# HelpDesk

Created and Presented by :
Avantika   Saiharika
Jyothi   Pooja

BVRIT Institute Of Technology For Women

June (01-10) 2017

# Skeleton of our project:



Manger too logs in and then he receives the ticket from the customer and sends it to the specified worker.

Worker too logs in and responds to the ticket by clicking on it and reaches the customer to complete the work

Customer first logs in and then sends the the ticket to manager.

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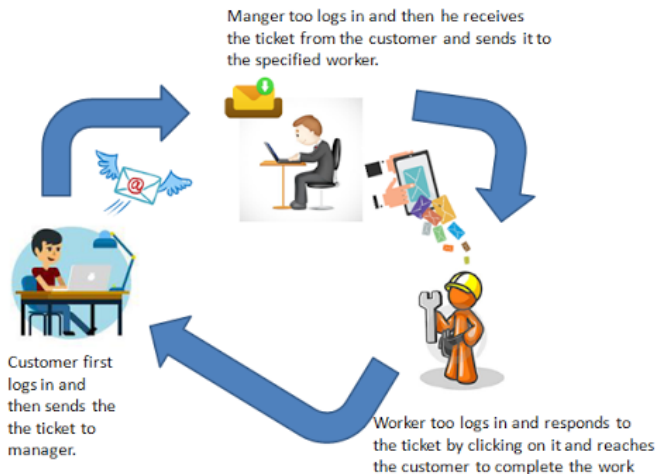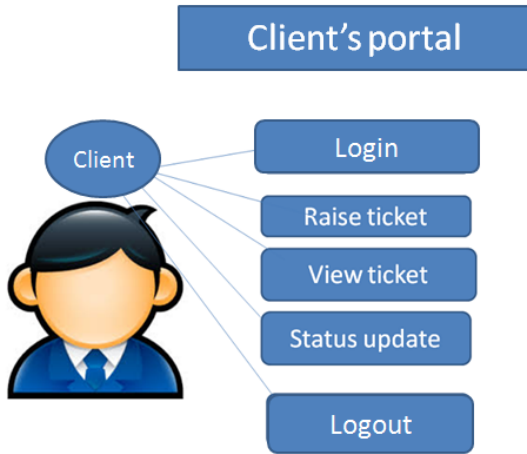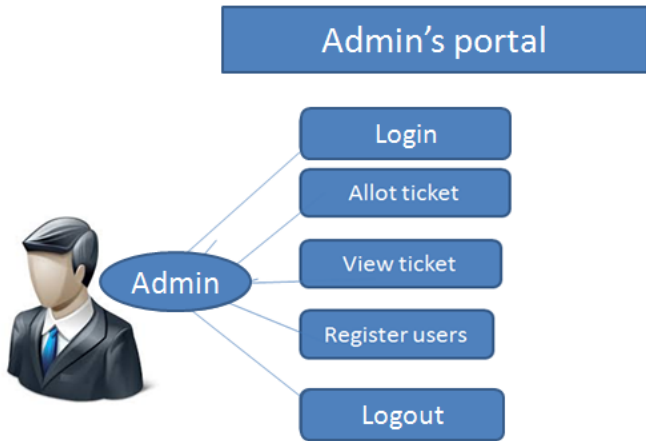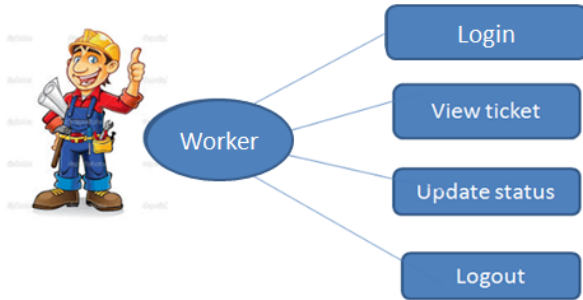
Schema:
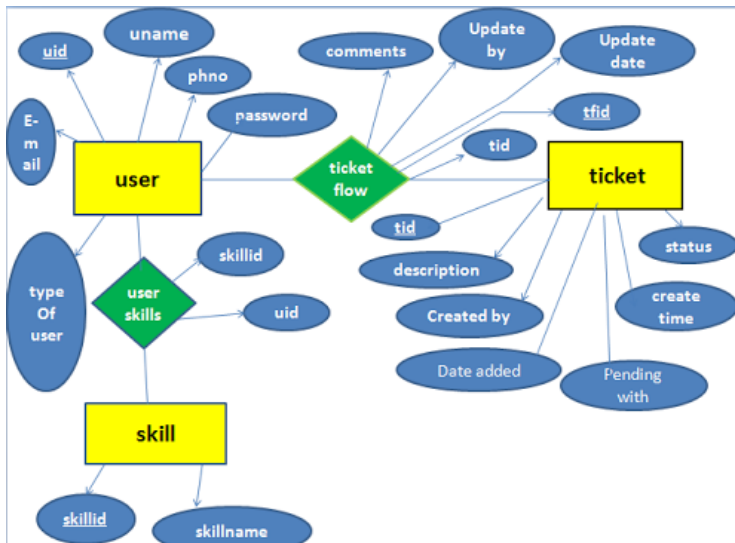
User:

```
mysql> SELECT * FROM user;
+----------+------+----------------------+----------------------+------------+----------
| uname    | uid  | password             | email                | phno       | typeofus
+----------+------+----------------------+----------------------+------------+----------
| jyothi   | c101 | ®è⛝ÒK9paO
⛝⛝⛝Mä          | jyothi@gmail.com     | 9876554435 | client     |
| pooja    | c102 | ®è⛝ÒK9paO
⛝⛝⛝Mä          | pooja@gmail.com      | 9876554476 | client     |
| nikhitha | c103 | ®è⛝ÒK9paO
⛝⛝⛝Mä          | nikitha@gmail.com    | 9876554548 | client     |
| shravani | c104 | Q⛝⛝sëÅZõyìv]3e       | shravani@gmail.com   | 9876554648 | clien
| nithya   | m101 | -b⛝÷µ⛝å⛝;²u⛝°⛝w      | nithya@gmail.com     | 9876554467 | a
| harika   | w101 | P3®PK⛝⛝ÏÊg⛝<ÏⒷÒ      | harika@gmail.com     | 9876554498 | r
| nithisha | w102 | P3®PK⛝⛝ÏÊg⛝<ÏⒷÒ      | nithisha@gmail.com   | 9876551234 | r
| niharika | w103 | P3®PK⛝⛝ÏÊg⛝<ÏⒷÒ      | niharika@gmail.c0m   | 9988597260 | r
| vidya    | w104 | ä⛝ø M-rb⁰®j⛝_Áõ     | vidya@gmail.c0m      | 9988595260 |
+----------+------+----------------------+----------------------+------------+----------
9 rows in set (0.00 sec)
```

