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

Submited 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 fare 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

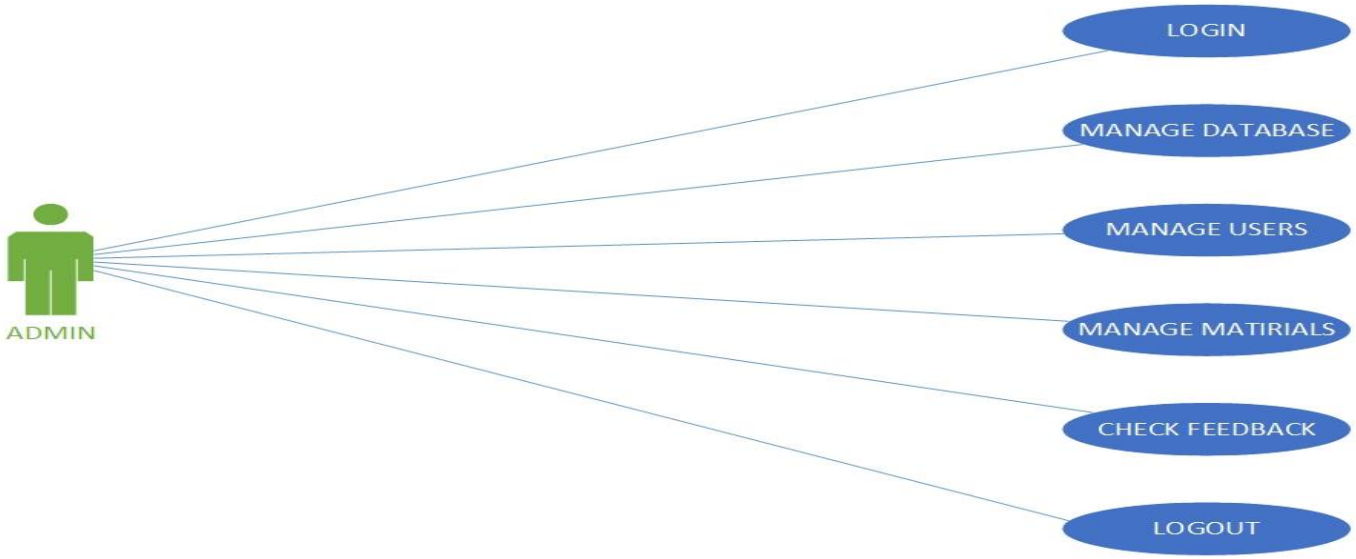
  Processor Speed :- 2.3 GHZ **ROM:-** 500GB

Refrences

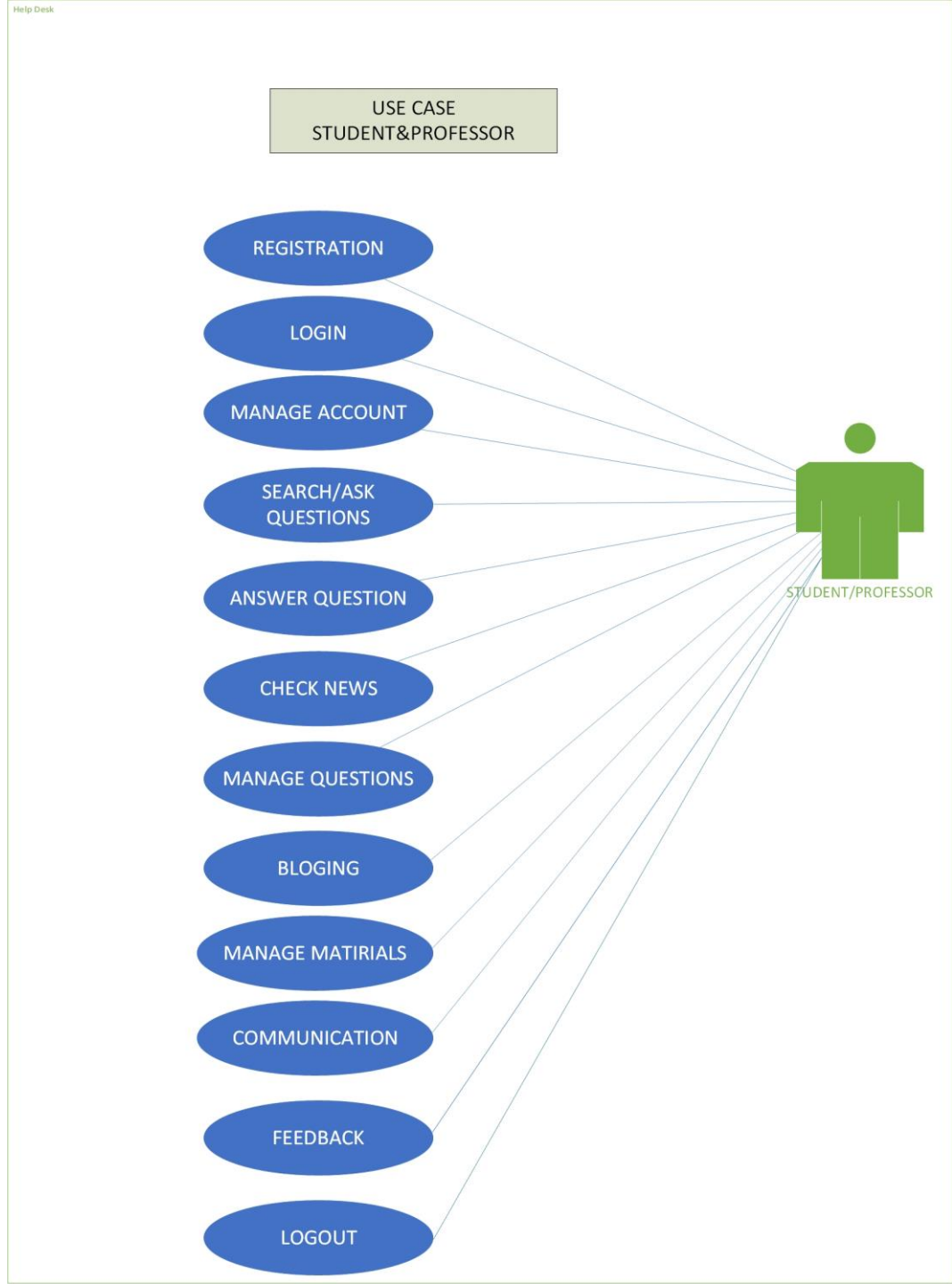
- www.Wikipedia.org
- www.ask.com
- www.answers.com
- www.stackoverflow.com

UML DIAGRAM

USE CASE
ADMIN

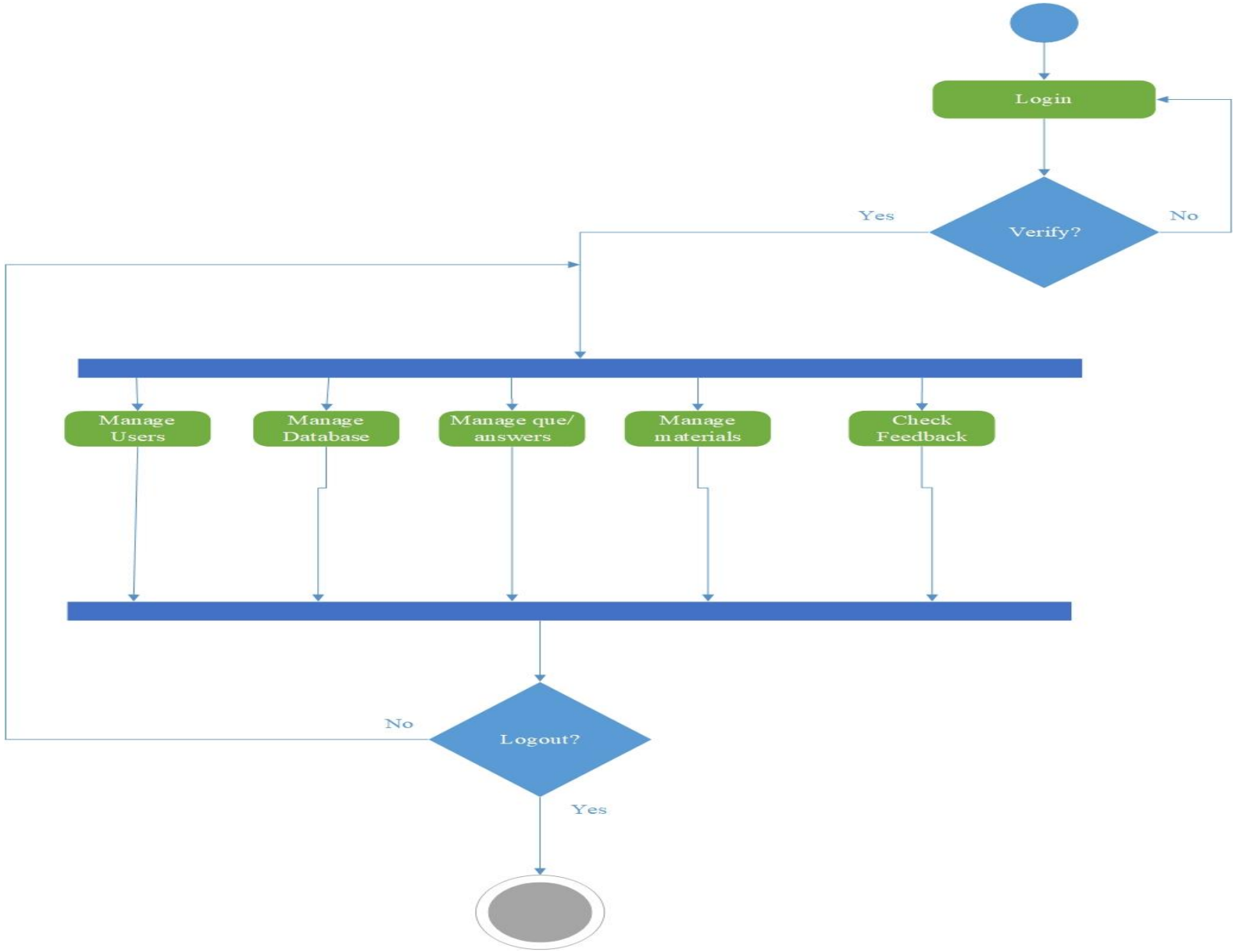


Help Desk

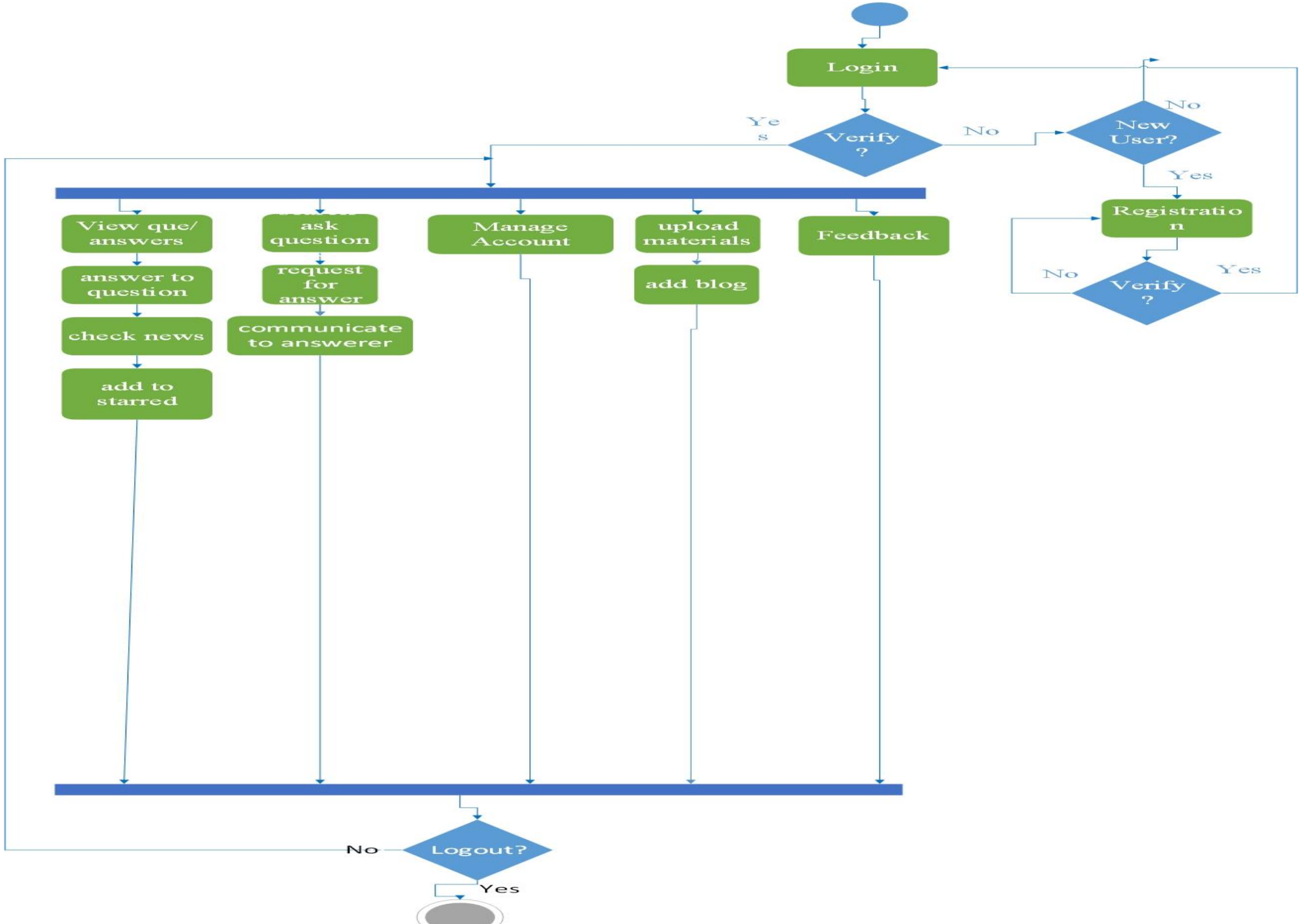

USE CASE
STUDENT&PROFESSOR
REGISTRATION
LOGIN
MANAGE ACCOUNT
SEARCH/ASK QUESTIONS
ANSWER QUESTION
CHECK NEWS
MANAGE QUESTIONS
BLOGING
MANAGE MATIRIALS
COMMUNICATION
FEEDBACK
LOGOUT
STUDENT/PROFESSOR

