



IDP Introductory presentation  
on  
Help desk



**Presented By:**

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**Under the guidance of:**

Mr.Dhaval V. Patel(Internal Guide)

Mr.Akash Padhiyar(External Guide)

**Carrying out at:**

Akash Technolabs, Ahmedabad

**Submitted to:**

DEPARTMENT OF COMPUTAR ENGINEERING

# PRESENTATION OUTLINE



**PROJECT TITLE DESCRIPTION IN BRIEF**



**COMPANY PROFILE**



**PROPOSED SYSTEM**



**COMPARISION OF PROPOSED SYSTEM WITH EXISTING SYSTEM**



**SOURCE OF MOTIVATION**



**DEVELOPMENT ENVIRONMENT**



**CONCLUSION**



**REFERENCES**

# Project Title Discription

- “**Help desk**” is continually improving collection of question and answers created , edited and organized by **everyone who uses it**.
- The most important thing is to have each question page become the **best possible resource** for someone who wants to know about the question.
- Allows users to share their expertise.
- Allows user to connect with other people who have the same interests.

# Company profile

Company Overview	Mobile and Web Development Company
Company Name	Akash Technolabs
Company Logo	
Company Address	K-6,Shree Krishna Center ,Above Crossroad Library,Mithakhali Six Road,Navrangpura Ahmadabad
About Company's Experties	We mainly work on web software ,open source and mobile technologies and we train and develop. It professionals with confidence, competence, commitment a and self motivate.
Mission	Our mission is to utilize our rice experience and expertise in the field of online IT software development services.
Vision	We do more effort in terms of techniques and to save operating costs provide to our client while fulfilling their business needs.

# Proposed System

- For those of you who are new here on earth, so is a brilliant  
‘**resource**’ site for everyone. So far so good, BUT...  
watch out from newbie mistakes, the community can be cruel !
- Our focus is to make floor for an academia and other information.
- We want to make a website specifically for questions and answers.

# Comparision Of Proposed System With Existing System

Features	Stackoverflow.com, Ask.com	New system
Answering with video tutorial and materials	no	yes
Job recruiting feeds	no	yes
Guidelines for internship of training in companies with reviews	no	yes
Developer blog/innovation feeds	no	yes

# Source Of Motivation

- There are a website links from which we got motivation is as below:  
ask.com, stackoverflow.com, answers.com
- From that linked websites, we think it should be update.
- So we decided to make this website with some more features.
- Sometimes user won't be understand answer. So, we have added some more features to give best solution with video tutorials and materials.

