**Chapter 2: Software Requirement Specification**

**2.1 Objective and Scope**

The main objective of this document is to illustrate the requirements of the project eksheba help desk. The document gives both functional and non-functional requirement proposed by the client. The purpose of this project is to provide a friendly environment to maintain details of problems faced by the user while using the software and their queries and to ensure communication between the user and the person monitoring them. The project describes the hardware and software requirements using ER diagrams and UML diagrams.

**2.2 Overview of the present system**

We have eksheba portal but there is no system for support so it was becoming quite impossible for us to render help for the users it was only used for report upload.

**2.3 Dataflow diagram of the present system**

Not Required

**2.4 Weakness of the present system**

Server to be developed

**2.5 Overview of the present System**

The overall system will work as online support system for the users. They can write about their problems and admin can view it and can give solution to the problem. Again super admin can monitor and keep track of the overall system.

**2.6 Benefits of proposed system**

* Users (Entrepreneurs) can get support from the team any time.
* Work will be done swiftly since problems are solved by support team.
* Support team can be monitored centrally
* Cost Effective
* Less maintenance cost

2.7 **System Feature**

**2.7.1 Registration and Login**

This feature allows the user to do registration and get a user dashboard where they can submit their problems.

**2.7.2 View Problems solution**

This allows user to view the solution of the problem which was done by the admin.

**2.7.3 Admin Can Approve User**

If user is authentic admin will approve him else he will be deleted by the admin.

**2.7.4 Admin Can View problem and provide solution**

Admin can view the problems of the user and can provide solution to the user.

**2.7.5 Super Admin can add admin and monitor admin works**

Super Admin can add admin and can see the track of all activities done in the entire system.

**2.8 Hardware and Software Requirement  
 2.8.1 Hardware**

* Computer with an internet connection.
* Server Side: Server grade computer with internet connection.

**2.8.2 Software**

* Client Side: Any operating system capable of running an up to date browser.
* Server Side: The database will run on MySQL and the backend of the site will run on Apache Server.

**2.9 Human Resource Requirement**

The total human resource needed for implementing and operating the system is mentioned below.

* Full Stack Developer for developing the system
* Software Quality Tester for testing the system
* Support team for giving support to the users

**2.10 Constraints and Limitations**

Usage Outside: Regulation: Unapproved user cannot post anything.

Bandwidth Limitation: It may lose server connection for technical error.

Databases: Databases we are using MySql Database. User queries more than

Server’s limitations we need to check databases and refresh table data.

Parallel Operations: Parallel use of other Internet application with this software