Parshvanath Charitable Trust's
A. P. SHAH INSTITUTE OF TECHNOLOGY, THANE
(All Programs Accredited by NBA)
Department of Information Technology

Lab Maintenance Query Portal

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Project Guide
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Contents

1. Introduction

- Lab Maintenance Query portal (LMQP) is a platform where lab in charges can post their complaint or raised the tickets.
- Maintenance staff can view and solve their queries.
- Admin will be able to view the complaints or tickets posted and their resolution.
- The stakeholders will be able to keep the track of the complaints or tickets raised.

Continued…

Problem Identified :

- Many of the lab complaints remained unsolved.
- It becomes difficult to maintain physical deadstock register.
- It becomes difficult for admin to track the resolution of the queries.

Solution Proposed :

- Lab In charges can post their complaints with proper information.
- Maintenance team get accurate information about the query and able to provide solution of it.
- Admin can be able to view the no of Queries registered and solved.

2. Objectives

- To build an user friendly transparent web based application to ease the process of registering complaints or raising the tickets.
- To maintain the record of registered complaints or tickets.
- To ease the work of maintenance staff.
- To view the status of complaints or tickets being processed
- To update the status of the query.
- To ease the process of maintaining records.

3. Scope

- Can be applied in Educational institutes like school and colleges
- Can also be applied in offices, IT companies or firms.
- Can be used to avoid tedious offline work and IT lab maintenance process can be streamlined.

4. Literature Survey

Complaint management system (Ref: IRJET-V414143):

- The complaint management system is a web-based and it is designed to keep track of complaints registered by college, department and lab staff.
- Tech stack used: ASPNET, HTML, CSS

Smart Complaint Management System (Ref: ISPC2018):

- This is a mobile app with chat box and web application for problem resolution of query posted by customers.
- This is a ML based project.

Agent-based Complaint Management System (Ref: IRJESM-V2I4):

- Complaint Management System is a system to enable customers channel the issues about the organization for immediate action.
- Thus responsive complaint system is essential for the organization to ensure customers satisfaction in managing complaints.

5. Proposed System

- All Users Login Page

The page where system users will submit their credentials to access the data and functionalities of the system.

- Dashboard Page

The page where the system users will be redirected by default after logging into the Lab Maintenance Query Portal.

- New Ticket or query Page

The page where can system users create a new ticket. The admin or support staff has a custom field because this feature is based on users encountered issues with the product.

- Manage Ticket or query

This feature includes View, Edit, and Delete. The admin and support staff are permitted to update the status of the ticket.

Continued…

- Manage Account Modal

The popup modal where the system users update their system credentials such as their email and password.

- Admin Side Only User Page

The page where the admin can manage the list of customers.

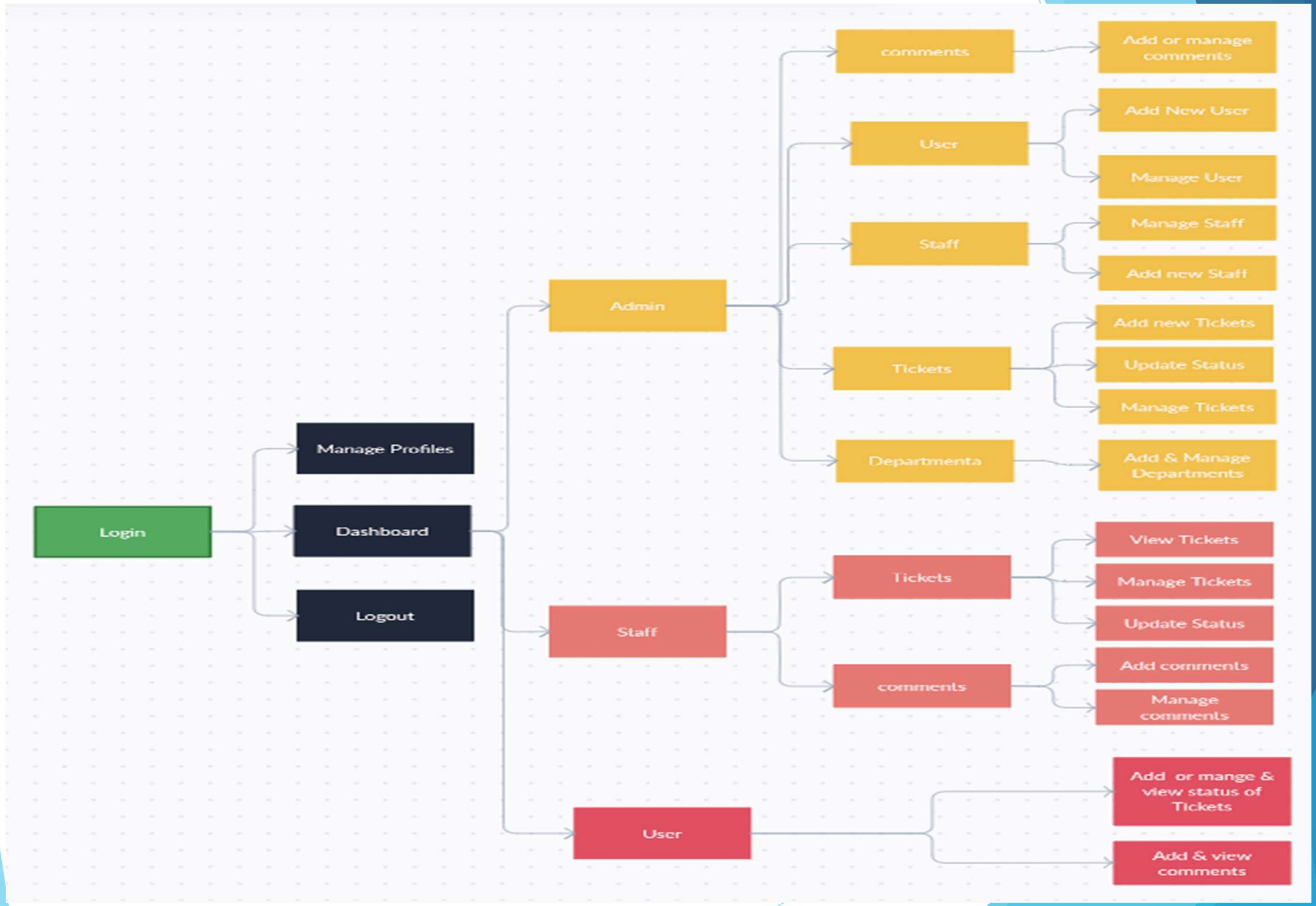
- Maintenance Staff Page

The page where the admin can manage the list of staff and or remove staff.

