**Project**

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# Arham-Minor-Project

# Project - STUDENT HELPDESK MANAGEMENT SYSTEM

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## Introduction

A web-based student helpdesk system is an online platform that enables students to request academic, technical, and administrative support from their educational institution.

The system is accessible from anywhere with an internet connection, making it easier for students to receive timely assistance and improve their academic experience. Overall, a web-based student helpdesk system is a powerful tool that can enhance the academic experience for students and help institutions provide better support and services.

## Objective

The Help Desk Management System is a set of programs which run as a software providing assistance to all the complaints, queries and services to the customers within a set of organization. It is a web based software which has made the working procedure of organization much easy.

This software will fulfill customer’s need by providing them technical support for their relevant issues as well as time period considered for solving the problems will be much shorter. All the queries and issues that will be posted in portal will be saved into the database for future reference.

The software is an intranet based software which can be used within the organization. It is basically a customer care management system. This software is very efficient in future time because it is an E-help desk system which tries to solve the problems of all the customer via internet medium and digital medium and thus reducing even the working time for the users too, to solve their problems and queries.

## Software Requirements

In order to run this project, you will need to have the following software installed on your system:

+ XAMPP (Version 8.0.12 or higher) - Used for running the Apache web server and MySQL database.

+ A web browser (e.g. Google Chrome, Mozilla Firefox, etc.) - Used for accessing the web pages served by the Apache web server.

## Hardware Requirments

+ Processor: Dual-core or higher (Recommended)

+ RAM: 2GB or Higher (Recommended)

+ Storage: 50GB or more

+ Bandwidth: 1Mbps or higher (Depending on expected traffic)

## Tools Used

The following tools were used in the development of this project:

+ Visual Studio Code (Version: 1.77.0)

+ HTML5

+ CSS3

+ JavaScript

+ PHP 7.4

+ MySQL 8.0

+ Apache 2.4

+ XAMPP 8.0.12

+ Github

## Installation

To run the website locally, Follow these steps:

1. Clone the repository to your local machine

2. Set up a local server environment using XAMPP software

3. Import the SQL database provided in the database folder

4. Update the database connection settings in the all files containing `.php` file

5. Launch the website by opening the `index.html` file in your web browser

## Configuration

1 - Install APACHE server and XAMPP for setup of localhost environment

2 - Download or clone the project files from your code repository (e.g. GitHub) to a local directory on your computer

3 - Move the project directory to the appropriate location on your web server, such as the `htdocs` folder for Apache

4 - Import the project's MySQL database to your local MySQL server. This can be done using a tool `phpMyAdmin`

5 - Configure the database connection settings in the `PHP` files to match your local `MySQL` server

6 - Set up any necessary dependencies for the project, such as libraries or frameworks

7 - Test the project by opening a web browser and navigating to the appropriate URL

```

http://localhost/ArhamMinorProject

```

8 - Deploy the project to the local development environment

9 - Deploy the project to a live server or web hosting service if necessary

## Features

+ Course Information: Students can access information on course schedules, syllabi, assignments, and more.

+ Tutoring Services: Students can schedule appointments with tutors and access online resources to help them succeed in their courses.

+ Academic Resources: Students can find information on academic policies, procedures, and resources to support their academic success.

+ Contact Form: Students can reach out to the help desk team for support and assistance.

+ Feedback System: Students can provide feedback on their support experience, which can be used to improve the helpdesk system and ensure that students receive high-quality assistance.

+ Social Media Integration: Students can connect with the helpdesk team through social media channels like Twitter and Facebook, providing another avenue for support and engagement.

+ Knowledge Base: Students can access a database of frequently asked questions and articles related to academic and technical issues.

+ FAQ Section: Students can access a list of frequently asked questions and answers related to common academic and technical issues.

## Benefits

There are several benefits of a web-based student Helpdesk Management System, including:

+ Accessibility: A web-based system can be accessed from anywhere with an internet connection, allowing students to receive support and assistance from anywhere at any time.

+ Efficiency: A helpdesk management system can streamline and automate the process of handling student inquiries, improving response times and reducing the workload for helpdesk staff.

+ Improved student experience: By providing timely and efficient support, a helpdesk management system can improve the overall student experience and satisfaction with the educational institution.

+ Enhanced communication: A helpdesk management system can facilitate communication between students and helpdesk staff, providing an effective and efficient means of resolving issues and answering questions.

+ Data management: A web-based system can track and manage data related to student inquiries and support requests, providing valuable insights into common issues and areas for improvement.

+ Cost-effective: A helpdesk management system can reduce the cost of providing support services, by streamlining processes, reducing staff workload and automating tasks.

## Result Analysis

Overall, the Student Helpdesk project uses a combination of HTML, CSS, JavaScript, and PHP to create a user-friendly interface that allows students to request help and support from their educational institution. The project features support request handling, a messaging system, and analytics and reports to help staff members provide effective support and improve their performance.

## References

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## License

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## Maintainers

- Mohd Arham