



Topic :online customer support system

Group no :MLB_06.02_07

Campus : Malabe

Submission Date :

We declare that this is our own work and this Assignment does not incorporate without acknowledgment any material previously submitted by anyone else in SLIIT or any other university/Institute. And we declare that each one of us equally contributed to the completion of this Assignment.

Registration No	Name	Contact Number
IT21336140	W.M.A.COORAY	0704879435
IT21336072	R.P.KALANA DILSHAN	0788654850
IT21339806	D.G.RANIDU NIROSH	0741089056
IT21341854	G.R.B.D.CHANUKA	0714389768
IT21343070	I.J.A.GAMAGE	0718433389

DESCRIPTION

HELP DESK IS A ONLINE SUPPORT SYSTEM ,THAT ANYONE CAN USE ONLINE .

USERS ARE NOT GO OUTSIDE AND MAKE TAKE THIERS SUPPORTS.THIS SYSTEM PROVIDES SUPPORTS TO THE DOOR STEPS.

THIS IS A NEWLY INTRODUCED SYSTEM TO THE CUSTOMERS. THIS SYSTEM PROVIDES MANY SUPPORTS, AS AN EXAMPLE USERS CAN MAKE ANY BILL PAYMENT,USERS CAN GET ANY CONNECTION ,USERS CAN REPORT ANY PROBLEM.

BY SUBMITTING THERE PROBLEMS TO THE SYSTEM ,SYSTEM ANALYZING THESE AND TAKE IMMEDIATE ACTIONS ,

AND USERS NEED TO MAKE ANY PAYMENTS SO THE SYSTEM ADMIN ALLOWS USERS TO MAKE PAYEMENT AND VERYFY THERE PAYMENTS SO THE USERS ARE NOT TO WAIT IN QUE THEY CAN IMMEDIATELY MAKE THERE PAYMENTS WITHOUT ANY DELAY.

IF A USERS NEED TO GET ANY CONNECTION LIKE WATER,TV,PHONE SO THE SYSTEM INFORM TO THE ADMINS PARTICIPATING TO THE SYSTEM AND THEN THE SERVICE RIDERS GET THE CONNECTION AND DELIVER THE CONNECTION TO THE DOOR STEP.

THIS SYSTEM IS VERY VALUBLE TO THE CUSTOMERS WHO ARE BUSY WITH THERE WORKS.

IDENTIFIED CLASS

- 1.REGISTERED USER
- 2.UNREGISTERED USER
- 3.SYSTEM
- 4.BILL
- 5.CONNECTION
- 6.PROBLEM
- 7.JOB
- 9.SERVICE
- 10.PHONE BILL
- 11.WATER BILL
- 12.ELECTRICITY BILL
- 13.CONNECTION BILL
- 14.WATER CONNECTION 15.
TV CONNECTION
- 16.LAND PHONE CONNECTION
- 17.HUMAN RESOURSE
- 18.FINANCE
- 19.ARCHITETURE
- 20.CLERK
- 21.PHONE PROBLEM
- 22.CONNECTION PROBLEM
- 23.ELECRTICITY CONNECTION
- 24.WATER CONNECTION
- 25.CONFIRMATION

CRC CARDS

<u>Registered user</u>	
responsibilities	collaboration
Enters email and password	
Selects service	service

<u>Unregistered user</u>	
responsibilities	collaboration
register to the system	

<u>Service</u>	
responsibilities	collaboration
Display service	

<u>system</u>	
responsibilities	collaboration
Checks the email and password	Registered user
Submit the service	service
Making decisions	

<u>confirmation</u>	
responsibilities	collaboration
Confirm the payments	service
Send confirmation letters	

<u>Bill payments</u>	
responsibilities	collaboration
Make and verify the payment	system

<u>Phone bill payments</u>	
responsibilities	collaboration
Make the payment	Bill payments

<u>Water bill payments</u>	
responsibilities	collaboration
Make the payment	Bill payments

<u>Electricity bill payments</u>	
responsibilities	collaboration
Make the payment	Bill payments