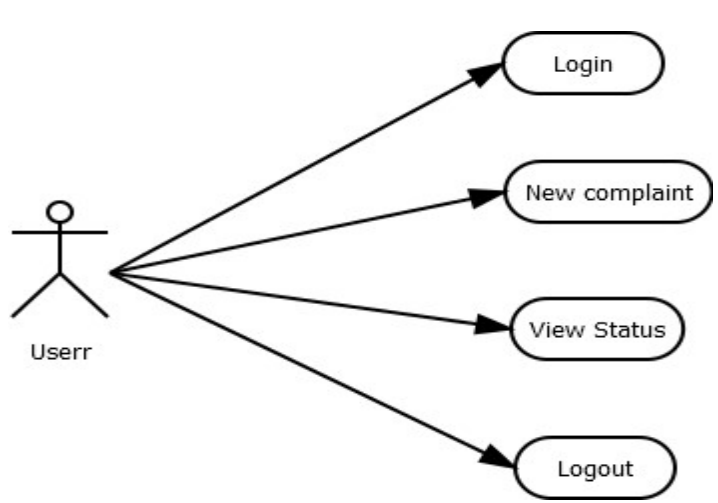
6. Outcome of Project

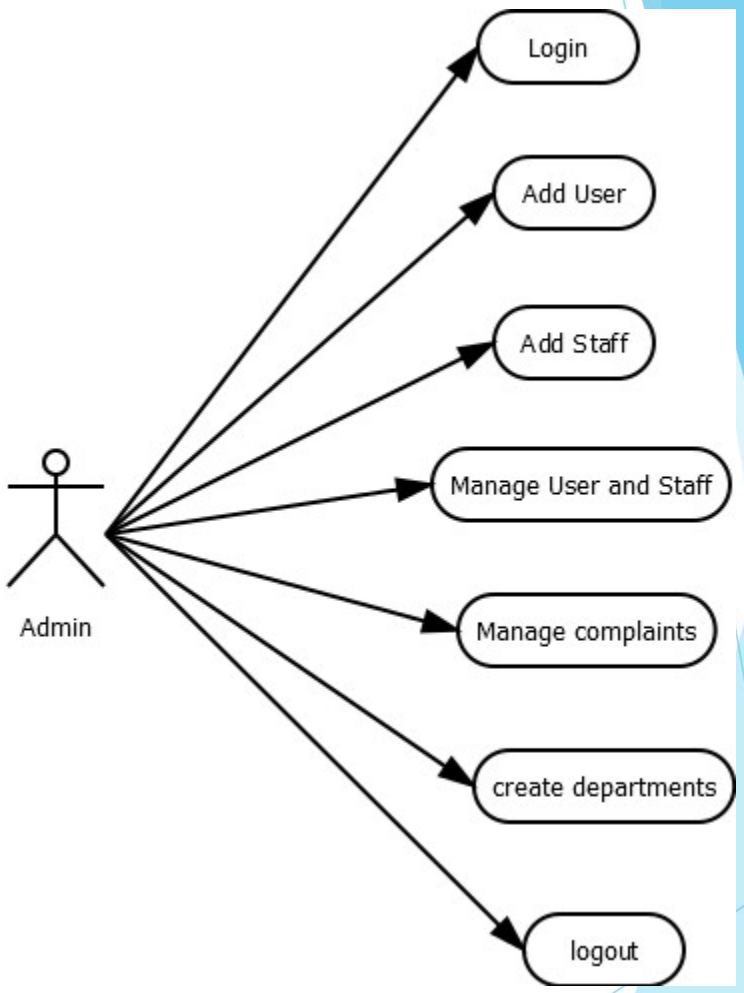
- Only Lab in-charges or users , maintenance staff and admin can use the portal.
- Users can raise the query or ticket related to lab using options provided.
- Maintenance staff will be able to easily locate raised complaints or ticket on the portal.
- Admin will be able to view the raised complaints or tickets.

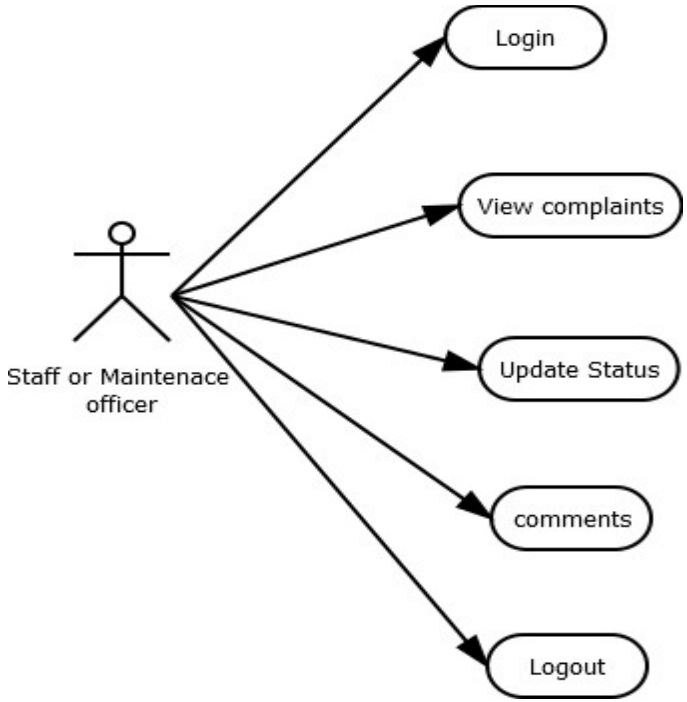
7. System Architecture



8. Use Case Diagram







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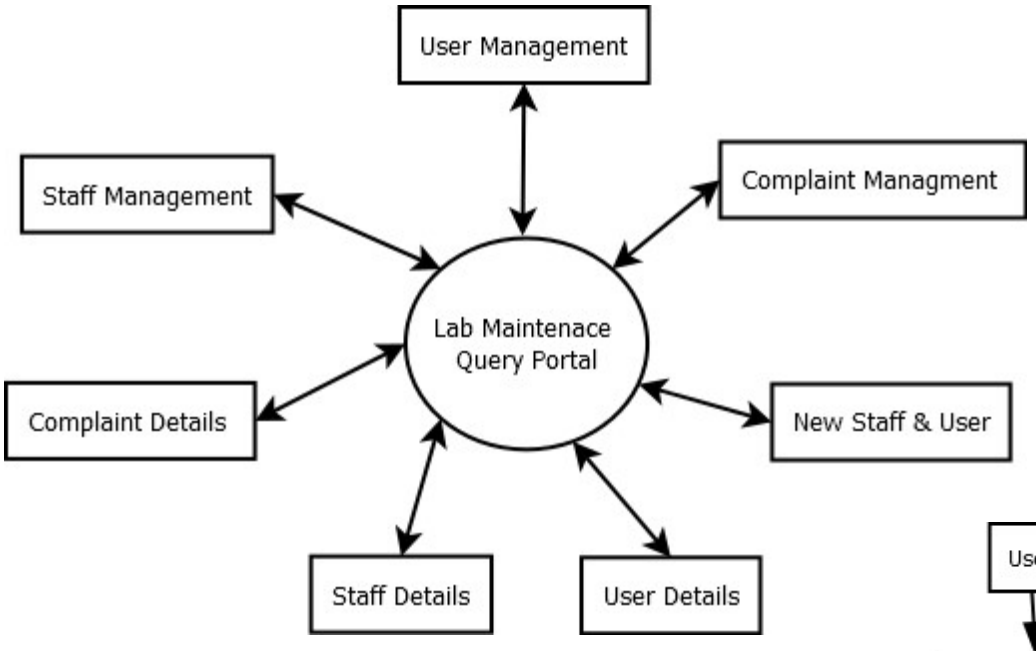
Data Flow Diagrams



