

Service Management System (Computer Centre)

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1. Introduction

Service Management Module(SMS) is a project for registering and managing the complaints that are registered in the respective Department. Users through this project can view our complaints and check our complaint status. All the complaints are recorded and updations can be made on that complaint. This project will help a lot in managing complaint not only for the user also for Faculty Incharge and Technician.

1.1 Purpose

A central complaint registration on website in which students can register using their email ids and register complaints regarding hardware, software etc. The complaints will be forwarded automatically to the respective departments. The student will also get a confirmation email once the complaint is registered.

1.2 Product Perspective

Complaint registration was used to be a hectic task. Students had to go to the respective departments to register complaints. The complaints were registered manually in a notebook. That made it hard to keep track of the unattended complaints.

Now, The students can register complaints from anywhere in the campus. These complaints will be sent directly to the respective departments. That also makes it easy for the departments to keep track of the attended complaints. If the department was unable to fulfill the demands of the student, the student is going to receive a response email regarding the reason why the department didn't fulfill the demand.

1.3 Project Features and Functions

The main features of our project include:

1. Online registration of Complaints: Our website creates an online record of all the student complaints. Earlier, students had to go to the respective department to

register complaints. Due to which, the students didn't report most of the problems on the campus. Now, the students can register complaints from anywhere on the campus.

2. Searching of complaints: Now, the departments can search for the unattended complaints from the dashboard. That makes keeping track of the status of complaints very easy for the departments.
3. Maintenance of Complaints: It also makes maintenance of the complaints very easy. The complaints can be divided based on different aspects such as Location, User, and etc, so keeping track of the complaints gets easy.
4. Status of Complaints: The department can also divide the complaints based on status(whether the demands were fulfilled or not). Previously, most of the complaints were left untreated, but now the departments can keep track of the untreated complaints from the website dashboard.
5. Sending email regarding complaints: Once the departments fulfill the complaints, the student will get an email regarding his/her complaint which is resolved. If the department was unable to fulfil the demands of the student, the student is going to receive a response email regarding the reason why the department didn't fulfill the demand.

The main function of our project include:

1. Login And Registration
2. Change Status of Complaint
3. Search Complaint by Date, Id, Name, Location.
4. Mail on Change of Status And Registering Complaint.
5. View Preview Filed Complaints and status

2. Hardware Requirements

It can be hosted on any online server with minimum requirement 2GB Ram, 30GB Storage with Linux operating system(Ubuntu).

3. Software Requirements

In this we Requires software such as Linux Operating system(Ubuntu), Php, Mysql, Laravel(Php Framework)

