

# 1 INTRODUCTION

## 1.1 PROJECT DESCRIPTION

Supervision technology is acceptable to hold properly if an company is in business of indiscriminate forms. Global workability is moreover a reason why proper supervision based on technology into the clients should be regulated over the organization. When business starts providing services in wide range defined set of people and experts should available considering distant can of workability. The entity designed in this supervision whichever is suitable to be driven can accept in an automated format.

The entity is designed to give an experience to the customers and similar users in procedure this prospective working can trigger upon a standard mode of rules and proper monitoring the information will establish. The entity is designed to give specific teams upon specific login can and other regulations so this individual working can organize. Similar Windows can design within the entity so these distant standards of services can drive.

The entity will be accessible in reference to customer's working because indiscriminate similar customization options are channelled considering example type of triggers whichever has been recognized at the period of the problem or how many windows should be similar considering the users. Accounting information through a focal channel upon the guidance of Focal reports is moreover regulated over whichever will be accessible as now the real-time status can be traced. The entity moreover provides a procedure where the view of the pages whichever to be employed considering distant standards of activities can modify and this will be accessible because now absolutely every analytical page and the analytical activity window may be changed depending on the requirements.

Control contents can moreover be designed upon the guidance of the entity whichever can be directly linked in this whenever a problem arises the entity can set up the triggers and accordingly those knowledge definitions can be presented to the end users. categories with relation to the knowledge it is designable will be accessible because now it will guide the clients even members of the organizations team into doing the work in a more flexible manner.

Associations whichever are suitable to be generated will moreover be covered by disparate regulations so disparate users will be set up and distant standards of regulated task and accessibility rights will be regulated over into them.

Higher escalations can moreover be handled properly so the purely much more accessible considering the organizations who are expanding on a global scale because now upon require purely less men power to connect the work. Total the can upon the channel upon the priority basis where the conditions can be set up and in keeping with the conditions the entity will set the priorities considering the issues this may arise. The communication channels are moreover included within the entity this will guide the users into communicating with others properly.

Automated escalations and hierarchical relations can be set up in accordance with account holder's choice. Elaborated second should be regulated over into the account holder so this is the kind of escalation requirement the organization ad can include.

The security setups will be related to the working data this will generate and considering distant standards of working this will perform into the entity will moreover set up. The escalation entity is being defined into the users in this type of requirement they can easily be set up and may be applied making it purely much flexible and cost effective. Even the users will have report filters which will guide them into espy the reports similar upon the real-time data so we can communicate this proper monitoring control can moreover be achieved over the account holders when the entity is being used.

Accomplishing the task of parallel working can easily into found because the entity provides a space vector and each space setup could be changed whenever necessary and may be applied distant formats. The notification entity which is moreover important when problems arise can be initiated upon the guidance of communication channels whichever are regulated so this easy information transfer can achieve.

**Objective :**

1. The objective of the entity to deliver the users with automation and indiscriminate classification of incident handling relating considering example diverse classification of tools, security settings, mingled Communications, etc.
2. The entity will provide total the response on a simple structure making the incident-related activities easier considering the organizations

**Scope :**

1. The scope of entity is it will remain used in large business perceptions where contradistinctive classification of clients and business classification are suitable to be handled.
2. Diverse classification of accounts can be created then with the backing of this large-scale working support will be contingent on a cost-effective procedure.

## 1.2 COMPANY PROFILE

### GIC – Global Inquest Corporation



Figure:1.1 Company Logo

Superior business and entity use are portion of the framework, whatever must be found considering the total-around defined establishing and customer needs resolution. In exchange considering important assistances then connections, customers receive a wide range of skills and technological flawlessness. If the project is driven effectively and in agreement with the recognized idea and standards, customers have flawless occupied thoughts.



Figure:1.2 Company product development agenda

Figure Displays the series of new invention expansion accepted

Company provides auditing considering application of cutting-edge features and change new feature additions.

The product's usability is evaluated through practical assessment in actual time.

## **2 LITERATURE SURVEY**

### **2.1 EXISTING SYSTEM AND PROPOSED SYSTEM**

#### **2.1.1 EXISTING SYSTEM**

Evaluations of the incidences proposed relatively problematic in modern business the elaboration quite problematic to stay organized. Relating whatever is suitable into manage the errors will be difficult because we do not have a direct communication environment. Different kind of escalation that arises in the client environment is widely difficult into being identified in the extant entity, the procedure we are communicating and solving the problem is elaborative in nature. In the extant entity diverse classifications of problems whatever are associated to privilege of working are acknowledged because the associated technology considering solving the problems of business is scattered and lots of assembling is suitable.

#### **Limitations of Existing System are: -**

1. The privileges which are suitable over the organization in relations of utility are quite hard to arrange because whenever we are providing various kind of technological support or need to perform different kind of client-related activities we want diverse tools but in the extant entity is not available on a single reference entity.
2. The provisions that are suitable for indiscriminate identity integrations or we can divulge that if we need indiscriminate people to work on a single entity that would not possible. Total classification of users is suitable to be driven upon individual regulations and real-time incorporation will bit problematic to be organized
3. When it comes to operational tracking where we require proper information about the incident received and type activation stages are present will remain difficult. In the extant entity, does not have the provision of understandability in relations of information but we have been that it acts a significant part in an optimized operation.

4. Global branding is moreover a problem in the extant entity because the contradistinctive classification of organizations is essential in having their own set of environments and working components as does not take a centralized global branding environment.
5. The automation problems and diverse classification of knowledge base design problems are being recognized. The knowledge base plays an important role as most of the escalation-based problems can be solved if proper content is available

### **2.1.2 PROPOSED SYSTEM**

Incident-related activities are made easier within the substance whatever will be helpful considering the bigger organizations because now indiscriminate classification of collaborations and related resources are available on a single entity. In the suggested entity the difficulties that were based on indiscriminate client management and diverse classification of automation relating are easily achieve supported by the entity features contingent. The entity provides inclusion of diverse classifications of customization sectors that would be important into accomplish the task in specified regulations. The total classification of requirements essential into manage the indiscriminate classification of incidence at the theme time is contingent within the entity.

#### **Advantages of proposed system: -**

1. The technology is suitable considering manage the occurrence is now contingent on an associated integration on a single entity, indiscriminate aspects of working whatever essential could be channeled through one place whatever is vitally important because none of the flexibility of Technology is contingent.
2. Identity integration considering the diverse classification of people is moreover supported so indiscriminate accounts can be created and total the suitable corrected regulations essential considering the method by which entity will be associated. The total classification of reference sources is essential to consider. Identity integration and providing secured support for accessibility are provided through the entity.
3. Operational tracking is important considering the company to obtain the information and make property solutions is moreover contingent through the entity report mechanism. Any type of information that is essential to be generated will be self-customized and selected as well as the visualization recurrences could be customized.

4. Global branding whatever is suitable considering setting up a global environment is Contingent upon the assistance of entity setups. Any type of association whatever is suitable considering the branding will be contingent. Total classification of inclusion related to the relating of due and pages can be modified with support of entity.
5. Automation relating and the knowledge base design relating are moreover helped in suggesting an entity. The contents will be created and be stored with aid of keyboards and trigger setups. Different kinds of associate hit knowledge reference and design whatever is suitable to be digitalized will be delivered without difficulty because to the entity and this will assist manage the real-time errors.

### **2.1.3 Module Description: -**

**Lineup** is a reference that the framework provides offers for various elements, but initially the regulations, working considerations, and categories for people's use of considerations be included. The Lineup System offered in the suggested platform will have a set of customized panel design methods which is organized to help manage a sizable group of clients connected to the company in response to different services and products.

**Response Automation** Any type the use of automation business intelligence it is essential to promoted with the use of regulations.so that proper collaborations and Communications will be completed and that might finished in different aspects which are provided. Canned requirements for the auto-generated queries to be delegated in reflection with precise synchronization. That can add constraints to the system to direct it and control how the responses are handled. The applicable definition for the detailed rules for all the client depending on the kind of technological consideration is to be connected properly.

**Report** can be recognized for all work tracking and simulation types within using the assistance of thorough reports. The document section to reflect overall effort that has evaluated during the automated rule-based functionality and incorporates the required assessmentof the work has provided in detail. A predefined data structure will be made available to usersof the chosen work utilization where a report will be produced on the collection. A set define report technology is made available to clients. If required to define the field perhaps they may claim the custom define fields can be added by the user to structure a particular report.



## **2.2 FEASIBILITY STUDY**

The feasibility study helps to understand the entity working and the requirements are essential to be arranged so that purpose of this entity is recognized properly. The feasibility study will be recognized by a variety of technological associations and any conceivable activities.

### **1. Economical Feasibility**

The basis for determining economic viability is if sufficient funds are available and earnings can be predicted. This can be determined using the entire amount of money that needs to be identified and directed. There will be a classification of all the necessary calculations that are linked. There will be a forecast report under that economic feasibility..

### **2. Technical Feasibility**

Technical feasibility will relate to the solution and will relate to the type of functionality that has to be included considering the reference work. Under the technological relating, we will identify how the organizational environment will be set up to achieve activities. Technical feasibility will help us to espy each functional operation that the entity will provide and it will be associated with solving the problems.

### **3. Operational Feasibility**

Obtaining entity usable considering the users will be identified with the operational relating and considerations so that can make client ,the tablet how an entity will help them relate their problems. That will be providing diverse classifications of documentation of the client even the training will be conducted so that inclusion of understandability can be arranged. Under the operational feasibility, the support entity will be recognized and we will identify how the users would have an comprehension of usability of an entity ,the operations in real-time can acknowledge when the problem arises.

## **2.3 TOOLS AND TECHNOLOGIES USED**

### **Django**

Django is a high-level Python web framework that considers quickly creating websites that are secure and easy to maintain. This tool can be used for free, has a large and active community, good documentation, and free and paid support options.

### **Python**

Python is a high-level, interpreted, interactive, and object-oriented scripting language. Students and Professionals who want to become an exceptional software engineer, particularly those who work in the Web Development field, need to be proficient in Python. Python is designed to be very easy to read. There is no need to compile your software before running it.

## **2.4 SOFTWARE AND HARDWARE REQUIREMENTS**

### **Hardware Specifications**

CPU : 4<sup>th</sup> generation Intel core i3 or higher  
Process Speed : 1.1 GHZ  
RAM : 4GB at least  
Hard Disk : 16GB or more

### **Software Specifications**

Operating System : Windows 10  
Programming Languages : Python 3.11.2  
Software/ Python distributions : PIP/Anaconda  
Development environments : PyCharm/ Visual Studio  
Web frameworks : Django/ Flask

### **3. SOFTWARE REQUIREMENTS SPECIFICATION**

#### **3.1 USERS**

##### **Administrator**

The administrative activities considering example managing the categories, rebranding, the entity dashboard creation and diverse classification of escalation-related sectors will be performed over the authenticated end user.

##### **Associates**

Indiscriminate Associates will perform the activities related to incidence management and another type of global client accessibility will be moreover contingent in form of indiscriminate logins. The Associates capable to perform the relating to procedure that the legal criteria are followed.

## 3.2 FUNCTIONAL REQUIREMENTS

We have to identify the functions and we have to check the usability of these functions considering this detailed documentation will be prepared. Indiscriminate classification of reference aspects whatever is suitable in reference to custom the particular function will be identified under the functional requirements.