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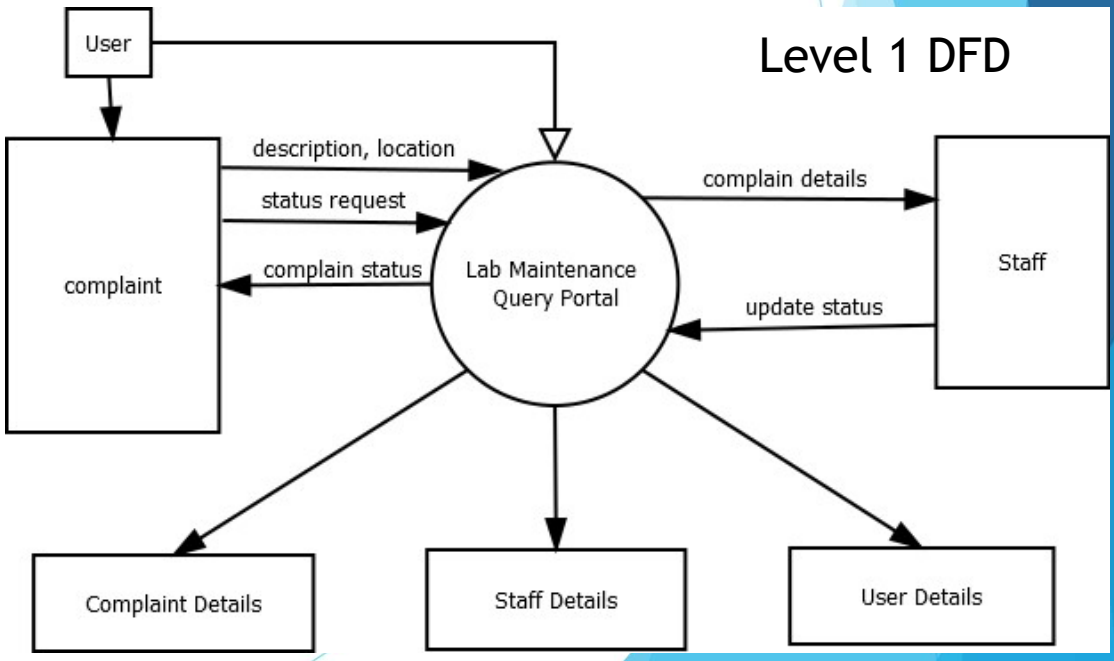

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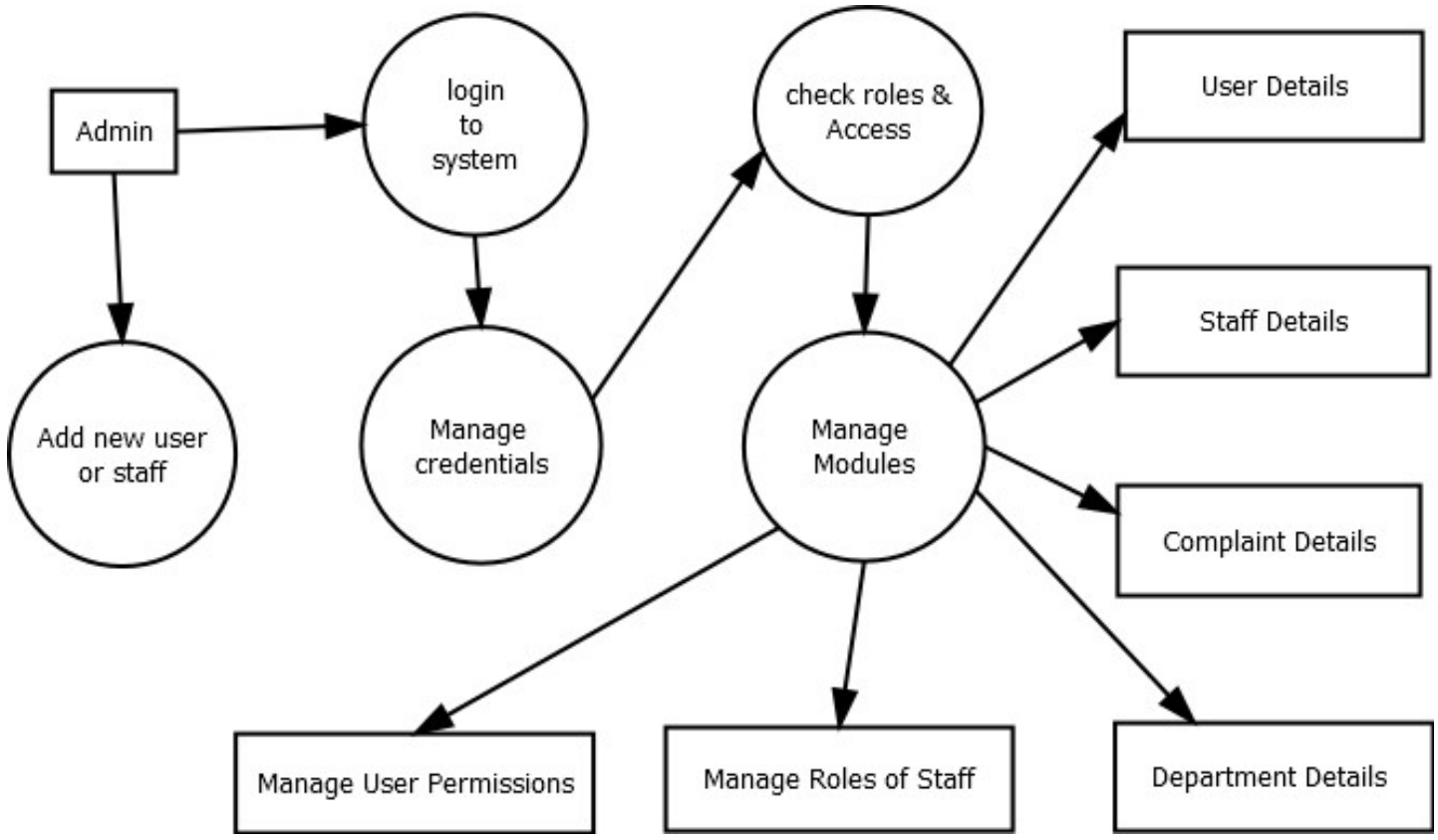
Data Flow Diagrams



