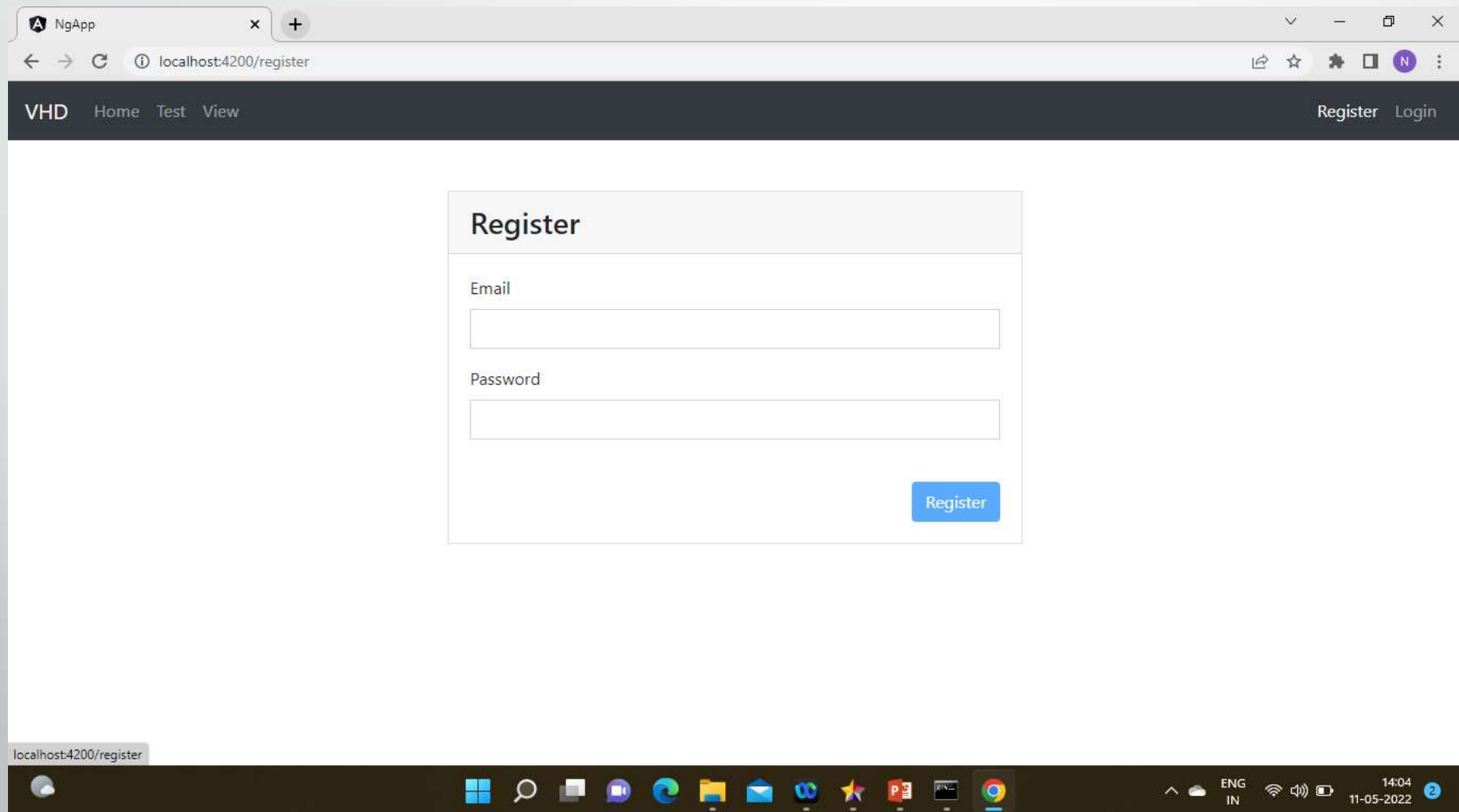
ENG
IN

21:33
20-04-2022

HOME PAGE



REGISTER PAGE



NgApp x +

localhost:4200/register

VHD Home Test View Register Login

Register

Email

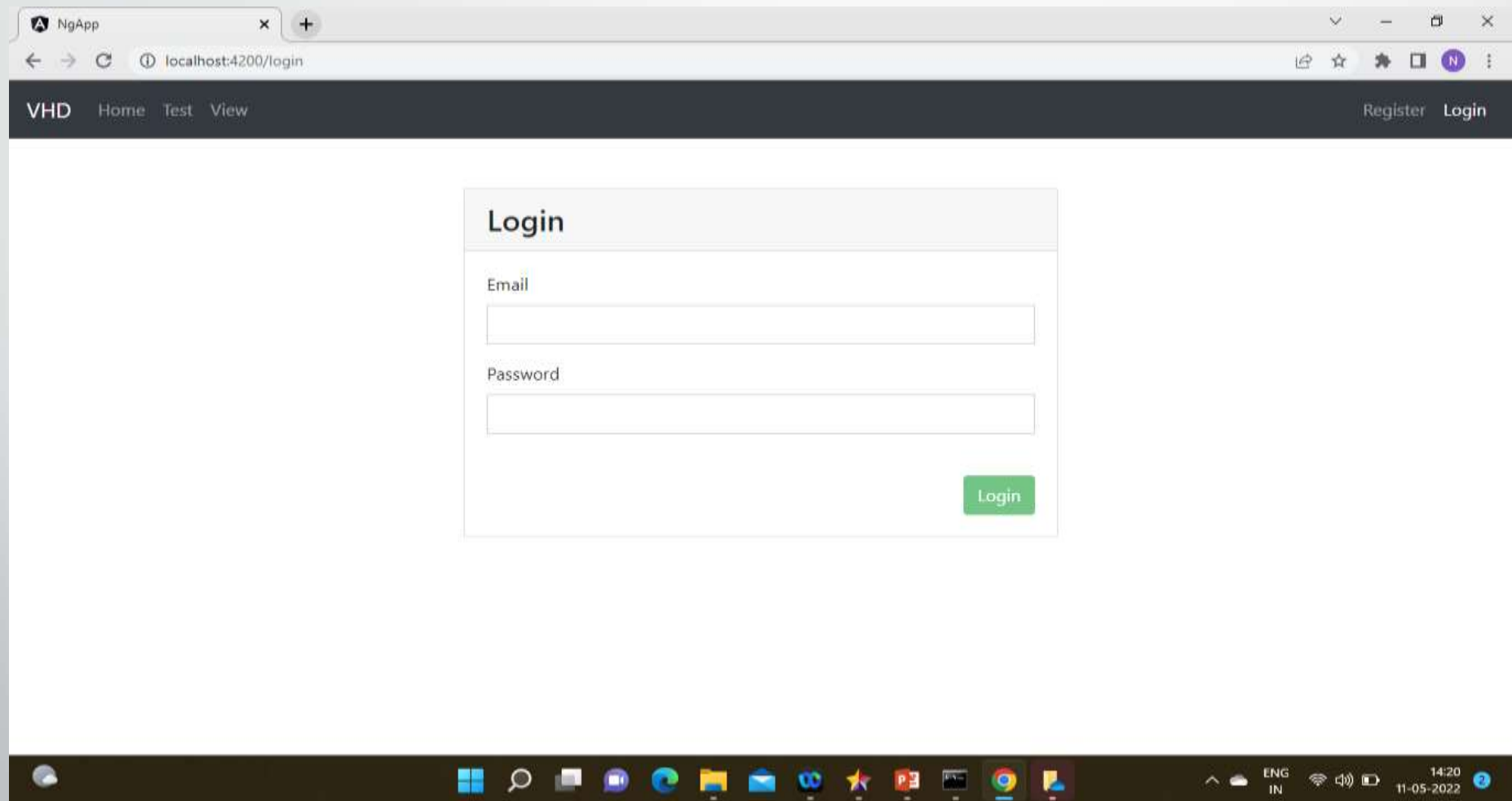
