### Presentation Script: Support Hero

**(Slide 1 : Title)**

**Presenter:** “Good [morning/afternoon], everyone.  
Welcome to the presentation of our software project called Support Hero.  
We are Team Nexus Codex, and this project was developed for our Software Engineering and System Analysis Lab (Course Code: CSE0613226), guided by our respected teacher, Sadia Jahan.  
Our team includes Partho Kumar Ray Amit, Md. Ashraful Haque Zani, Gaus Saraf Murady, and Jubair Ahammed.  
Our goal is to build a central platform for various support services.”

**(Slide 2: Intro Page)**

**Presenter:** **Support Hero** is a website that helps people who need help connect with volunteers. Volunteers help with cleaning, small jobs, delivery, and more.

**Goals:**

* Help people become helpers.
* Get donations from kind people.
* Work with charities and government.
* Show where donations go.
* Make a safe and fast system for many users.

**(Slide 3: Features)**

**Presenter:** "Support Hero is built on several key features. At its core, it provides an ecosystem where Supporters and Volunteers depend on each other15.

* It supports services like **waste management, courier, cleaning, and guard support**.
* The system builds a helpful ecosystem of Supporters and Volunteers.
* We’ve added an AI chat for cultural and ethical guidance.
* A donation system allows financial support.
* A feedback feature ensures constant improvement.
* And finally, our “Volunteer Bounty System” rewards our heroes—our volunteers.

**(Slide 4: Flowchart)**

**Presenter:** "This flowchart show the journey of Support Hero4.

 From the Home Page, users can do different things:

 Admin accesses the **Admin DB**. Reviews supporter requests. After admin approval, supporter requests are moved to the **Support Request DB**.

 In **Donations (Small/Large) page** Anyone can donate and they show their **Achievements** on the **Achievements Page** depending on their contribution.

 After joining as a **Volunteer it save in Volunteers DB. Volunteers** can **view requests** from supporters. Their responses are saved in the **Volunteer Response DB**. We target Volunteers as Students, Homeless, Unemployed.

 After joining as a **Support it save in Support DB. Support** can submit **Support Requests** (urgent or non-urgent) which is goes to **Admin for approval**. Approved requests are saved in **Support Request DB**. We target Supporter as Upper Middle Class, Rich, Government

 **Achievements Page** Shows Donors **Achievements** list**,** Cleanup drives**,** Awards for volunteers.

 A chatbot gives advice or awareness on ethics, hygiene, etc & Helps educate and guide users.

OR,

**(Slide 4: System Flow and User Journey)**

**Presenter:** “This flowchart illustrates the user journey on Support Hero. The system is designed with clear data flows:  
  
our flowchart explains several features mainly under two categories.

1. Category-1: Homepage, Donations, Feedback, Achievement page, AI Chat

2. Catergory-2: Admin, Supporter, Volunteer

From homepage, any visitor can choose to login as a Supporter or a Volunteer.

A supporter can put requests for volunteers to accept and complete after admin approval.

Completed requests can be viewed in the achievement page.

Supporters can also donate money or add bounty to their requests to show urgency.

**(Slide 5: Functionality & Architecture)**

**Presenter:** "Diving deeper into the platform's functionality, we have distinct roles and a robust architecture.

* **User Roles:** We have four main roles: **Supporters** who submit requests, **Volunteers** who solve them, **Admins** who manage the platform, and **Donors** who provide funds.
* **System Architecture:** Our frontend will be built with HTML, CSS, and JavaScript. The backend will use PHP or Python, and for the database, we are considering MongoDB or SQL .
* **Functionality:** The platform includes a central **Home Page**, a simple **Join Us** section and secure databases for requests, responses, and admin controls20. The AI Chat suggests best practices, and a dedicated module handles donations21.

**(Slide 6: Team Responsibilities)**

**Presenter:** "Let's introduce the team and our roles. I am [Presenter's Name], and with me are my team members.

* **Amit Roy** and **Ashraful Haque Jony** are our **Frontend Developers**12. They are responsible for creating the user interface and ensuring a seamless user experience.
* **Gaus Saraf Murady** and **Jubair Ahmed Jubu** are our **Backend and Database Developers**13. They are managing the server-side logic, database architecture, and overall system functionality14.

Together, we form a balanced team to bring Support Hero to life."

**(Slide 7: User Benefits)**

**Presenter:** "As a non-profit initiative, Support Hero's revenue will be sourced from donations, optional bounties for tasks, and partnerships with NGOs and CSR programs25.

* **Supporters:** Users can quickly get help from many support services. The request process is easy, so they receive help fast when they need it the most. This saves time and avoids stress.
* **Volunteers:** "Volunteers, called our 'Heroes', get special recognition through a bounty reward system. They can work whenever they want, so it’s easy to help people without changing their daily routine."
* **Donors:** "Donors can clearly see how their money is used. They can track the real results of their donations and how it helps people and improves the community."
* **Admins:** "Admins can control the whole system. They manage users, requests, and volunteers. They also see performance data and approve activities to keep everything running smoothly and responsibly."

**(Slide 8: Revenue Sources)**

**Presenter** : “Support Hero is a non-profit, but we still need support to run it.  
  
We get help or Revenue from:

* Donations (big or small)
* Rewards for volunteers
* Help from NGOs and companies
* Sponsors who praise top volunteers

**(Slide 9: Scope and Characteristics)**

**Presenter:** “Our system has some scop & Characteristics:

Our goal is to:

* Help people in need like the homeless, students, and jobless
* Show clearly how donations are used
* Solve problems together as a community
* Connect donors, helpers, and those asking for help
* Quickly send the right volunteer when someone needs help”

**Characteristics:** The main focus of this project is immediate interactions, suitable design, **Modular based interface, feedback for future improvement.**

**(Slide 10: Thank You)**

**Presenter:** "In conclusion, Support Hero is more than just an application, We believe "Support Hero" can make a significant impact; 'So for Support calls of our heroes—and they answer'.

Thank you for your time and attention. We are now happy to answer any questions you may have."