

# Report

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| Week | Module                | Task Details   | Component Status |
|------|-----------------------|--|------------------|
| 1    | -                     | Learnt the basics of PHP, XAMPP and Installed Joomla and its extensions  | Completed        |
| 1    | Template and Menu Bar | For template of the Joomla website, a framework that lets you divide the page into divisions was chosen. Its name is Gantry Framework. Menu bar (accordion) was created in the header showing all options and modules.   | Completed        |
| 2    | FAQs                  | FAQ module was setup with features of 'accordion' drop down. The FAQs can be easily added into the database using the Administrator page. The FAQs have been divided into 2 categories, Hardware and Software. On being clicked, the slide down showing the FAQs, which when selected further slide down showing the Answers. The user need not be logged in to view the FAQs.   | Completed        |
| 2    | Issue Tracker         | The module was set up that includes 'Ticket System'. User needs to be logged in order to submit a ticket. A registered user can submit a ticket and select the category of the problem. Currently I have divided the tickets into 1.Hardware Problems 2.Software Problems 3.General. The user can submit his problem and his details. According to the category selected, the ticket is forwarded to the Admin via Email and also to the Administrator Page.   | Completed        |
| 2    | Report Generation     | Administrator can forward tickets to officials himself using a simple 'Assign Ticket' option or set automatic delivery of the tickets to these officials. The officials or the Admin can answer these tickets. Note that Admin has supreme power. He can answer any ticket or Assign tickets, he can review tickets, see list of all tickets answered or unanswered and take a printout of the stats. The user can see the answer to his tickets by submitting the ticket number and his email address. He can | Completed        |

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|   |                  | close the ticket whenever he is satisfied with the answer. Hence the module of 'Issue Tracker' was implemented along with 'Report generation'. Both these modules come under the same menu.  |                    |
| 3 | Contact Us       | 'Contact Us' Module was set up as a simple form which requires Email, Subject and Message to be sent to the Admin. This message can be sent via email to the Administrator or officials. Officials are obliged to respond to the message accordingly.  | Completed          |
| 3 | Discussion Forum | 'Discussion Forum' has been implemented using a Kunena Framework. The forum has all features. The topics have been divided into Hardware, Software and General. Users can view the forums but they need to login to post their views. Users can set up their profiles, Avatars and start new discussion posts. Posts are Admin moderated. Comments, votes, smileys, statistics, sticky and most features are available.                                  | Completed          |
| 3 | Developers Blog  | 'Developer Blog' module has been implemented using K2 framework. This allows putting videos, attachments, pictures to a standard Joomla article. The articles are displayed in the form of a Blog. User can see the Blog but they need to login. Logged in users can 1. Comment 2. Rate out of 5 stars 3. Share on social media. Blog Articles can be divided into categories if required. K2 has been extraordinarily good plug in for our requirement. | Completed          |
| 3 | New project Idea | 'Projects' module is divided into two sub-menus. 1. New Ideas 2. Existing Ideas. New Idea module has been set up while existing Idea module is yet to be completed. 'New Idea' module has been set up as a brilliant discussion thread. Registered Users can submit an Idea. This idea is reviewed and then published by the administrator.  | Partially Complete |

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|---|----------|---|-------------|
|   |          | Published Ideas can be viewed by people.<br>Users can 1. Comment 2. Vote the ideas. |             |
| 3 | Training | I am working on this module currently   | In progress |