Password

Register

localhost:4200/register

ENG IN 14:04 11-05-2022

LOGIN PAGE



NgApp x +

localhost:4200/login

VHD Home Test View Register Login

Login

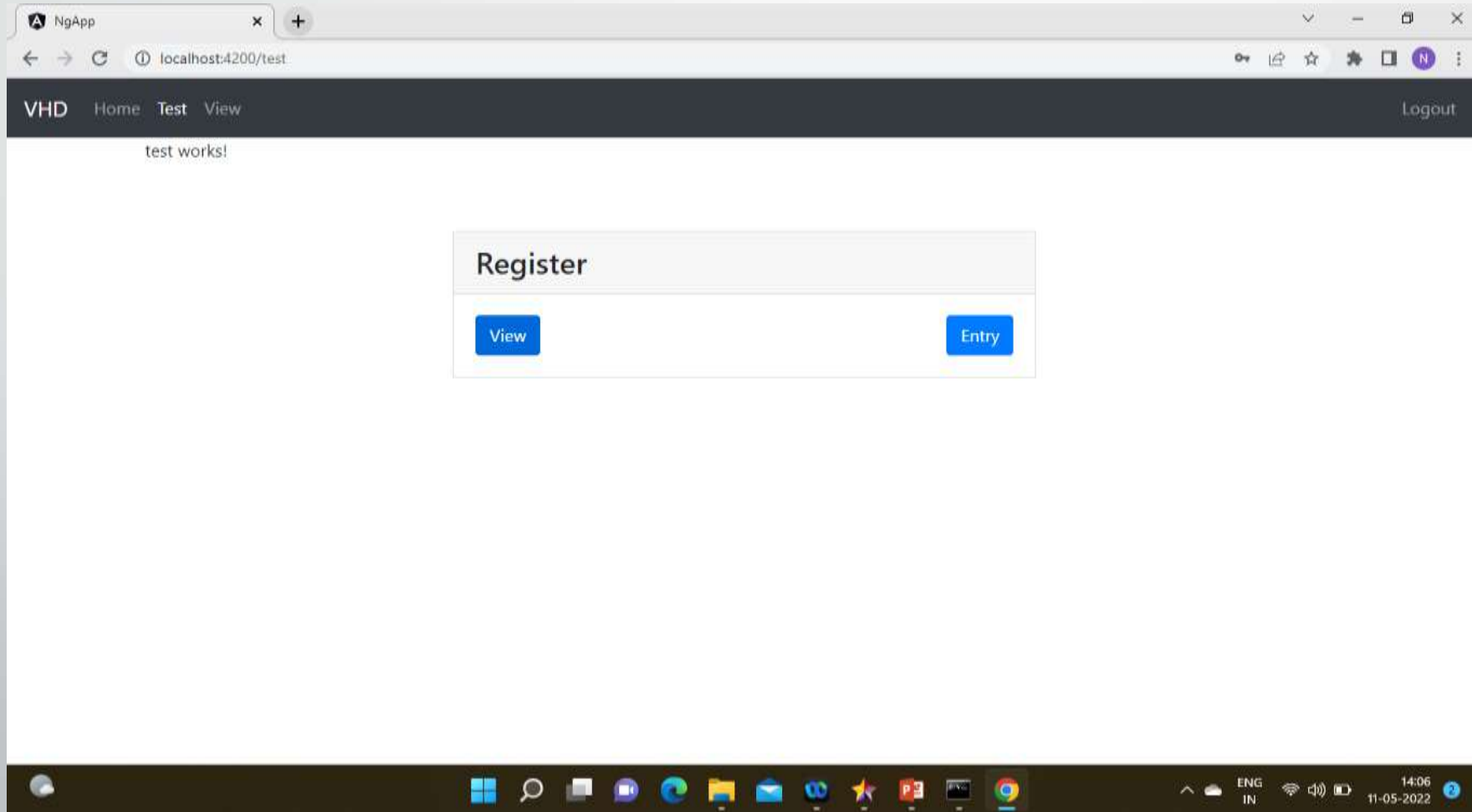
Email

Password