Activity Diagram

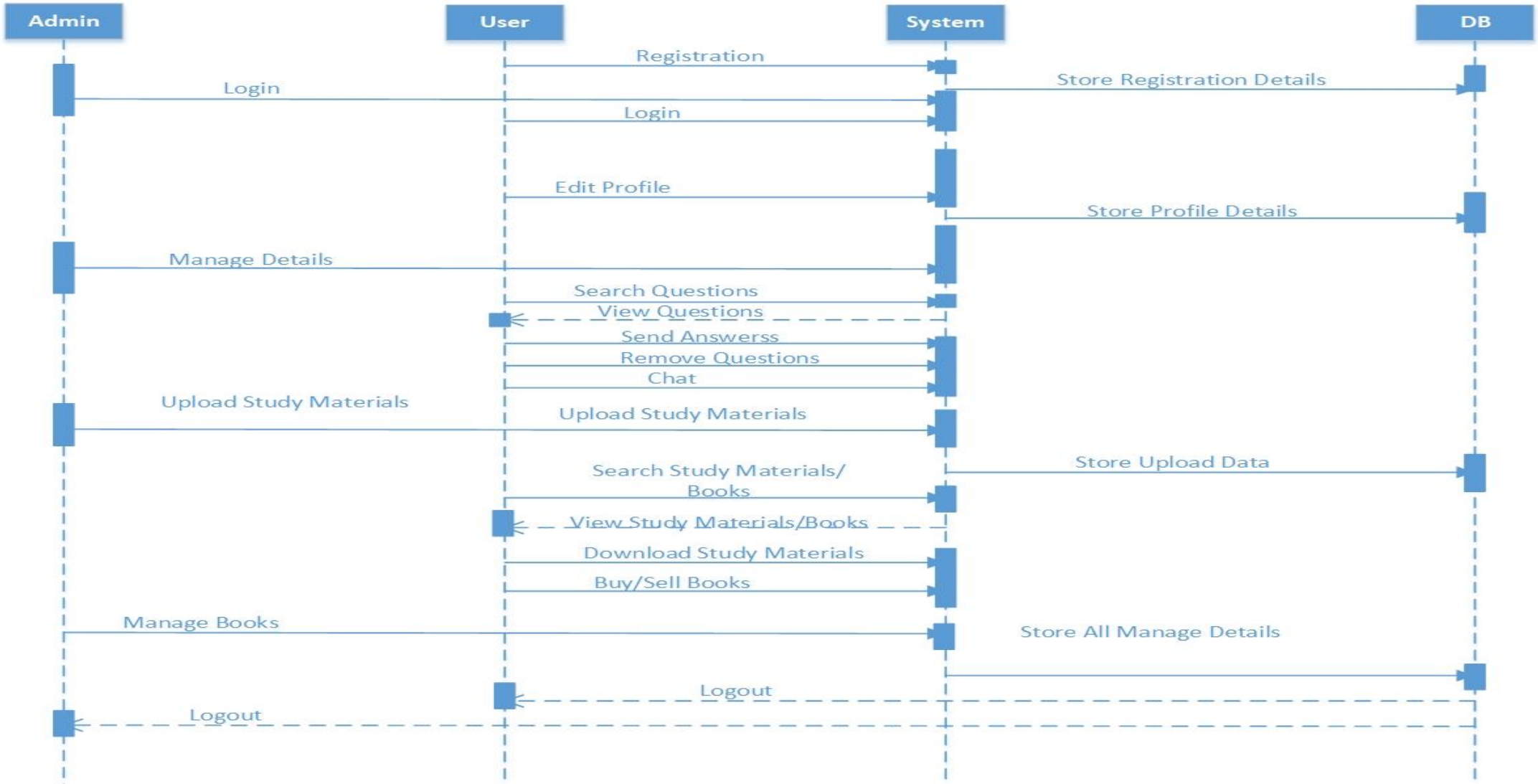
Admin


Login
Verify?
Yes
No
Manage Users
Manage Database
Manage que/ answers
Manage materials
Check Feedback
Logout?
No
Yes

User


Login
Verify ?
Ye s
No
New User?
No
Yes
Registratio n
No
Verify ?
Yes
View que/ answers
answer to question
check news
add to starred
ask question
request for answer
communicate to answerer
Manage Account
upload materials
add blog
Feedback
Logout?
No
Yes

Sequence Diagram



Data Dictonary

- 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

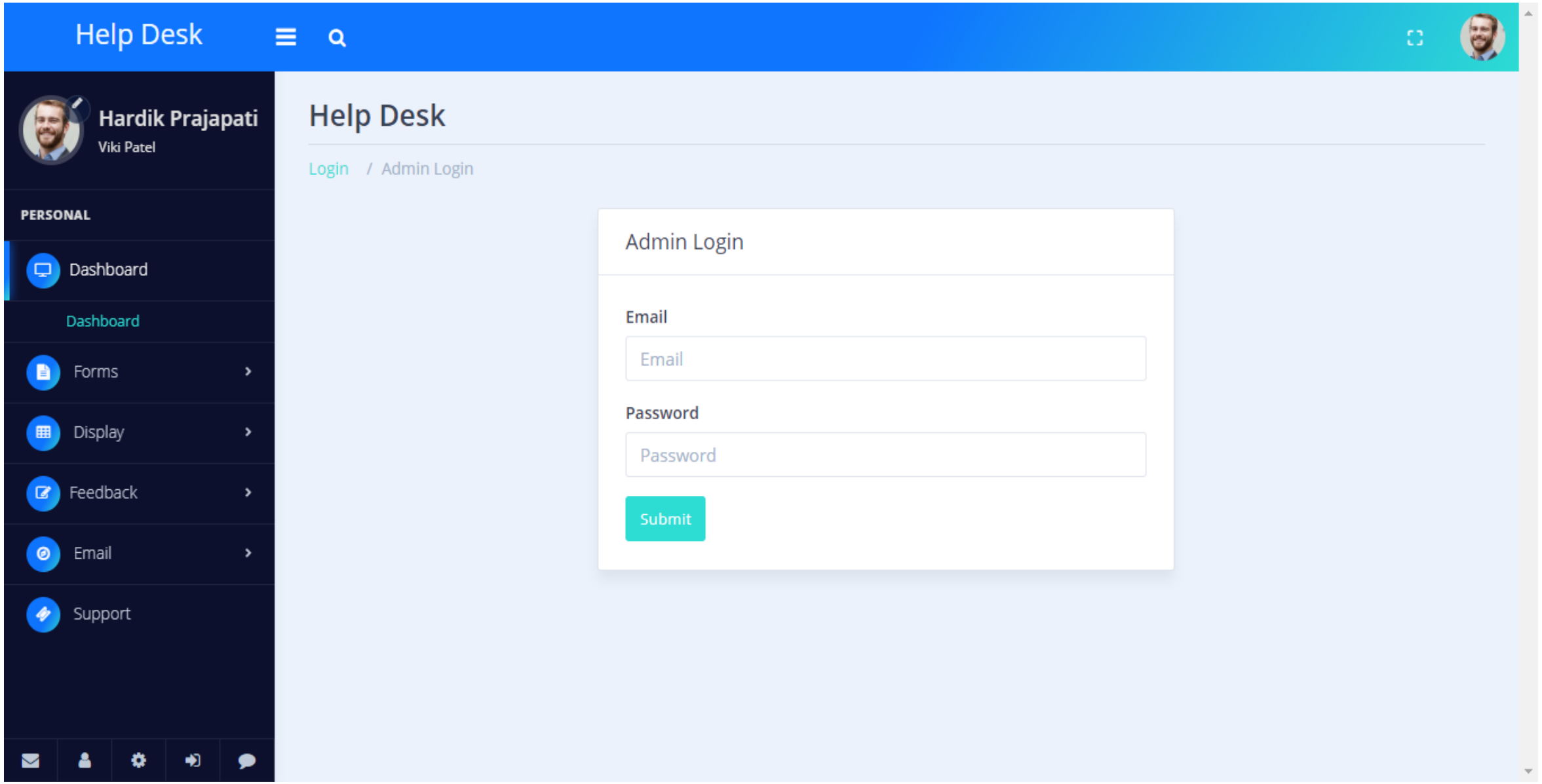
SR.No.	Field Name	Datatype	Constrains
1	Message_Id	Int	Primary Key
2	User_Id To	Int	Foreign Key
3	User_Id From	Int	Foreign Key
4	Details	Varchar	Not null
5	Date	Date	Not null
6	Time	Time	Not null

- Table Name: Feedback
- Primary Key: Feedback_Id
- Foreign Key: User_Id

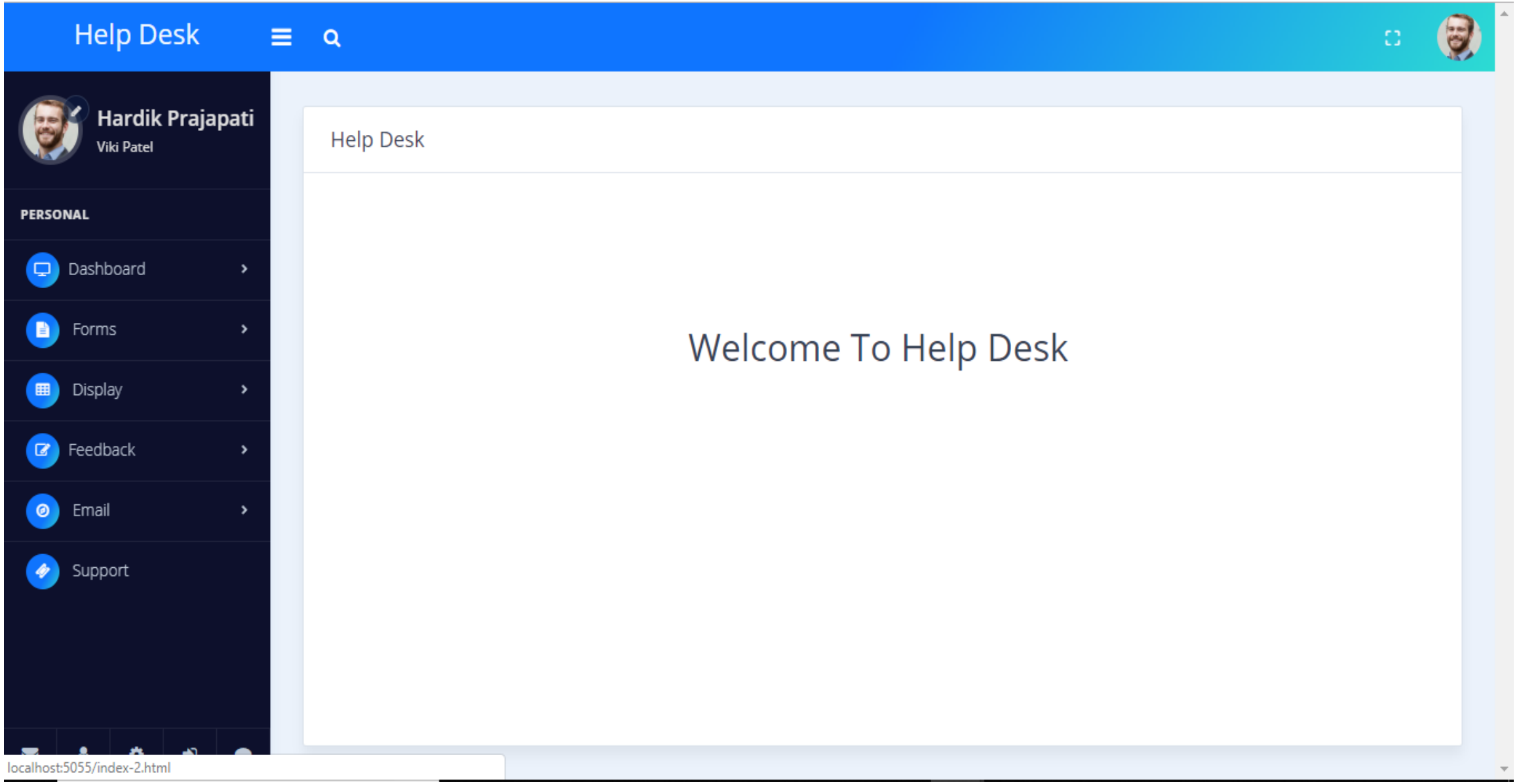
SR.No.	Field Name	Datatype	Constrains
1	Feedback_Id	Int	Primary Key
2	Details	Varchar	Not null
3	Date	Date	Not null
4	Time	Time	Not null
5	User_Id	Int	Foreign Key