### Rebranding

Use Case Name	Rebranding
Trigger	Settings
Precondition	Access essential
Process	<p>The rebranding will be associated with the set of regulations that are suitable to perform diverse classifications of activities considering example how the accessibility of the dashboard should be contingent in terms of the scenarios that will be applicable considering the resources that will be used.</p> <p>The users will be contingent upon a rebranding status, which will have a diverse classification of categories and individual categories suitable to be set up considering contradictory relating of applicability.</p>
Post-condition	Diverse references of details added

Table 3.2.1: Rebranding

### Incident

Use Case Name	incident
Trigger	Settings
Precondition	Access essential
Process	<p>Incident elaboration will be contingent upon a monitoring page where the total classification of incidents will be listed over the entity and will be associated even with detailed information. Considering individual incidents, the related reference details will be contingent on the user, they will be aware of how the work is done and how this incident has to be organized.</p> <p>The manual selections considering performing the activities are moreover contingent where the entity will provide the highlights considering the contradistinctive classification of activities. The incident automation can moreover be set up over the administrator here so that diverse classifications of Information and triggers can be generated.</p>

Post-condition	Incident reference added and used
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Table 3.2.2: Incident

## Application

Use Case Name	Application
Trigger	Integration settings
Precondition	Access essential
Process	<p>Application and tools are moreover contingent so when any type of requirement considering performing the activity variation is essential it can be accomplished.</p> <p>Total classification of customization whatever is essential considering the relating of retailing will be moreover provided it considering example that if a particular task requires the usage of a specific tool the entity will first provide the tool integration and total classification of related security will be moreover provided it in detailed setup format.</p>
Post-condition	Tools added and used

Table 3.2.3: Application

## Generalization

Use Case Name	generalization
Trigger	Selective
Precondition	Defined terms used
Process	<p>The significant relationship is also appropriate in light of the generalization of info being supplied by the entity. The incident and end user actions, In addition to any other activities included inside the entity, will be utilized to generate reports.</p> <p>Only those users who have verified by the entity are able to generate these reports, and the entity gives the configurations in accordance with how the reports will be prepared. Any subjective usability that makes sense in light of the entity's initialization.</p> <p>Additionally dependent, the report's generalization can be understood without being subject to indiscriminate classification of contexts and presenting mechanisms.</p>
Post-condition	Added definition of association

Table 3.2.4: Generalization

## End User management

Use Case Name	End user management
Trigger	Settings
Precondition	Admin control contingent
Process	The usage of indiscriminate dashboards and integration is additionally necessary for end user management. The ability to drive individual tasks and activities will depend on a diverse classification of users and a contradistinctive classification of accessibility variables. When the indiscriminate categorization results in users dependent on accessibility, the total classification of needs taking security of everything necessary to be operational will be dependent on a procedural setup.
Post-condition	Users added

Table 3.2.5: End user management

## 3.3 NON FUNCTIONAL REQUIREMENTS

This requirements will be associated with the optimal usage that should be contingent to the users

### Interoperation

The measures and components are suitable to use within the entity so that indiscriminate classification of Operations are possible based on specifications. Standard features and the advantage of choosing the regulations has to be contingent so that individual account holders will be having their operational regard.

### Documentation

The documentation can be contingent in the shape of distributed content on websites even in the shape of digitalized relating. When the documentations are contingent with simple considering the clients can recognize the work and how to obtain work done in a standard format.

## **Data integrity**

Data integrity is important because indiscriminate clients be working and proper data quality and data validation to driven. The total classification of accessibility will be controlled upon a diverse classification of elements of security that are contingent. The data can be stored within the entity will be checked considering the authorization and in any case of data corruption the data retrieval mechanism will be contingent on the users.

## **Scalable**

Scalable workability requires network protocols and programs so that the characteristics of the incident reference can be properly optimized. Proper inclusion of architectural approach will be contingent as we want indiscriminate associations can modify the entity to perform the activities accordingly.

## **Accessibility**

Security based on assistive Technology will be acknowledged within the entity so that proper access control can be contingent on the users. Universal design will be contingent so that indiscriminate dashboards can be organized considering activities.



## 4 SYSTEM DESIGN / ARCHITECTURE

### 4.1 SYSTEM PERSPECTIVE

#### Architecture Diagram

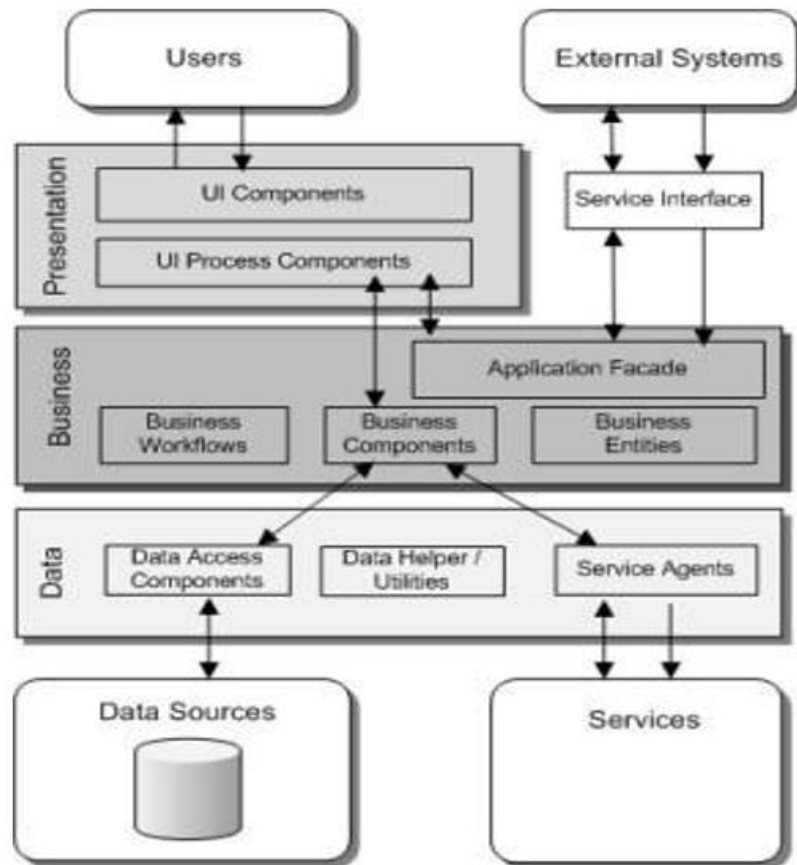


Figure 4.1: Architecture Diagram

The above architecture diagram shows the flow of how the users receive the services from the external systems which provide services to the users and the information is provided by data sources that flows to data and flows to the business and finally will provide all the information to the presentation layer which provides all the components to the users.

## 4.2 DATA FLOW DIAGRAM / CONTEXT DIAGRAM

### 4.2.1 Level 0 DFD

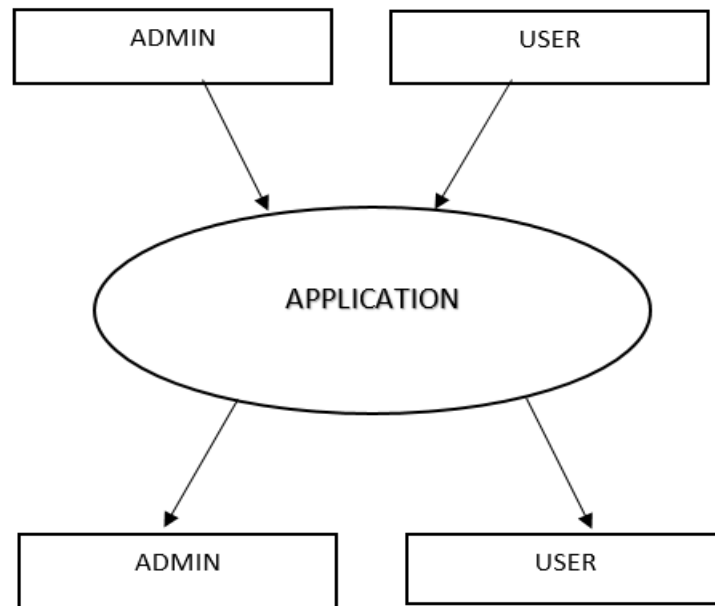


Figure 4.2: Level-0 DFD

This represents the overall structure of the project and how the flow of data is taking place in the system. It also shows how the admin and user can log into the application and the application provides a different dashboard.

#### 4.2.2 Level 1 DFD

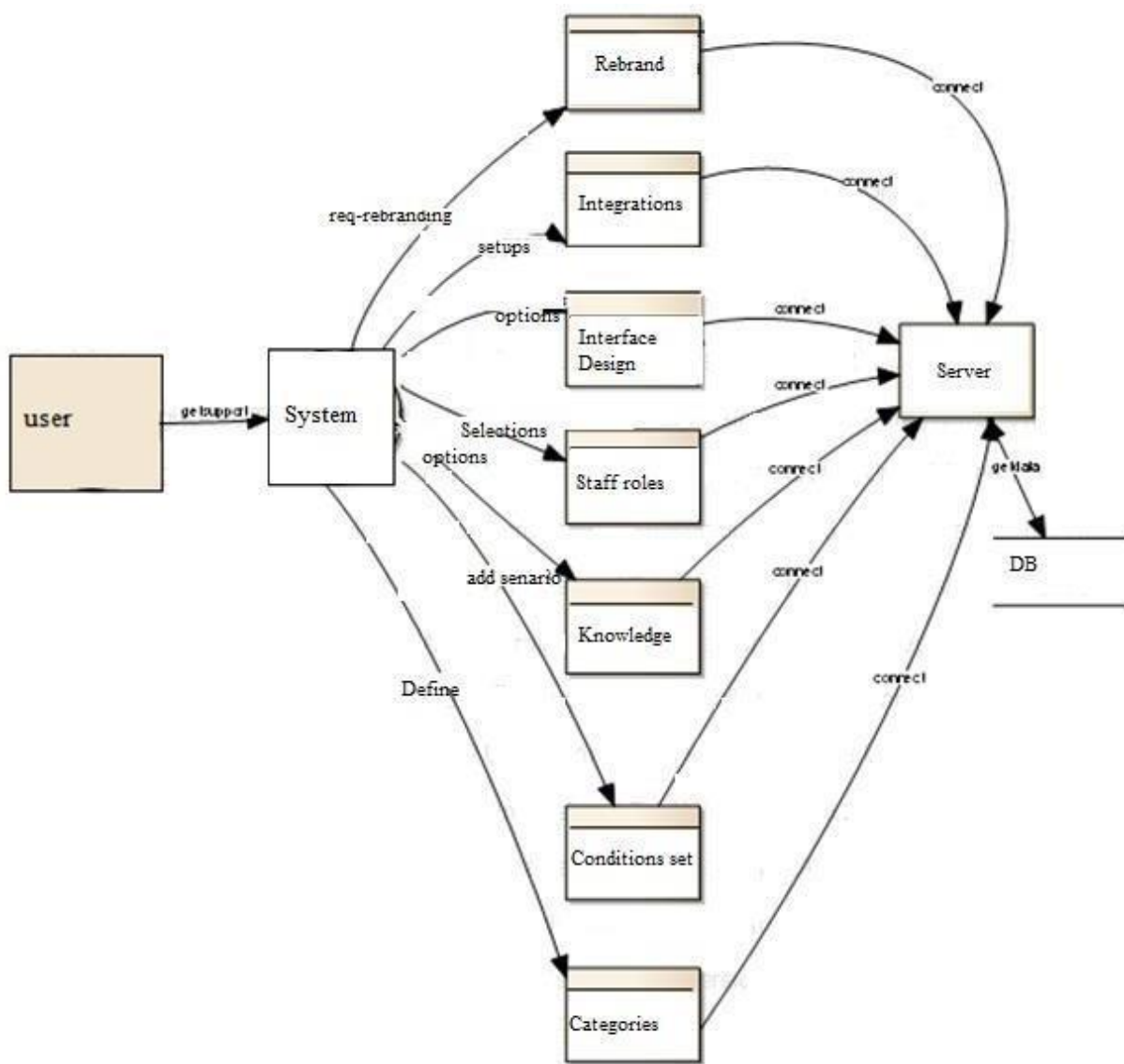


Figure 4.3: Level-1 DFD

The above figure shows the details functionalities of clients and the way it is presented is flowing within the same module and is used for representing stream of information in user modules and what will happen when the user logs into the system.