# Development Environment

- Software Component

**Front End** :-  Angular JS

**Back End** :-  Node JS

**IDE** :-  Visual Studio Code

**Others** :-  HTML  BOOTSTRAP  
 CSS  MS OFFICE

- Hardware Component

**Cpu** :-  intel core i3

**RAM:-** 4GB 

**Processor Speed** :-  2.3 GHZ

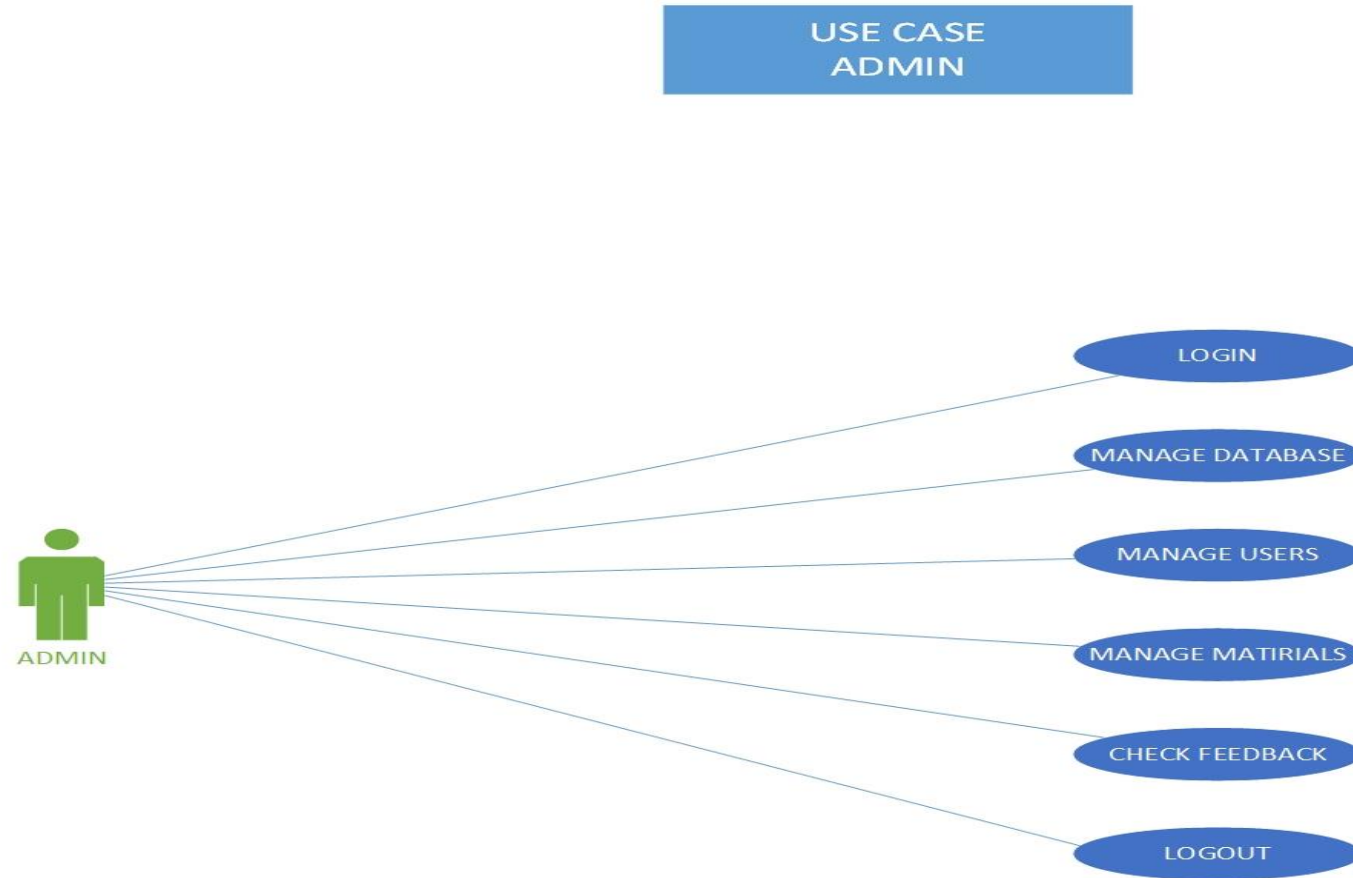
**ROM:-** 500GB 



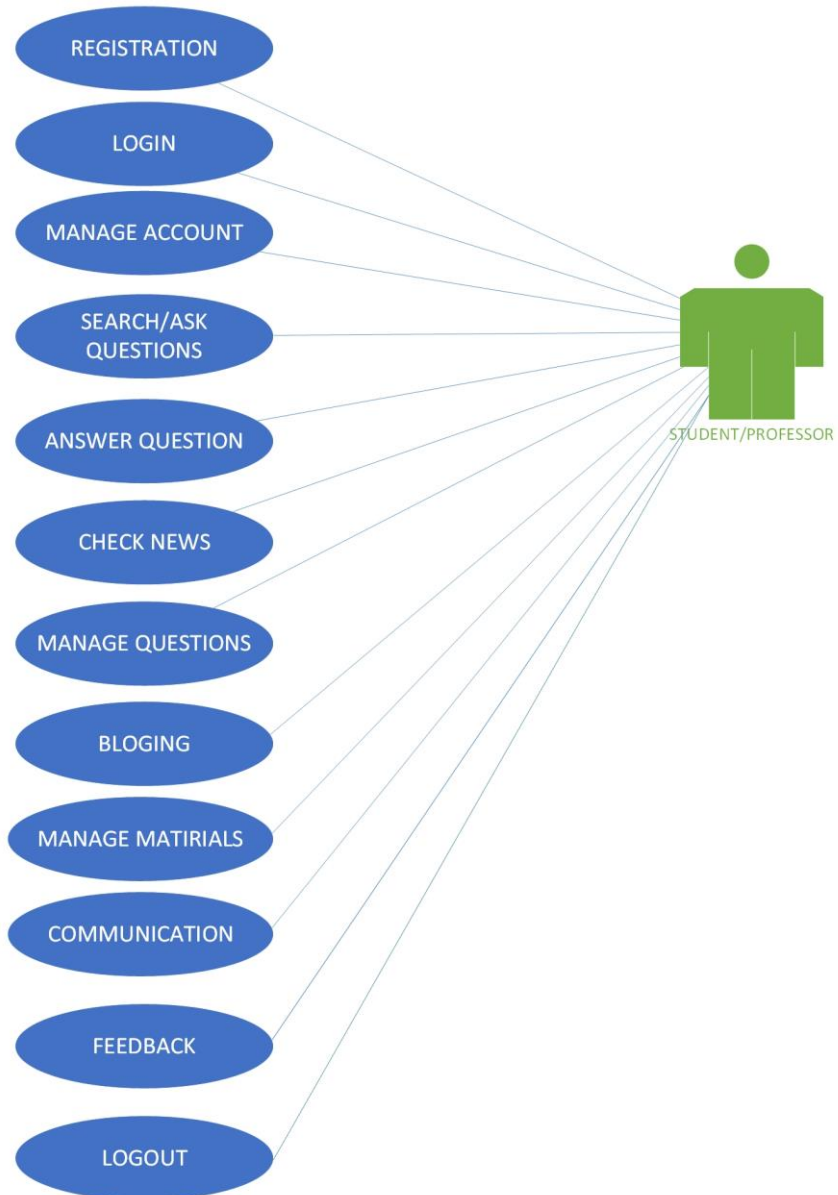
# References

- [www.Wikipedia.org](http://www.Wikipedia.org)
- [www.ask.com](http://www.ask.com)
- [www.answers.com](http://www.answers.com)
- [www.stackoverflow.com](http://www.stackoverflow.com)