Snapshots

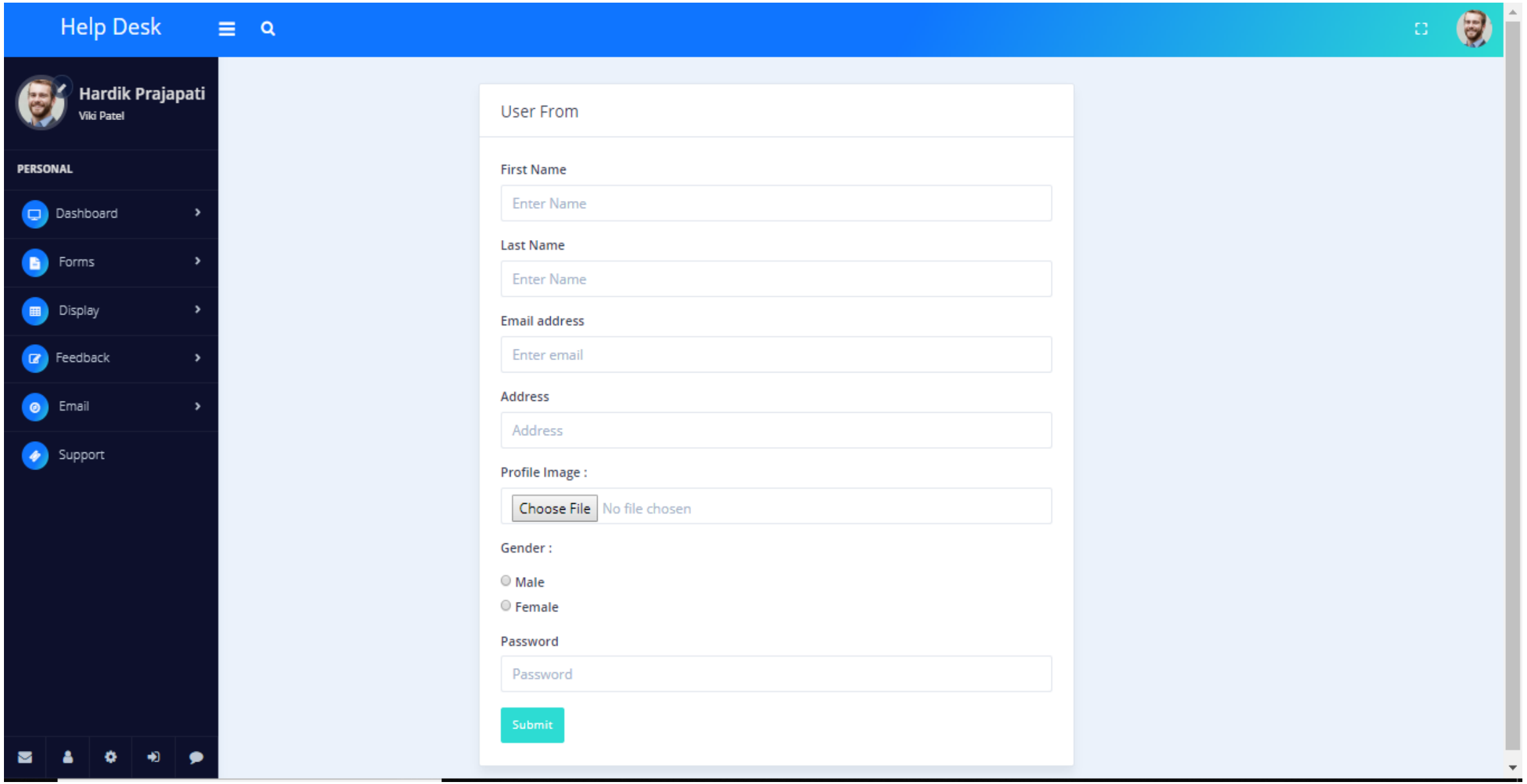
Admin Login


Help Desk
Hardik Prajapati
Viki Patel
PERSONAL
Dashboard
Dashboard
Forms
Display
Feedback
Email
Support
Help Desk
Login / Admin Login
Admin Login
Email
Email
Password
Password
Submit

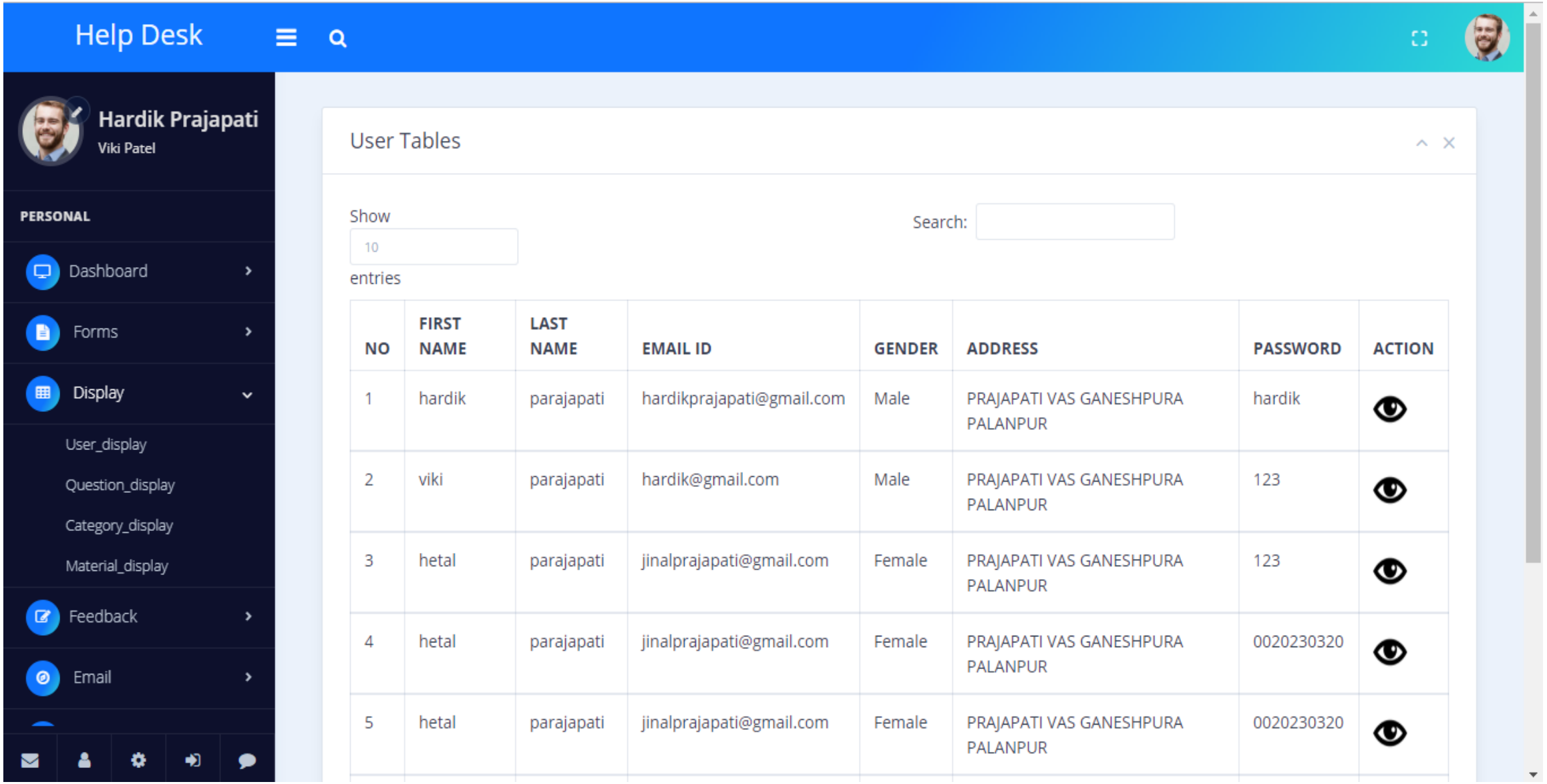
Index


Help Desk
Hardik Prajapati
Viki Patel
PERSONAL
Dashboard
Forms
Display
Feedback
Email
Support
Help Desk
Welcome To Help Desk
localhost:5055/index-2.html

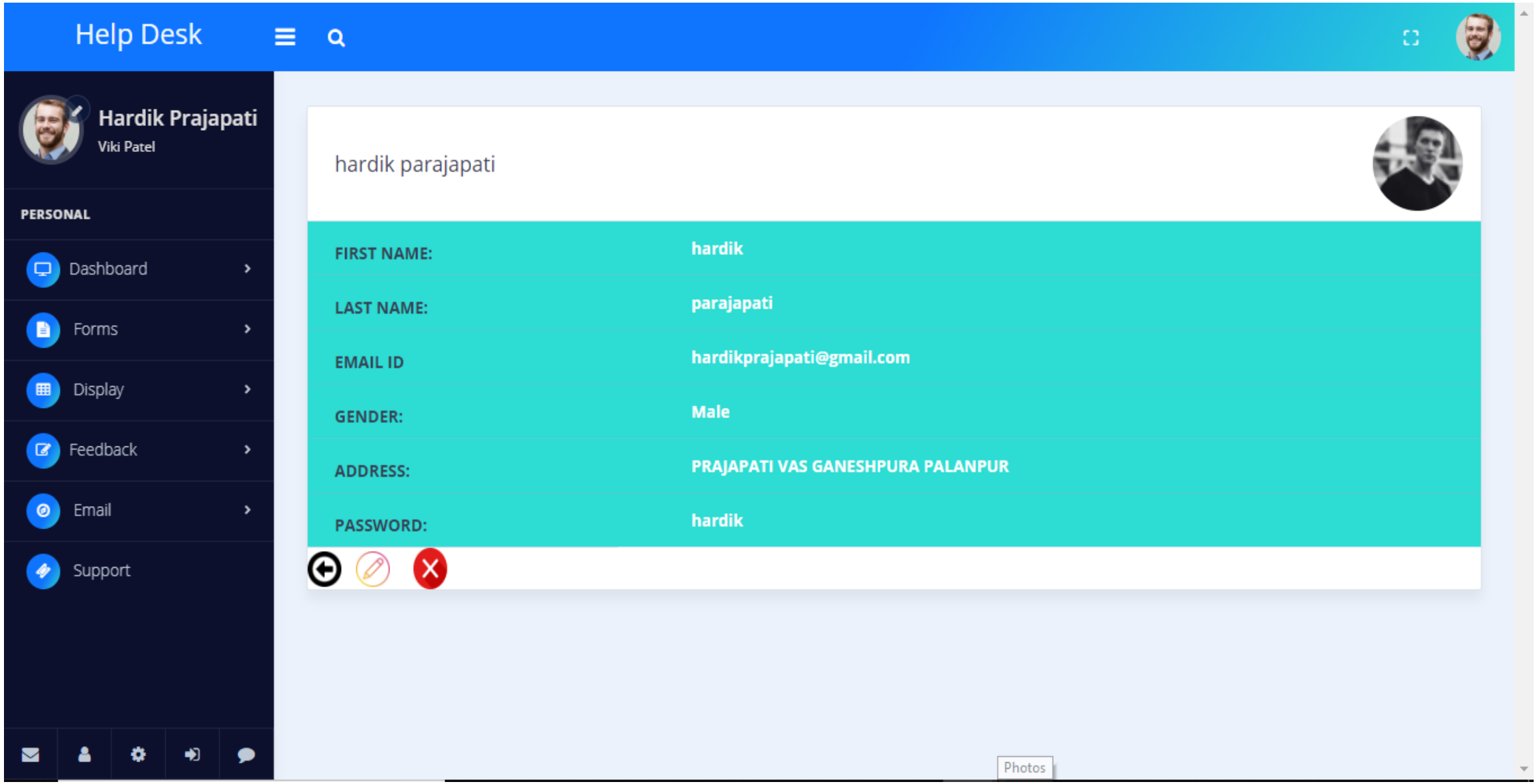
User Add


Help Desk
Hardik Prajapati
Viki Patel
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