## 5 DETAILED DESIGN

### 5.1 USE CASE DIAGRAMS

#### 5.1.1 Use case diagram

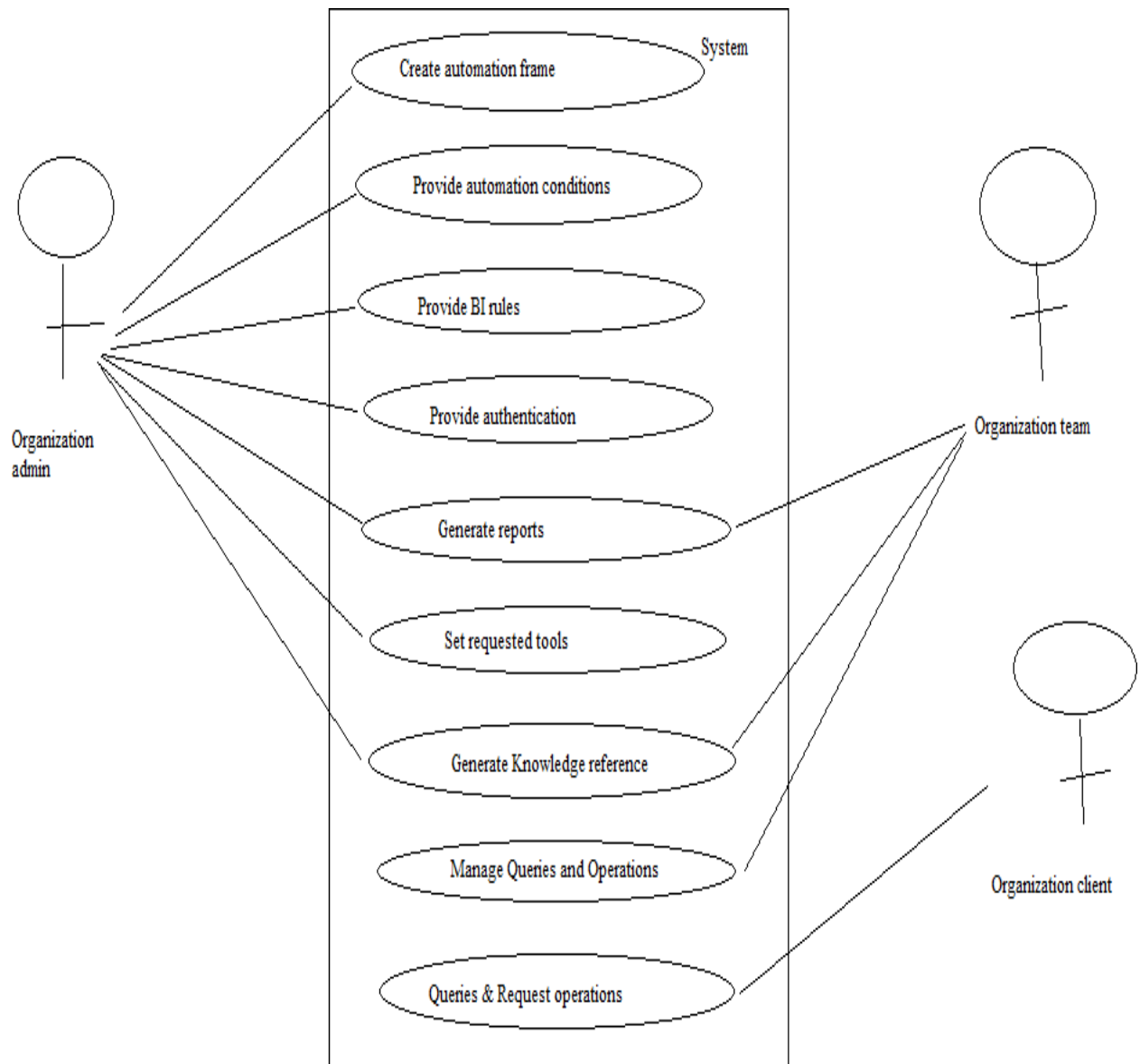


Figure 5.1: Use case diagram

## 5.2 SEQUENCE DIAGRAMS

### 5.2.1 Sequence diagram of the user

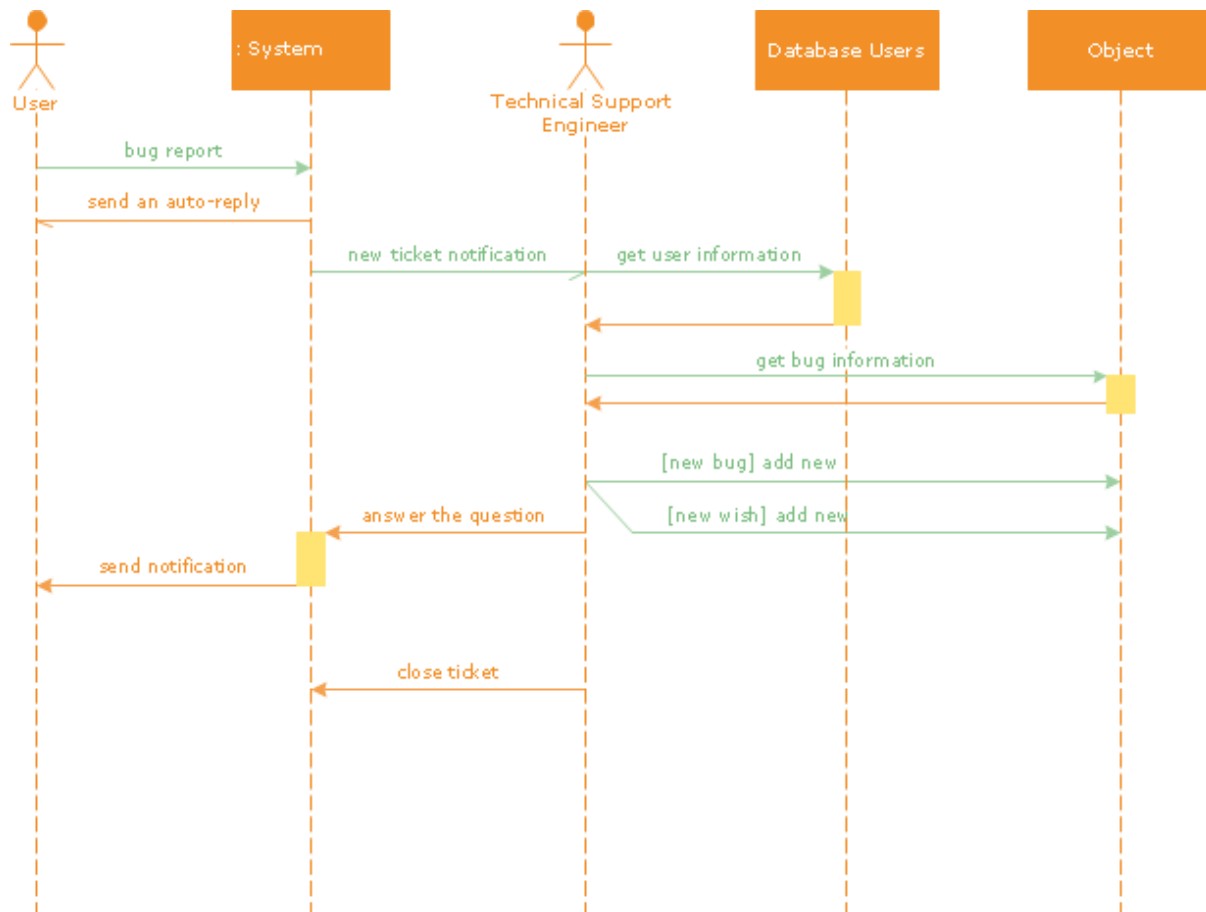


Figure 5.2: Sequence diagram of user

The above diagram depicts the user module, which shows way the consumer raises the ticket. Here the system auto responds to consumer and raise the new ticket which will be handled by the technical support engineer. Later the ticket issued will be solved and send a notification the consumer that their ticket issue is resolved.

## 5.2.2 Sequence diagram of admin

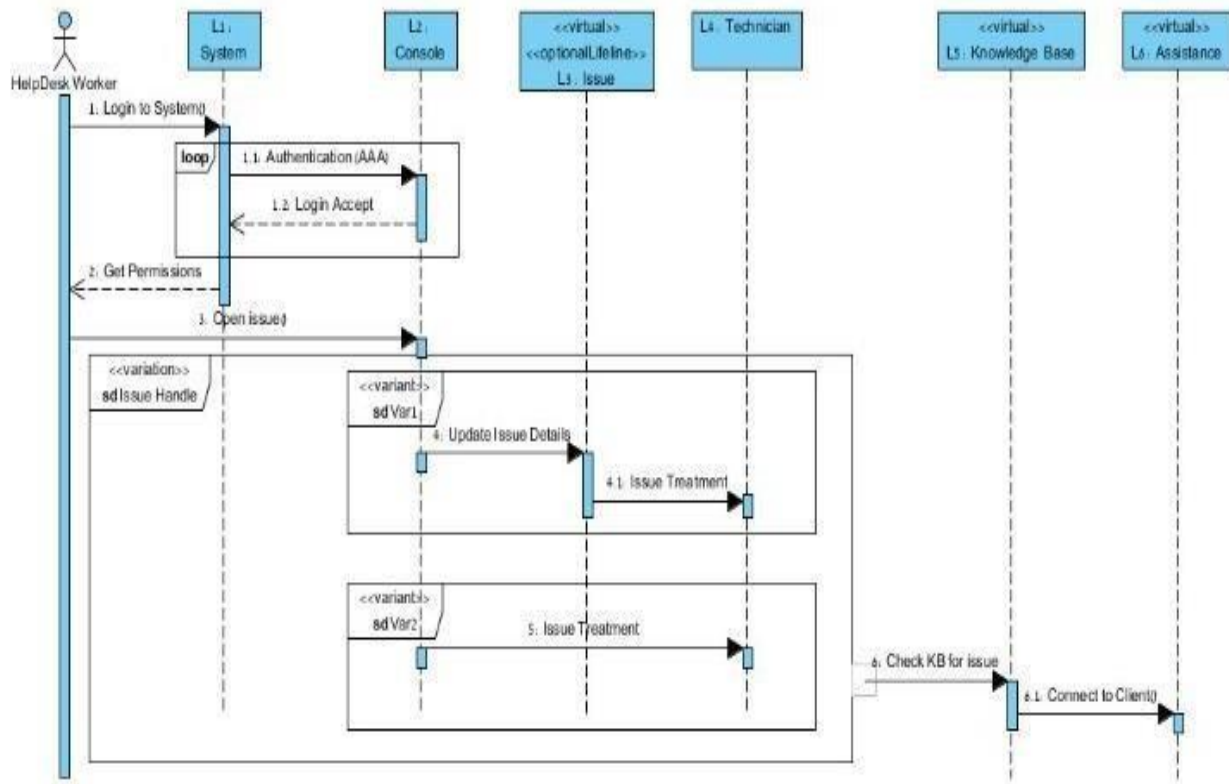


Figure 5.3: Admin sequence diagram

The above activity represents the communication between different objects of admin modules. The admin will update the details of the employment details. Where the staff has having access to tickets raised by the user. The knowledge base will be provided to the Staff for reference to address the problems or the bug.