# UML DIAGRAM

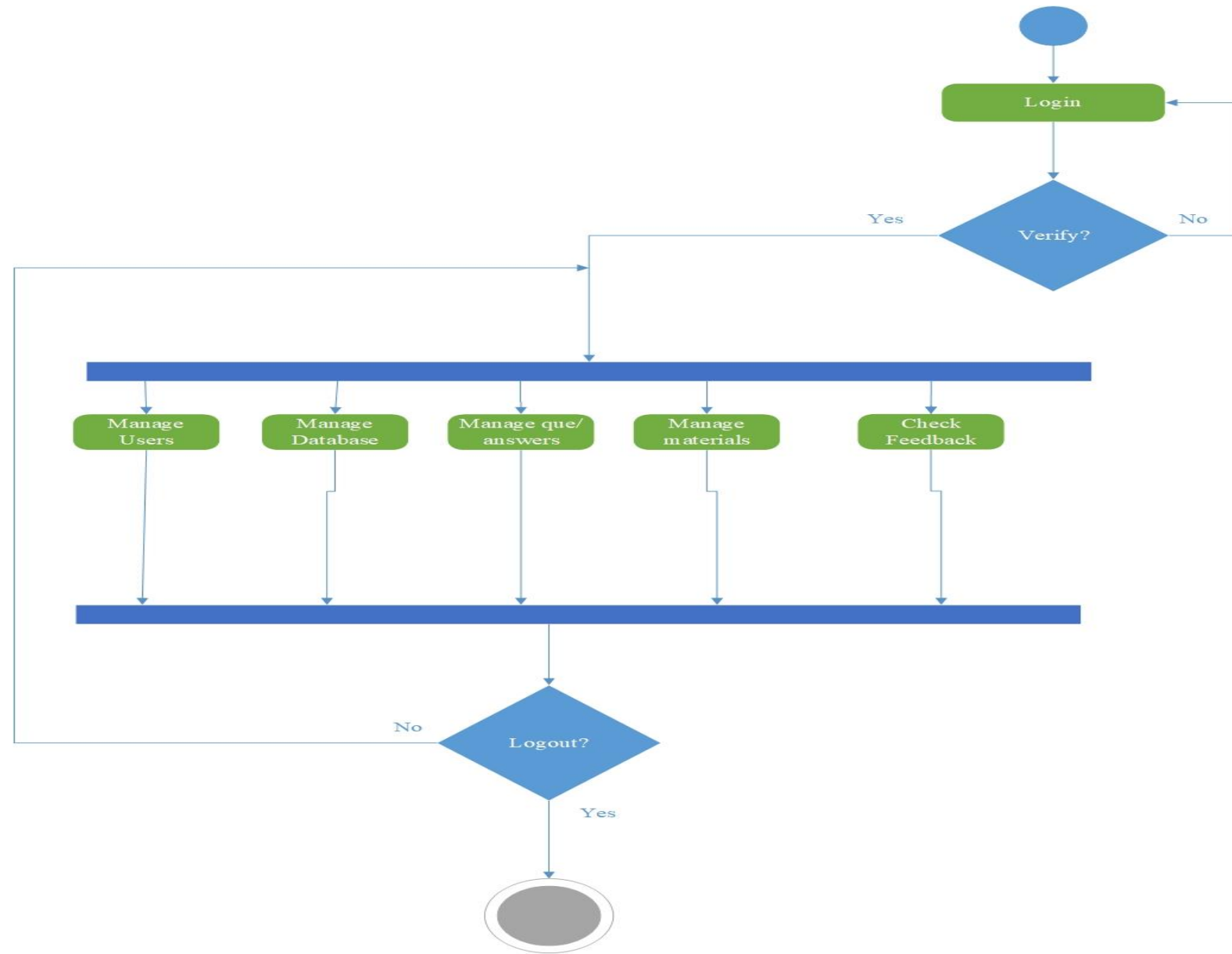


USE CASE  
STUDENT&PROFESSOR

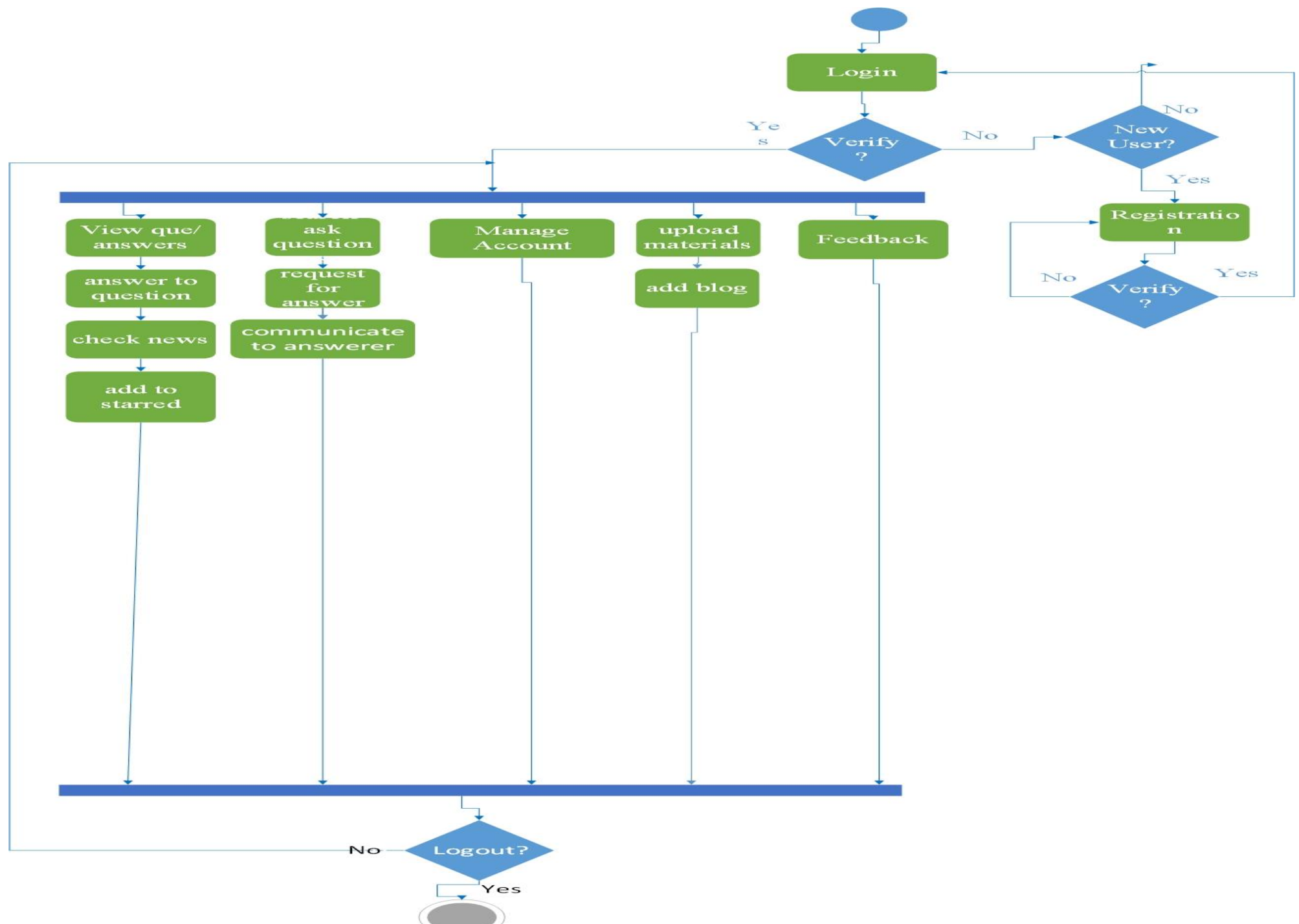


# Activity Diagram

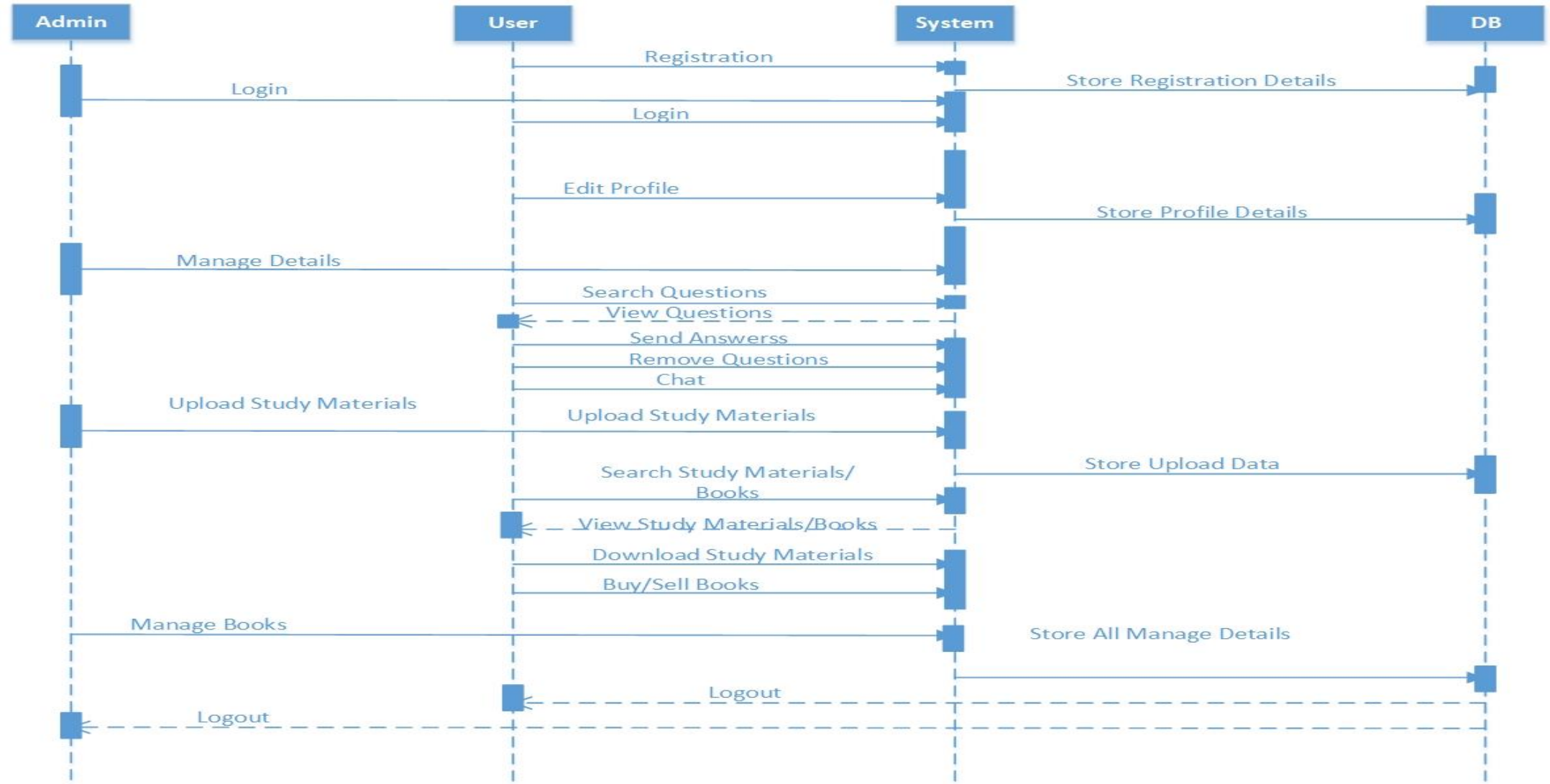
# Admin



# User



# Sequence Diagram





# Data Dictionary

- Admin
- User
- Catagory
- Question
- Answer
- Blog
- Material
- Message
- Feedback

- Table Name: Admin
- Primary Key: Admin\_Id
- Foreign Key:

SR.No.	Field Name	Datatype	Constrains
1	Admin_Id	Int	Primary Key
2	Email Id	Varchar	Not null
3	Password	Varchar	Not null

- Table Name: User
- Primary Key: User\_Id
- Foreign Key:

SR.No.	Field Name	Datatype	Constrains
1	User_Id	Int	Primary Key
2	Name	Varchar	Not null
3	Gender	Varchar	Not null
4	Email Id	Varchar	Not null
5	Password	Varchar	Not null
6	Address	Varchar	Not null

- Table Name: Catagory
- Primary Key: Catagory\_Id
- Foreign Key:

SR.No.	Field Name	Datatype	Constrains
1	Catagory_Id	Int	Primary Key
2	Category Name	Varchar	Not null

- Table Name: Question
- Primary Key: Question\_Id
- Foreign Key: User\_Id

SR.No.	Field Name	Datatype	Constrains
1	Question_Id	Int	Primary Key
2	Title	Varchar	Not null
3	Details	Varchar	Not null
4	Date	Date	Not null
5	Time	Time	Not null
6	User_Id	Int	Foreign Key

- Table Name: Answer
- Primary Key: Answer\_Id