<u>Connection bill payments</u>	
responsibilities	collaboration
Make the payment	Bill payments

<u>Get connection</u>	
responsibilities	collaboration
Get the connection and deliver the connection to the user	service

<u>Water connection</u>	
responsibilities	collaboration
get the connection	Get connection

<u>Tv connection</u>	
responsibilities	collaboration
Get the connection	Get connection

<u>Land phone connection</u>	
responsibilities	collaboration
Get the connection	Get connection

<u>job</u>	
responsibilities	collaboration
Find a job and upload the CV	service

<u>Human resource job</u>	
responsibilities	collaboration
Upload the cv	job

<u>Finance job</u>	
responsibilities	collaboration
Upload the cv	job

<u>Architecture job</u>	
responsibilities	collaboration
Upload the cv	job

<u>Clerks job</u>	
responsibilities	collaboration
Upload the cv	job

<u>problem</u>	
responsibilities	collaboration
Submit problem to the system	service

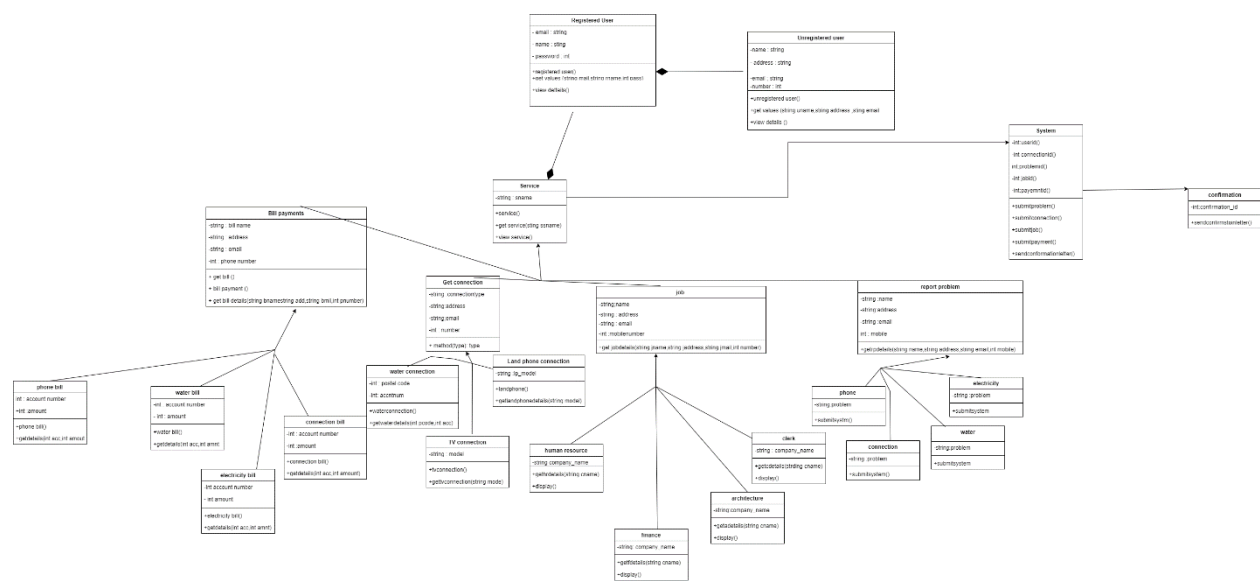
<u>Phone problem</u>	
responsibilities	collaboration
Submit the problem	problem

<u>Connection problem</u>	
responsibilities	collaboration
Submit the problem	Problem

<u>Electricity problem</u>	
responsibilities	collaboration
Submit the problem	problem

<u>Finance job</u>	
responsibilities	collaboration
Submit the problem	problem

class diagram



Register user

```
/*header file for the register user*/
#include<iostream>
#include<string>
class register_user
{
private :
    char email[50];
    char name[20];
    int password;

public:
    void registered_user();
    void setvalues(const char rmail, const char rname, int rpassword);
    void viewdetails();

};

/*register_user.cpp*/

#include " register_user.h"
#include<iostream>
#include<string>
using namespace std;

register_user::register_user()
{
    cout << "Default constructor of register_user class is called"
    << endl;
}
void register_user::setvalues(const char rmail, const char rname, int rpassword)
{
    rmail[] = email[50];
    rname[] = name[20];
    rpassword = password;

}
register_user::~register_user() {
    cout << "register_user destructed" << endl;
}
```