Level 2 DFD

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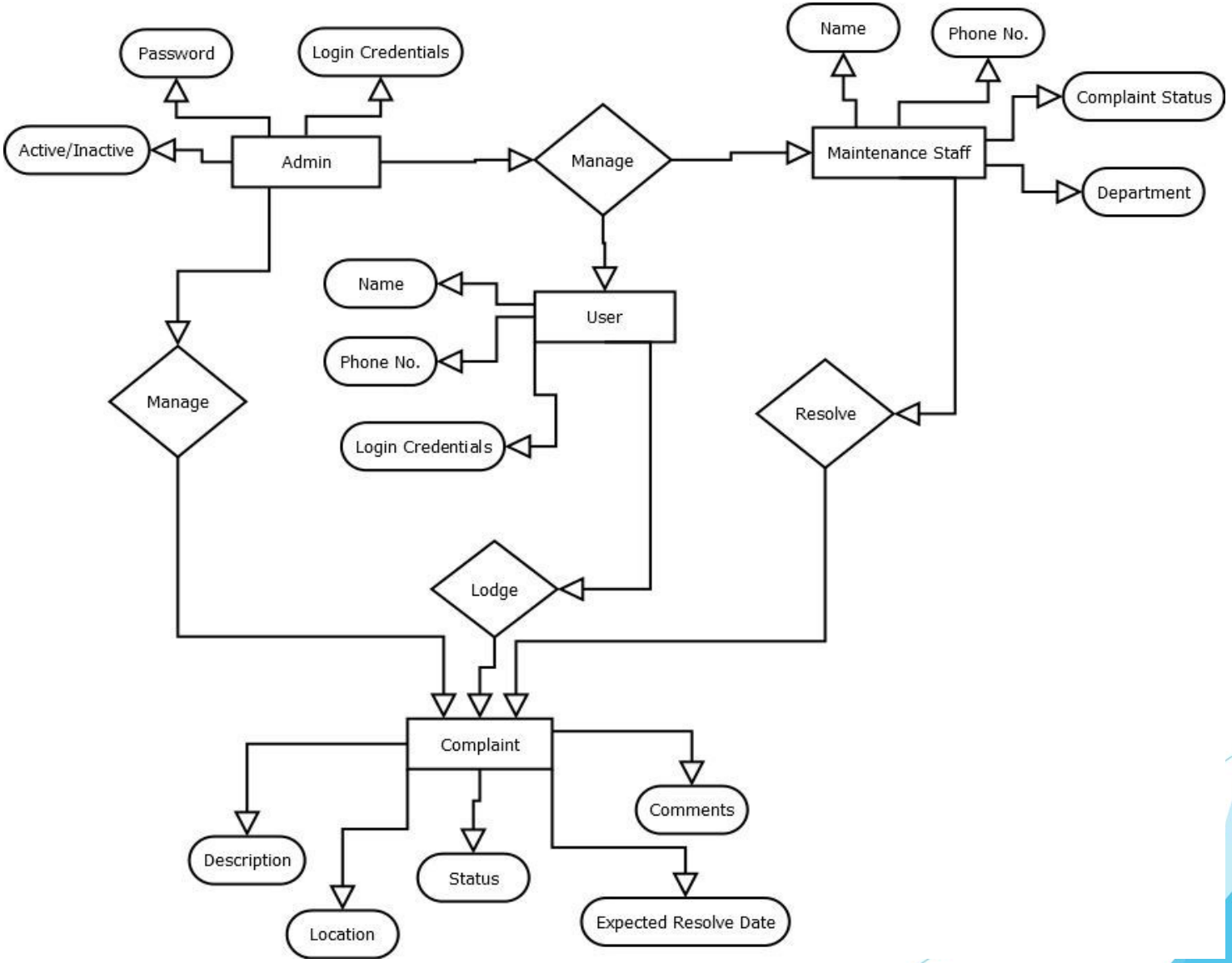
E-R Diagram



9. Technology Stack

Development: VS code

Language Used: PHP

Database Used: My SQL

Design Interface: Bootstrap JavaScript, HTML, CSS

Browser: Opera Mozilla, Google Chrome IE8 or any other Brower

Software: XAMPP

10. Suggestions in Review-1

- **Report generation**

Admin can able to generate report of the raised tickets which will give a detailed view about queries solved and unsolved for future references.

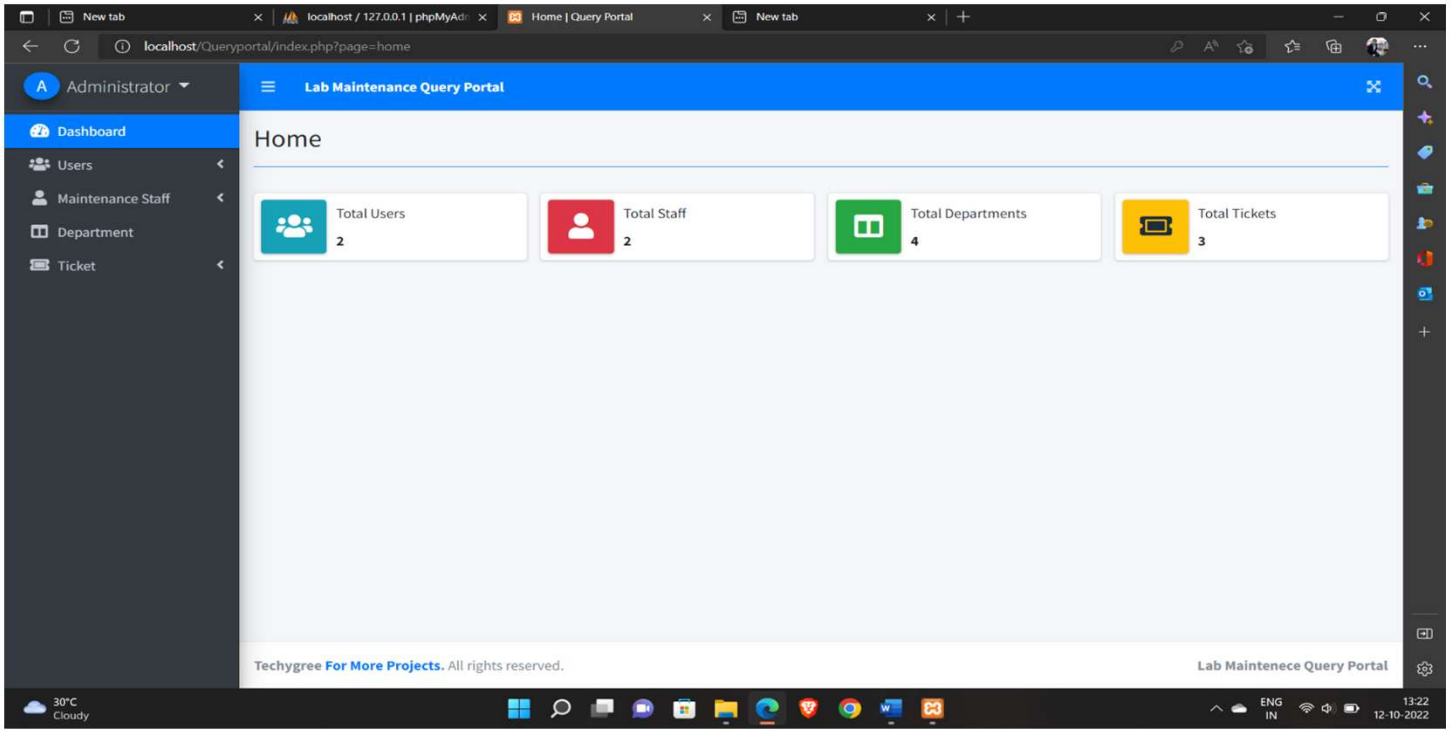
- **Flags**

Admin can be able to view unsolved queries directly through the flags. These flags can be seen on homepage at info section.