## 5.3 COLLABORATION DIAGRAM

### 5.3.1 Collaboration diagram of Add users

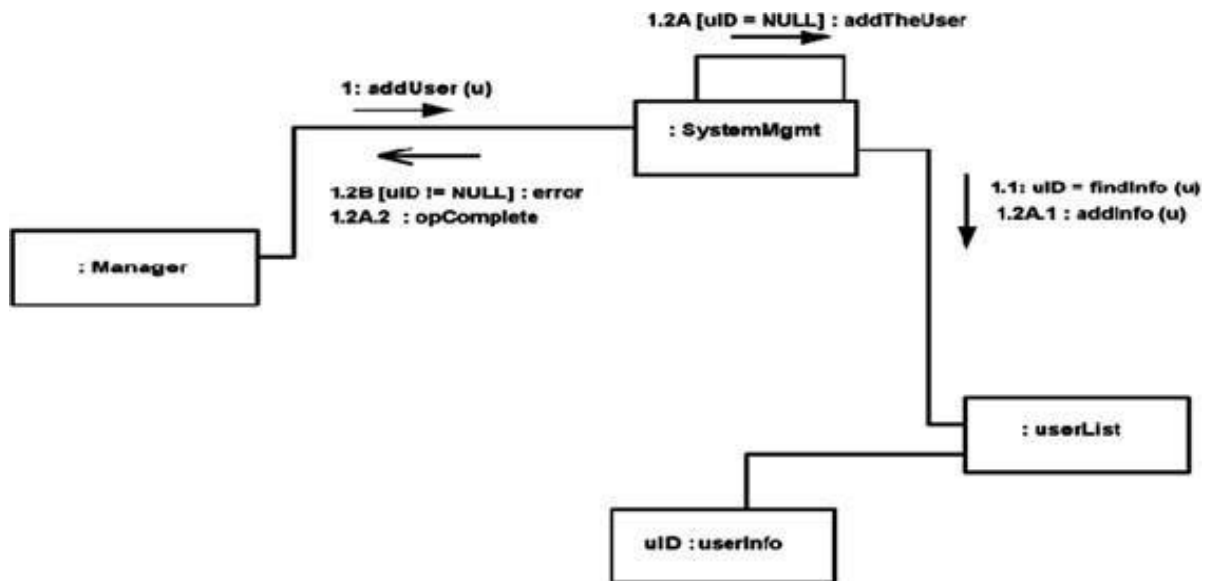


Figure 5.4: Collaboration-diagram of Add user's

1. It gives clarification of the encounters and relationships between the user and the admin.
2. The partnership chart is nearly complete the comparable to a structure that illustrates the behavior, Functionality, and responsibilities of the relevant objects and structures overall design strategy.
3. The things are referred employing a rectangle and traditional names taken after it has an underlining and a semicolon.
4. The connections among each object is the rectangle is defined by the lines connecting it.
5. Collaboration diagram demonstrates the straightforward interaction of objects.

## 5.4 ACTIVITY DIAGRAM

### 5.4.1 Activity diagram Admin

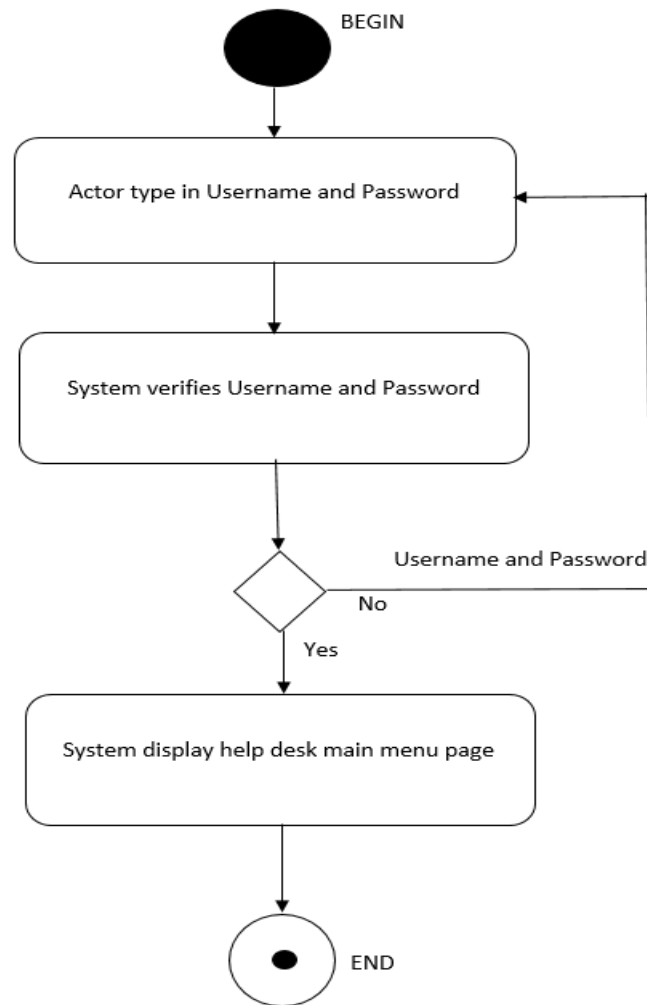


Figure 5.5: Activity diagram admin

The activity diagram for the admin module in the image above shows how data flows from one thing to another. In this, information is valued above object to a higher extent. When an administrator clicks the choice box and enters their ID and password, the actions that will be conducted are indicated by the rounded rectangles. The stream of control halts when the administrator logs out. The home page then shows up, which opens up concurrent processes connected to the same module.



#### 5.4.2 Activity diagram of User

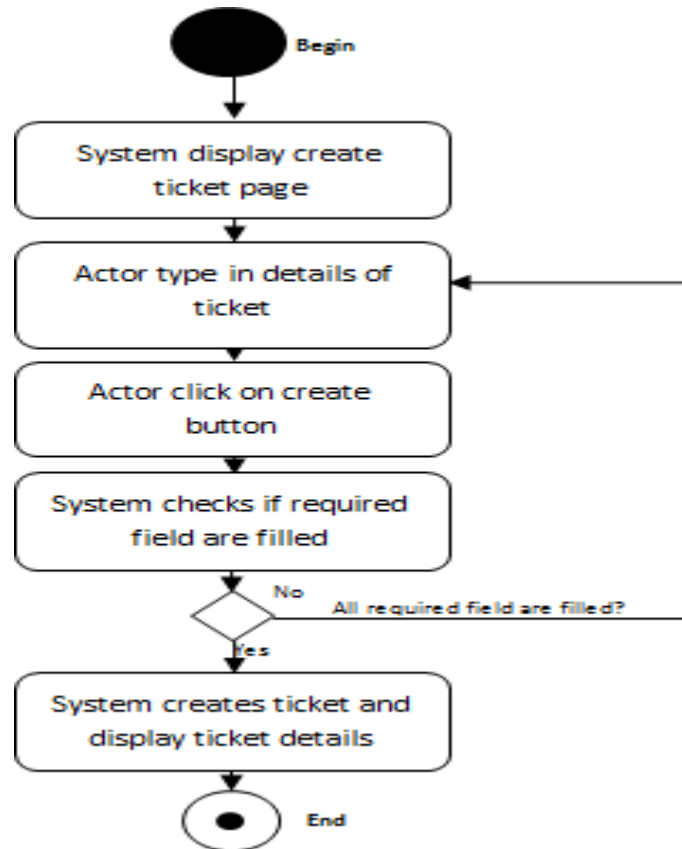


Figure 5.6: Activity Diagram of user

This shows the Operator where stream control is taken after entering the loginid and password. The homepage will be displayed, client will perform all the above mentioned activities and at the end when the user logs out the stream the data will ended.

## 5.5 ER DIAGRAM

Entity-relationship outline portrays the different connections among elements, seeing every goal as a material. In Client web application can notice that things differ dashboards where the client can access different functions in the application.

1. The subordinate footstep after the necessities are congregated.
2. It's a necessary intangible model expressive the precondition circumstances

pictorially by using typical symbolizations.

## ER diagram

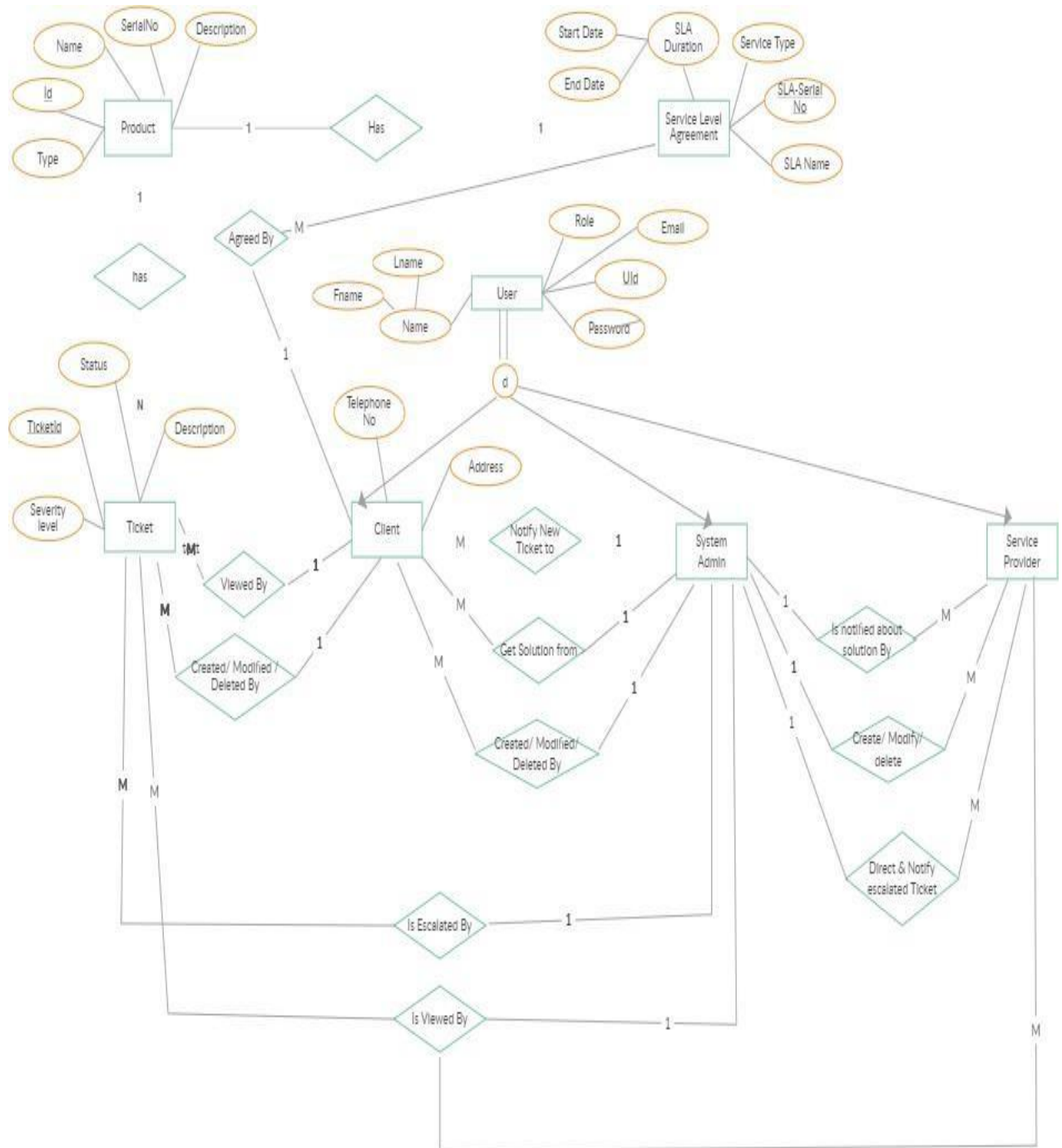


Figure 5.7: ER diagram

## 6. IMPLEMENTATION

This phase is a very important and crucial part of any project as it gives functionality to the design of the project. Each screenshots represents a part of the project, which is there in our project.