- Foreign Key: User\_Id

SR.No.	Field Name	Datatype	Constrains
1	Answer_Id	Int	Primary Key
2	Question_Id	Int	Not null
3	Answer	Varchar	Not null
4	Date	Date	Not null
5	Time	Time	Not null
6	User_Id	Int	Foreign Key

- Table Name: Blog
- Primary Key: Blog\_Id
- Foreign Key: User\_Id

SR.No.	Field Name	Datatype	Constrains
1	Blog_Id	Int	Primary Key
2	Name	Varchar	Not null
3	Details	Varchar	Not null
4	User_Id	Int	Foreign Key
5	Date	Date	Not null
6	Time	Time	Not null

- Table Name: Material
- Primary Key: Material\_Id
- Foreign Key: User\_Id

SR.No.	Field Name	Datatype	Constrains
1	Material_Id	Int	Primary Key
2	Title	Varchar	Not null
3	Details	Varchar	Not null
4	User_Id	Int	Foreign Key
5	Date	Date	Not null
6	Time	Time	Not null



- Table Name: Message
- Primary Key: Message\_Id
- Foreign Key: User\_Id

SR.No.	Field Name	Datatype	Constrains
1	Message_Id	Int	Primary Key
2	User_Id To	Int	Foreign Key
3	User_Id From	Int	Foreign Key
4	Details	Varchar	Not null
5	Date	Date	Not null
6	Time	Time	Not null


- Table Name: Feedback
- Primary Key: Feedback\_Id
- Foreign Key: User\_Id

SR.No.	Field Name	Datatype	Constrains
1	Feedback_Id	Int	Primary Key
2	Details	Varchar	Not null
3	Date	Date	Not null
4	Time	Time	Not null
5	User_Id	Int	Foreign Key