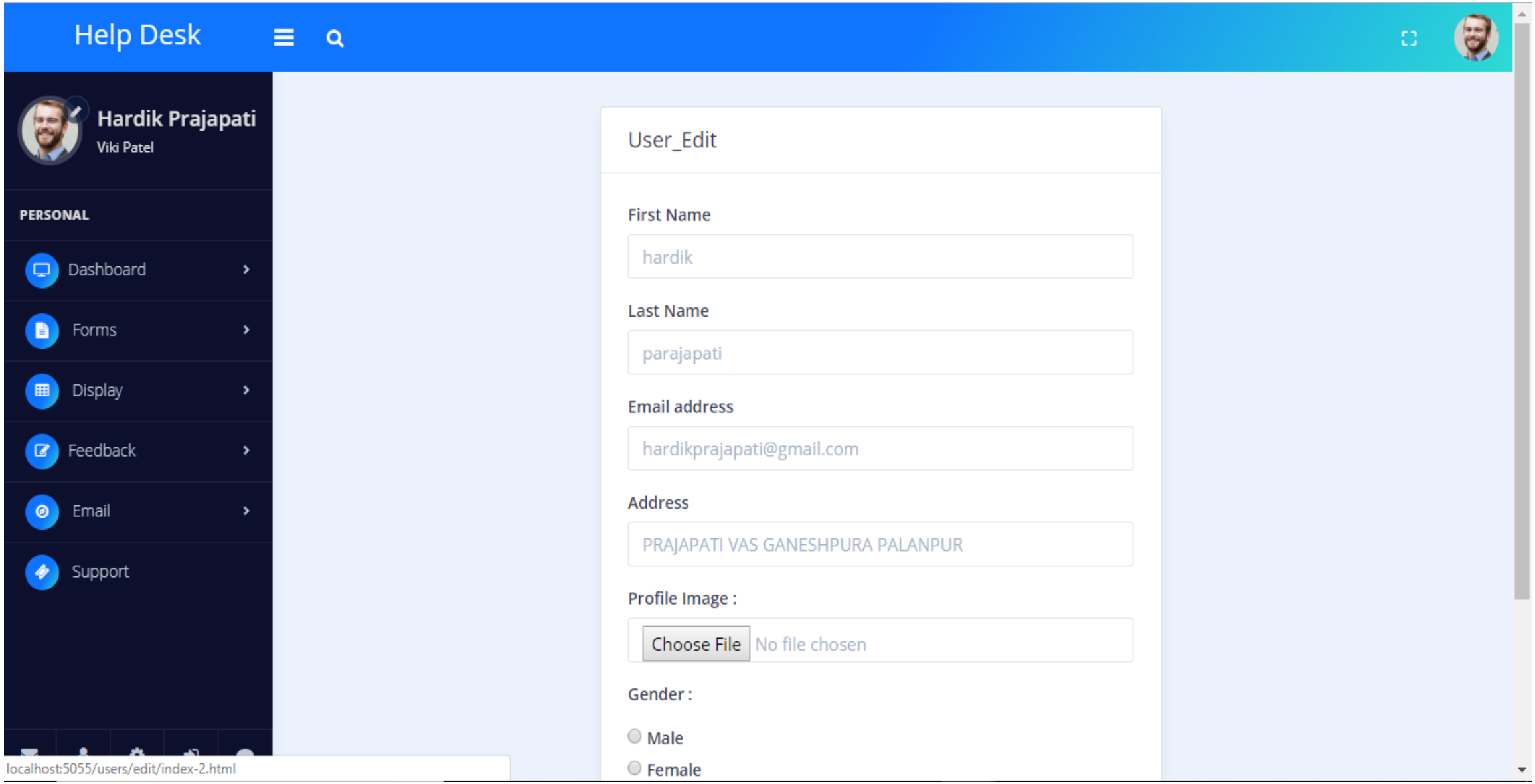
User Display



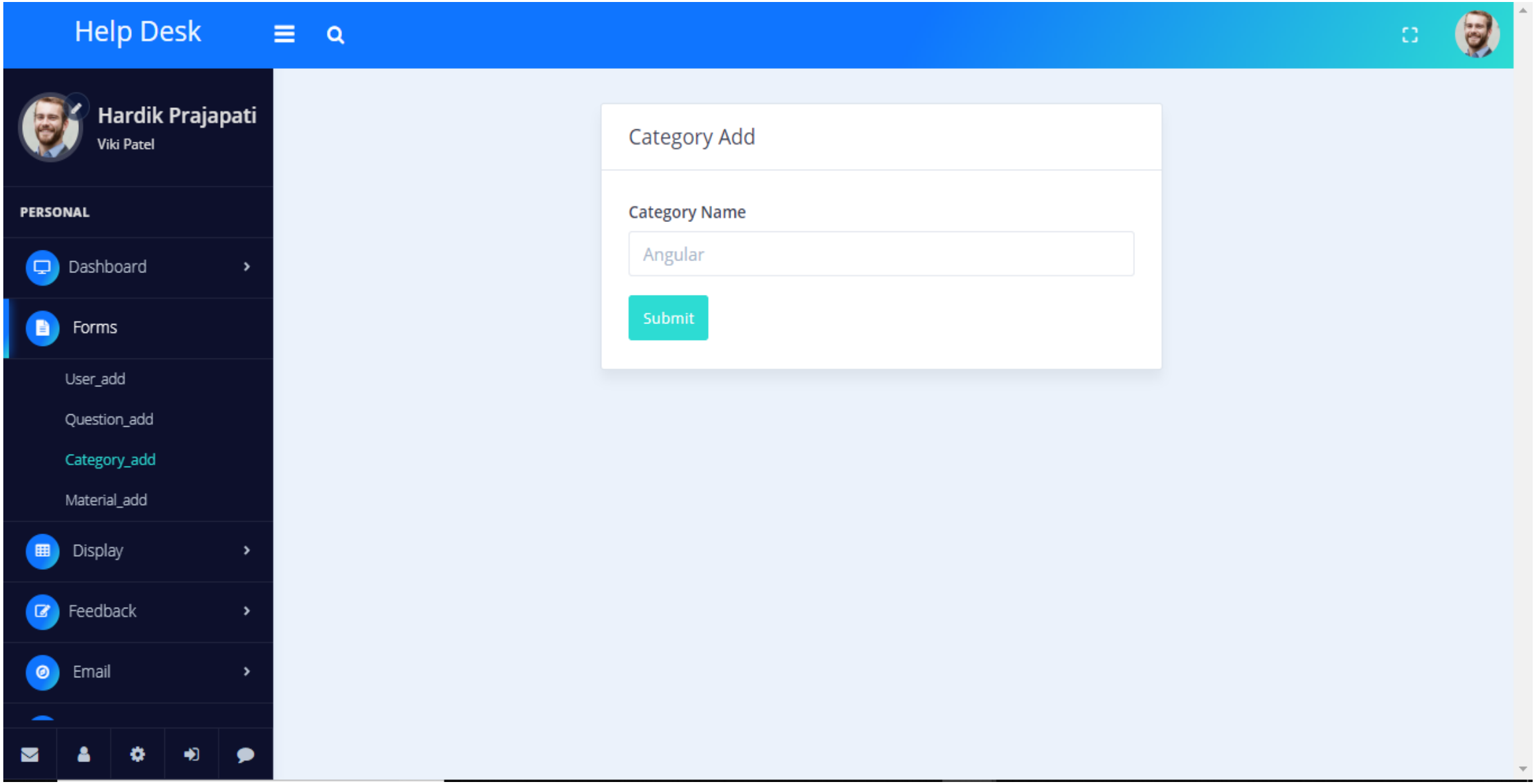
User Show


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

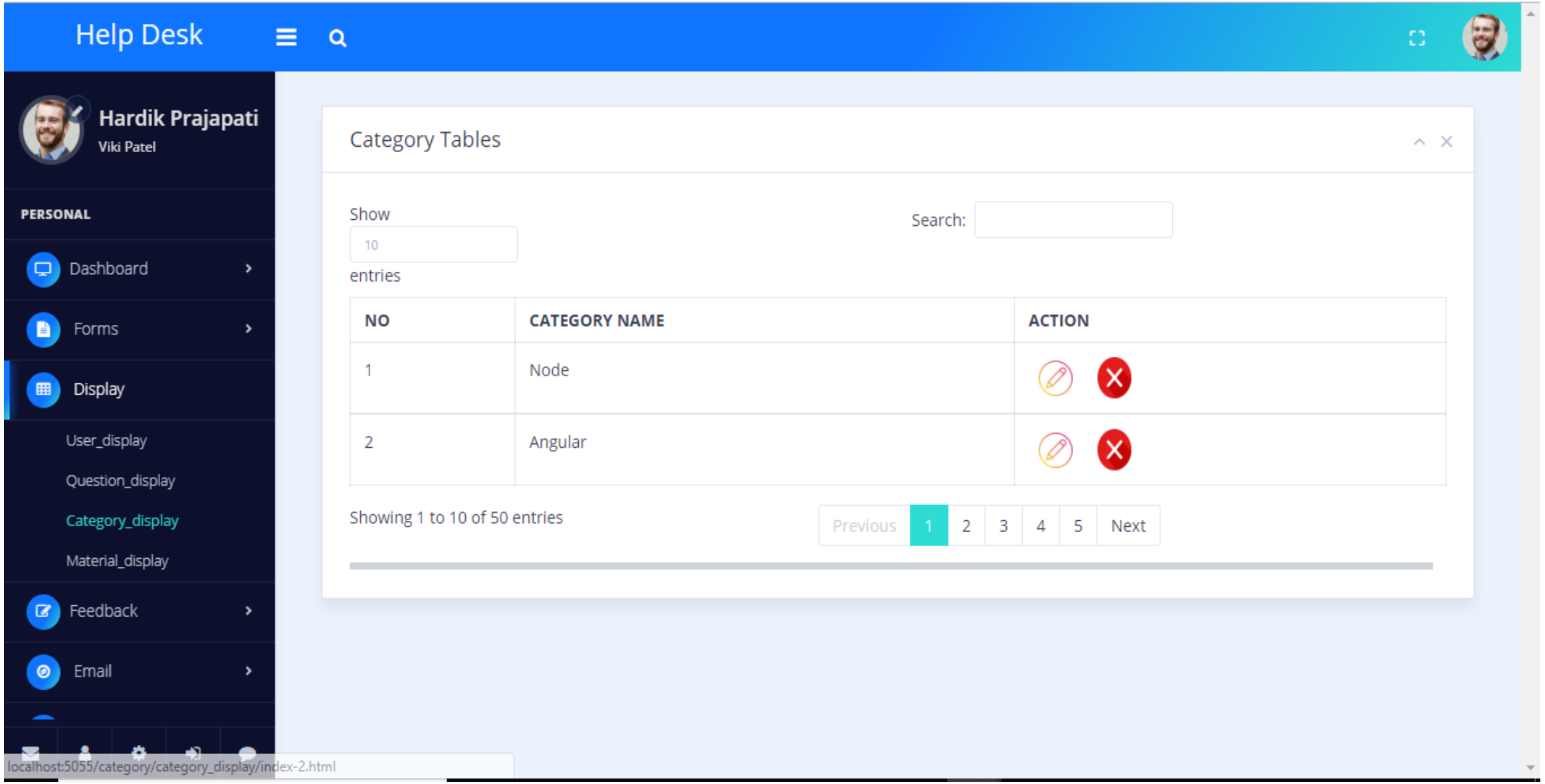
User Edit


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