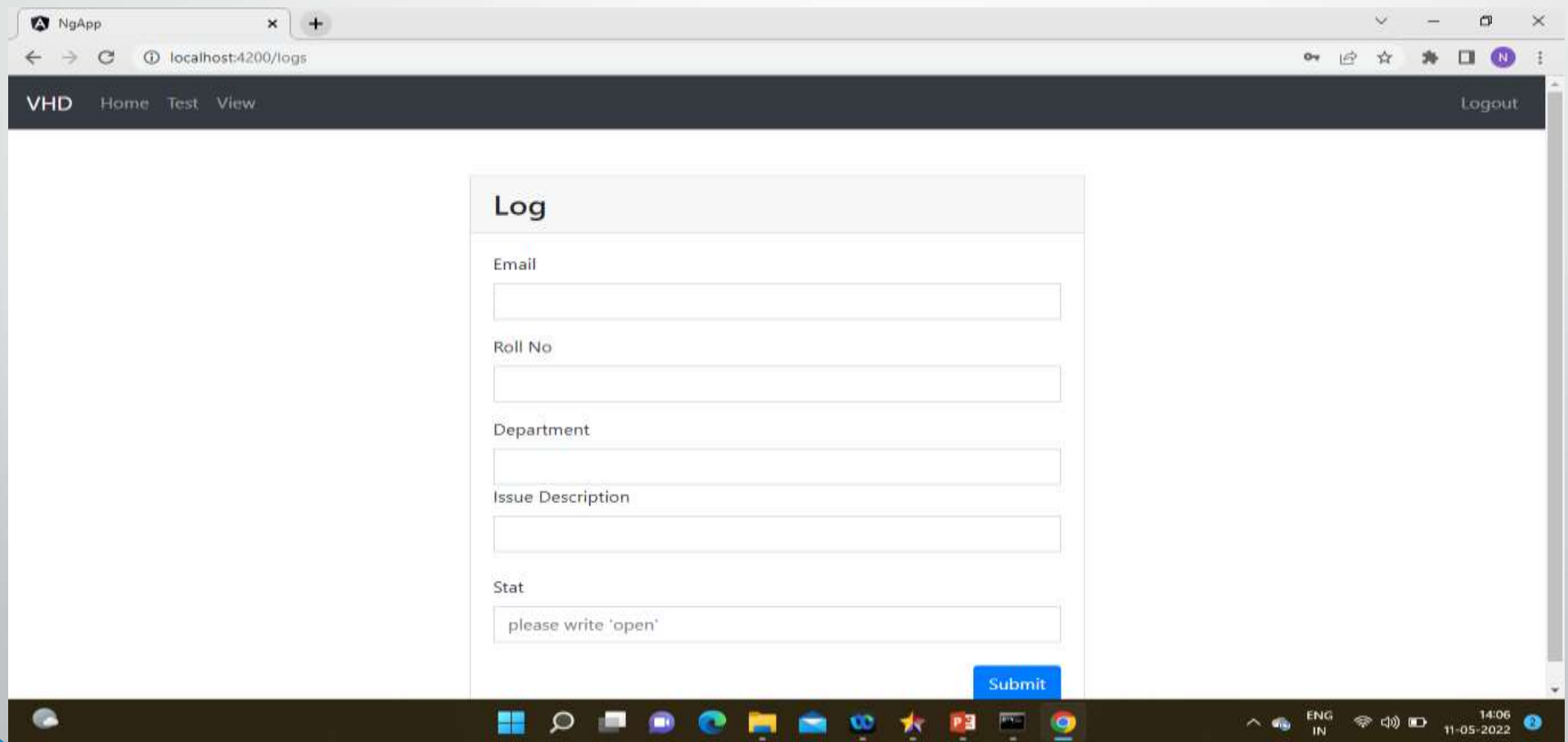
Login

Windows taskbar: Search, Task View, Edge, File Explorer, Mail, Teams, Star, PowerPoint, Chrome, and system tray with ENG IN, 14:20, 11-05-2022, and a notification icon.