Unregistered user

```
/*header file for the unregister user*/
#include<iostream>
#include<string>
class unregister_user
{
private :
    char name1[20];
    char address[50];
    int number;
    char email[20];

public:
    void setvalues(const char pname, const char paddress, int pnumber, const char
pemail);
    void viewdetails();
};

/*unregister_user.cpp*/

#include " unregister_user.h"
#include<iostream>
#include<string>
using namespace std;

void unregister_user::setvalues(const char pname, const char paddress, int pnumber,
const char pemail)
{
    name1[]= pname;
    address[] = paddress;
    number = pnumber;
    email[] = pemail;
}

void unregister_user::viewdetails()
{
    cout << "name " << name1 << endl;
    cout << "address is " << address<< endl;
    cout << "number us " << number << endl;
    cout << "emails is " << email << endl;
}
```

Service

```
*header file for the service*/
#include<iostream>
#include<string>
class service
{
private :
    char name[20];

public:
    void setservicedetails(const char name);
    void viewdetails();
};

/service.cpp*/

#include " service.h"
#include<iostream>
#include<string>
using namespace std;

void service::setservicedetails(const char sname)
{
    name[] = sname[];
}

void service::viewdetails()
{
    cout << "service is " << name << endl;
}
```

System

```
/*header file for the system*/
#include<iostream>
#include<string>
class system
{
private :
    int userid;
    int connectionis;
    int problemid;
    int jobid;
    int paymentid;

public:
    void setsubmit(int uid,int cid,int pid,int jid,int ptid);
    void getconfirmationletter();
};

/*system.cpp*/

#include " system.h"
#include<iostream>
#include<string>
using namespace std;

void system::setsubmit(int uid, int cid, int pid, int jid, int ptid)
{
    userid = uid;
    connectionis = cid;
    problemid = pid;
    jobid = jid;
    paymentid = ptid;
}

void system::getconfirmationletter()
{
    cout << "confirmation letter send succesfully" << endl;
}
```

Confirmation

```
/*header file for the confirmation*/
#include<iostream>
#include<string>
class confirmation
{
private :
    int confirmation_id;

public:
    void getsendconfirmationletter();
};

/*confirmation.cpp*/

#include "confirmation.h"
#include<iostream>
#include<string>
using namespace std;

void confirmation::getsendconfirmationletter()
{
}
```

Bill payment

```
/*header file for the bill payment*/
#include<iostream>
#include<string>
class bill_payment
{
private :
    char bill_name[50];
    char address[50];
    char emai[50];
    int phone_number;

public:
    void setbillpayment(const char bname, const char baddress, const char bemail, int
bnumber);
};

/*bill payment.cpp*/

#include "bill_payment.h"
#include<iostream>
#include<string>
using namespace std;

void bill_payment::setbillpayment(const char bname, const char baddress, const char
bemail, int bnumber)

{
    bill_name = bname;
    address = baddress;
    email = bemail;
    phone_number = bnumber;
}
```

Phone bill

```
/*header file for thephone bill*/
#include<iostream>
#include<string>
class bill
{
private :
    int accoun_num;
    int amount;

public:
    void setbilldetails(int anumner, int aamount);
};

/*bill.cpp*/

#include "bill.h"
#include<iostream>
#include<string>
using namespace std;

void bill::setbilldetails(int anumner, int aamount)
{
    accoun_num = anumner;
    amount = aamount;
}
```

Water bill

```
/*header file for thephone bill*/
#include<iostream>
#include<string>
class bill
{
private :
    int accoun_num;
    int amount;

public:
    void setbilldetails(int anumner, int aamount);
};

/*bill.cpp*/

#include "bill.h"
#include<iostream>
#include<string>
using namespace std;

void bill::setbilldetails(int anumner, int aamount)
{
    accoun_num = anumner;
    amount = aamount;
}
```