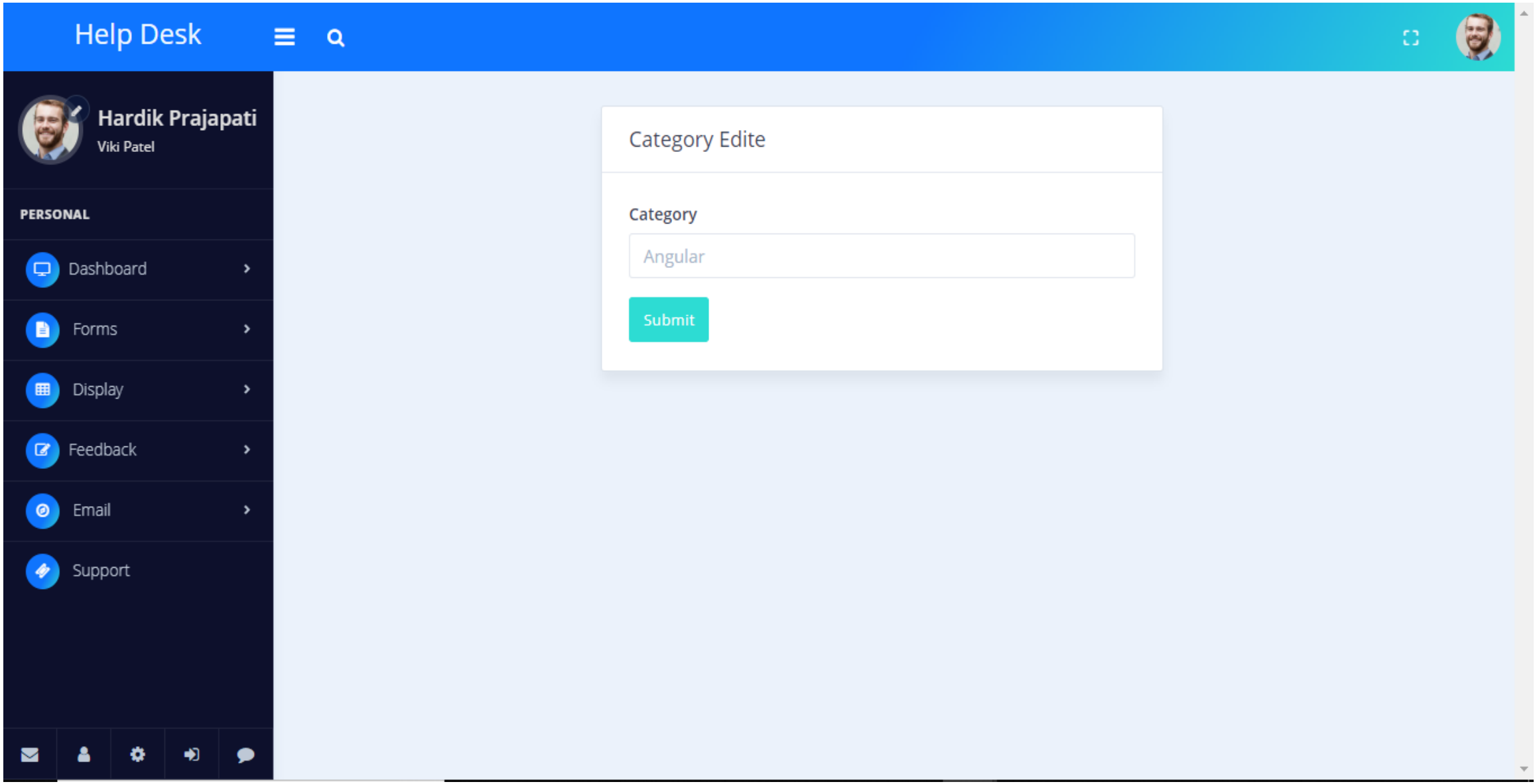
Category Add



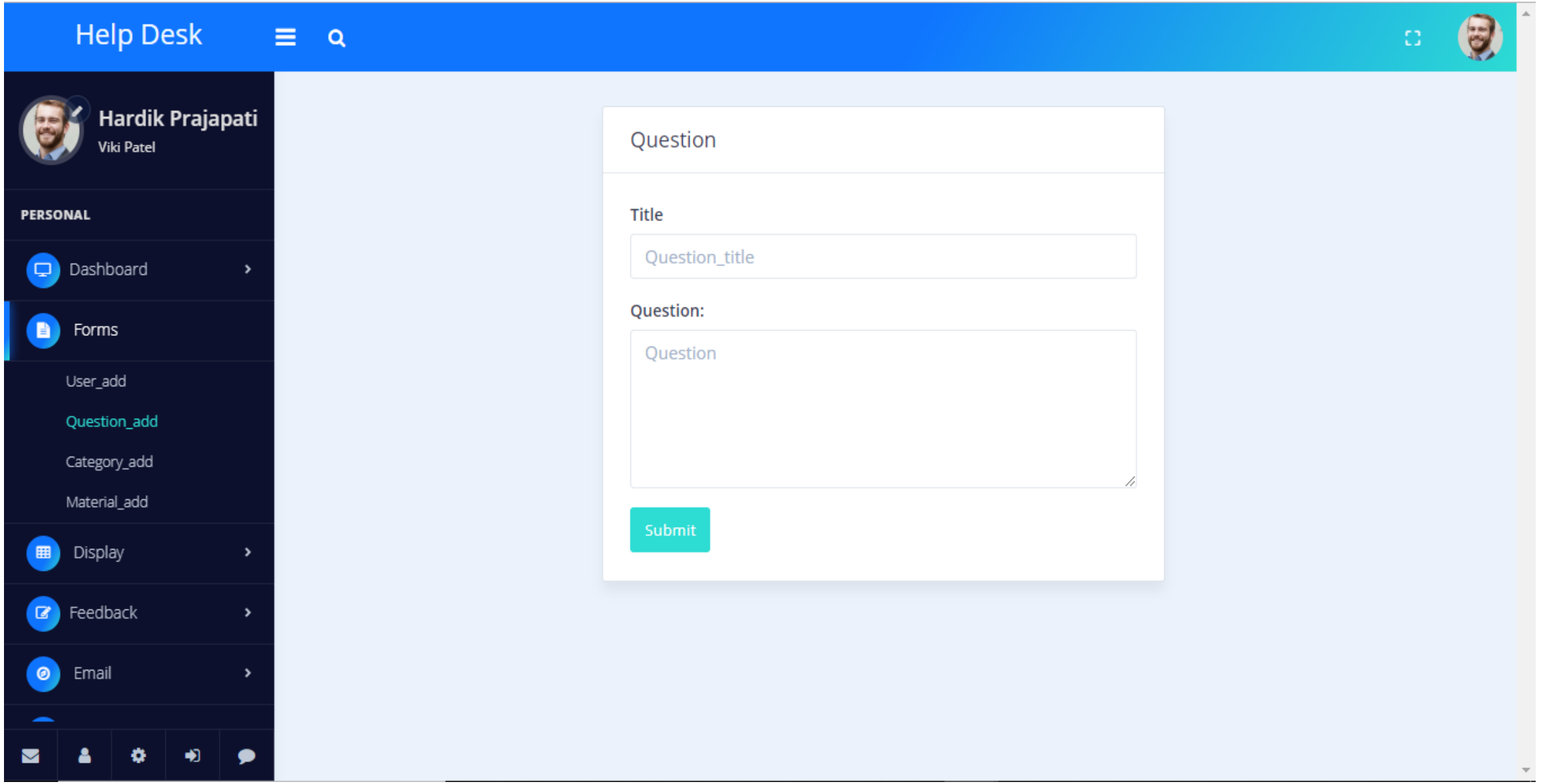
Category Display



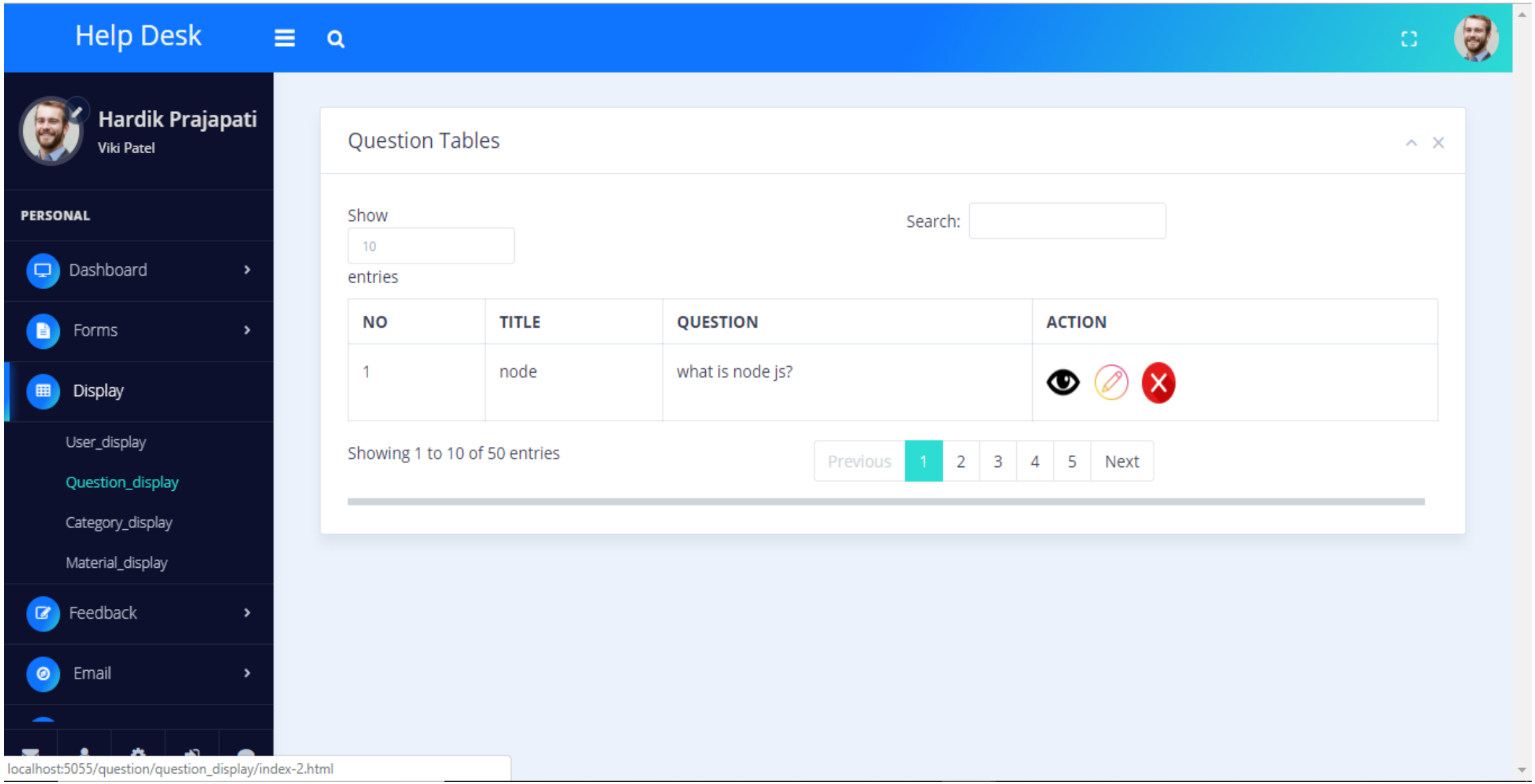
Category Edit



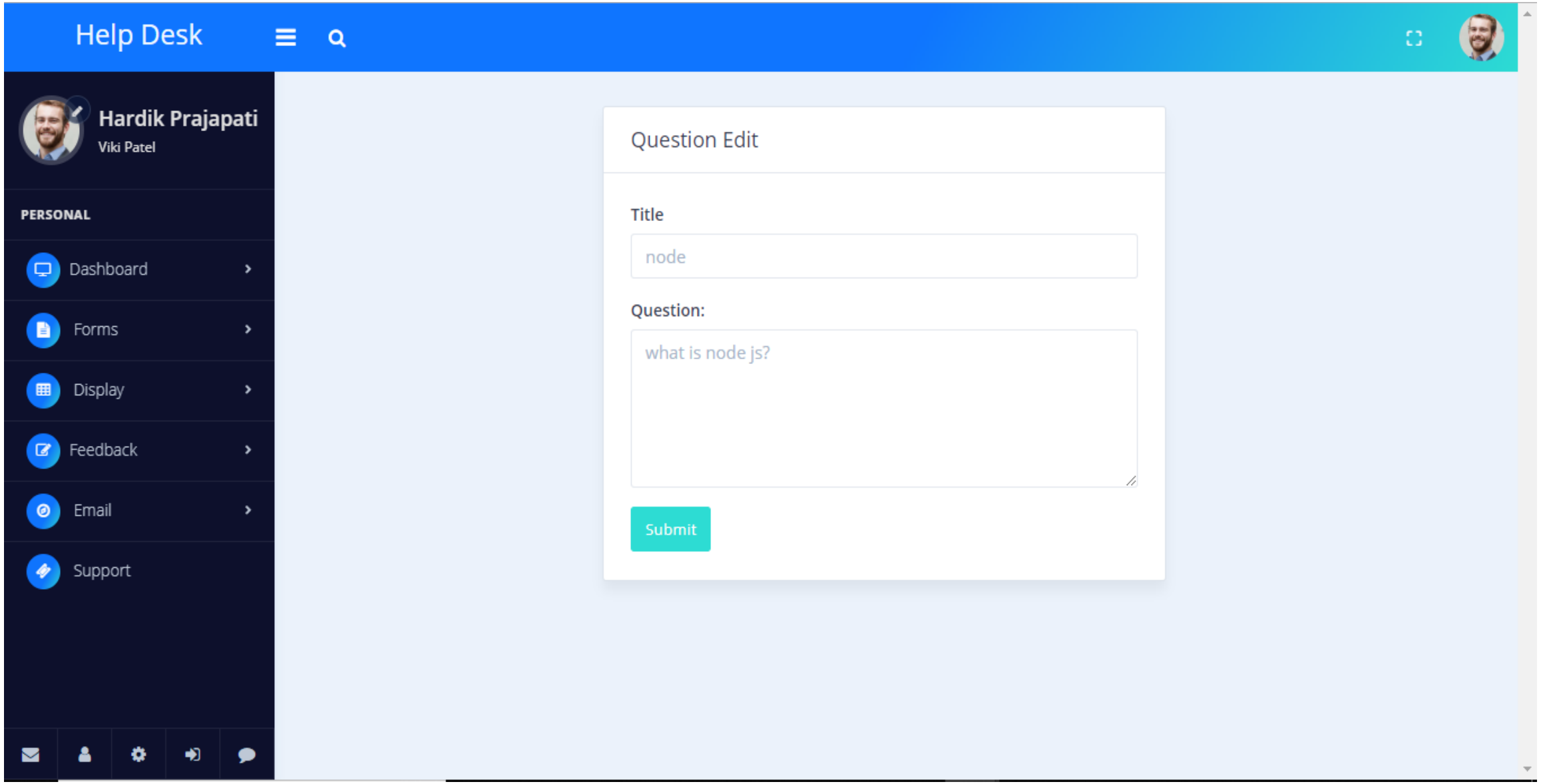
Question Add



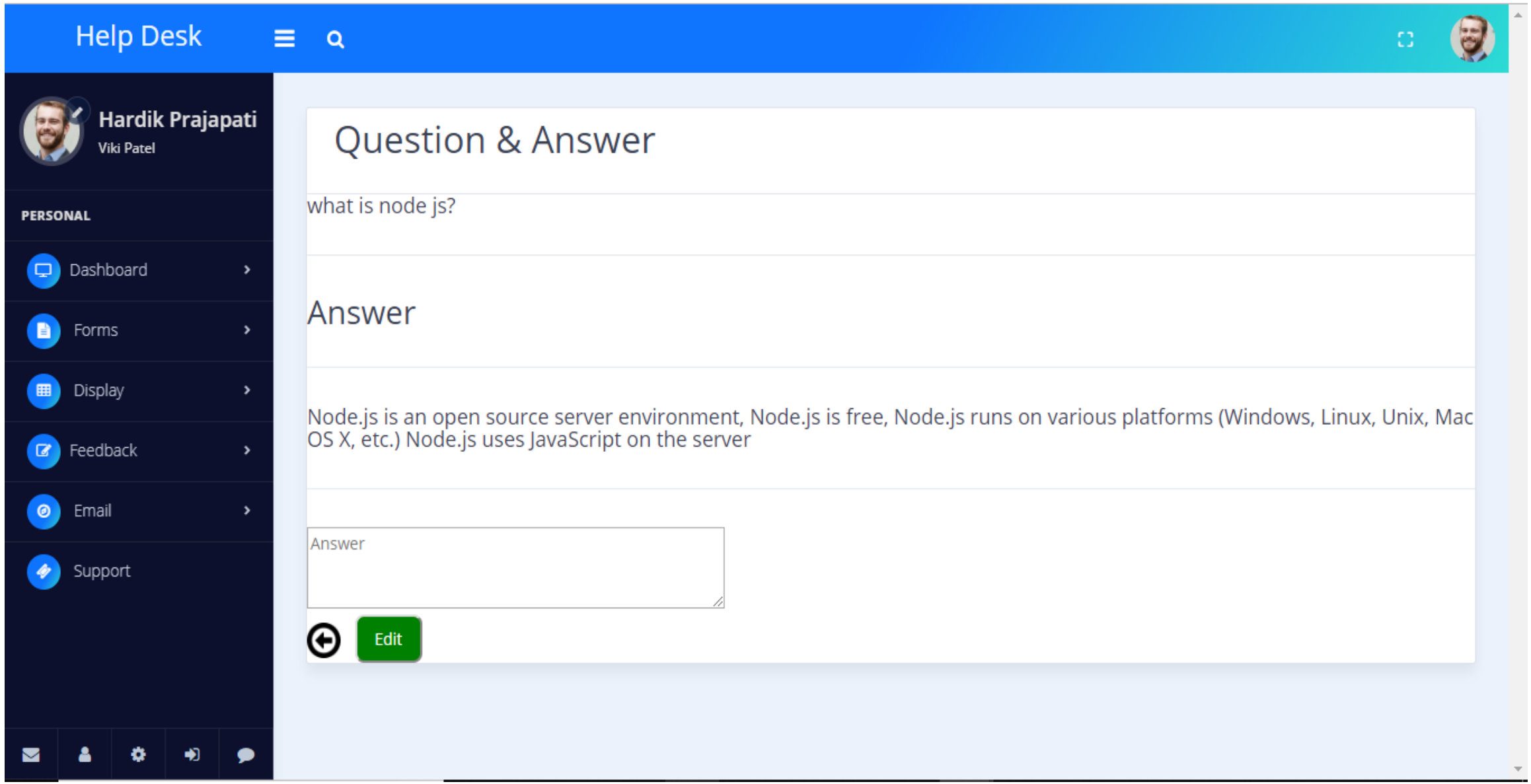
Question Show