Snapshots


# Admin Login

Help Desk





**Hardik Prajapati**  
Viki Patel


PERSONAL


 Dashboard


Dashboard


 Forms >


 Display >


 Feedback >


 Email >


 Support











Help Desk

[Login](#) / Admin Login

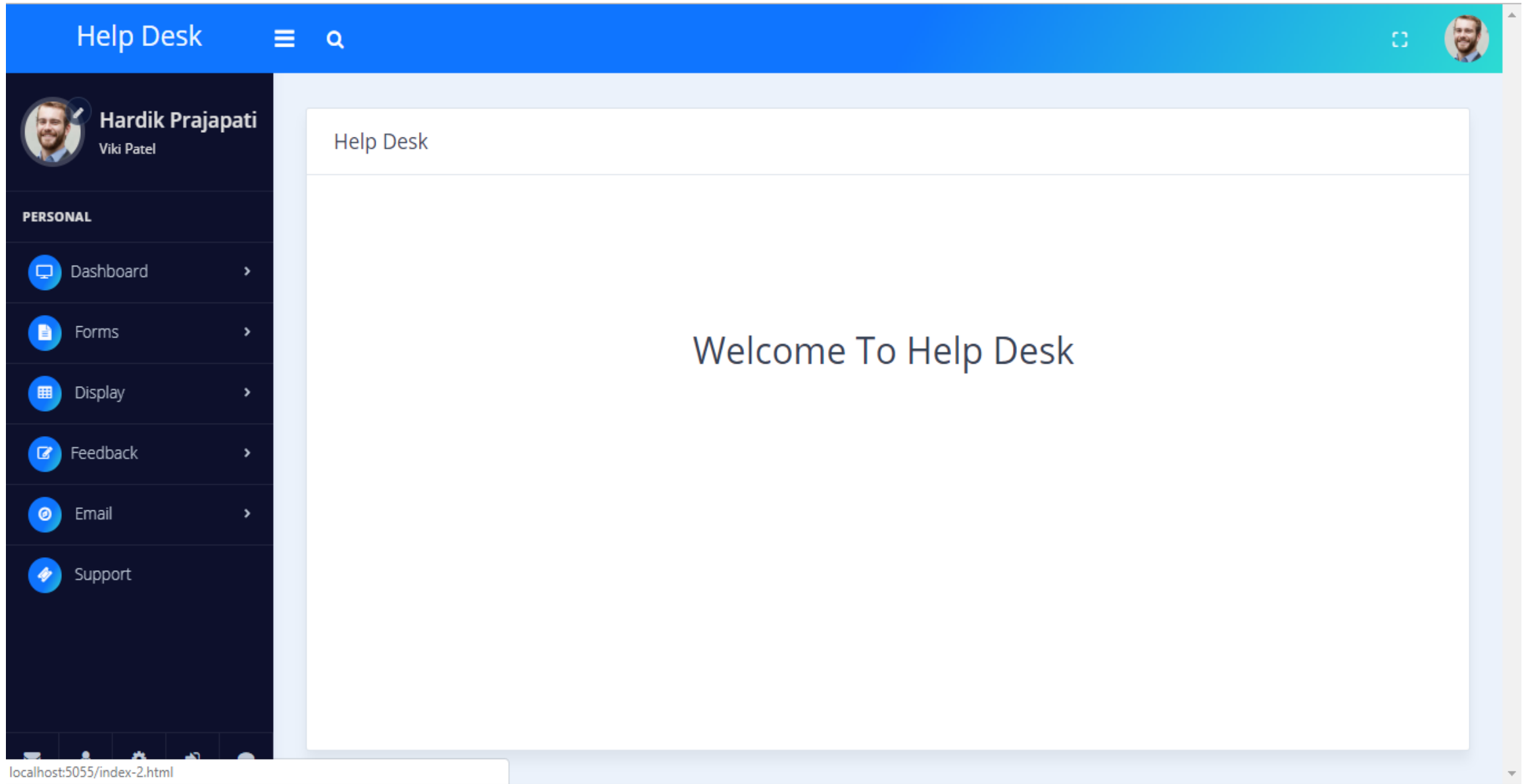
Admin Login

Email

Password

Submit

# Index



# User Add

Help Desk

PERSONAL

Dashboard

Forms

Display

Feedback

Email

Support

User From

First Name

Enter Name

Last Name

Enter Name

Email address

Enter email

Address

Address

Profile Image :

Choose File

No file chosen

Gender :

Male

Female


Password

Password

Submit

# User Display

Help Desk



**Hardik Prajapati**  
Viki Patel

PERSONAL

Dashboard

Forms

Display

User\_display

Question\_display

Category\_display

Material\_display

Feedback

Email






User Tables

Show

10


entries

Search:

NO	FIRST NAME	LAST NAME	EMAIL ID	GENDER	ADDRESS	PASSWORD	ACTION
1	hardik	parajapati	hardikprajapati@gmail.com	Male	PRAJAPATI VAS GANESHPURA PALANPUR	hardik	
2	viki	parajapati	hardik@gmail.com	Male	PRAJAPATI VAS GANESHPURA PALANPUR	123	
3	hetal	parajapati	jinalprajapati@gmail.com	Female	PRAJAPATI VAS GANESHPURA PALANPUR	123	
4	hetal	parajapati	jinalprajapati@gmail.com	Female	PRAJAPATI VAS GANESHPURA PALANPUR	0020230320	
5	hetal	parajapati	jinalprajapati@gmail.com	Female	PRAJAPATI VAS GANESHPURA PALANPUR	0020230320	

# User Show

Help Desk



Hardik Prajapati

Viki Patel

PERSONAL

Dashboard

Forms


Display

Feedback

Email

Support

hardik parajapati




FIRST NAME:	hardik
LAST NAME:	parajapati
EMAIL ID	hardikprajapati@gmail.com
GENDER:	Male
ADDRESS:	PRAJAPATI VAS GANESHPURA PALANPUR
PASSWORD:	hardik

Photos



# User Edit


Help Desk





Hardik Prajapati


Viki Patel


PERSONAL


 Dashboard >

 Forms >

 Display >

 Feedback >

 Email >

 Support

User\_Edit

First Name

hardik

Last Name

parajapati

Email address

hardikprajapati@gmail.com

Address

PRAJAPATI VAS GANESHPURA PALANPUR

Profile Image :

Choose File

No file chosen

Gender :


☐ Male

☐ Female

localhost:5055/users/edit/index-2.html

# Category Add


Help Desk




Hardik Prajapati

Viki Patel

PERSONAL

 Dashboard >


 Forms


User\_add


Question\_add


Category\_add


Material\_add


 Display >


 Feedback >


 Email >











Category Add



Category Name



Angular


Submit

# Category Display

Help Desk












**Hardik Prajapati**  
Viki Patel

**PERSONAL**

-  Dashboard >
-  Forms >
-  Display
  - User\_display
  - Question\_display
  - Category\_display**
  - Material\_display
-  Feedback >
-  Email >





Category Tables

Show

10

entries

Search:

NO	CATEGORY NAME	ACTION
1	Node	 
2	Angular	 

Showing 1 to 10 of 50 entries

Previous

1

2

3

4


5

Next

localhost:5055/category/category\_display/index-2.html

# Category Edit


Help Desk





Hardik Prajapati


Viki Patel


PERSONAL


 Dashboard >


 Forms >


 Display >


 Feedback >


 Email >


 Support











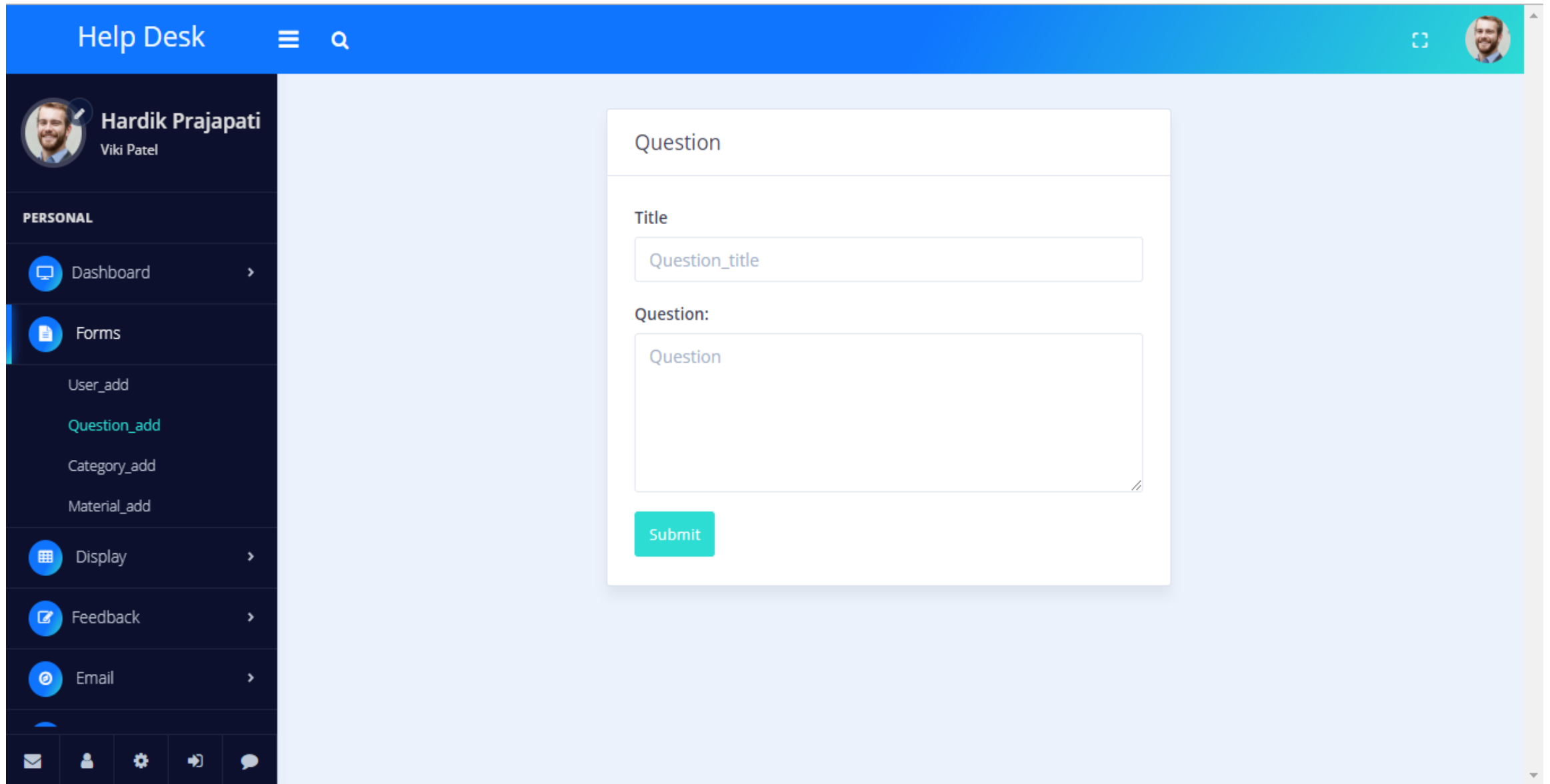
Category Edite

Category

Angular



Submit



# Question Add




# Question Show

Help Desk












**Hardik Prajapati**  
Wiki Patel

**PERSONAL**

-  Dashboard >
-  Forms >
-  Display
  - User\_display
  - Question\_display**
  - Category\_display
  - Material\_display
-  Feedback >
-  Email >




Question Tables

Show

10

entries

Search:

NO	TITLE	QUESTION	ACTION
1	node	what is node js?	  

Showing 1 to 10 of 50 entries

Previous

1

2

3

4


5

Next

localhost:5055/question/question\_display/index-2.html

# Question Edit


Help Desk





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Viki Patel


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Dashboard






Forms

Display

Feedback

Email

Support



Question Edit

Title

node



Question:



what is node js?


Submit

# Question-Answer

Help Desk













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Viki Patel

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-  Dashboard >
-  Forms >
-  Display >
-  Feedback >
-  Email >
-  Support



Question & Answer

what is node js?

Answer

Node.js is an open source server environment, Node.js is free, Node.js runs on various platforms (Windows, Linux, Unix, Mac OS X, etc.) Node.js uses JavaScript on the server


Answer





# Material Add


Help Desk




Hardik Prajapati

Viki Patel

PERSONAL

 Dashboard >


 Forms


User\_add


Question\_add


Category\_add


Material\_add


 Display >


 Feedback >


 Email >











Material\_Add

Titel

ADA

Detail

what is Ada?

Material\_upload :



Choose File



ADA FILE.pdf


Submit

# Material Display

Help Desk



















**Hardik Prajapati**  
Viki Patel

**PERSONAL**

-  Dashboard >
-  Forms >
-  Display >
-  Feedback >
-  Email >
-  Support



material Tables





Show

10

Search:

entries

NO	TITLE	DETAIL	FILE	ACTION
1	ADA	what is Ada?	ADA FILE.pdf	 

Showing 1 to 10 of 50 entries

Previous

1

2

3


4

5

Next

# Feedback Add


Help Desk





Hardik Prajapati


Viki Patel

PERSONAL

 Dashboard >


 Forms >


 Display >


 Feedback


Feedback\_add


Feedback\_display


 Email >


 Support











Feedback

User\_Name

hardik



Feedback:



Best Web site.


Submit

# Feedback Display

Help Desk




















**Hardik Prajapati**  
Viki Patel

**PERSONAL**

-  Dashboard >
-  Forms >
-  Display >
-  Feedback >
-  Email >
-  Support



Feedback Tables





Show

10

entries

Search:

NO	USER_NAME	FEEDBACK	ACTION
1	hardik	Best Web site.	 

