NIIT UNIVERSITY DICUSSION PORTAL

NATURE OF THE CUSTOMER

Members:

Shronit Bhargava, Utkarsh Srivastava, Yatham praveen, Saurabh Kaushal, Siddhartha kille.

Our web portal has been designed majorly for NIIT university students and their better communication between administrators and students.

Specifically our customer are Maj Gen AK Singh (Head of the Students Committee) and various other members of the NIIT University.

Our customer has been very formal and friendly with us. They liked our idea but, they are very specific about every functionalities. They mainly instructed us that it should not be a burden to the faculty and it should be efficient enough than the current system.

It is very friendly software because it does not need any extra specifications to run our portal. It also reduces the complexity and time consumption in activities happening in the university like lost and found, event permission etc. Our portal reduces the burden on the administrators because whenever any event or anything lost in the university, we have to send a mail to our dean and he will send to everybody which is very time consuming. In our portal we have students as admins where they were guided by respective department head.

The seeding idea of the product is derived from the basic needs and requirements of fellow college friends who are suffering due to lack of open communication environment in university.

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| S.NO | USER | DESCRIPTION |
| 1. | Students | University Students facing many problems with the unnecessary queue mails which make them leave important one. So, student’s wold love to use our portal. |
| 2. | Faculty | They would love to use this portal because it will reduce burden on them and also there will no clash in the events happening in the university. They can also be in touch with the students |