Electricity bill

```
/*header file for thephone bill*/
#include<iostream>
#include<string>
class bill
{
private :
    int accoun_num;
    int amount;

public:
    void setbilldetails(int anumner, int aamount);
};

/*bill.cpp*/

#include "bill.h"
#include<iostream>
#include<string>
using namespace std;

void bill::setbilldetails(int anumner, int aamount)
{
    accoun_num = anumner;
    amount = aamount;
}
```


Connection bill

```
/*header file for thephone bill*/
#include<iostream>
#include<string>
class bill
{
private :
    int accoun_num;
    int amount;

public:
    void setbilldetails(int anumner, int aamount);
};

/*bill.cpp*/

#include "bill.h"
#include<iostream>
#include<string>
using namespace std;

void bill::setbilldetails(int anumner, int aamount)
{
    accoun_num = anumner;
    amount = aamount;
}
```

Get connection

```
/*header file for get connection*/
#include<iostream>
#include<string>
class get_connection
{
private :
    char connection_type;
    char address;
    char email;

public:
    void setdetails(const char ctype,const char gaddress,const char gemail);
};

/*getconnection.cpp*/

#include "getconnection.h"
#include<iostream>
#include<string>
using namespace std;

void get_connection::setdetails(char ctype,char gaddress,char gemail)
{
    connection_type = ctype;
    address = gaddress;
    email = gemail;
}
```

Tv connection

```
/*header file for tv connection*/
#include<iostream>
#include<string>
class tv_connection
{
private :
    char model;

public:
    void setdetails(const char tmodel);
};

/*tv connection.cpp*/

#include "tv_connection.h"
#include<iostream>
#include<string>
using namespace std;

void tv_connection::setdetails(char tmodel)
{
    model = tmodel;
}
```

Water connection

```
/*header file for water connection*/
#include<iostream>
#include<string>
class water_connection
{
private :
    int postal_code;
    int home_number;

public:
    void setwaterdetails(int pcode,int hnum);
};

/*water connection.cpp*/

#include "water connection.h"
#include<iostream>
#include<string>
using namespace std;

void water_connection::setwaterdetails(int ppcode,int hhumn)
{
    postal_code = ppcode;
    home_number = hhumn;
}
```

Land phone

```
/*header file for land phone connection*/
#include<iostream>
#include<string>
class landphone_connection
{
private :
    char lp_model;

public:
    void setlandphonedetails(const char mode);
};

/*land phone connection.cpp*/

#include "land phone connection.h"
#include<iostream>
#include<string>
using namespace std;

void landphone_connection::setlandphonedetails(const char mode)
{
    lp_model = mode;
}
```

Job

```
/*header file for job*/
#include<iostream>
#include<string>
class job
{
private :
    char name;
    char address;
    char email;
    int mobile;

public:
    void setjobdetails(const char jname,const char jaddress,const char jemail,int
jnum);
};

/*job.cpp*/

#include"job.h"
#include<iostream>
#include<string>
using namespace std;

void job::setjobdetails(const char jname,const char jaddress,const char jemail,int jnum)
{
    name = jname;
    address = jaddress;
    email = jemail;
    mobile = jnum;
}
```

Human resource

```
/*header file for human resource*/
#include<iostream>
#include<string>
class HR
{
private :
    char company_name;

public:
    void setdetails(const char cname);
};

/*human resource.cpp*/

#include"HR.h"
#include<iostream>
#include<string>
using namespace std;

void HR::setdetails(const char cname)
{
    company_name = cname;
}
```

Finance

```
/*header file forfinance*/
#include<iostream>
#include<string>
class finance
{
private :
    char company_name;

public:
    void setdetails(const char cname);
};

/*finance.cpp*/

#include"finance.h"
#include<iostream>
#include<string>
using namespace std;

void finance::setdetails(const char cname)
{
    company_name = cname;
}
```