REGISTER SUCCESS



LOG PAGE

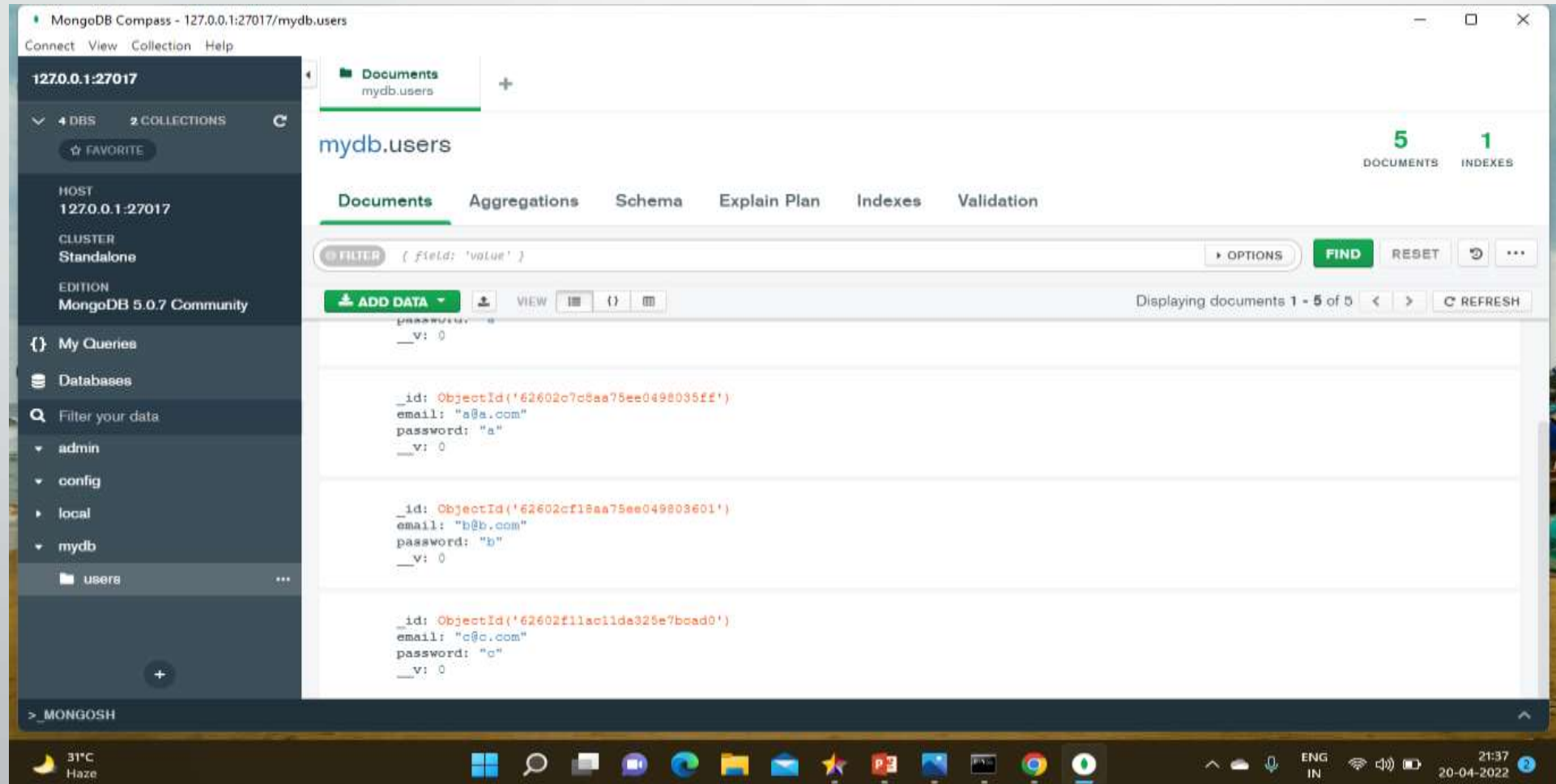


The screenshot shows a web browser window with the title 'NgApp' and the address bar displaying 'localhost:4200/logs'. The page has a dark header with the text 'VHD' and navigation links 'Home', 'Test', and 'View'. A 'Logout' link is visible in the top right corner. The main content area features a form titled 'Log' with the following fields:

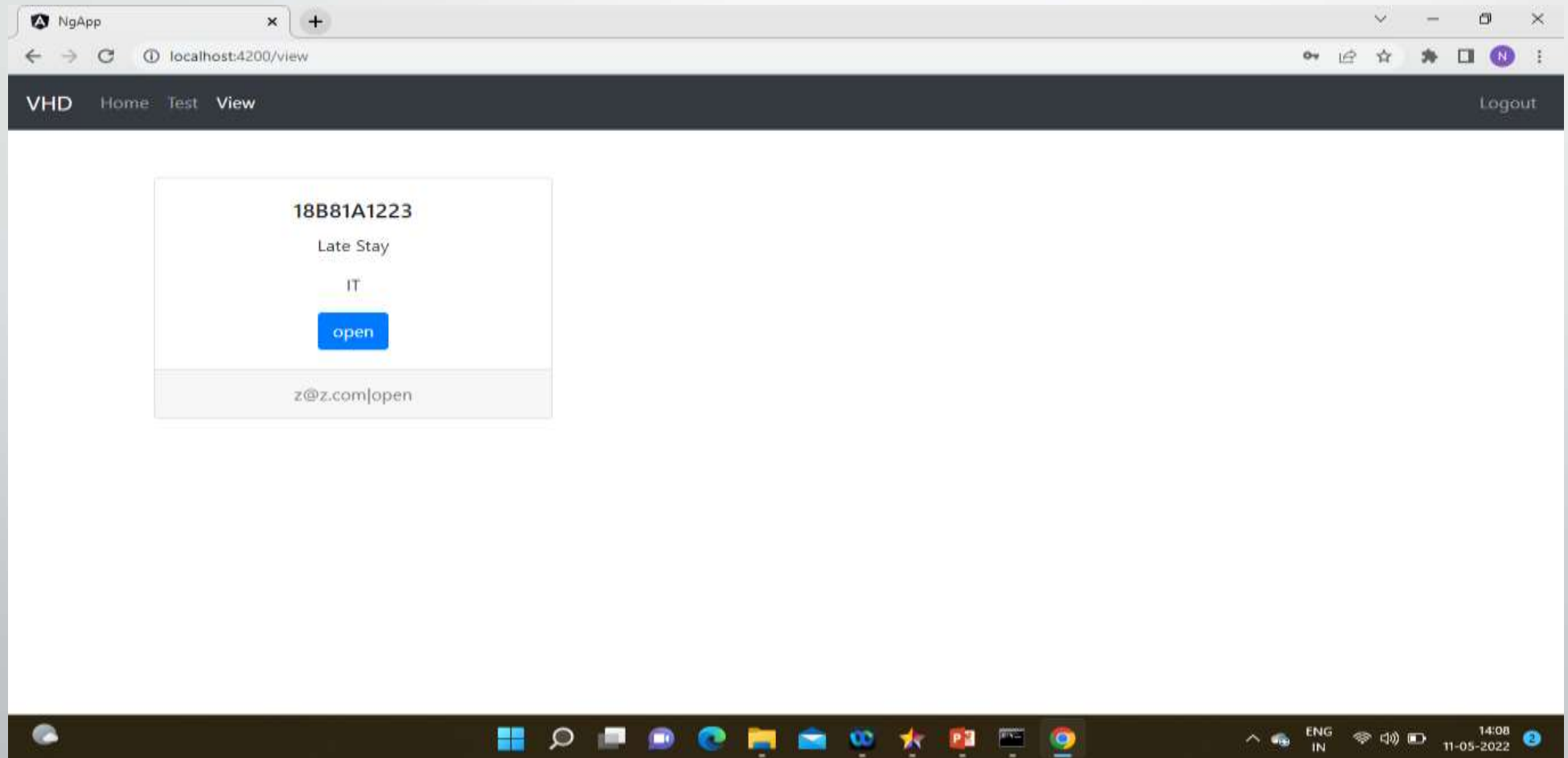
- Email:
- Roll No:
- Department:
- Issue Description:
- Stat:

A blue 'Submit' button is located at the bottom right of the form.