### 6.1 SCREENSHOTS

#### Main Page

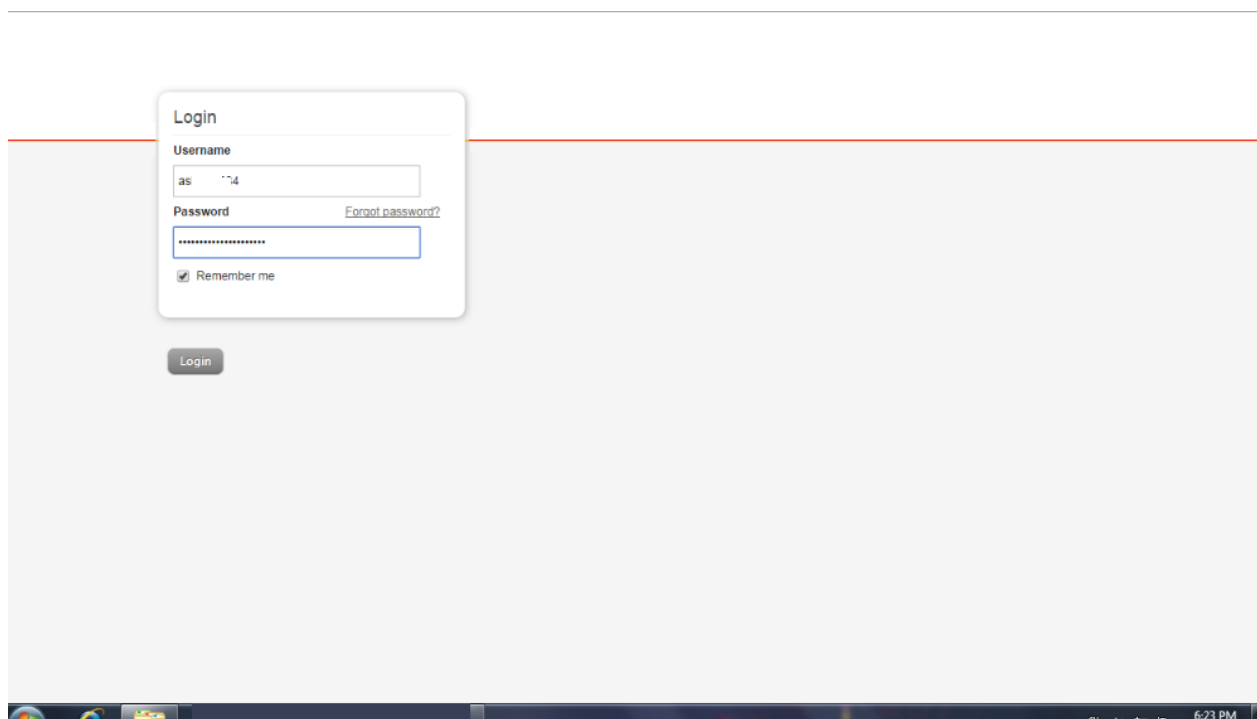


Figure 6.1: Home Page of Admin login

Administrators can access the application from this screen. where the administrator will be issued a login ID and password.

## Home page

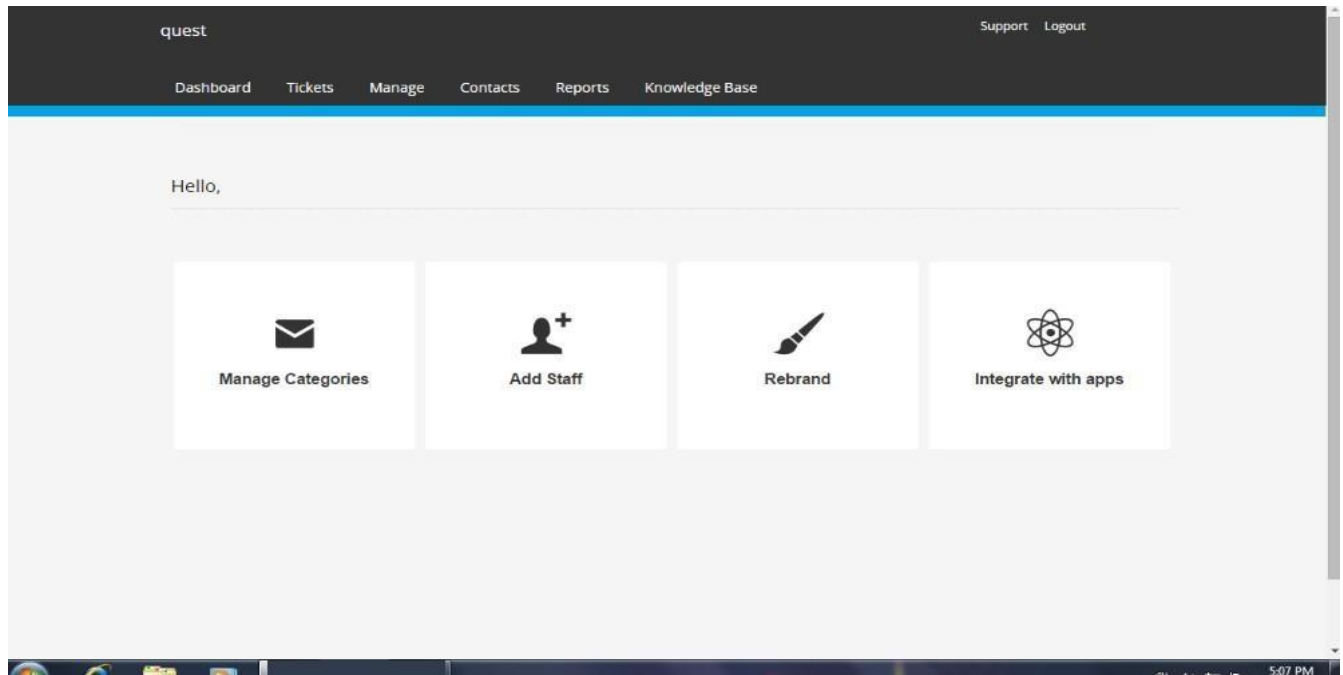


Figure 6.2 : Home Page of application

This screen shows dashboard page of the system, where different settings associated with working (add various working categories, users, view details and different working apps). Where staff members can be added, rebrand due to customer preferences, and manage different categories.

## Task Overview

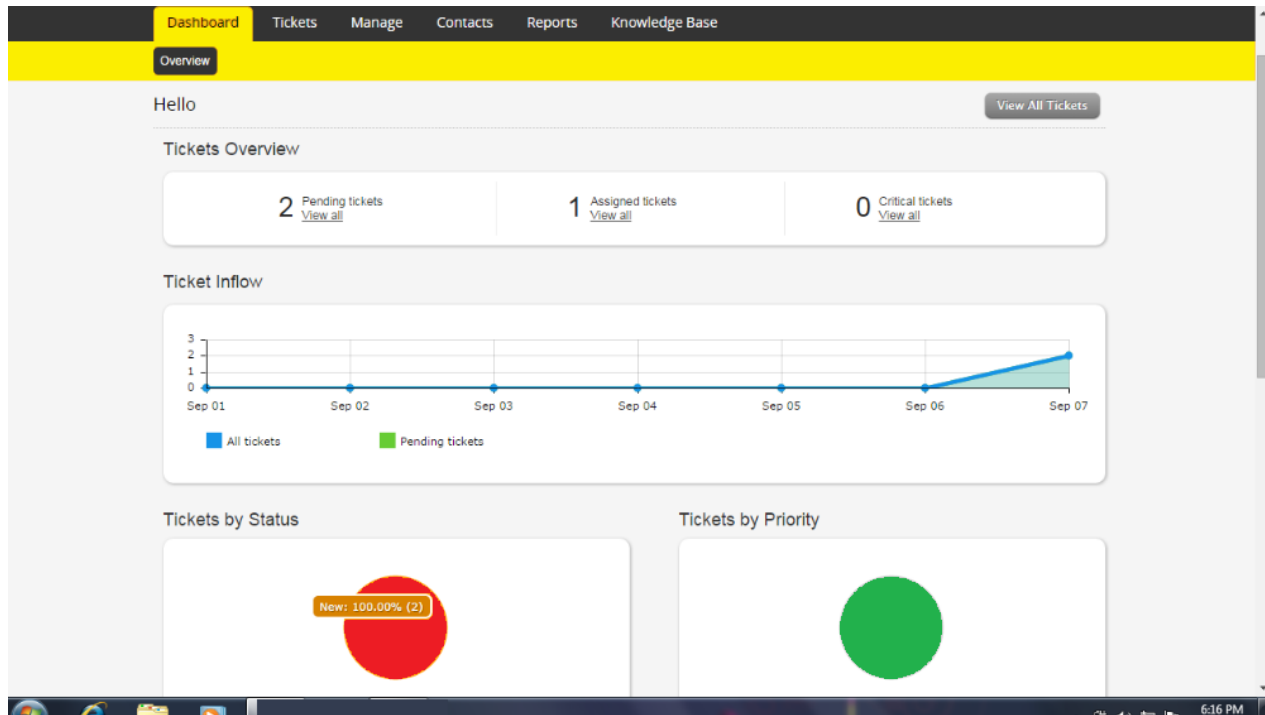


Figure 6.3: Task Overview

The Task overview, it could be observed the tickets how many are completed and howmany are pending, Basically working summary will be shown in this screenshot.

## Adding contact

**New Contact**  
Add new contact members.

Name:

Email Address:

☐ Email generated password to contact?

Phone Numbers:   [Add another phone number](#)

**All Groups**

Name	Description	# of contacts	# of allowed categories
No Groups found. <a href="#">Add a new contact group</a>			

Add new contact group

Figure 6.4: Adding contacts of the client

When the admin successfully logs, admin have only access for adding any detail regarding the clients and staff. This screen shows to add new contact(groups can be defined) whether the staff or the client.