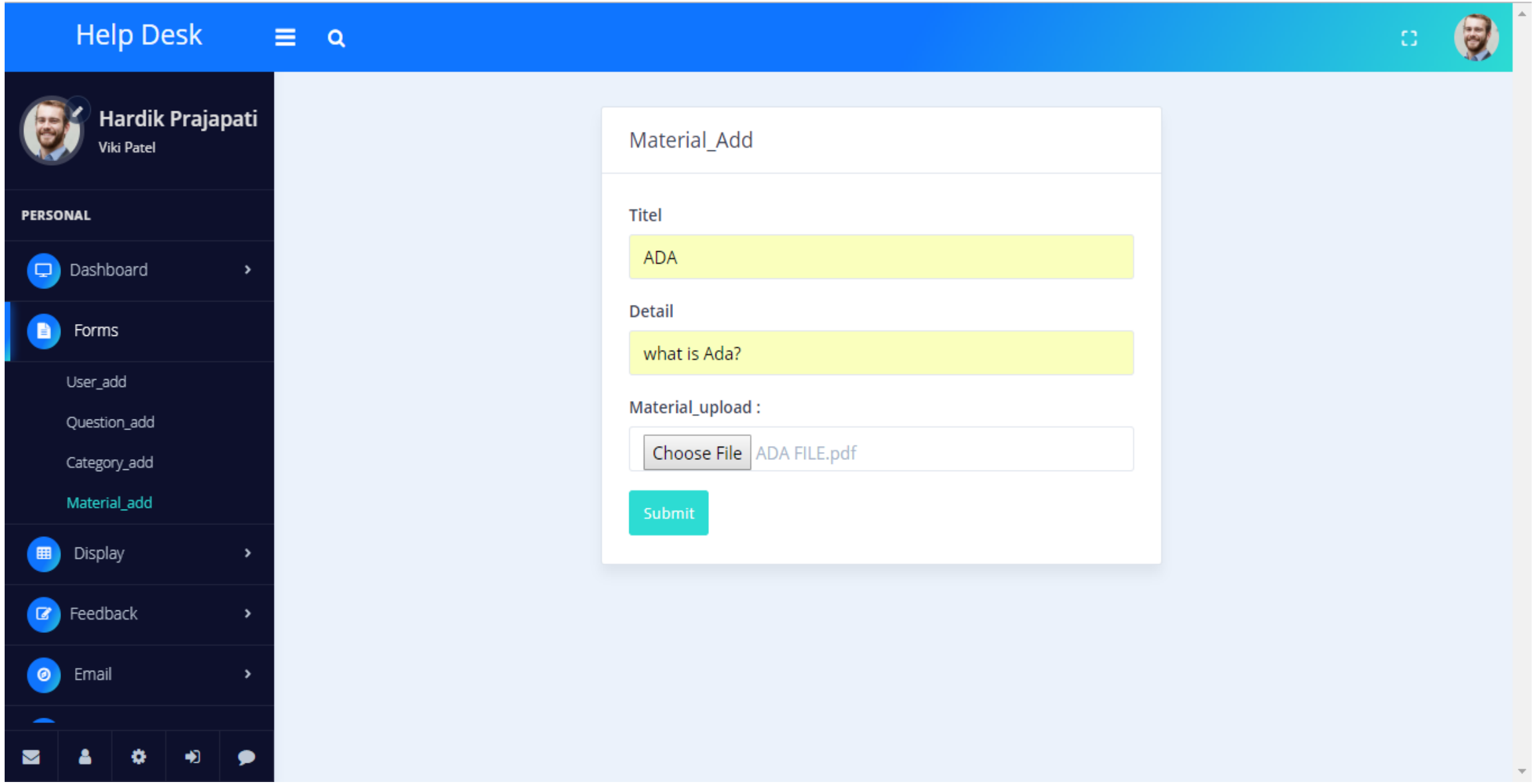
Question Edit



Question-Answer



Material Add



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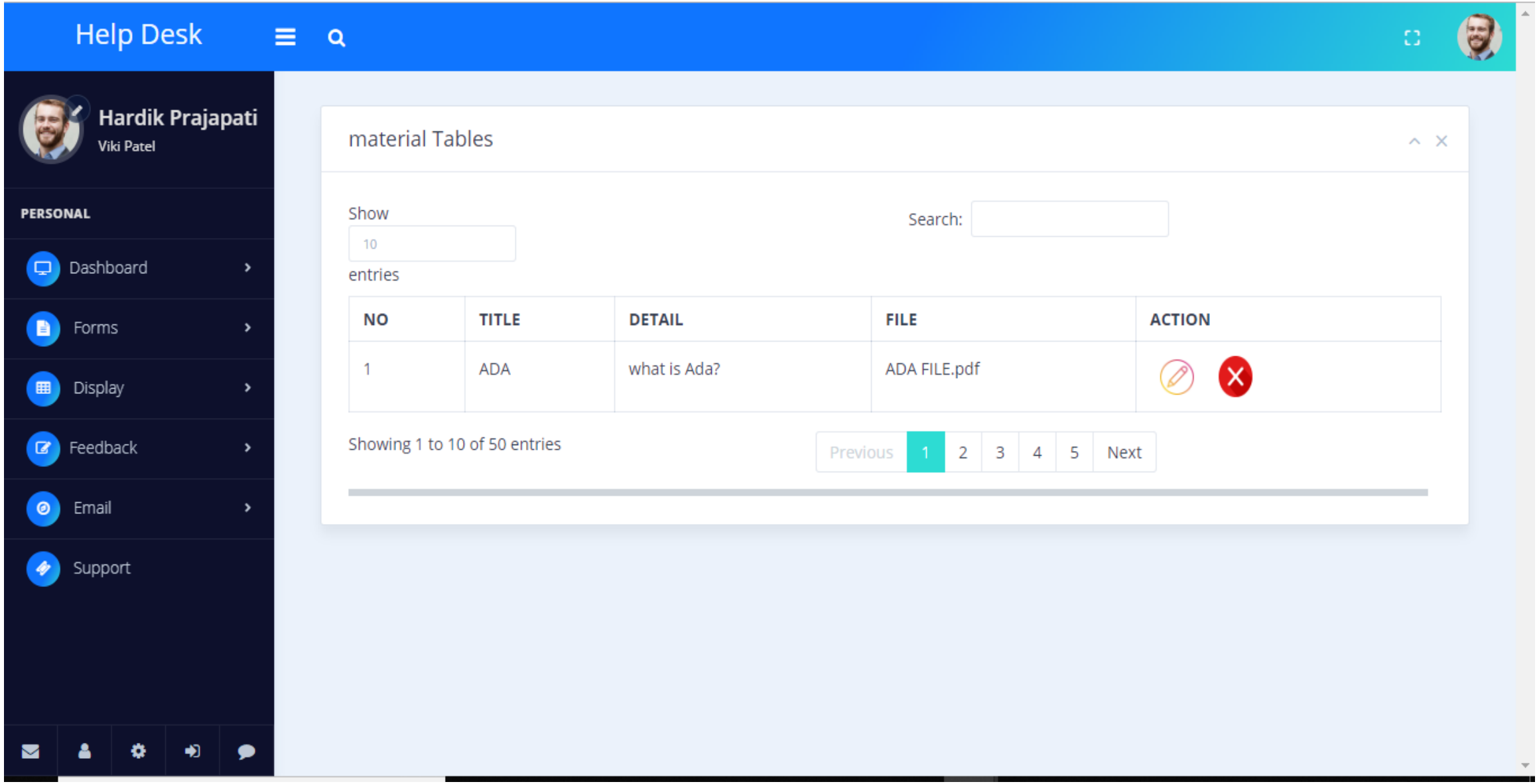
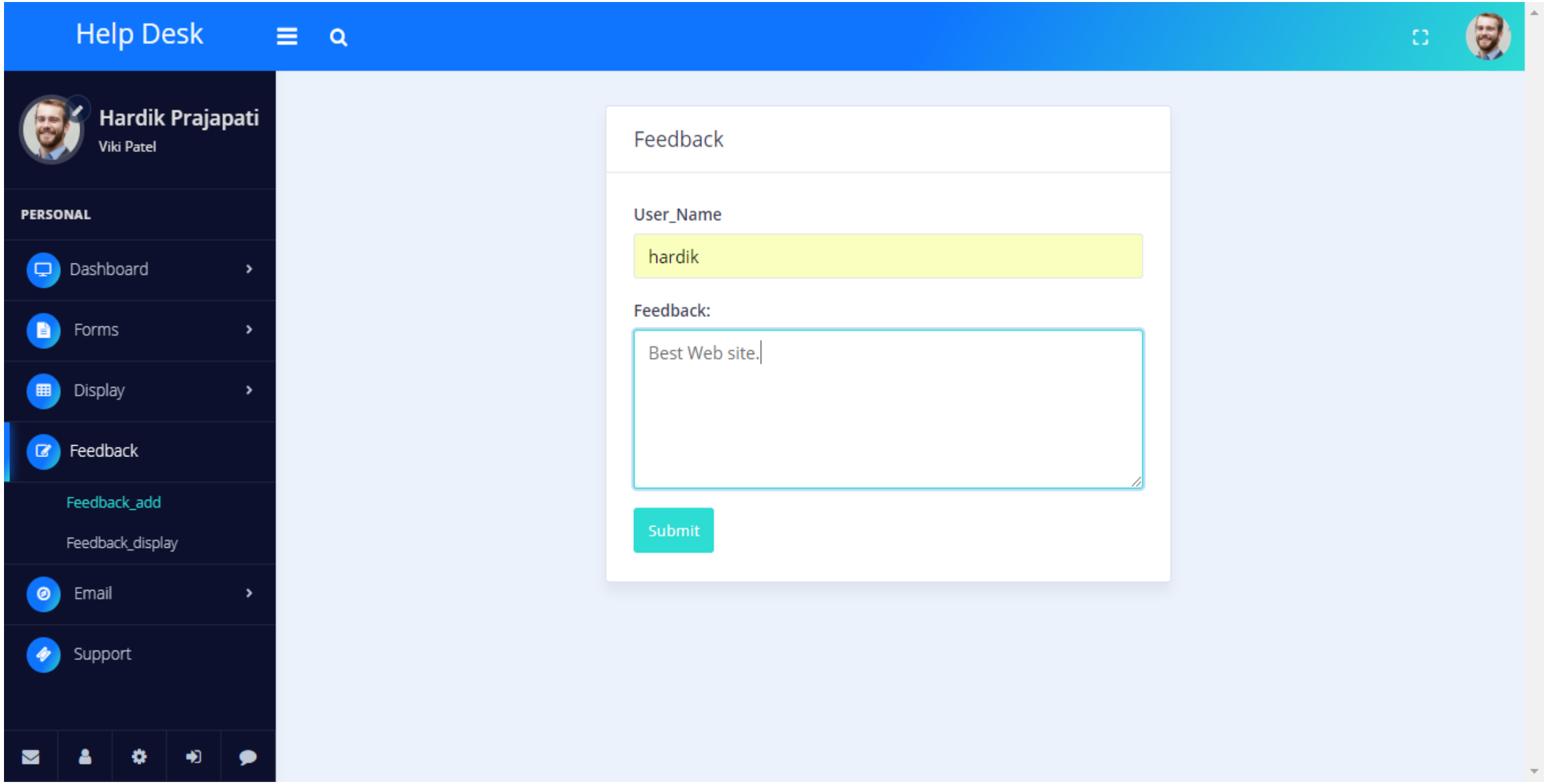
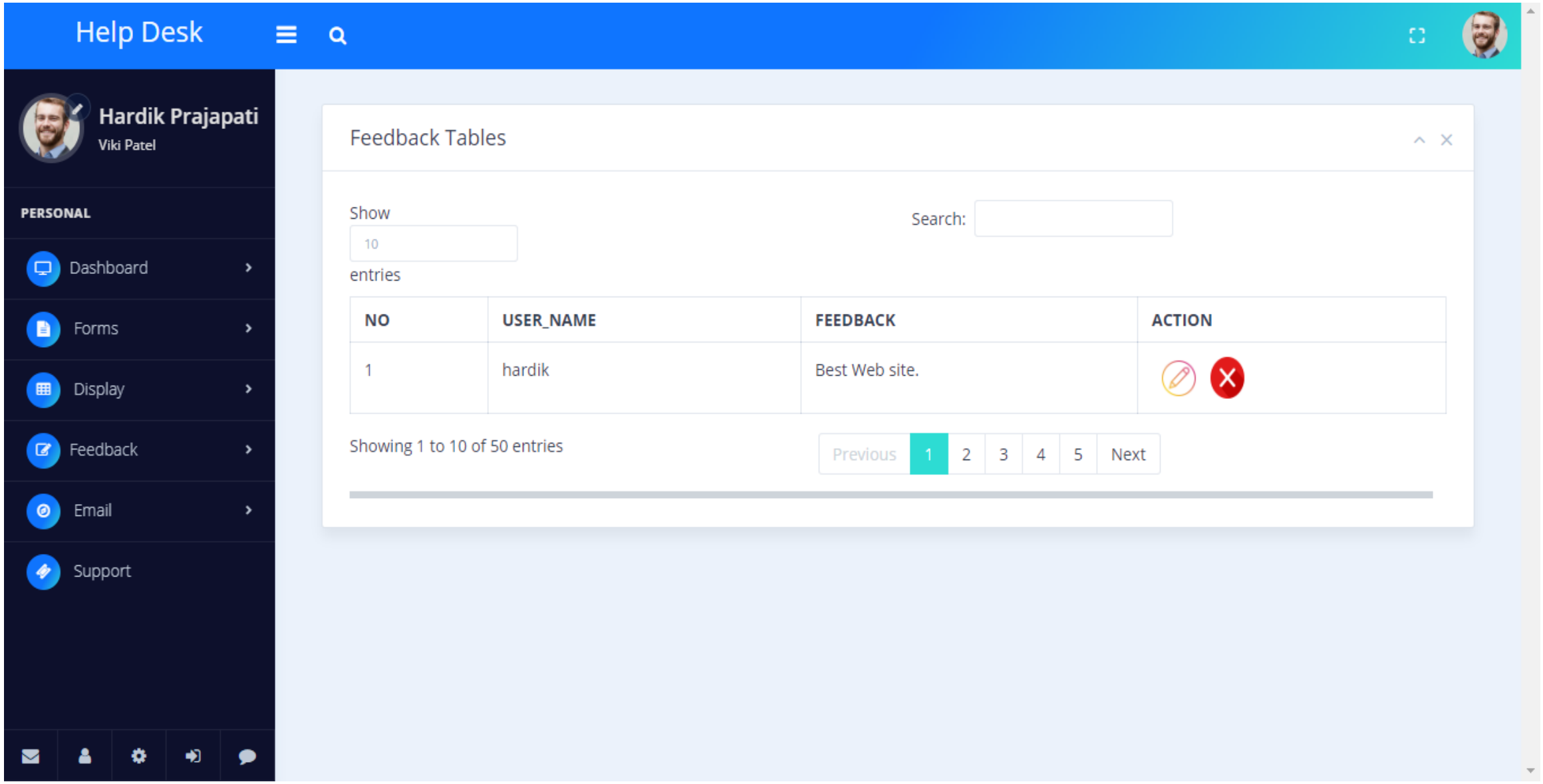