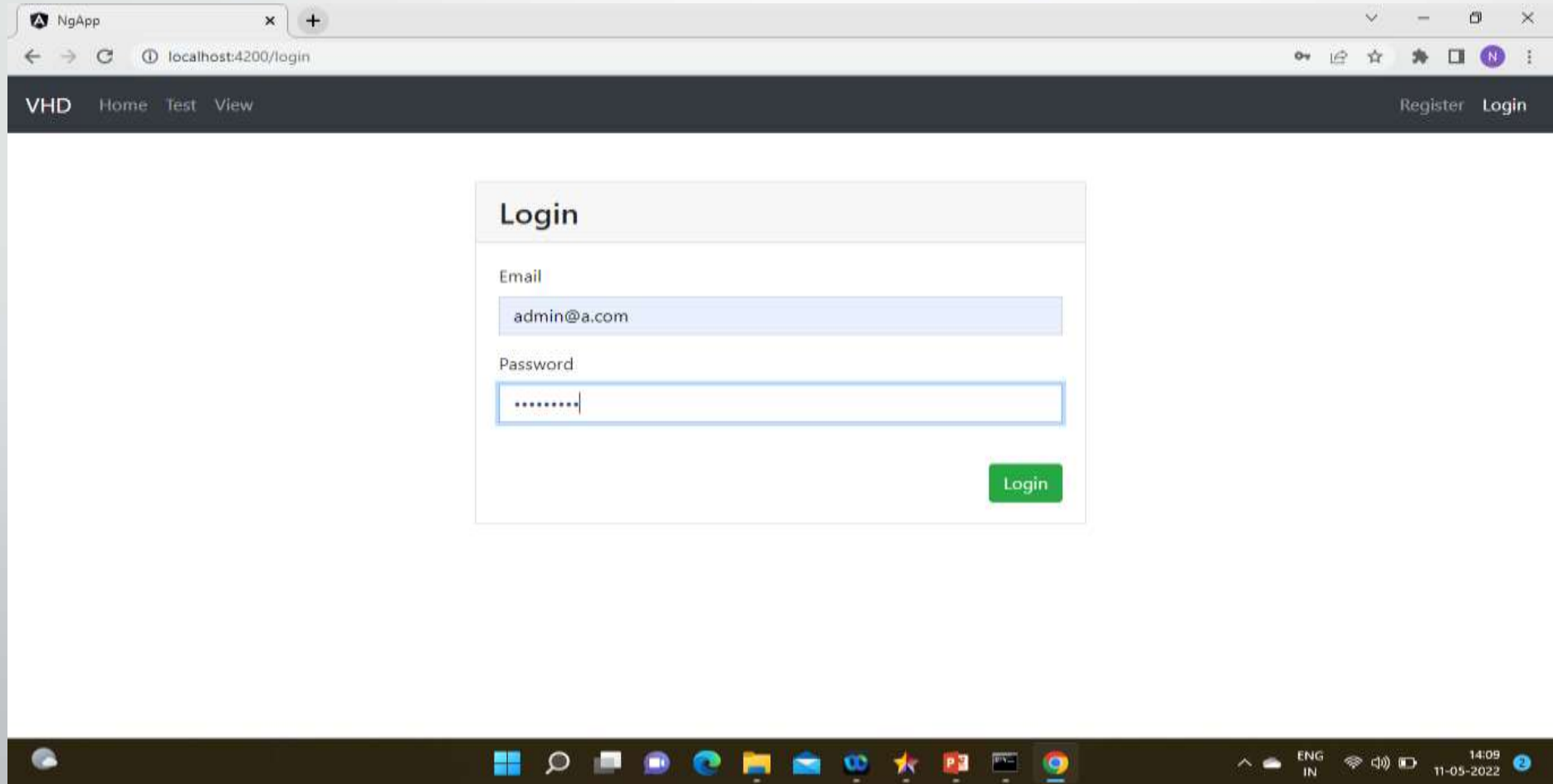
LOGIN DATA STORED IN MONGODB



VIEW OF STUDENT



ADMIN LOGIN

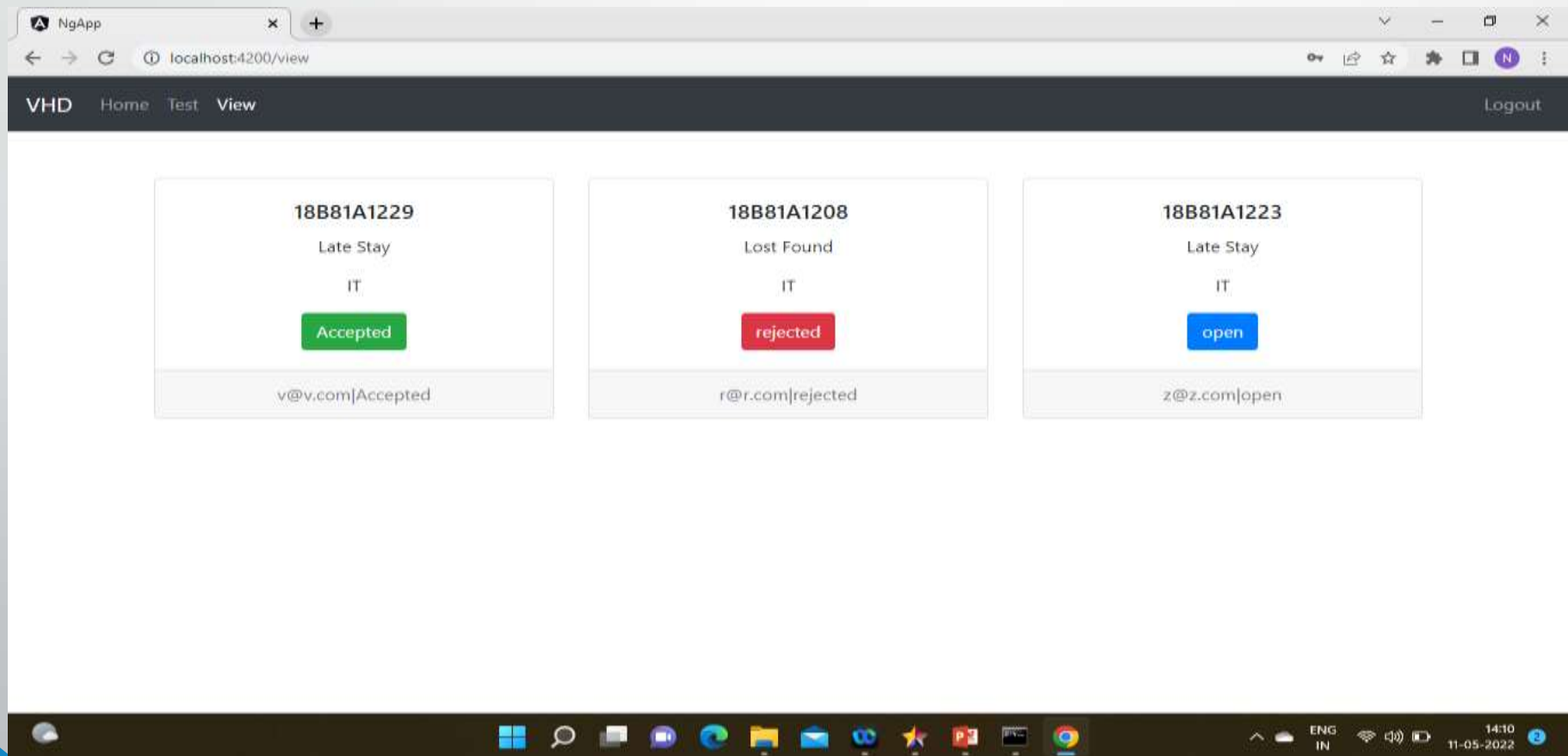


The screenshot shows a web browser window with the title "NgApp". The address bar displays "localhost:4200/login". The browser's navigation bar includes "VHD", "Home", "Test", and "View" links, along