## Employee Management

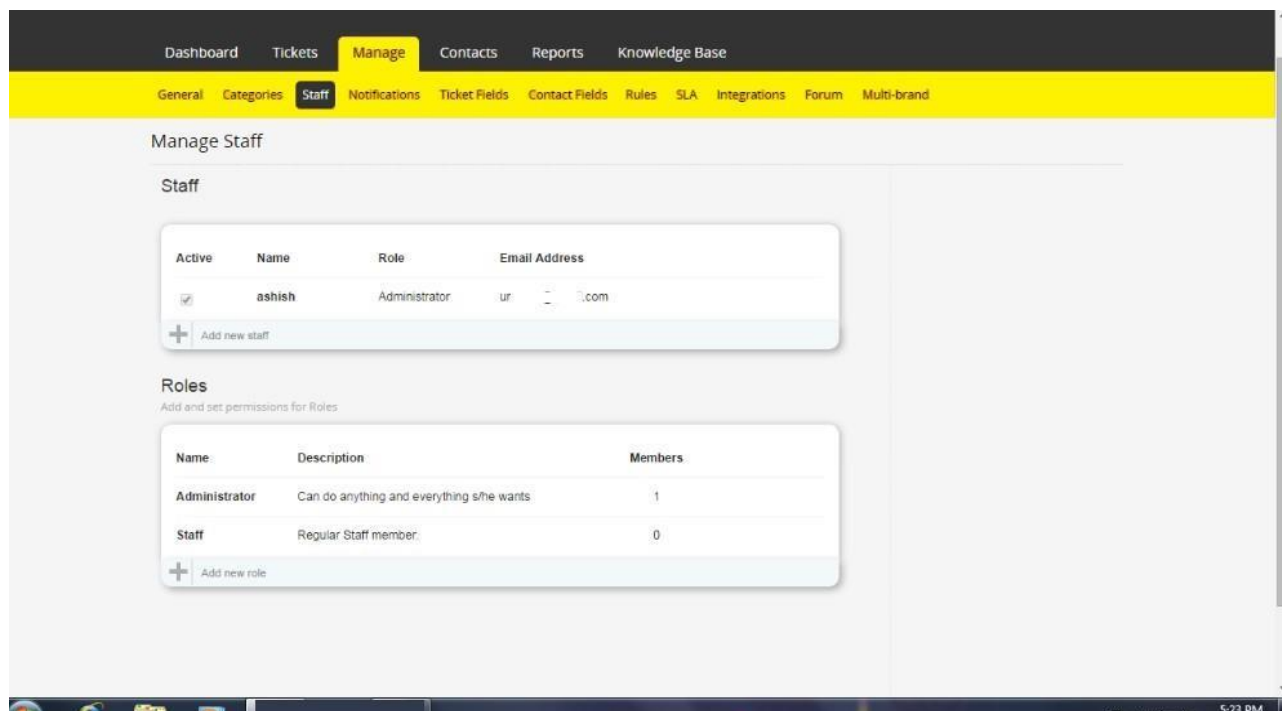
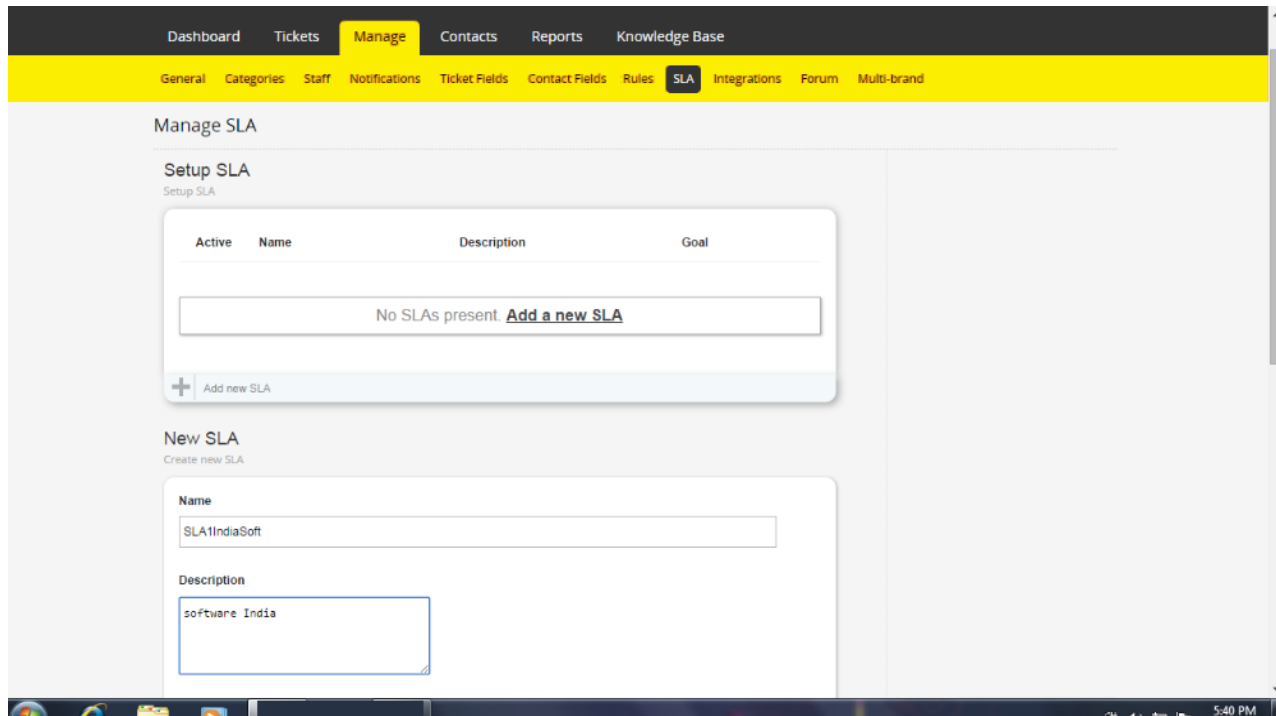


Figure 6.5 : Roles of employee

The above picture shows the roles of the staff where the admin can update the roles , name and the email id of the staff.



## Automation - 1



The screenshot displays the 'Manage SLA' section of a CRM application. The top navigation bar includes 'Dashboard', 'Tickets', 'Manage' (highlighted), 'Contacts', 'Reports', and 'Knowledge Base'. A secondary yellow navigation bar contains 'General', 'Categories', 'Staff', 'Notifications', 'Ticket Fields', 'Contact Fields', 'Rules', 'SLA' (highlighted), 'Integrations', 'Forum', and 'Multi-brand'. The main content area is titled 'Manage SLA' and contains two sub-sections: 'Setup SLA' and 'New SLA'. The 'Setup SLA' section shows a table with columns 'Active', 'Name', 'Description', and 'Goal'. Below the table, it states 'No SLAs present' with a link 'Add a new SLA' and a button '+ Add new SLA'. The 'New SLA' section has a sub-header 'Create new SLA' and two input fields: 'Name' (containing 'SLA1IndiaSoft') and 'Description' (containing 'software India').

Active	Name	Description	Goal
No SLAs present <a href="#">Add a new SLA</a>			

+ Add new SLA

**New SLA**  
Create new SLA

**Name**  
SLA1IndiaSoft

**Description**  
software India

Figure 6.6: Managing the service level agreement

The client can check the service level agreement it provides the name of the agreement and the description of the SLA.

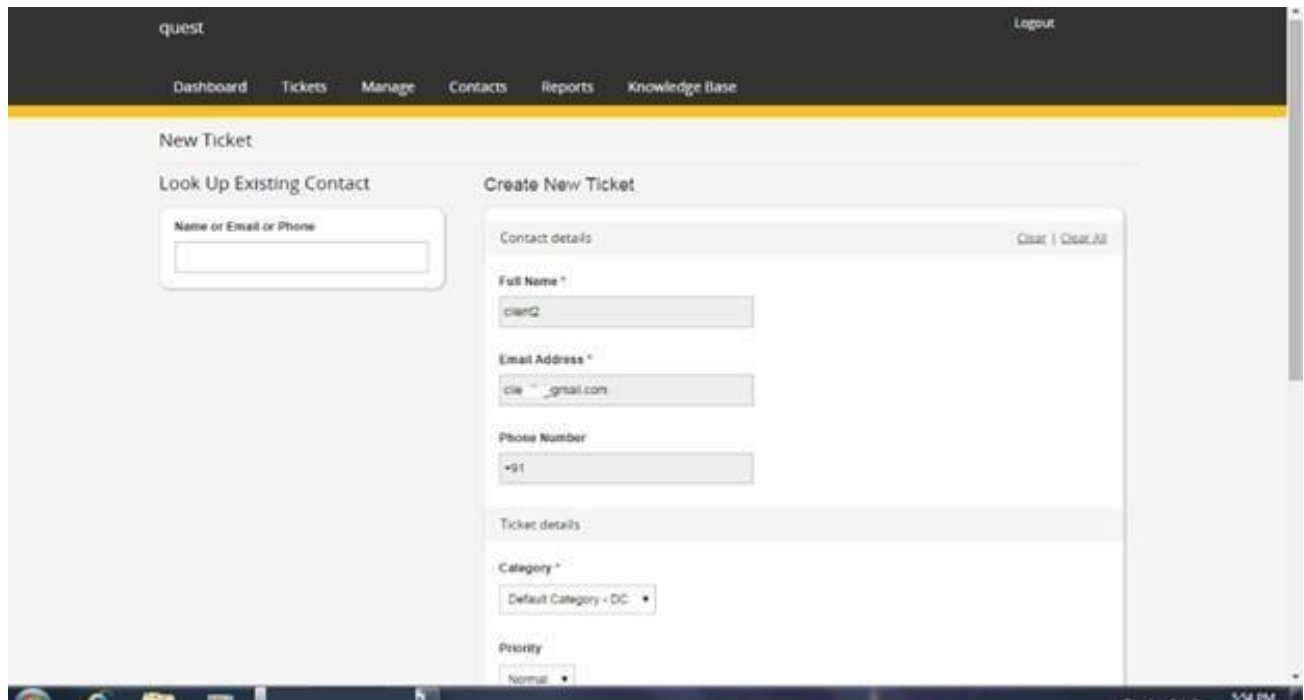
## Automation - 2

The screenshot displays a configuration window for SLA (Service Level Agreement) settings. At the top, there are two sections: 'Active' with a 'Yes' dropdown, and 'Work Schedule' with a 'Default Work Schedule' dropdown. Below these is the 'SLA Objectives' section, which includes a 'Time taken to respond to' dropdown, a 'should be less than' text input with '30' entered, and a 'Minutes' dropdown. The 'Match all of these conditions' section contains a 'Priority' dropdown, an 'Is' dropdown, and a 'High' dropdown, with a red minus button and a green plus button. The 'Match any of these conditions' section contains a 'Subject' dropdown, an 'Is' dropdown, and a text input with 'software crash' entered, also with red minus and green plus buttons. Below these is the 'Should meet this SLA condition' section with a '100' dropdown and a '%' symbol. The 'Associate Categories' section has a 'Select all' link and a checkbox for 'Default Category'. At the bottom, there are 'Save Settings', 'Reset', and 'Cancel' buttons. The Windows taskbar is visible at the bottom of the screen.

Figure 6.7 : More details of the SLA

The above page shows making or adding automation rules 2 ,here different conditions can be provided in this.