Showing 1 to 10 of 50 entries

Previous

1

2

3



4



5


Next

# Email

Help Desk











Hardik Prajapati  
Viki Patel


PERSONAL

 Dashboard >


 Forms >

 Display >

 Feedback >


 Email


Email


 Support


Email


[Pages](#) / Email


 Inbox 14


 Sent Mail

 Important 3

 Starred

 Drafts

 Tags

 Trash

Send To Message

To

Subject

Message

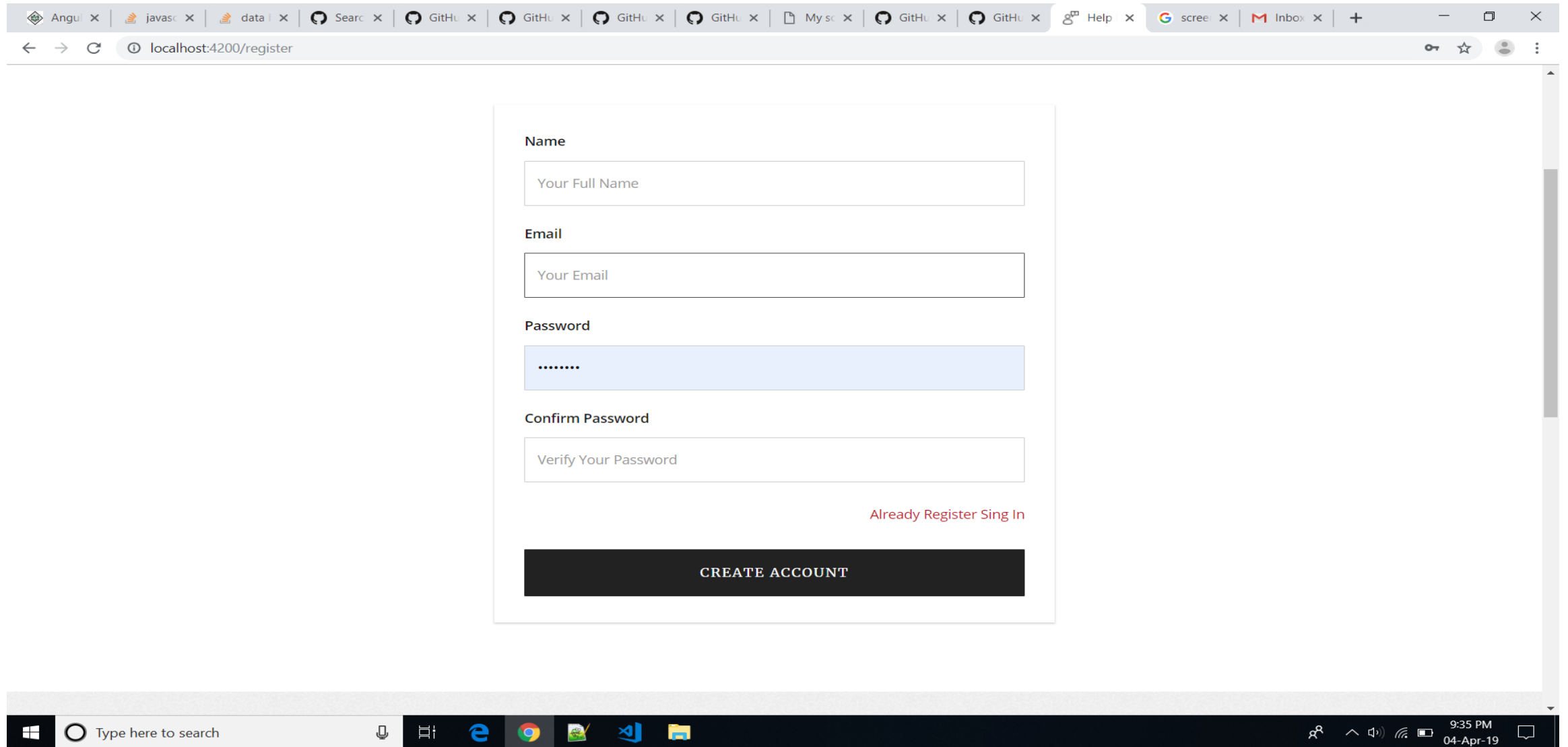
Cancel

Send message

Photos

Snapshots  
Frontend/HelpDesk

# HelpDesk/Signup



Angul x | javasc x | data l x | Search x | GitHu x | GitHu x | GitHu x | GitHu x | My sc x | GitHu x | GitHu x | Help x | scree x | Inbox x | +

localhost:4200/register

**Name**

Your Full Name

**Email**

Your Email

**Password**

.....

**Confirm Password**

Verify Your Password

[Already Register Sing In](#)

**CREATE ACCOUNT**

Type here to search

9:35 PM  
04-Apr-19

# HelpDesk/Login


Angular xjavasc xdata l xSearch xGitHu xGitHu xGitHu xGitHu xMy sc xGitHu xGitHu xHelp xscreen xInbox x+--x

localhost:4200/login

keystaruser

HOMEBLOGCONTACT US

LOGINSIGNUPUMAIR

Help Desk

HOW IT WORKSBROWSE QUESTIONS

MATERIAL

POST QUESTION

Sign In To Your Account

Home / Pages / Sign In

Email

Your Email


Password


Your Password

☐ Remember me? [Forgot password?](#)

LOG IN

Windows logoType here to search



9:35 PM04-Apr-19




# HelpDesk/HOME

Angul xjavasc xdata xSearch xGitHu xGitHu xGitHu xGitHu xMy sc xGitHu xGitHu xHelp xG screens xInbox x+ - □ ×

← → ↻ ⓘ localhost:4200 ☆ 👤 ⋮

HOMEBLOGCONTACT US

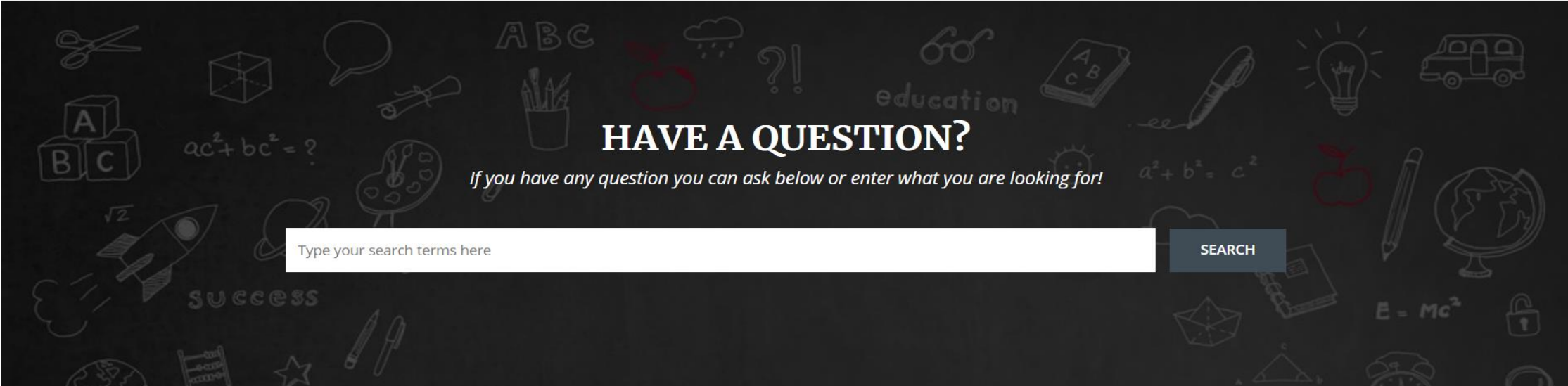
🔒 LOGIN👤 SIGNUP👤 UMAIR ▾

Help Desk

HOW IT WORKSBROWSE QUESTIONS

MATERIAL ▾

POST QUESTION



## HAVE A QUESTION?

*If you have any question you can ask below or enter what you are looking for!*


SEARCH

📄 Recent Questions

📦 Popular Responses

🌐 Recently Answered

📈 No answers



jjj

🪟 Type here to search

🔊 🔌 🔥 🔋 🌐 ⌵ ⌵ ⌵ ⌵ ⌵

9:36 PM  
04-Apr-19

# HelpDesk/Post Question

Angul xjavasc xdata l xSearch xGitHu xGitHu xGitHu xGitHu xMy sc xGitHu xGitHu xHelp xscreen xInbox x+ - x

localhost:4200/post-question

☆

⋮

## Post Your Question

Duis dapibus aliquam mi, eget euismod sem scelerisque ut. Vivamus at elit quis urna adipiscing iaculis. Curabitur vitae velit in neque dictum blandit. Proin in iaculis neque.

### Question Title

Question Title

### Category

All Categories

xAll Categories

### Tags

Php xLaravel xBootstrap x

add a tag

### Question Detials

Post Your Question Details Here.....

### Hot Questions

Twitter Bootstrap 3.0 - Tabs-Left Not Working Anymore?