Architecture

```
/*header file for architecture*/
#include<iostream>
#include<string>
class architecture
{
private :
    char company_name;

public:
    void setdetails(const char cname);
};

/*finance.cpp*/

#include"architecture.h"
#include<iostream>
#include<string>
using namespace std;

void architecture::setdetails(const char cname)
{
    company_name = cname;
}
```

Clerk

```
/*header file for clark*/
#include<iostream>
#include<string>
class clark
{
private :
    char company_name;

public:
    void setdetails(const char cname);
};

/*clark.cpp*/

#include"clark.h"
#include<iostream>
#include<string>
using namespace std;

void clark::setdetails(const char cname)
{
    company_name = cname;
}
```

Report problem

```
/*header file for report problem*/
#include<iostream>
#include<string>
class report_problem
{
private :
    char name;
    char address;
    char email;
    int mobile;

public:
    void setdetails(const char jname, const char jaddress, const char jemail, int
jnum);
};

/*report problem.cpp*/

#include"report_problem.h"
#include<iostream>
#include<string>
using namespace std;

void report_problem::setdetails(const char jname, const char jaddress, const char jemail,
int jnum)
{
    name = jname;
    address = jaddress;
    email = jemail;
    mobile = jnum;
}
```

Phone problem

```
/*header file for phone problem*/
#include<iostream>
#include<string>
class phone_problem
{
private :
    char problem;

public:
    void setsubmitsystem(const char jproblem);
};

/*phone problem.cpp*/

#include"phone_problem.h"
#include<iostream>
#include<string>
using namespace std;

void phone_problem::setsubmitsystem(const char jproblem)
{
    problem=jproblem;
}
```

Connection problem

```
/*header file for connection problem*/
#include<iostream>
#include<string>
class connection_problem
{
private :
    char problem;

public:
    void setsubmitsystem(const char jproblem);
};

/*connection problem.cpp*/

#include"connection_problem.h"
#include<iostream>
#include<string>
using namespace std;

void connection_problem::setsubmitsystem(const char jproblem)
{
    problem=jproblem;
}
```

Water connection problem

```
/*header file for water connection problem*/
#include<iostream>
#include<string>
class waterconnection_problem
{
private :
    char problem;

public:
    void setsubmitsystem(const char jproblem);
};

/*water connection problem.cpp*/

#include"waterconnection_problem.h"
#include<iostream>
#include<string>
using namespace std;

void waterconnection_problem::setsubmitsystem(const char jproblem)
{
    problem=jproblem;
}
```

Electricity problem

```
/*header file for electricity problem*/
#include<iostream>
#include<string>
class electricity_problem
{
private :
    char problem;

public:
    void setsubmitsystem(const char jproblem);
};

/*water connection problem.cpp*/

#include"electricity_problem.h"
#include<iostream>
#include<string>
using namespace std;

void electricity_problem::setsubmitsystem(const char jproblem)
{
    problem=jproblem;
}
```

Individual contribution

<u>it number</u>	<u>Class diagram</u>	<u>coding</u>
IT21336140	<ul style="list-style-type: none">• Register user• Unregistered user• system	<ul style="list-style-type: none">• Register_user.h• Unregister_user.h• System.h
IT21336072	<ul style="list-style-type: none">• Job• Human resource• Finance• Architecture• clerk	<ul style="list-style-type: none">• Job.h• Human resource.h• Finance.h• Architecture.h• Clerk.h
IT21339806	<ul style="list-style-type: none">• Get connection• Tv connection• Water connection• Land phone	<ul style="list-style-type: none">• Get connection.h• Tv connection.h• Water connection.h• Land phone.h
IT21341854	<ul style="list-style-type: none">• Phone bill• Water bill• Electricity bill• Connection bill	<ul style="list-style-type: none">• Phone bill.h• Water bill.h• Electricitybill.h• Connectionbill.h
IT21343070	<ul style="list-style-type: none">• Service• Confirmation• Bill payment	<ul style="list-style-type: none">• Service.h• Confirmation.h• Billpayment.h