Figure: This table gives the details of the User using uid as primary key.

Skill:



```
mysql> SELECT * FROM skill;
+---------+---------------+
| skillid | skillname     |
+---------+---------------+
| e1001   | Electrician   |
| p1001   | Plumber       |
| t2001   | PC technician |
+---------+---------------+
3 rows in set (0.00 sec)
```

Figure: This table information about the skill of the resolver.

UserSkills:



```
mysql> select * from userskill;
+------+----------+---------------+
| uid  | uname    | skillname     |
+------+----------+---------------+
| w101 | niharika | plumber       |
| w102 | harika   | Electrician   |
| w103 | nithisha | PC technician |
+------+----------+---------------+
3 rows in set (0.00 sec)
```

Figure: This table gives the information about by which resolver the user is getting service.

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Ticket:

```
mysql> SELECT * FROM ticket;
```

| tid | pendingWith | createdBy | subject | description | dateAdded | s |
|-----|-------------|-----------|---------|-------------|-----------|---|
| 1 | m101 | c103 | electricity problem | short circuit | 2017-06-07 09:58:45 | n |
| 2 | m101 | c104 | fan problem | not working | 2017-06-07 09:58:45 | n |
| 3 | m101 | c101 | software problem | WiFi Connectivity | 2017-06-07 20:35:44 | n |
| 4 | m101 | c102 | water problem | pipeline | 2017-06-07 11:17:57 | c |

# Tools used:

Learnings:

- Implementing the database
- Encrypting the data .
- Automatic increment of the tickets.
- Designing front end.
- Using JDBC effectively.
- Linking web components viz (jsp,servlet,models,dao's,controller's,pojo's).
- Working in a team.
- Using centralised repository(GitHub).
- Following MVC architecture.

Challenges:

- Enhancing userinterface

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# Future Enhancement:

- Forgot password
- Feedback with ratings
- SMS notification to all users

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