11. Result and Discussion

LMQP benefits a in a variety of ways. While the benefits vary by department or industry, six benefits of LMQP platforms that affect every user include:

- Trustworthy reporting
- Dashboards that visually showcase data
- Proactive service.
- Efficiency
- Simplified collaboration.


New tab
localhost / 127.0.0.1 | phpMyAdm
Home | Query Portal
New tab
localhost/Queryportal/index.php?page=home
Administrator
Lab Maintenance Query Portal
Dashboard
Users
Maintenance Staff
Department
Ticket
Home
Total Users
2
Total Staff
2
Total Departments
4
Total Tickets
3
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Lab Maintenece Query Portal
30°C
Cloudy
ENG
IN
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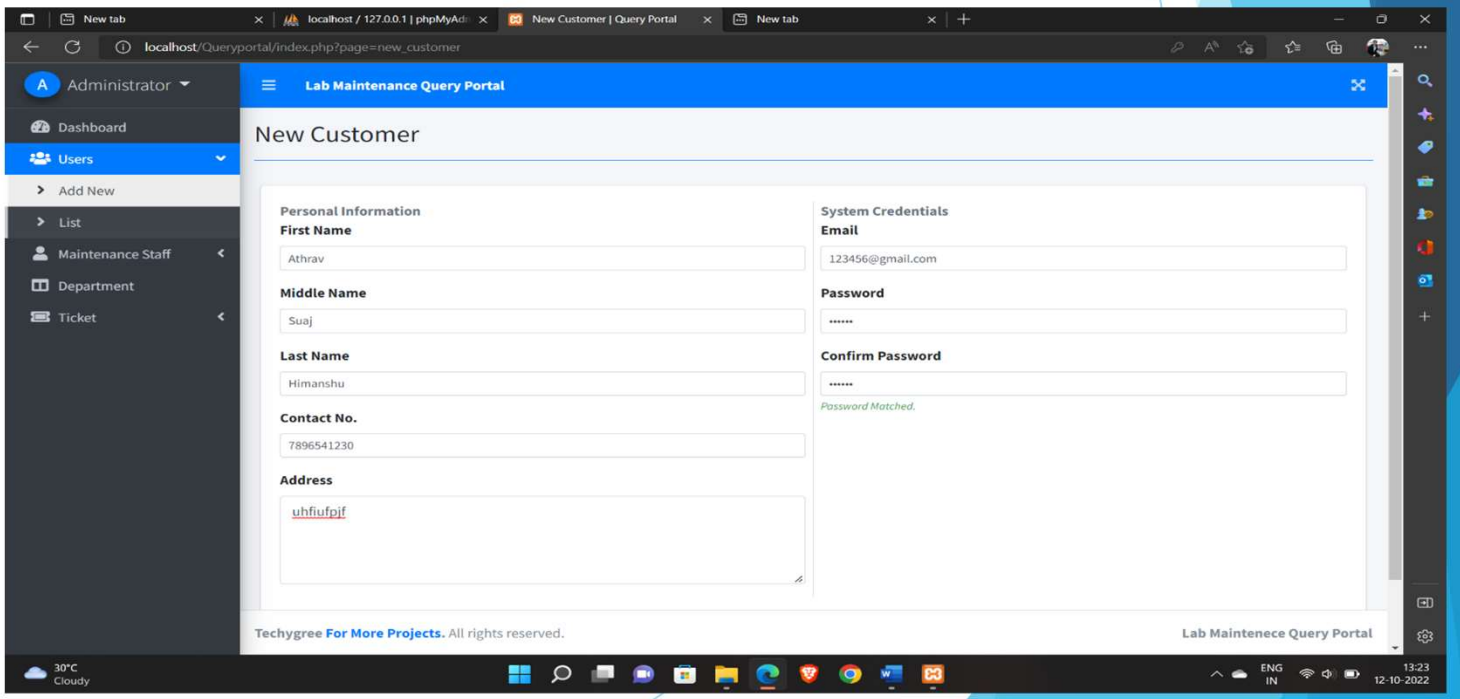
12-10-2022