with "Register" and "Login" buttons. The main content area features a "Login" form with the following elements:

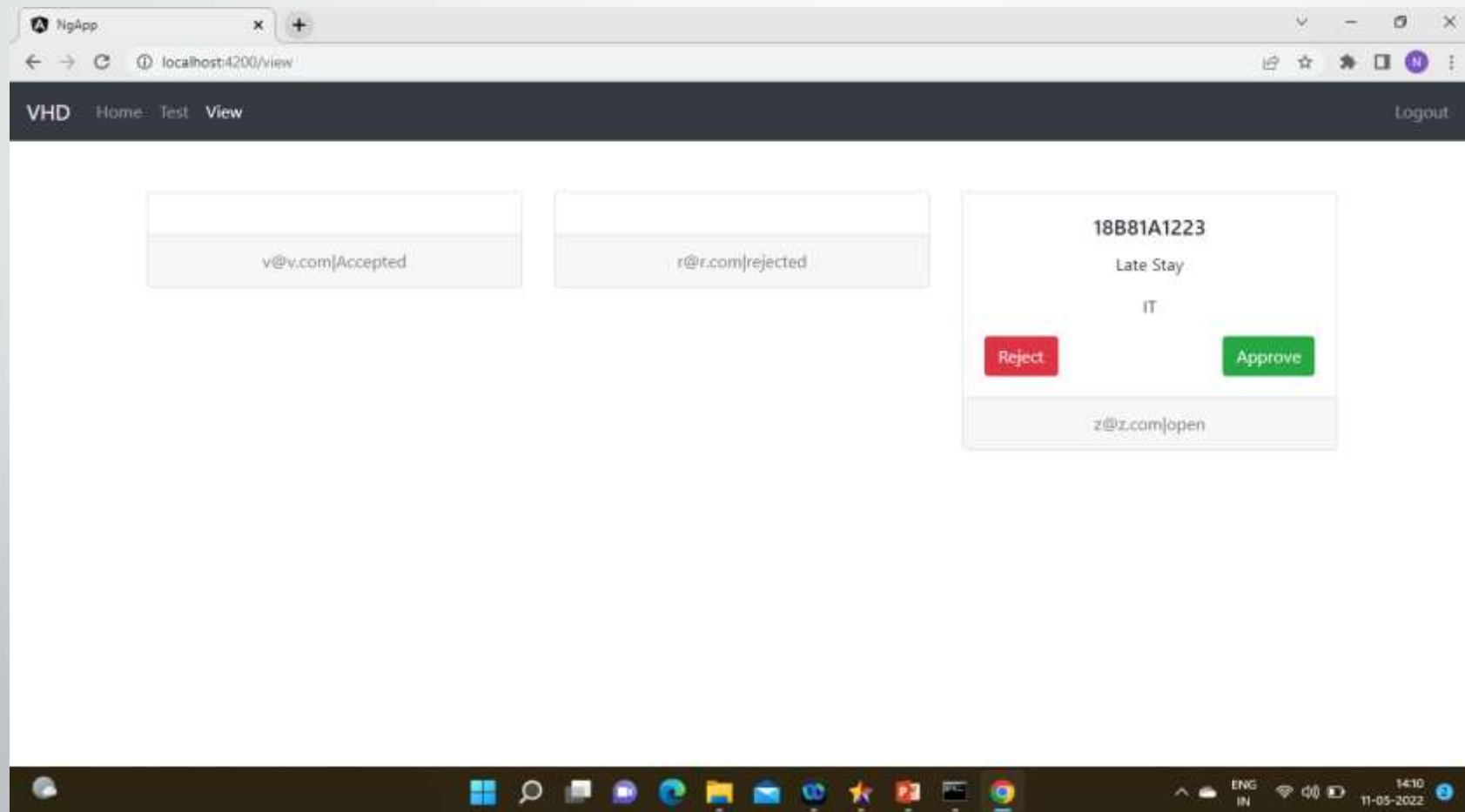
- Email:** A text input field containing "admin@a.com".
- Password:** A password input field with masked characters ".....".
- Login Button:** A green button labeled "Login".

