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***Helpdesk Management System***

The **Helpdesk Management System** is a web-based platform designed to streamline the process of complaint registration, tracking, and resolution within the Eastern Railways organization. It provides a structured workflow for managing issues raised by employees and ensures they are addressed efficiently by designated authority levels.

Built using **PHP**, **MySQL**, **HTML** and **CSS**, this system supports a multi-level escalation mechanism, making it suitable for organizations with hierarchical administrative structures.

**User Roles**

1. Employee (L3)

* Registers complaints
* Views current status and remarks
* Can resend complaints to senior officer if unresolved

2. Senior Officer (L2)

* Reviews and remarks on complaints
* Forwards issues to Super Admin if necessary
* Can return invalid complaints

3. Junior Admin (L1)

* Provides administrative remarks
* Updates complaint status
* Can return complaints if incomplete

4. Super Admin (L0)

* Manages entire workflow
* Assigns junior admins to complaints
* Adds top-level remarks
* Has full access to all records

**Complaint Workflow :**

**Step 1:** Employee raises a complaint with a description and type with an image(optional) .

**Step 2:** Complaint is assigned to a Senior Officer for preliminary review.

**Step 3:** Based on the review, the complaint may:

* Be forwarded to Super Admin.
* Be returned back to the employee with remarks(optional).

**Step 4:**If forwarded to super admin, the super admin can assign the complaint to any of thejunior admins with remarks(optional).

**Step 5:**If forwarded to junior admin, the junior admin can address the complaint and send a remark(optional).

**Step 6:** Each level adds remarks, tracked through a movement table with timestamps.

**Step 7:** Final status is marked as Resolved, Closed, or Returned.

**Database Design :**

1.**Users Table:** Stores user credentials, role (L0-L3), and designation. Columns - employee\_id,password,dept,designation,employee\_name,email,contact,section,level

2.**Complaint Table:** Holds complaint details including description, status, timestamps, and escalation info. Columns – sl,employee\_id,type,date,status,description,

designation,senior\_officer,complaint\_id,file\_name.

3.**Movement Table:** Tracks the flow of the complaint across levels with remarks and timestamps. Columns – id,complaint\_id,sent\_from,sent\_to,timestamp,designation\_from,designation\_to

**Features :**

Role-based access control

Complaint registration with detailed tracking

Real-time status updates

Admin and escalation control

Remark system with accountability (timestamped logs)

Clean UI with separate dashboards for each user type

Session-based authentication

**Technologies Used :**

**Frontend:** HTML, CSS

**Backend:** PHP

**Database:** MySQL

**Server Environment:** XAMPP (Apache + MySQL)

**Problem Solved :**

Previously, employees had to rely on **phone calls, emails, or in-person visits** to report technical issues or request IT support. This informal and unstructured process often led to:

* **Delayed responses** due to lack of proper tracking
* **Missed or forgotten requests** with no formal record
* **Confusion over issue status and responsibility**
* **No escalation process**, making complex problems difficult to resolve efficiently.

**Flow Chart :**