Changing The Color On My Tabbed Left Bootstrap3 Tabs

How To Create Tabs On The Left In Bootstrap.Js V3.0.0?


A Repository Class - Would You Use It To Handle Multi Records?

Post Data From Html Form To Php Script And Return Result To Ajax//Js/Jquery

### Latest News



Differentiate Yourself And Attract More Attention  
1 hour ago



Differentiate Yourself And Attract

Windows Taskbar


Type here to search

Taskbar icons: File Explorer, Chrome, VS Code, etc.

System tray: 9:36 PM, 04-Apr-19


# HelpDesk/Question Listing

localhost:4200/listing




✓

how to learn html




✓

i want to know about angular!



✓


how to upload file?



Sara Smith

UI/UX Designer

Points : 6458



Dani Smith

Teacher Assistant

Points : 6115

Recent Comments

John Doe on Bootstrap Vs Foundation

Emily Copper on How To Get Data From URL In PHP


Alex Martin on My SQL PHP Multi Layer Drop Down List From Databse

Tina Martin on PHP Multi Layer Drop Down List From Databse

Alex Henz on Can't Use Custom Width With Angular-Slick

Coty Embry on Use Digital Ocean To Create Node.js Server Or Creating Website On

Type here to search



9:36 PM

04-Apr-19

# HelpDesk/Question Detail

Angular xjavasc xdata xSearch xGitHu xGitHu xGitHu xGitHu xMy sc xGitHu xGitHu xHelp xscreen xInbox x+--x

localhost:4200/question/show/5ca6292d0f9a6b443cfa34f0

☆

Question Detial

Home / Pages / Question

## i want to know about angular!

8 MINTES AGO750 VIEWS

The navbar is fixed and works ok. The layout of the sidebar and main content is fine too. The problem comes when I set the sidebar to fixed. The main content overlaps the sidebar.


I am using a basic grid layout:

Overview


Reports

Analytics


Dashboard



**John Doe**  
Graphic Designer



34,157 Experience



58.6k Followers

About

Proin ac nibh rutrum lectus rhoncus eleifend. Sed porttitor pretium venenatis. Suspendisse potenti. Aliquam quis ligula elit.

Sed porttitor pretium venenatis. Suspendisse potenti. Aliquam quis ligula elit. Aliquam at

Windows Taskbar

Type here to search

Taskbar icons: File Explorer, Chrome, VS Code, etc.

System tray: 9:37 PM, 04-Apr-19

# HelpDesk/Answer Detail

Angul xjavasc xdata l xSearch xGitHu xGitHu xGitHu xGitHu xMy sc xGitHu xGitHu xHelp xscree xInbox x

localhost:4200/question/show/5ca6292d0f9a6b443cfa34f0

☆

⋮

👍👎

Mark As Correct



John Doe

📱 - From Mobile - 40 min ago

I think this is what you are looking for. You need to remove the `float: left` from the inner nav to center it and make it a inline-block.

```
$(function(){
  $('.block').affix();
})
```

👍👎

Mark As Correct

## Post Your Answer

I Have The Aswert

POST YOUR ANSWER

Windows logo

Type here to search

Taskbar icons: File Explorer, Edge, Chrome, VS Code, etc.

System tray: Network, Volume, Date/Time (9:37 PM, 04-Apr-19)

# HelpDesk/Material Publish

Angular xjavasc xdata l xSearch xGitHu xGitHu xGitHu xGitHu xMy sc xGitHu xGitHu xHelp xscree xInbox x+--x

localhost:4200/post-material

## Post Your Material

Duis dapibus aliquam mi, eget euismod sem scelerisque ut. Vivamus at elit quis urna adipiscing iaculis. Curabitur vitae velit in neque dictum blandit. Proin in iaculis neque.

Material Title

Bootstrap Not Working

Category

All Categories

xAll Categories

Material Detials

Post Your Question Details Here.....

Material upload

Twitter Bootstrap 3.0 - Tabs-Left Not Working Anymore?


Changing The Color On My Tabbed Left Bootstrap3 Tabs


How To Create Tabs On The Left In Bootstrap.Js V3.0.0?

A Repository Class - Would You Use It To Handle Multi Records?

Post Data From Html Form To Php Script And Return Result To Ajax//Js/Jquery

Latest News

Differentiate Yourself And Attract More Attention  
1 hour ago

Differentiate Yourself And Attract More Attention  
1 hour ago

Windows Taskbar

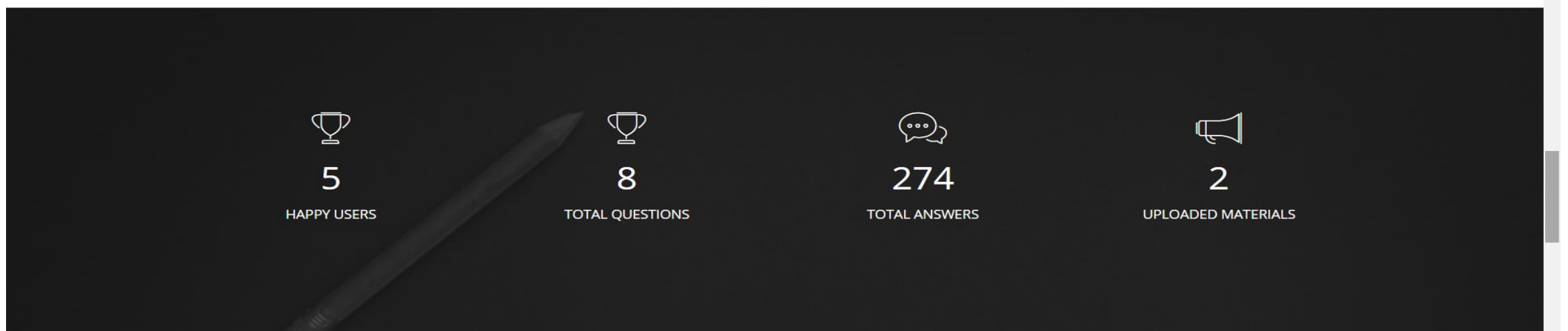
Type here to search

9:37 PM 04-Apr-19

# HelpDesk/Dynamic Counter

Angular x | javasc x | data x | Search x | GitHub x | GitHub x | GitHub x | GitHub x | My sc x | GitHub x | GitHub x | Help x | scree x | Inbox x | + | - | X

localhost:4200



Statistic	Value
HAPPY USERS	5
TOTAL QUESTIONS	8
TOTAL ANSWERS	274
UPLOADED MATERIALS	2

## LATEST ARTICLES

*Cras varius purus in tempus porttitor ut dapibus efficitur sagittis cras vitae lacus metus nunc vulputate facilisis nisi eu lobortis erat consequat ut. Aliquam et justo ante. Nam a cursus velit*

Type here to search

9:38 PM 04-Apr-19

Thank you