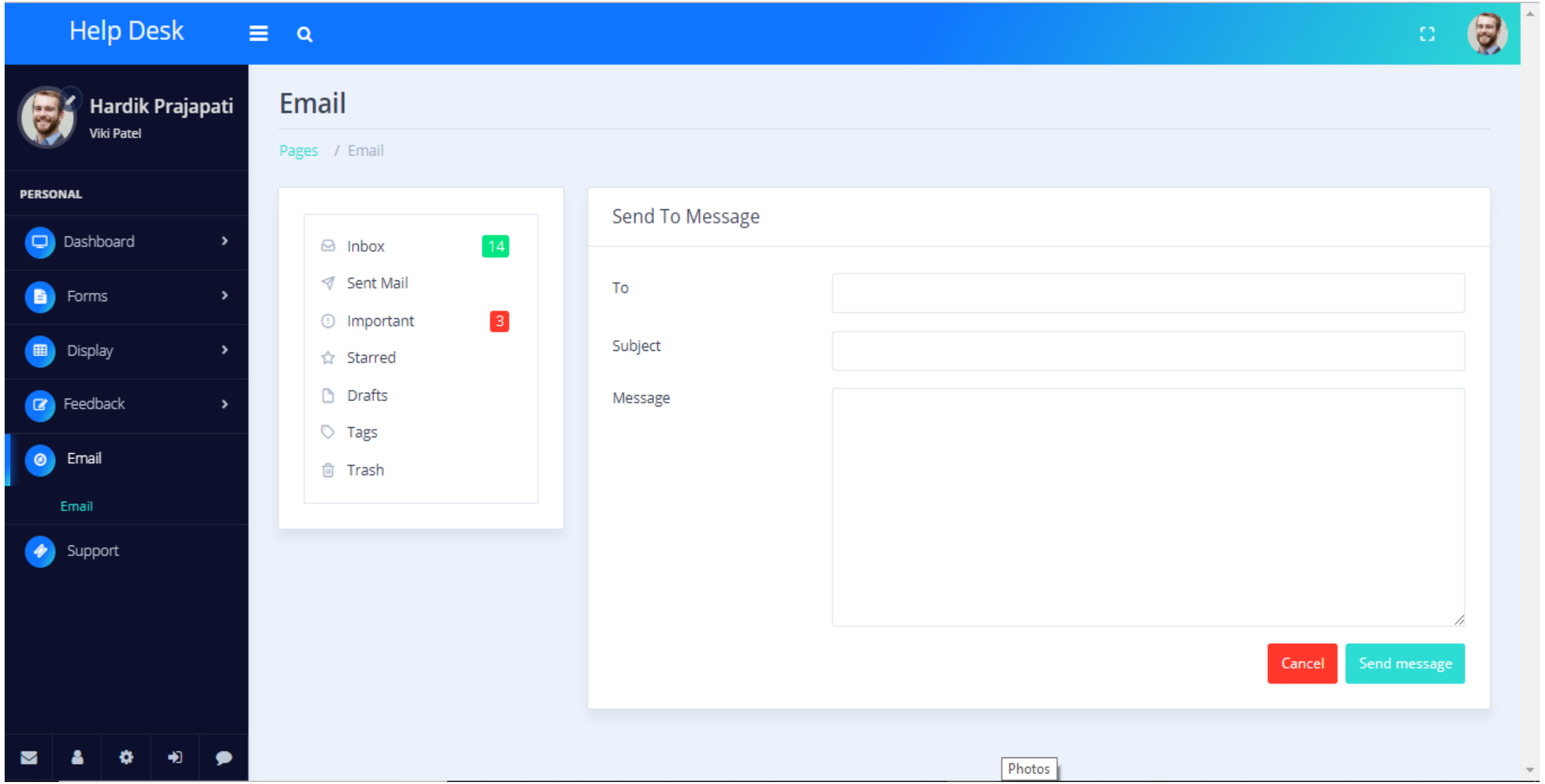
Feedback Add



Feedback Display

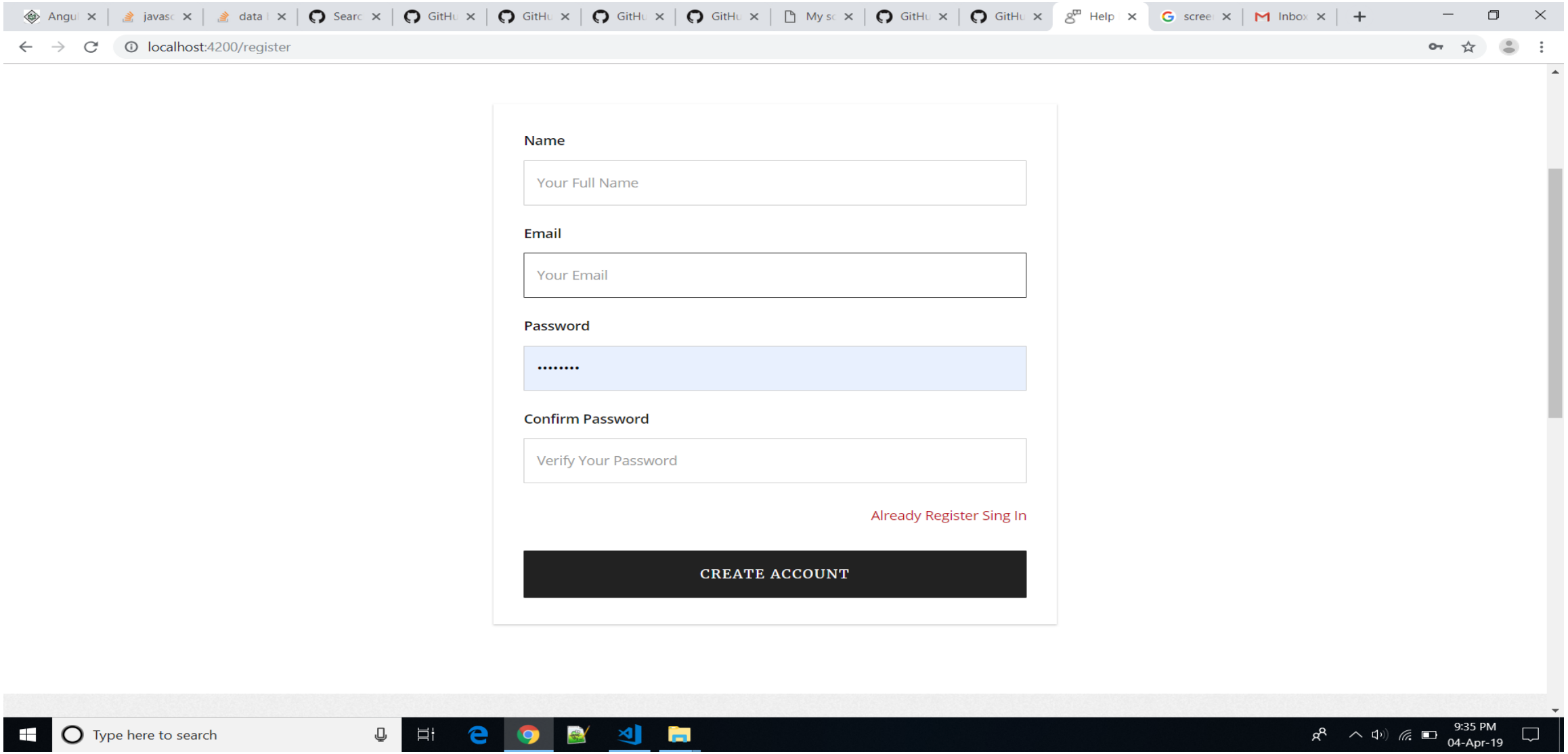


Email

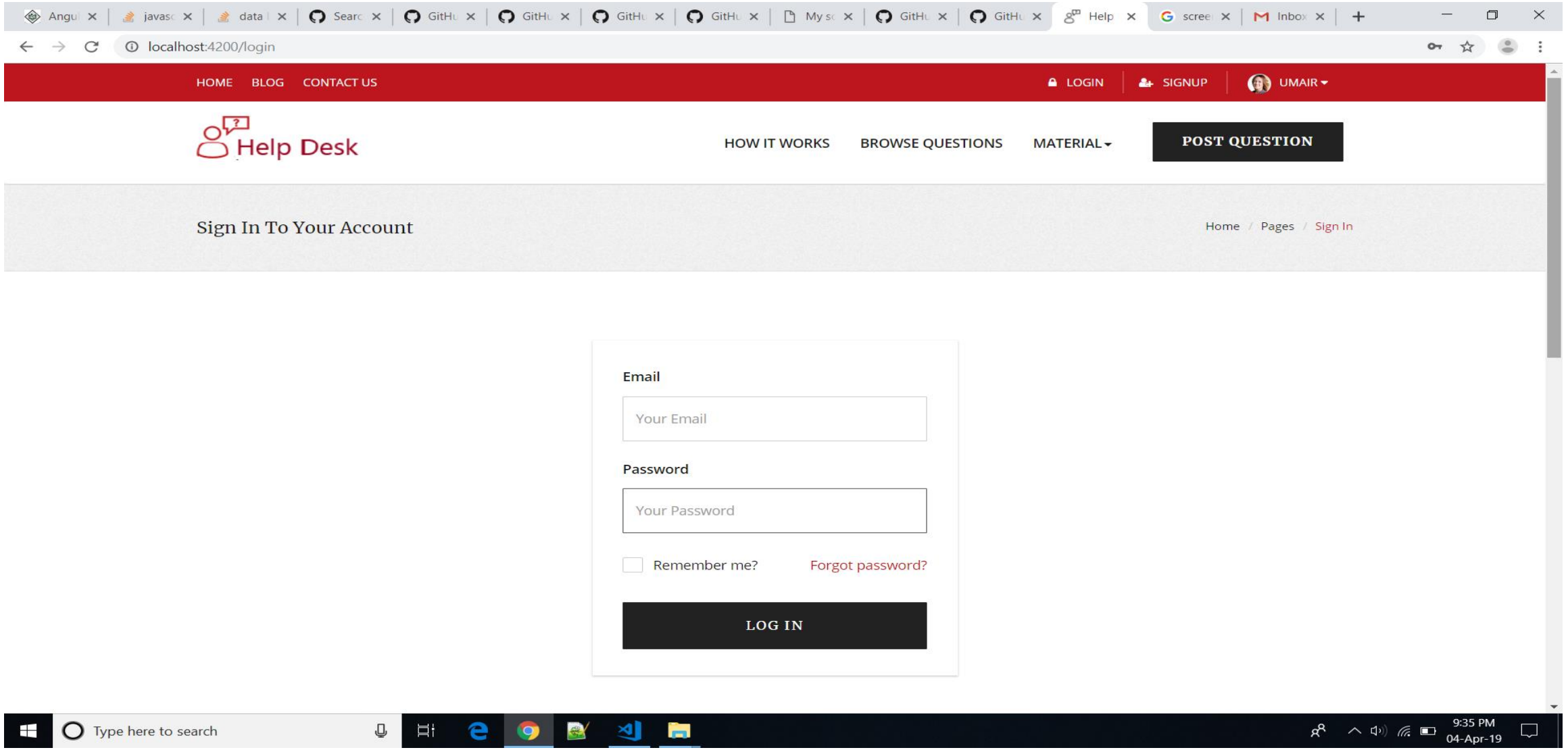

Help Desk
Hardik Prajapati
Viki Patel
PERSONAL
Dashboard
Forms
Display
Feedback
Email
Email
Support
Email
Pages / Email
Inbox 14
Sent Mail
Important 3
Starred
Drafts
Tags
Trash
Send To Message
To
Subject
Message
Cancel
Send message
Photos