Third-Party Software such as Composer and many dependencies such as:

```
"php": "^7.2.5",

"fideloper/proxy": "^4.2",

"fruitcake/laravel-cors": "^1.0",

"guzzlehttp/guzzle": "^6.3",

"laravel/framework": "^7.0",

"laravel/nexmo-notification-channel": "^2.3",

"laravel/socialite": "^4.3",

"laravel/tinker": "^2.0"

"facade/ignition": "^2.0",

"fzaninotto/faker": "^1.9.1",

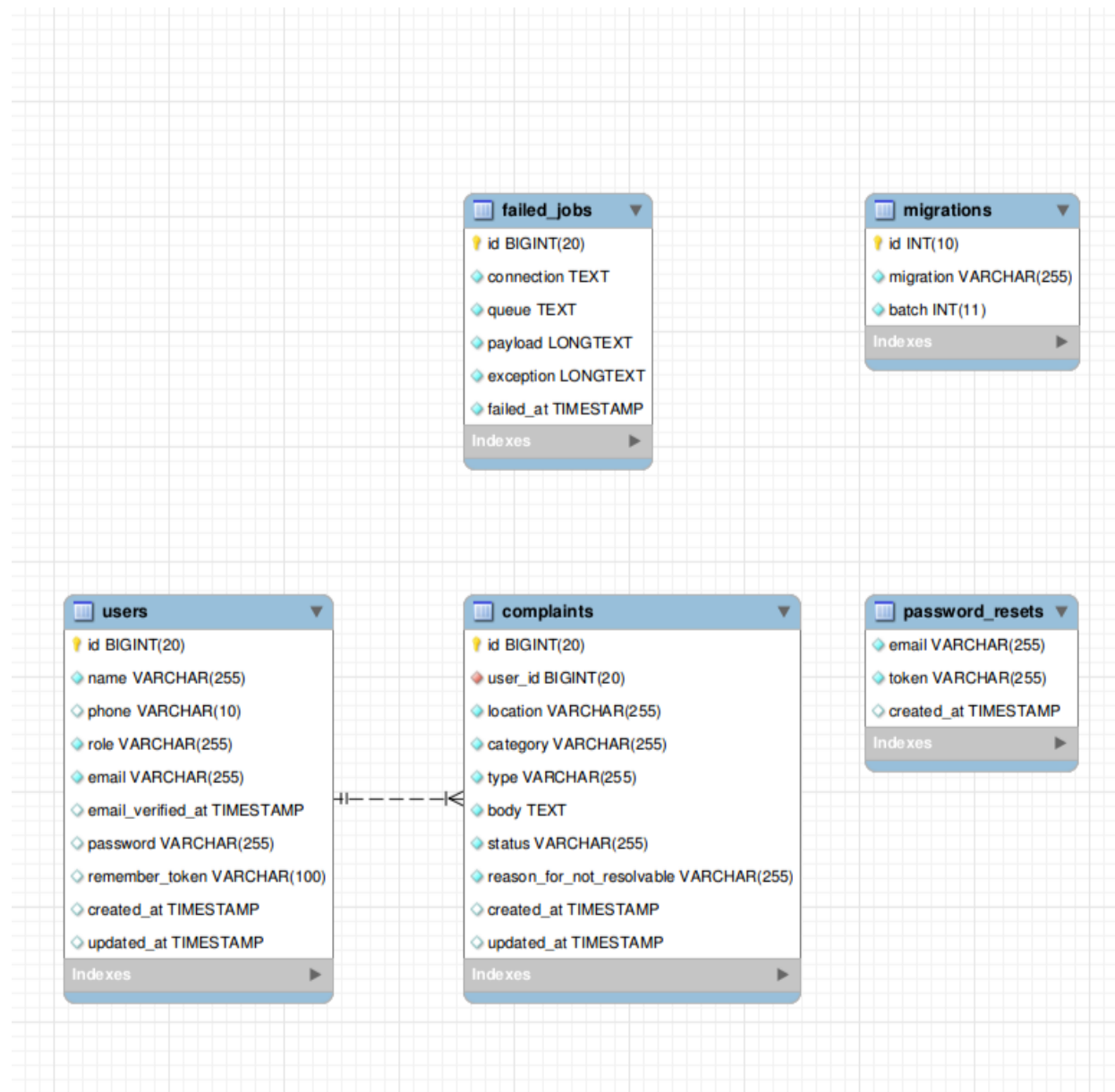
"laravel/ui": "^2.0",

"mockery/mockery": "^1.3.1",

"nunomaduro/collision": "^4.1",

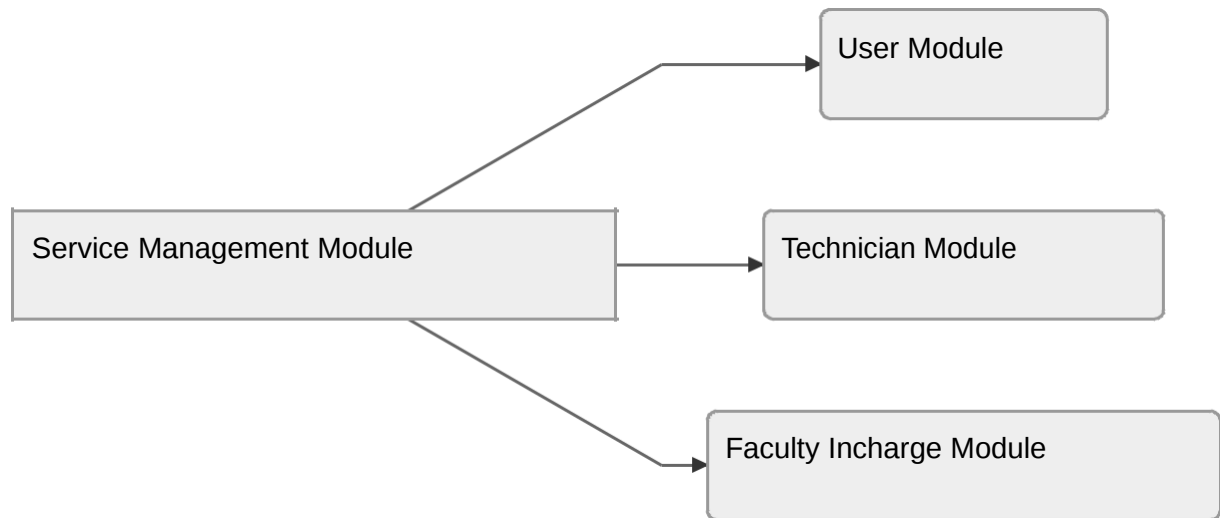
"phpunit/phpunit": "^8.5"
```