New tab
localhost / 127.0.0.1 | phpMyAdm
New Customer | Query Portal
New tab
localhost/Queryportal/index.php?page=new_customer
Administrator
Lab Maintenance Query Portal
Dashboard
Users
Add New
List
Maintenance Staff
Department
Ticket
New Customer
Personal Information
First Name
Athrav
Middle Name
Suaj
Last Name
Himanshu
Contact No.
7896541230
Address
uhfiufpjf
System Credentials
Email
123456@gmail.com
Password
Confirm Password
Password Matched.
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Lab Maintenece Query Portal
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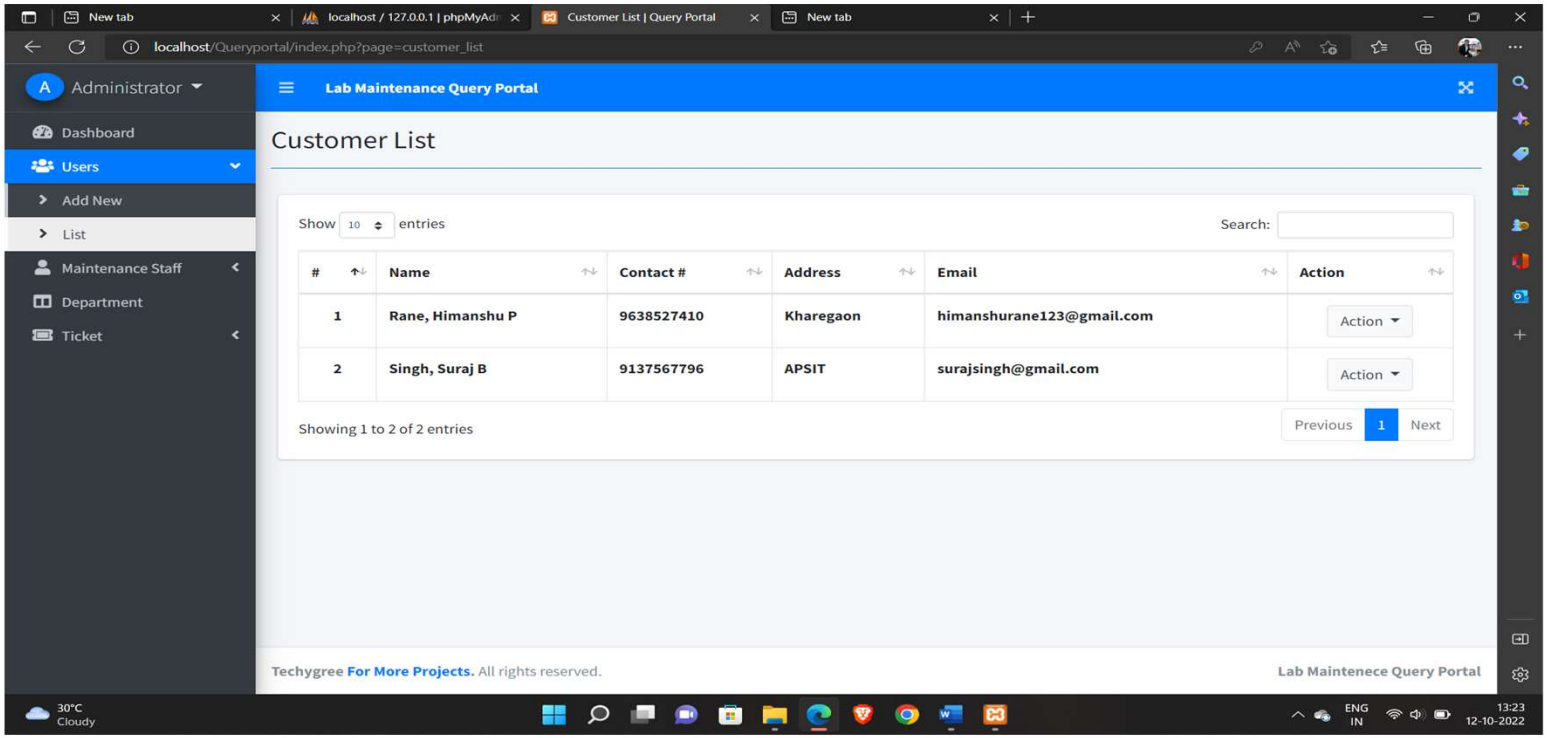
New tab
localhost / 127.0.0.1 | phpMyAdr
Customer List | Query Portal
New tab
localhost/Queryportal/index.php?page=customer_list
Administrator
Lab Maintenance Query Portal
Dashboard
Users
Add New
List
Maintenance Staff
Department
Ticket
Customer List
Show 10 entries
Search:
Name Contact # Address Email Action
1 Rane, Himanshu P 9638527410 Kharegaon himanshurane123@gmail.com Action
2 Singh, Suraj B 9137567796 APSIT surajsingh@gmail.com Action
Showing 1 to 2 of 2 entries
Previous 1 Next
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Lab Maintenece Query Portal
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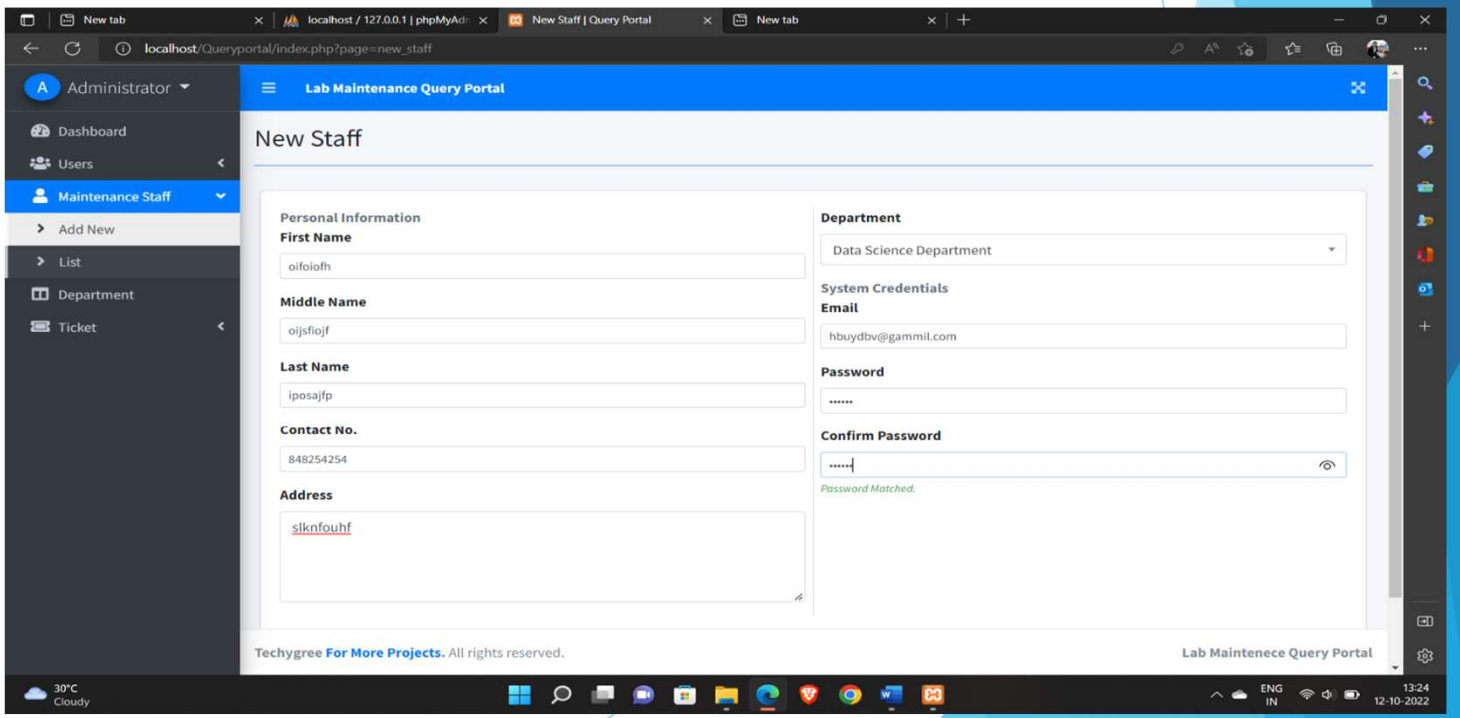
ENG IN
13:23
12-10-2022