The Windows taskbar at the bottom shows the Start button, search icon, and several application icons. The system tray on the right indicates the language is "ENG IN", the time is "14:09", and the date is "11-05-2022".

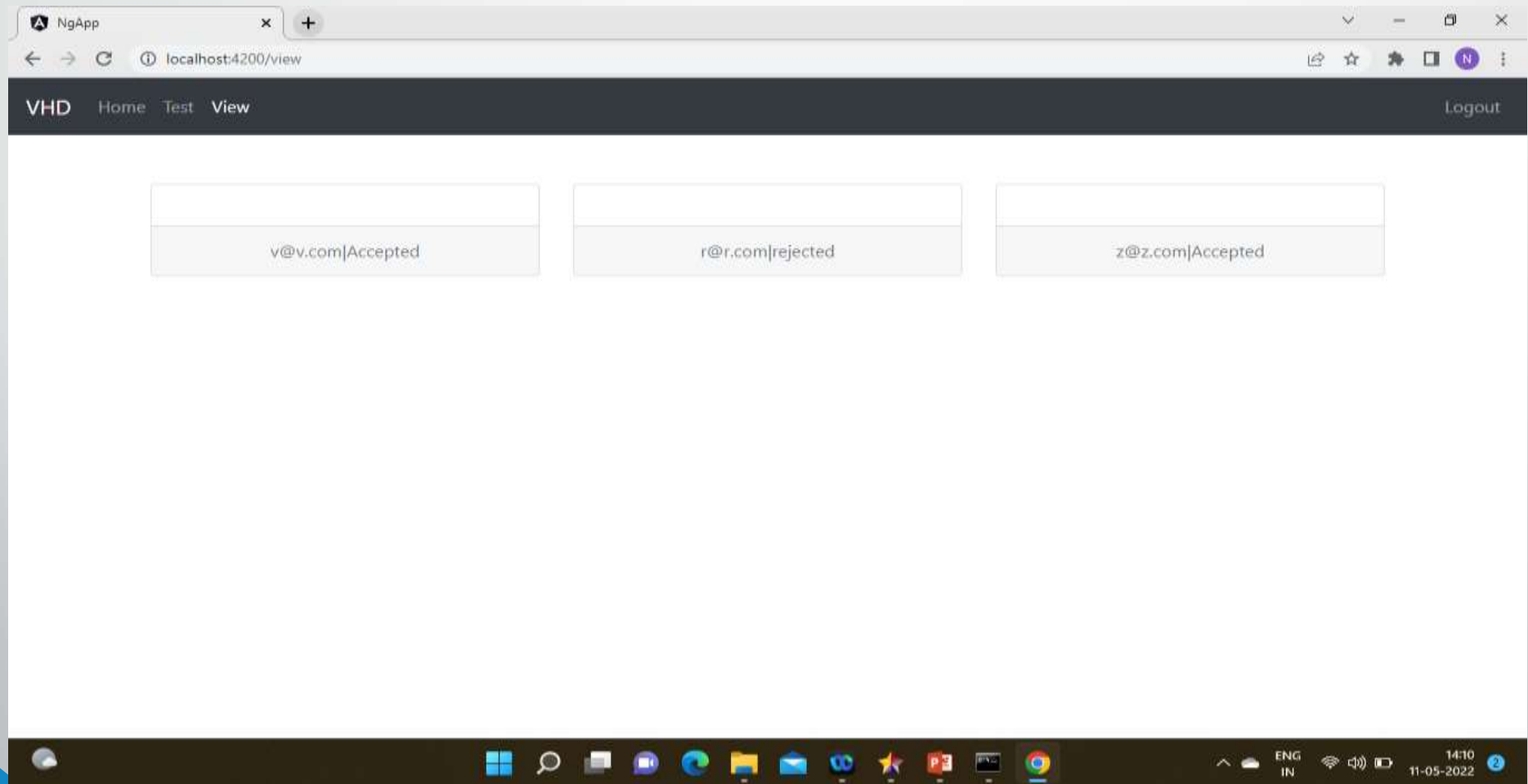
ADMIN VIEW



ADMIN STATUS



CHANGE STATUS



CONCLUSION

- The Proposed system is used for decreasing the manual interaction which takes lots of effort and time. By using this application, we can raise and solve requests without any manual consultation. In recent times, it is important to avoid direct meetings as much as possible. The project aimed for providing communication between users in an efficient way. This is highly usable by students to raise any permission request. We can also u[pdate the information regarding lost things since this project is also used in finding the things that are gone. A web application is the source of communication here.



THANK YOU