

## Project Report

### 1. Database:

- Database Name: FMS
- Table Names: 1. Student  
2. Employee  
3. Complaint

- **Student Table:**

Field	Type	Null	Key	Default	Extra
rollno	varchar(10)	NO	PRI	NULL	
name	varchar(100)	NO		NULL	
roomno	varchar(10)	NO		NULL	
sfbid	varchar(30)	YES	UNI	NULL	

rollno - Primary key, roll number of the student.

name - Student name.

roomno - Student room number.

sfbid - Facebook generated unique ID for the student.

- **Employee Table:**

Field	Type	Null	Key	Default	Extra
efbid	varchar(30)	NO	PRI	NULL	
name	varchar(100)	NO		NULL	
dept	varchar(20)	NO		NULL	
tasks	int(11)	NO		NULL	

efbid - Primary key, Facebook generated unique ID for the employee.

name - Employee Name.

dept - Employee's department.

tasks - Number of tasks completed by the employee.

- **Complaint Table:**

Field	Type	Null	Key	Default	Extra
postid	varchar(100)	NO	PRI	NULL	
sfbid	varchar(30)	NO		NULL	
roomno	varchar(10)	NO		NULL	
dept	varchar(20)	NO		NULL	
descr	varchar(500)	NO		NULL	
efbid	varchar(30)	NO		NULL	
stime	datetime	NO		NULL	
etime	datetime	YES		NULL	
iscompleted	int(11)	NO		0	
rating	varchar(1)	YES		NULL	
israted	int(11)	YES		0	

*postid* - Primary key, Facebook generated unique ID for the each post.

*sfbid* - Facebook generated unique ID for the student.

*roomno* - Student room number.

*dept* - Employee's department.

*descr* - Complaint description by the student.

*efbid* - Primary key, Facebook generated unique ID for the employee.

*stime* - Task start time.

*etime* - Task end time.

*iscompleted* - A boolean column to indicate weather the task is completed (1) or not (0).

*rating* – Rating given by the student(on a scale 1-5).

*israted* – A boolean column to check whether user has provided rating or not.

## 2. Command Format

- **Student Registration:**

Syntax:        register employee department

Eg:             REG EMP ELEC

*employee departments:* ELEC / HOUSE/ HORTI/ CARP/ MASO

- **Employee Registration:**

Syntax:        register student roll\_no room\_no

Eg:             REG STU MT17010 C321G

- **Posting Complaint:**

Syntax:            complaint room\_no department complaint\_description

Eg:                COMP C404G ELEC Fix my AC!!

### **3. Control Flow:**

- First the Employee and the Student gets themselves registered.
- A Successful registration is notified by an “Ok.” reply on the post else an error message is posted as reply.
- Only a registered student can post the complaint on the page.
- Once the complaint is posted, then the system assigns the task to the employee based on the availability.
- The assigned employee is tagged in the comment as reply, hence he/she gets notified about the task.
- When the task is completed, the the employee posts “Done.” as a reply on the same post and the task completion time is recorded.
- Now the system posts another comment asking for the students feedback for the service, which is a rating from 1 to 5, with 1 as the highest rating and 5 as the least.