New tab
localhost / 127.0.0.1 | phpMyAdr
New Staff | Query Portal
New tab
localhost/Queryportal/index.php?page=new_staff
Administrator
Lab Maintenance Query Portal
Dashboard
Users
Maintenance Staff
Add New
List
Department
Ticket
New Staff
Personal Information
First Name
oifoiofh
Middle Name
oijsfiojf
Last Name
iposajfp
Contact No.
848254254
Address
slknfouhf
Department
Data Science Department
System Credentials
Email
hbuydbv@gammil.com
Password
Confirm Password
Password Matched.
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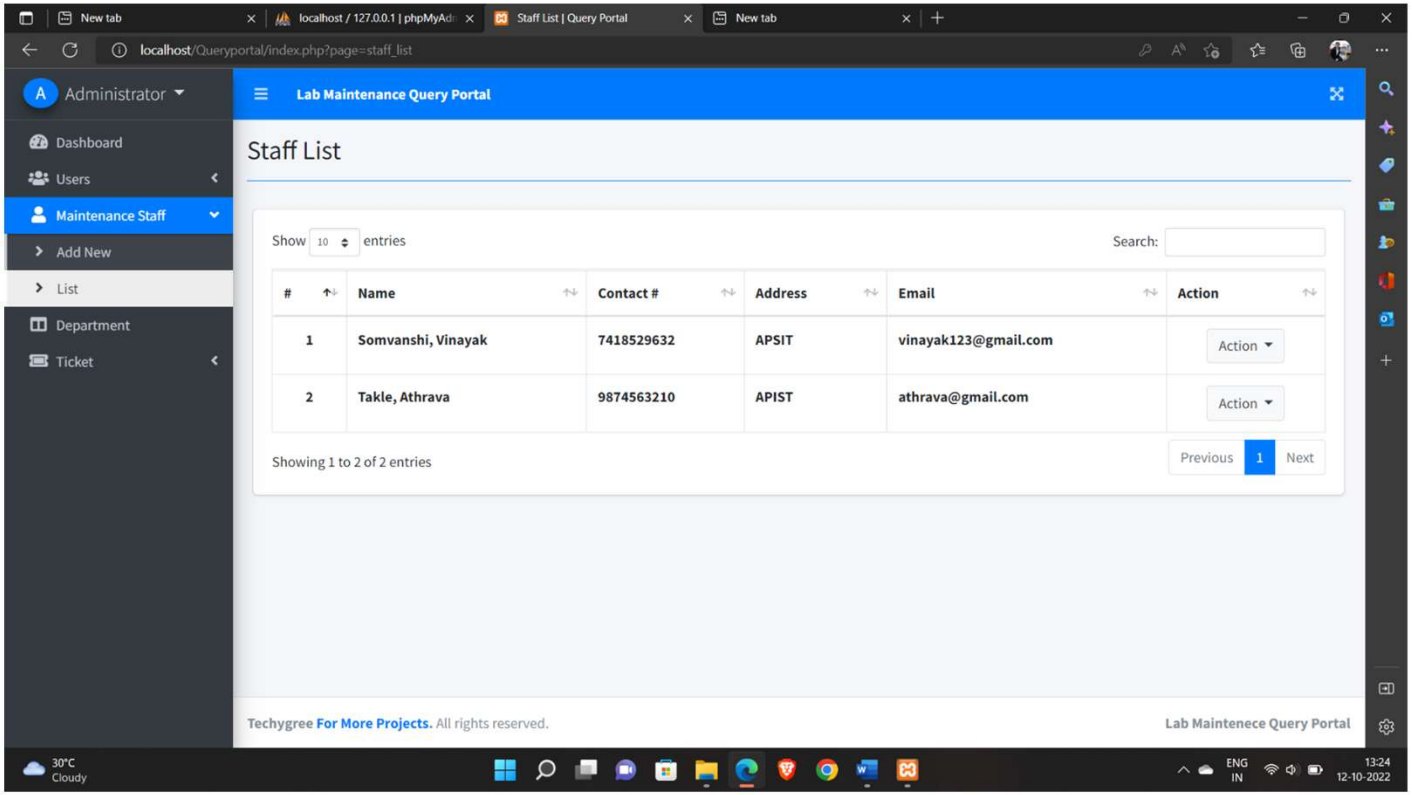
New tab
localhost / 127.0.0.1 | phpMyAdmin
Staff List | Query Portal
New tab
localhost/Queryportal/index.php?page=staff_list
Administrator
Lab Maintenance Query Portal
Dashboard
Users
Maintenance Staff
Add New
List
Department
Ticket
Staff List
Show 10 entries
Search:
Name Contact # Address Email Action
1 Somvanshi, Vinayak 7418529632 APSIT vinayak123@gmail.com Action
2 Takle, Athrava 9874563210 APIST athrava@gmail.com Action
Showing 1 to 2 of 2 entries
Previous 1 Next
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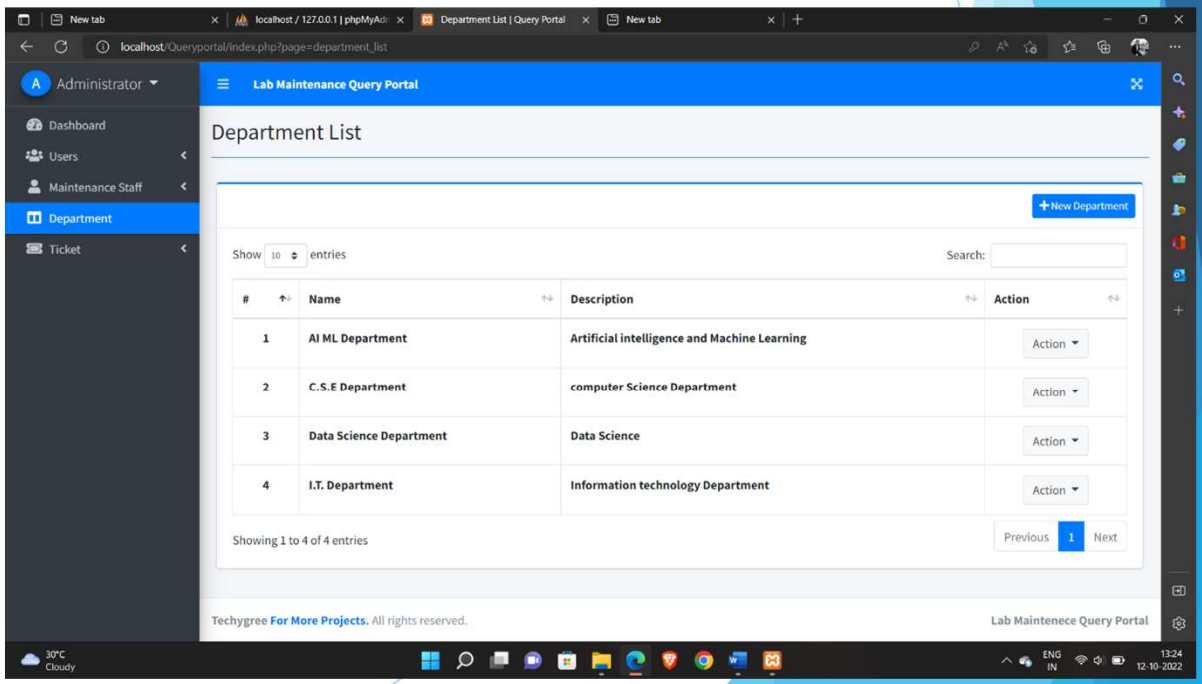
New tab
localhost / 127.0.0.1 | phpMyAdmin
Department List | Query Portal
New tab
localhost/Queryportal/index.php?page=department_list
Administrator
Lab Maintenance Query Portal
Dashboard
Users
Maintenance Staff
Department
Ticket
Department List
New Department
Show 10 entries
Search:
Name Description Action
1 AI ML Department Artificial intelligence and Machine Learning Action
2 C.S.E Department computer Science Department Action
3 Data Science Department Data Science Action
4 I.T. Department Information technology Department Action
Showing 1 to 4 of 4 entries
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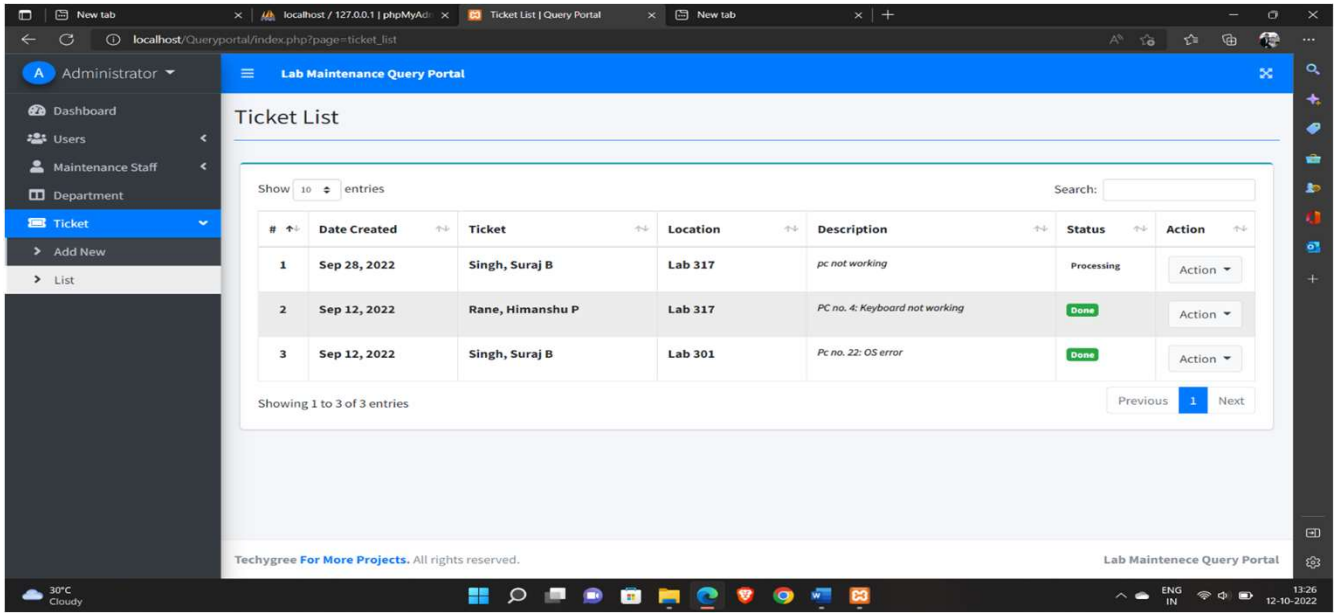
Administrator
Dashboard
Users
Maintenance Staff
Department