## Problem - 1



The screenshot displays the 'quest' application dashboard. The top navigation bar includes 'quest' and 'Logout'. Below this, a secondary navigation bar lists 'Dashboard', 'Tickets', 'Manage', 'Contacts', 'Reports', and 'Knowledge Base'. The main content area is titled 'New Ticket' and is divided into two sections: 'Look Up Existing Contact' and 'Create New Ticket'.

The 'Look Up Existing Contact' section features a text input field labeled 'Name or Email or Phone'.

The 'Create New Ticket' section contains two sub-forms: 'Contact details' and 'Ticket details'.

The 'Contact details' sub-form includes the following fields:

- 'Full Name \*' with the value 'clan2'
- 'Email Address \*' with the value 'clan2@gmail.com'
- 'Phone Number' with the value '+91'

The 'Ticket details' sub-form includes the following fields:

- 'Category \*' with a dropdown menu showing 'Default Category - DC'
- 'Priority' with a dropdown menu showing 'Normal'

At the bottom of the 'Contact details' sub-form, there are two buttons: 'Clear' and 'Clear All'.

Figure 6.8 : Manage tickets Problem - 1

This is the dashboard of the admin, Manage tickets or adding problems, where admin can add different problems to the application.

## Problem - 2

Priority  
Normal

Add CC | [Add BCC](#) | [Attach another file](#)

CC

[Choose File](#) No file chosen [Remove](#)

Subject \*

server crash FG234

Message \*

server crashed while connected with PR lined

[Create Ticket](#) [Reset](#) [Cancel](#)

Figure 6.9: Manage tickets Problem - 2

This is the dashboard of the admin, Manage tickets or adding problems ,where admin can add different problems to the application. With more detail description like assigning the details and adding the ticket subject.

## List of Problems

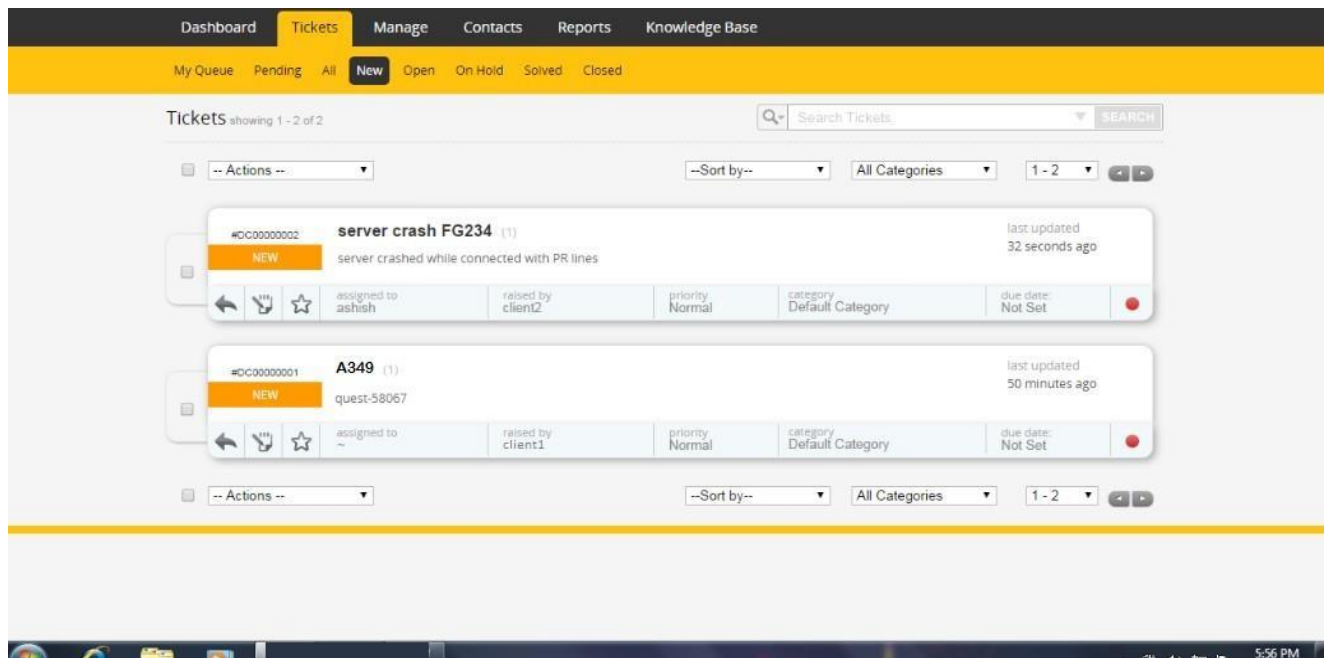


Figure 6.10 : List of problems

The above image shows different references of problem generated is shown ,where all the problems are defined at one place.

## Reports

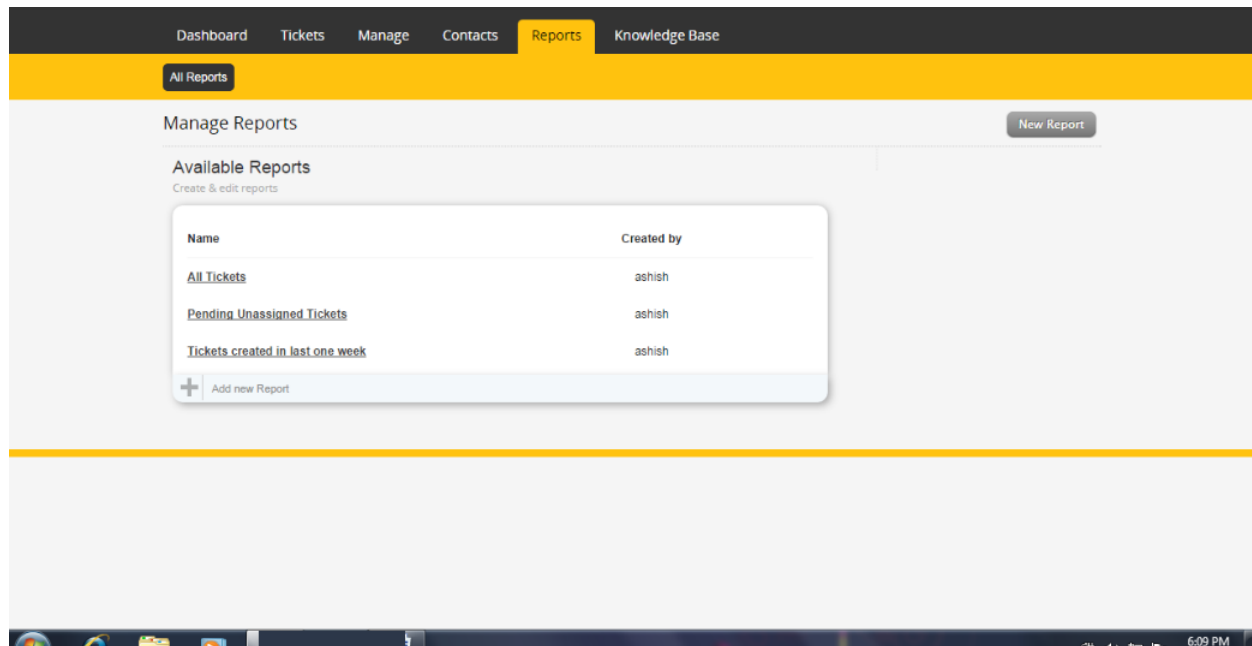


Figure 6.11: Report management

The above image shows how the reports are all tracked, how the new reports are generated, who created the report, and how many unassigned tickets are pending can be shown in this screenshot.

## Report Generation

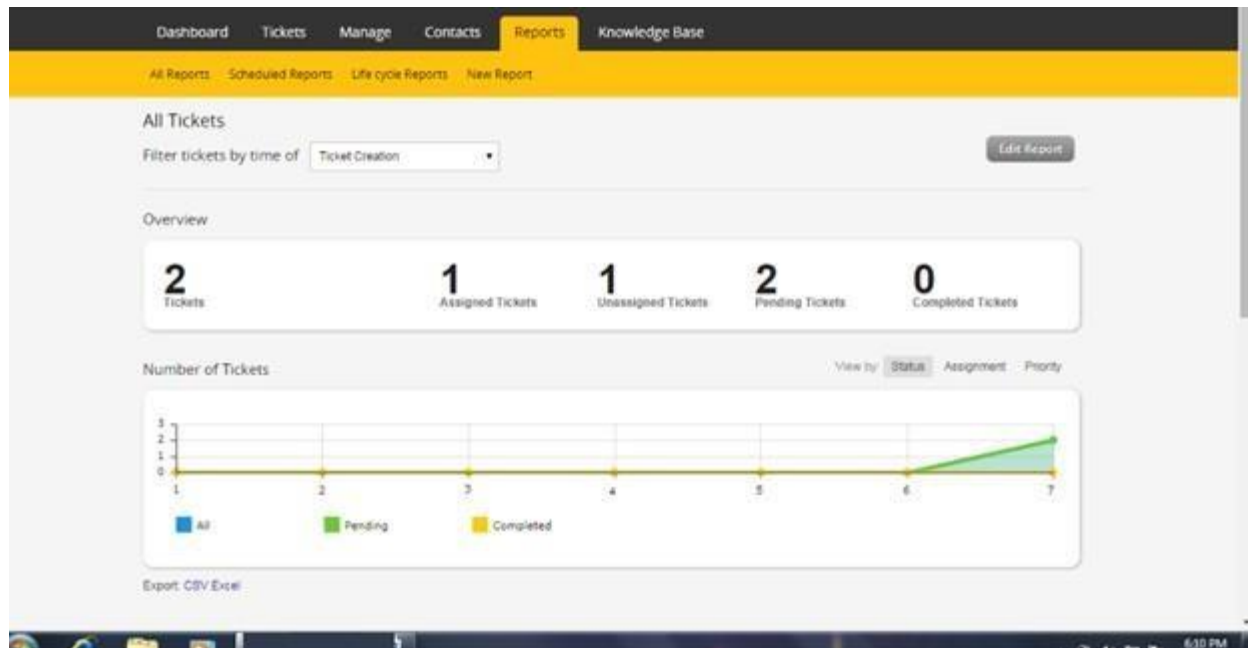


Figure 6.12 : Generation of report

The above image shows how those report have been generated, and the number of tickets which is pending and completed will be shown using the chart.

