A REPORT
ON

CORMSQUARE SUPPORT HUB: CENTRALIZED KNOWLEDGE & SOLUTIONS

Submitted by,

Ms. MEDHA JEENOOR - 20211CSE0209

Under the guidance of,

Dr. SANDEEP ALBERT MATHIAS

in partial fulfillment for the award of the degree of

BACHELOR OF TECHNOLOGY

IN

COMPUTER SCIENCE AND ENGINEERING

At

GAIN MORE KNOWLEDGE
REACH GREATER HEIGHTS

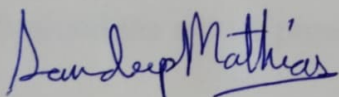**PRESIDENCY UNIVERSITY**

BENGALURU

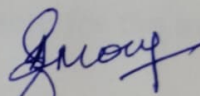**MAY 2025**

PRESIDENCY UNIVERSITY

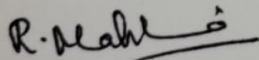## PRESIDENCY SCHOOL OF COMPUTER SCIENCE AND ENGINEERING

CERTIFICATE

This is to certify that the Internship/Project report **"CORMSQUARE SUPPORT HUB: CENTRALIZED KNOWLEDGE & SOLUTIONS"** being submitted by "MEDHA JEENOOR" bearing roll number "20211CSE0209" in partial fulfillment of the requirement for the award of the degree of Bachelor of Technology in Computer Science and Engineering is a bonafide work carried out under my supervision.
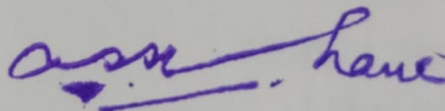
Dr. SANDEEP ALBERT MATHIAS
Assistant Professor Selection Grade-
PSCS
Presidency University

Dr. ASIF MOHAMMED H.B
Associate Professor & HoD
PSCS
Presidency University

Dr. MYDHILI NAIR
Associate Dean
PSCS
Presidency University

Dr. SAMEERUDDIN KHAN
Pro-Vice Chancellor - Engineering
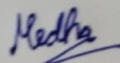Dean –PSCS / PSIS
Presidency University

PRESIDENCY UNIVERSITY

PRESIDENCY SCHOOL OF COMPUTER SCIENCE AND ENGINEERING

DECLARATION

I hereby declare that the work, which is being presented in the report entitled "CORMSQUARE SUPPORT HUB: CENTRALIZED KNOWLEDGE & SOLUTIONS" in partial fulfillment for the award of Degree of **Bachelor of Technology** in **Computer Science and Engineering**, is a record of my own investigations carried under the guidance of **Dr. Sandeep Albert Mathias, Assistant Professor Selection Grade-PSCS, Presidency School of Computer Science and Engineering, Presidency University, Bengaluru.**
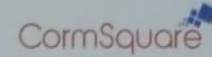
I have not submitted the matter presented in this report anywhere for the award of any other Degree.

MEDHA JEENOOR

20211CSE0209

INTERNSHIP COMPLETION CERTIFICATE

CormSquare

09-May-2025

Ms. Medha Jeenoor,
No. 010, Kalpataru Apartments,
Kodigehalli Main Road, Sahakarnagar
Bengaluru - 560092

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Medha Jeenoor** has successfully completed her internship at our organization from **27th January 2025 to 25th April 2025** and her project **"CormSquare Support Hub: Centralized Knowledge & Solutions"** has been completed judiciously.

During her internship, she has exhibited great understanding of the various technologies that were employed during her project in the domain of Software Development including but not limited to:

FrontEnd: HTML, CSS, JavaScript, JQuery
Backend: Microsoft .NET
Database: SQL Server

Her association with us was fruitful and we wish her all the best in her future endeavors.

With warm regards,
For Cormorant Engineering India Private Limited.,

Narendra RA
Director

CEIPL

Cormorant Engineering India Private Limited

ABSTRACT

This project is about building a user-friendly **Knowledge Management System (KMS)** that organizes and simplifies how a company handles its knowledge, answers questions, and solves problems. **External users**, like customers or partners, can check out published solutions, report issues, or ask for information. Inside the system, **KM Creators** whip up solutions using templates designed by **Admins**. **KM Champions** take a look, deciding if the solutions are good to go, need a bit of polishing, or should be sent back to the drawing board. Admins are the ones calling the shots—they handle user accounts, create templates, and set up details for clients or products. When someone from outside wants to join, they sign up, and an Admin checks it out to make sure only the right people get access. This straightforward process for creating, checking, and sharing content keeps things running smoothly, makes it easy to follow, and helps everyone in the organization share and reuse knowledge like pros.