Ticket
Add New
List
Lab Maintenance Query Portal
Ticket List
Show 10 entries
Search:
Date Created Ticket Location Description Status Action
1 Sep 28, 2022 Singh, Suraj B Lab 317 pc not working Processing Action
2 Sep 12, 2022 Rane, Himanshu P Lab 317 PC no. 4: Keyboard not working Done Action
3 Sep 12, 2022 Singh, Suraj B Lab 301 Pc no. 22: OS error Done Action
Showing 1 to 3 of 3 entries
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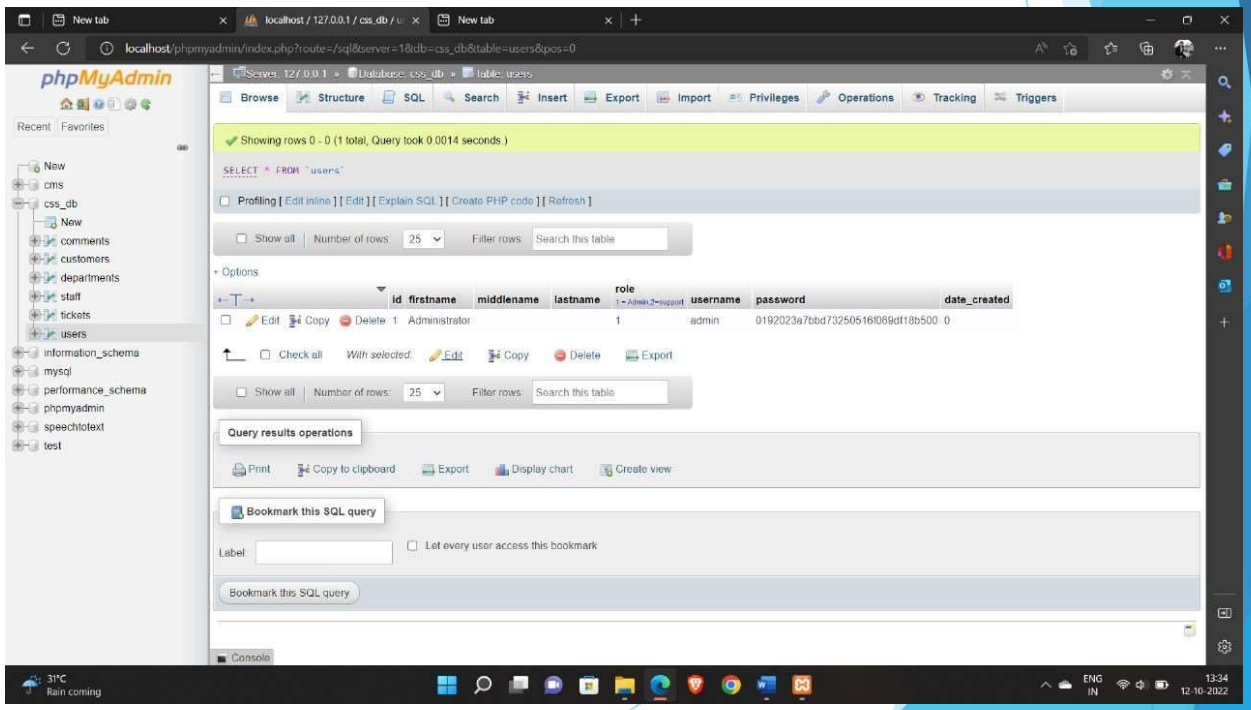
Lab Maintenece Query Portal


phpMyAdmin
Recent Favorites
New
cms
css_db
comments
customers
departments
staff
tickets
users
information_schema
mysql
performance_schema
phpmyadmin
speechtotext
test
Browse Structure SQL Search Insert Export Import Privileges Operations Tracking Triggers
Showing rows 0 - 0 (1 total, Query took 0.0014 seconds.)
SELECT * FROM `users`
Profiling [Edit inline] [Edit] [Explain SQL] [Create PHP code] [Refresh]
Show all Number of rows: 25 Filter rows: Search this table
Options
id firstname middlename lastname role username password date_created
Edit Copy Delete 1 Administrator 1 admin 0192023a7bbd73250516f069df18b500 0
Check all With selected: Edit Copy Delete Export
Query results operations
Print Copy to clipboard Export Display chart Create view
Bookmark this SQL query
Label
Let every user access this bookmark
Bookmark this SQL query
Console

12. Conclusion

- The web application aims at designing a application which will resolve online queries which are updated on the portal.
- This helps to solve the query faster.
- Admin will be able to view the complaints registered and solved.
- The software will help to streamline the process of lab maintenance.
- The future scope for the project is to enable user add image with query and enhance security of the project.

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Thank You...!!