## Content - 1

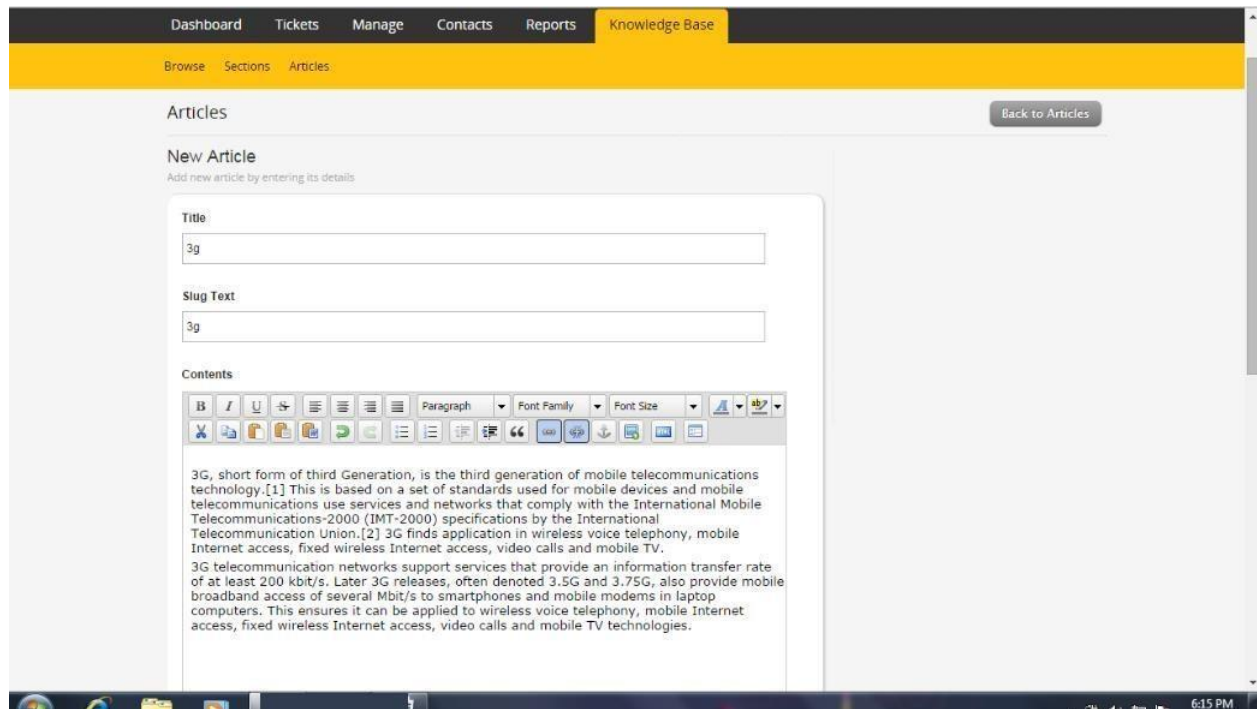
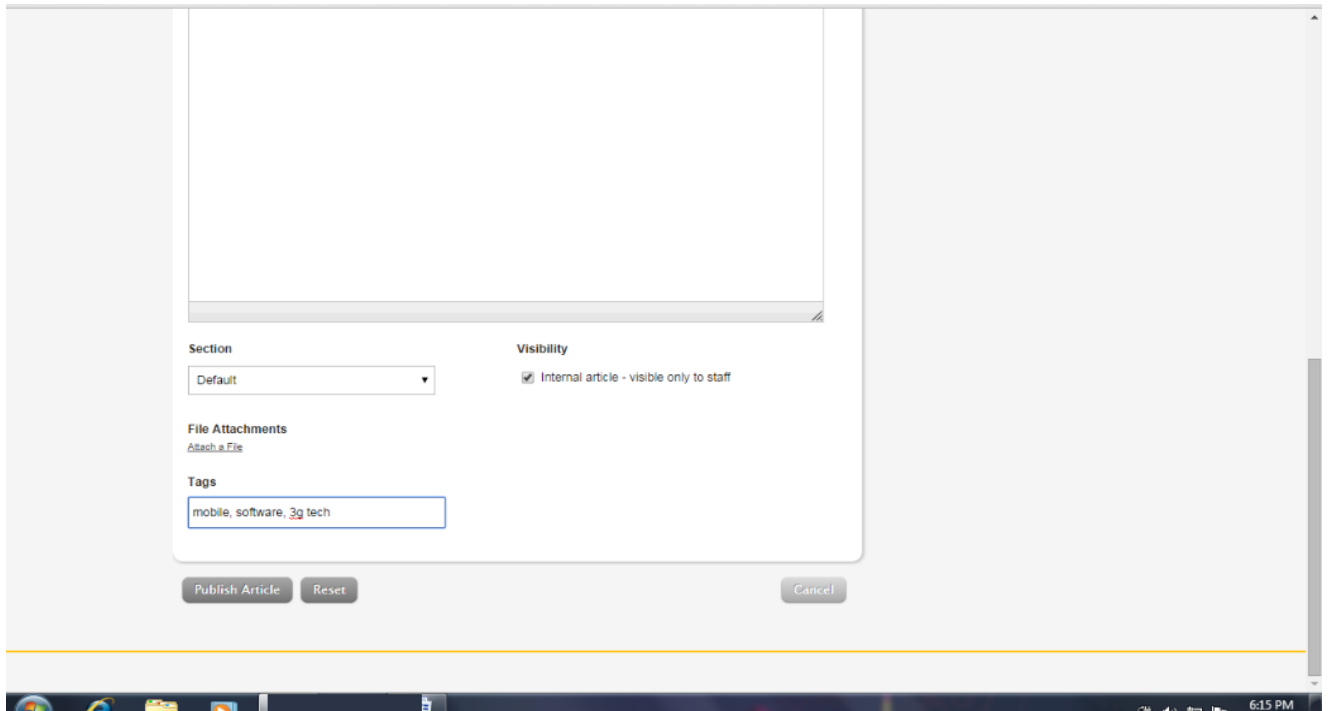


Figure 6.13: Knowledge base content-1

The above page describes how the problem have to be solved a detail description of a particular content will be provide to the staff, so they can read those articles before solving any client raised ticket.



## Content - 2



The screenshot shows a web-based form for creating or editing knowledge base content. The form is centered on a light gray background. At the top, there is a large, empty rectangular box for the main content. Below this box, the form is organized into several sections. The 'Section' section features a dropdown menu currently set to 'Default'. The 'Visibility' section contains a checked checkbox labeled 'Internal article - visible only to staff'. The 'File Attachments' section includes a link that says 'Attach a File'. The 'Tags' section has a text input field containing the tags 'mobile, software, 3g tech'. At the bottom of the form, there are three buttons: 'Publish Article', 'Reset', and 'Cancel'. The entire form is enclosed in a light gray border. The bottom of the image shows a Windows taskbar with various icons and a system clock indicating 6:15 PM.

Section  
Default

Visibility  
☒ Internal article - visible only to staff

File Attachments  
[Attach a File](#)

Tags  
mobile, software, 3g tech

Publish Article Reset Cancel

Figure 6.14: Knowledge base content - 2

This above page describes details of content- 2 generation for the visibility of the document different tags and the visibility option it must be highlighted.

## **7 SOFTWARE TESTING**

This will be done to make sure that design patterns and into check the performance of the entity need to deliver entity with indiscriminate users considering incident related activities. Total classification of subjective relating and the behavior of the entity has been observed and monitored properly because in present time it should not include various kind of error in working.

The accessibility control whatever will be contingent through the use of indiscriminate dashboards will be identified and checked considering present time usage They desire that the association should be clear in nature and the total classification of prospective working should be contingent over the entity. Any kind of action that will relate to security will be moreover identified upon the entity is been designed thus, it will finished with support of indiscriminate test cases written and checked in contradistinctive scenarios.

Software testing is important as it will provide specific details regarding the usage and the scenarios according to the objectives that are being defined. Software testing is really significant considering the reliability of the application and into identifies the defects at the proper time because we will be having a complete testing reference through using the test plans. The total type of testing plans is going to be made in collaboration with the development department moreover to enable to identify of where the preferences are more critical and can be highlighted considering better testing preferences. Software testing will be beneficial obtain a total classification of Reliability considering the entity moreover, the easy recovery of the errors will assist and quickly modify and manage the entity upon upgrades.

Different kind of processing which is essential to be identified based on security to be able to verify that the total classification of testing security techniques whatever are being contingent does not have any form of of loop holes. Associations will be moreover checked considering the collaborations since we must identify that total classification of correct assured settings can be highlight considering indiscriminate classification of utilizes those who will added.

## **Different Types of Testing Procedures are:-**

### **Unit Testing**

This is defined over the entity in a procedure that individual working functionalities will be identified and will be checked on individual relating considering example the data flow analysis will be conducted to check how the integrations and synchronization are referenced over the entity.

The identified total classification of customization setups whatever are contingent properly works and is connected to the entity in detailed conditions moreover identified that when the Applications are used considering performing the task is being selected the end user provides mingled setups and almost all end user can be controlled by regulations.

The identification of the security is moreover checked because the entity should be fully secured and there shouldn't be any issues with usability. Total classification of accessibility control which is suitable considering managing the task in the present time considering managing the incident is moreover identified and we can divulge those individual residences considering that accessibility can be controlled.

Testing considerations are moreover checked considering the heavy traffic that can be attached to the entity due to the indiscriminate classification of clients utilizing the entity at once. To see the traffic relating because lots of data will be exported and lots of data will be imported through the entity. To identify how the traffic is being identified over the entity in relation to any kind of error that occurs in present time when the entity is in use. Identified the proper workload through the entity.

## **Integration Testing**

This can be performed so that we can check that the total classification of Small pieces of the entity can be mingled properly in reference to the module. Perceptions will be designed and it will be checked so that better practice can be initiated and total the issues that are related can be quickly fixed.

## **BlackBox Testing**

Identifying the black box analysis because have to see that the total classification of use case classification of total pair testing reference is driven properly. Black box analysis is configured to check the classification of visibility options whatever are being contingent considering the accuracy because when the setup subbing is performed and any type of automated reports are essential to be generalized it has to be produced into the users in procedure setups are saved.

Identifying total perspective modifications that are being presented to the users because want that conditional usage should be associated and should be contingent upon total Channels within the entity. Synchronized working should be moreover highlighted so will Understand the scenarios and under the black box analysis do not require any knowledge of Programming.

### Test cases

Series	Test-cases	Test-Input	Results	Actual	Test Status	Severity
1	Admin account	Admin reference added	Admin panel activated	Setting and usage options provided	Pass	Critical
2	Users	Users info to be added	Adding associations	Defined users added and used	Pass	Critical
3	Panels	Selective	Task based	Defined settings provided	Pass	critical
4	Rules for working	Defined rules	Rules added	Saved	Pass	Critical
5	Client	Conditions	Client reference added and used	Client details added	Pass	Critical

6	Contents	Content design	Clients added and used	Support provided	Pass	Critical
7	Tools	Selective	Settings added	Tools added and used	Pass	critical
8	Incident	Settings	Separate page provided	Incident management seen	Pass	Critical
9	Alerts	Auto	Settings added	Notifications seen	Pass	Critical

Table 7.1: Table for test cases performed on Modules

## 8 CONCLUSION

Diverse classification of clients with reference to the contradistinctive classification of Businesses being added into the entity to check how contradistinctive accounts can be driven a and can feel that the total classification of perceptions is properly completed by an entity.

The entity provides a classification of extensions whatever is essential considering the Communications and the task oriented tools that are essential in to be used.

Indiscriminate classification of perceptions whatever is suitable considering the generations of automation alerts are moreover been checked and can divulge that as the alerts are being contingent got to be very much helpful.

Indiscriminate classification of subjective channels which are the suitable effect will be organized and to execute that procedure the classification of sections will be satisfied with the aid of an entity mechanism. To determine whether an entity makes use in an expansive way and then the total classification of subjective channels will be mingled will provide the flexibility of whatever is essential in the company to handle indiscriminate incidences and clients.

The a convertible feature that is contingent on the entity having its own customized relating implemented over the contradistinctive classification of account holders extremely valuable as it provides flexibility in wide range usage.

## **9 FUTURE ENHANCEMENT**

Subsequently, more requirements are essential, which could have the possibility of adding more reference and this is the procedure the entity is being designed.

In the future, which could have additional tools considering the uses so will turn out to be Auditing end users to develop an understanding of their requirements in accordance with Whatever the new resources will append.

Hereafter, more alert communication channels can be included whatever will be beneficial to obtain the confirmation at the correct time.



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