4. Er - Diagram



5. Structure/Working of Project

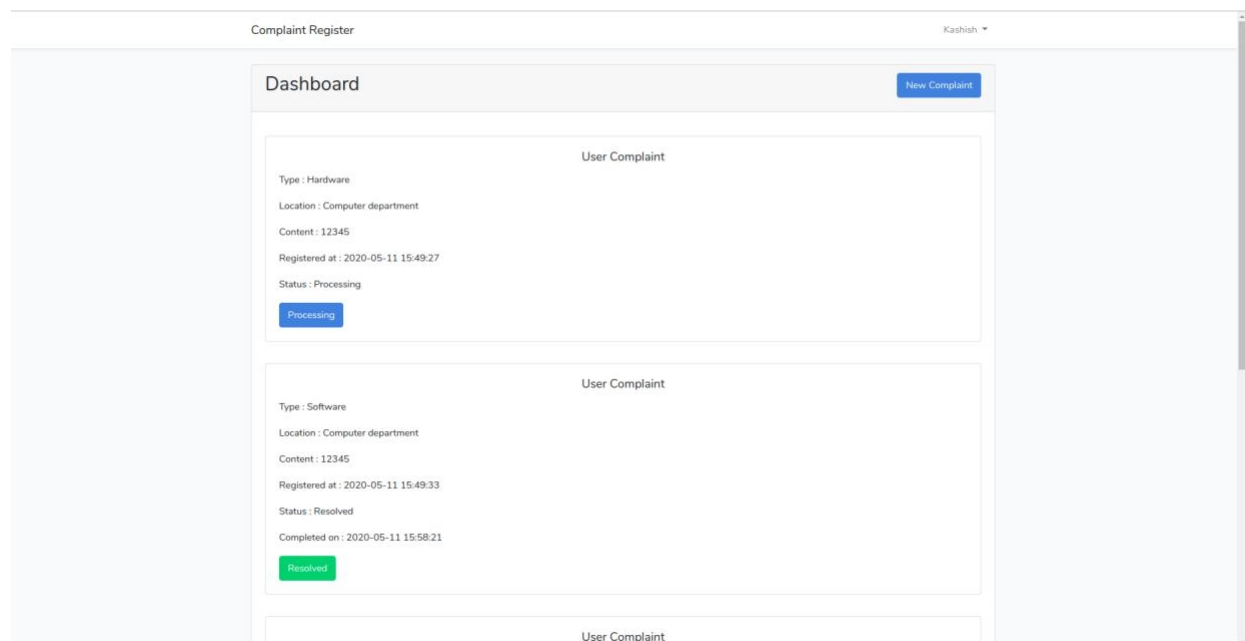
This Project consists of 3 different modules :



5.1 User Module

A User can launch a complaint and view its status and other things. After registering a complaint a mail to the desired Technician, User, and to Faculty Incharge is sent.

Record of User Complaint



User Complaint Box

Complaint Register Kashish ▾

Complaint

All Complaints

Location/Department

Computer department

Complaint Type

Networking ▾

Complaint

Internet is not Working

Register Complaint

5.2 Service Module

The technician can change the status of complaint on just one click and can submit the reason if he is not able to solve the complaint. A Technician will be allowed to see or solve only his complaint i.e if Complaint is of type hardware only Hardware Technician/Faculty Incharge.

Technician Complaint Dashboard:

Complaint Register

ishaan ▾

Dashboard

Complaint Table

Networking Complaint

Type : Networking
Location : Computer department
Content : 12345
Registered at : 2020-05-11 15:49:39
Status : Resolved
Completed on : 2020-05-11 15:57:08

Resolved

Networking Complaint

Type : Networking
Location : Computer department
Content : 8782vjmhj fdfdb
Registered at : 2020-05-11 15:49:46
Status : Unable to resolve
Reason : i m not ble od it

Resolve

Unable to resolve

A technician can Submit the reason why he is not able to solve complaint :

Type : Networking
Location : Computer department
Content : 12345
Registered at : 2020-05-11 15:49:39
Status : Resolved
Completed on : 2020-05-11 15:57:08

Resolved

Networking Complaint

Type : Networking
Location : Computer department
Content : 8782vjmhj fdfdb
Registered at : 2020-05-11 15:49:46
Status : Unable to resolve
Reason : i m not ble od it

Resolve

Unable to resolve

Enter Reason
Please Enter Your Reason Here

Submit Reason

Close Dialog Box

8/9

A Technician can make query search on complaints:

Complaint Register

ishaan

Search By

Complaint Id

Complaint Status

Select Complaint Status

Location

Registration Date

From:

To:

Processing Date

From:

To:

Search

Dashboard

Resolve Complaints

Complaint id	Registered by	Complaint type	Location	Registered at	Complaint status	Processed On	Reason for unable to resolve
3	Kashish	Networking	Computer department	2020-05-11 15:49:39	Resolved	2020-05-11 15:57:08	----
4	Kashish	Networking	Computer department	2020-05-11 15:49:46	Unable to resolve	2020-05-11 15:57:36	i m not ble od it

5.3 Faculty Incharge Module

Faculty Incharge will get a tabular view of all the Complaints and him/she can make a query search on complaints.

Complaint Register

Faculty Incharge

Search By

Complaint Id

Complaint Status

Select Complaint Type

Complaint Status

Select Complaint Status

Location

Registration Date

From:

To:

Processing Date

From:

To:

Search

Dashboard

Complaint id	Registered by	Complaint type (Technician)	Location	Registered at	Complaint status	Processed On	Reason for unable to resolve
4	Kashish	Networking(ishaan)	Computer department	2020-05-11 15:49:46	Unable to resolve	2020-05-11 15:57:36	i m not ble od it
3	Kashish	Networking(ishaan)	Computer department	2020-05-11 15:49:39	Resolved	2020-05-11 15:57:08	----
2	Kashish	Software(Prashant)	Computer department	2020-05-11 15:49:33	Resolved	2020-05-11 15:58:21	----
1	Kashish	Hardware(Tripti)	Computer department	2020-05-11 15:49:27	Processing	----	----