Snapshots Frontend/HelpDesk

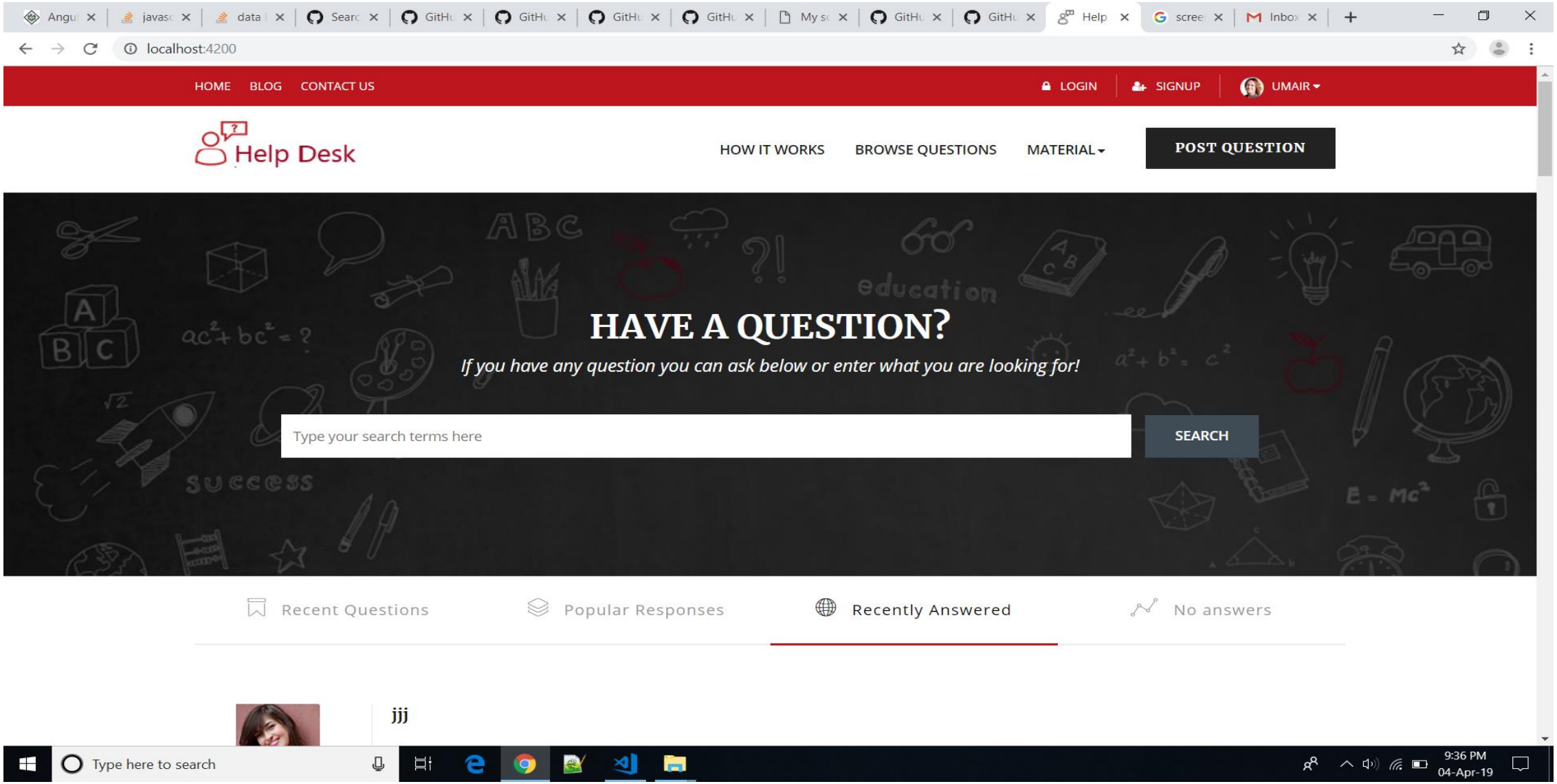
HelpDesk/Signup



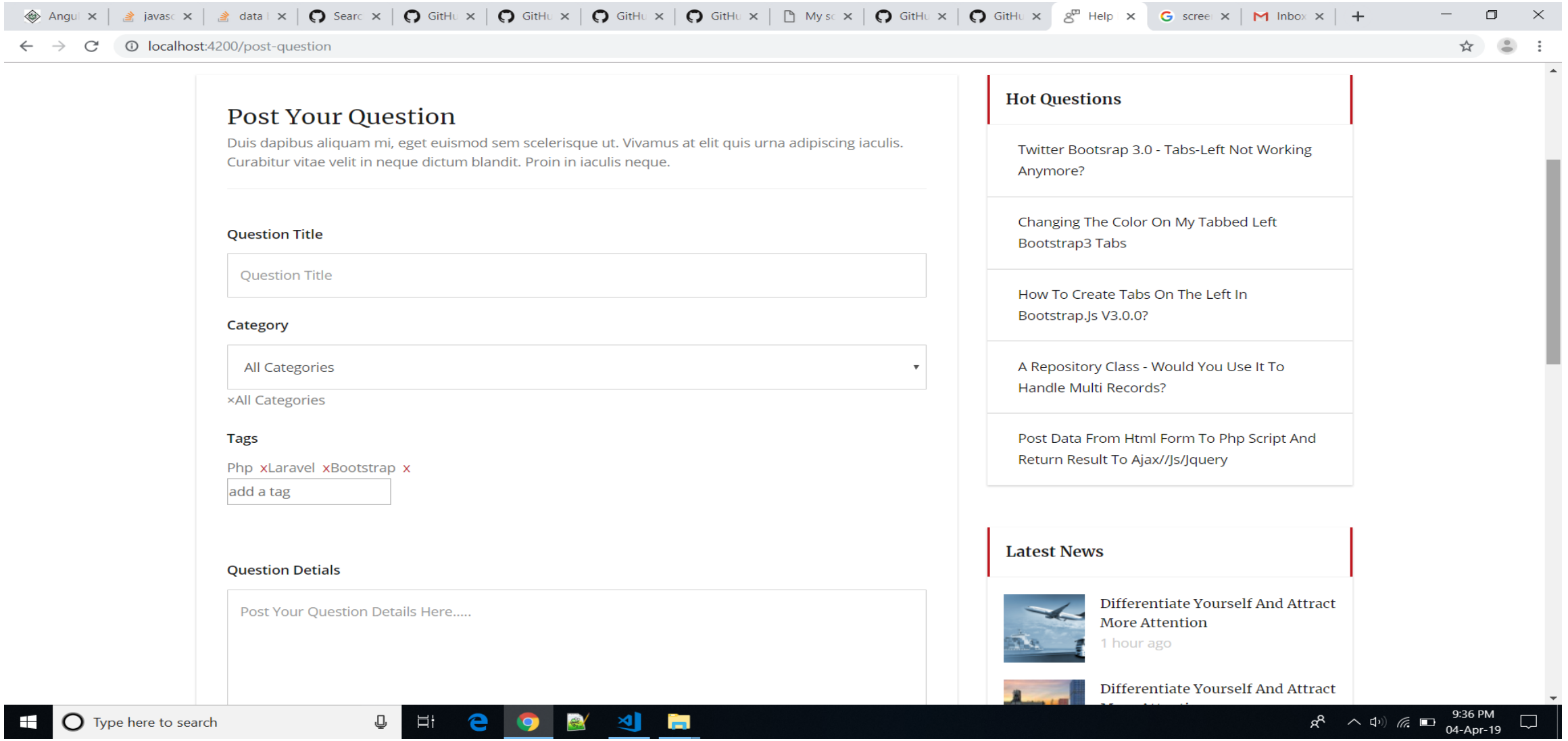
HelpDesk/Login



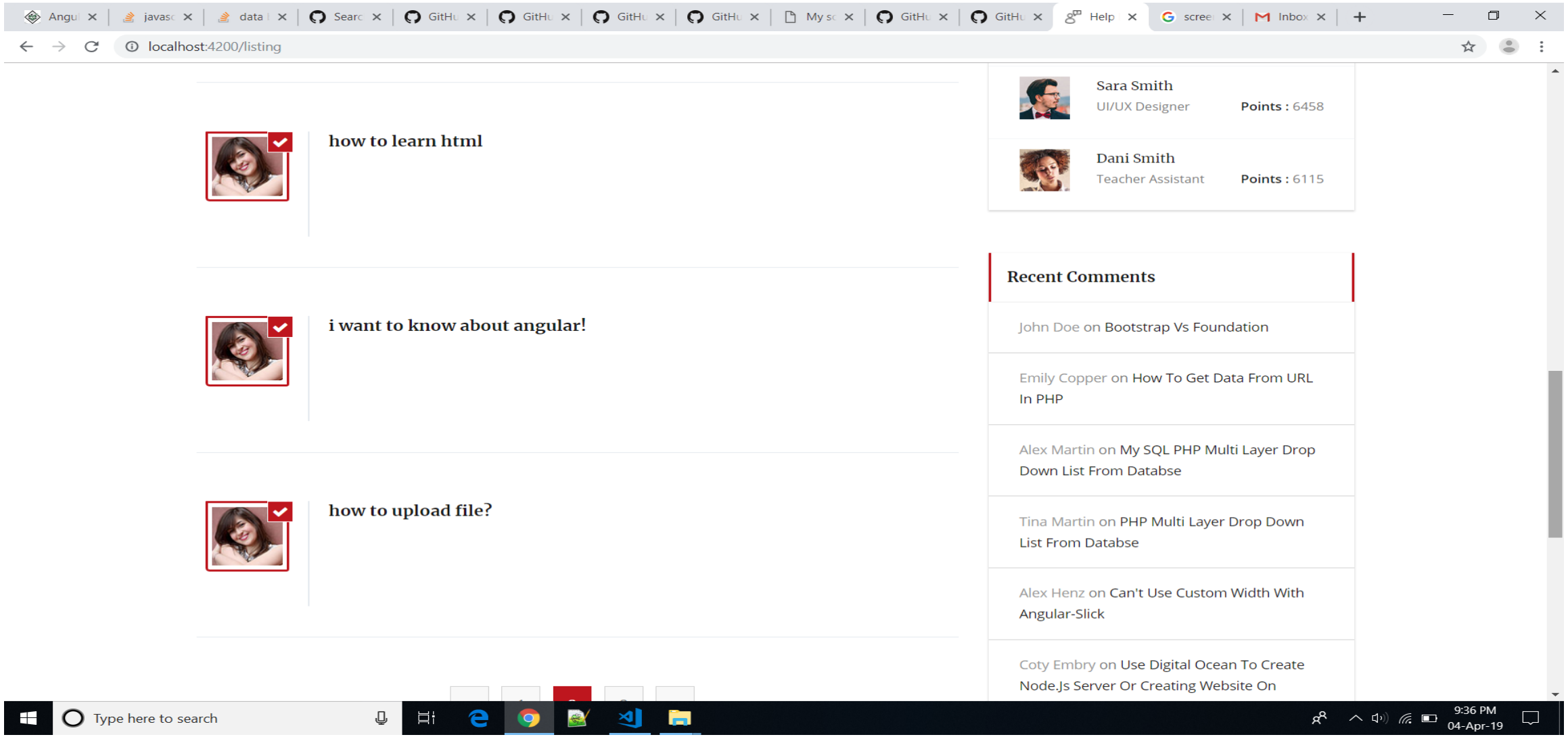
HelpDesk/HOME



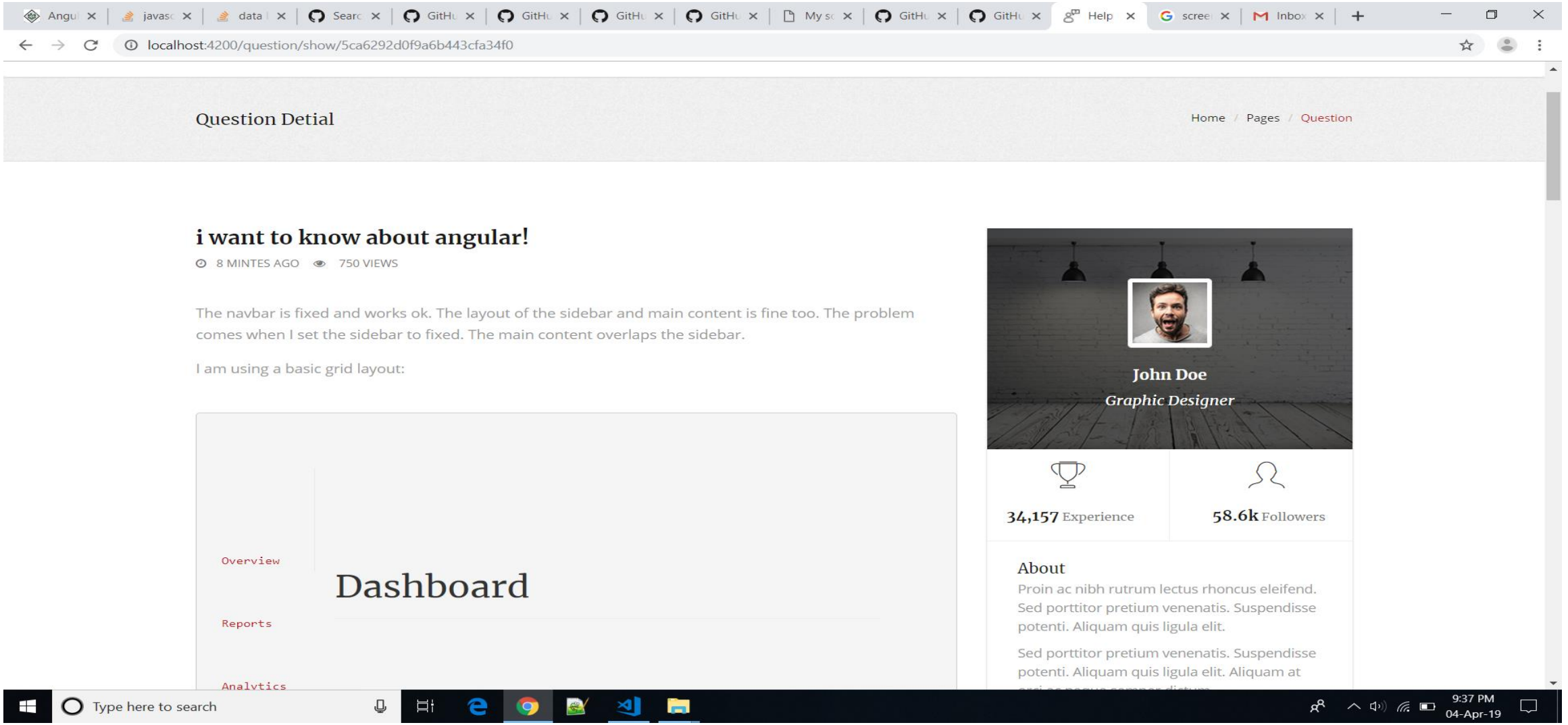
HelpDesk/Post Question



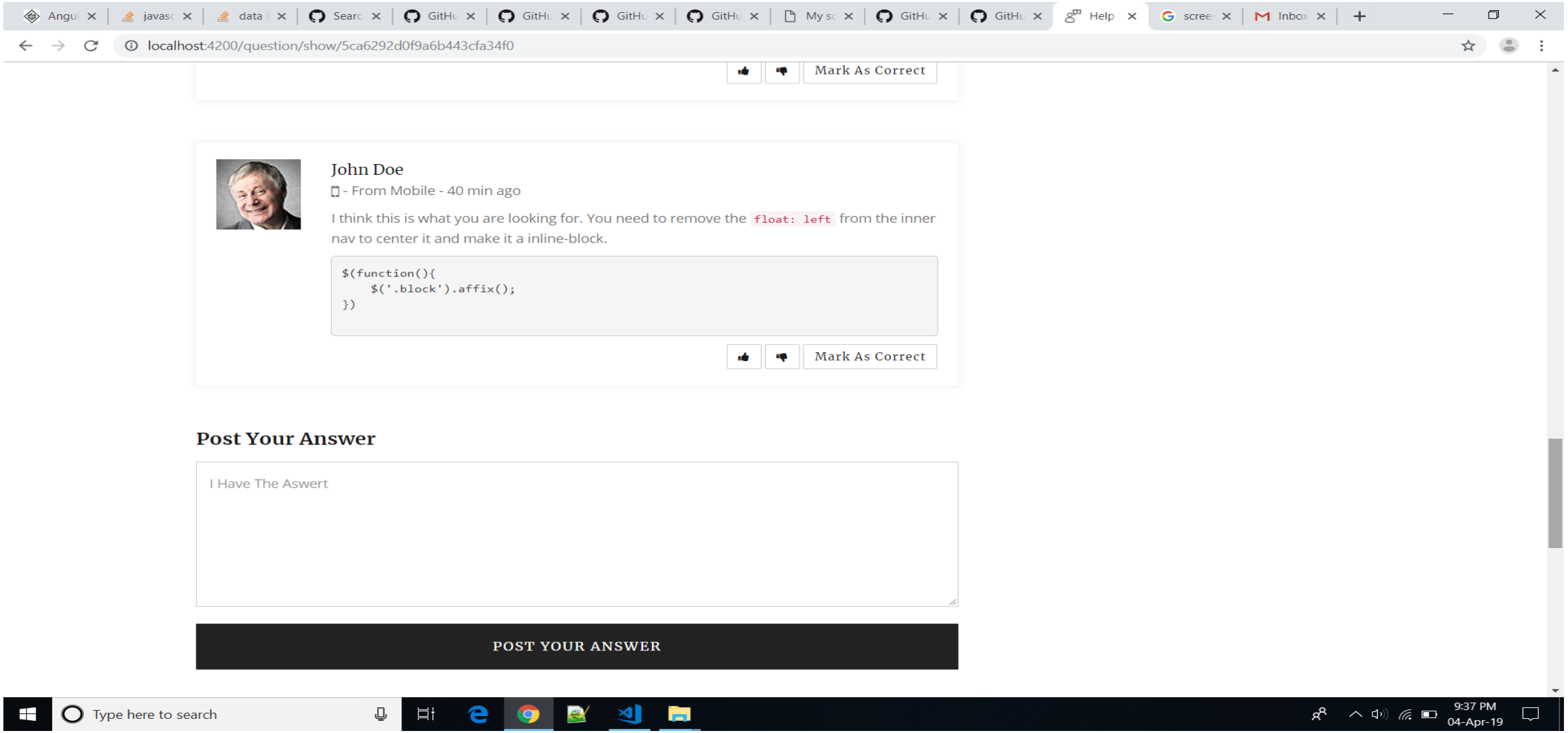
HelpDesk/Question Listing



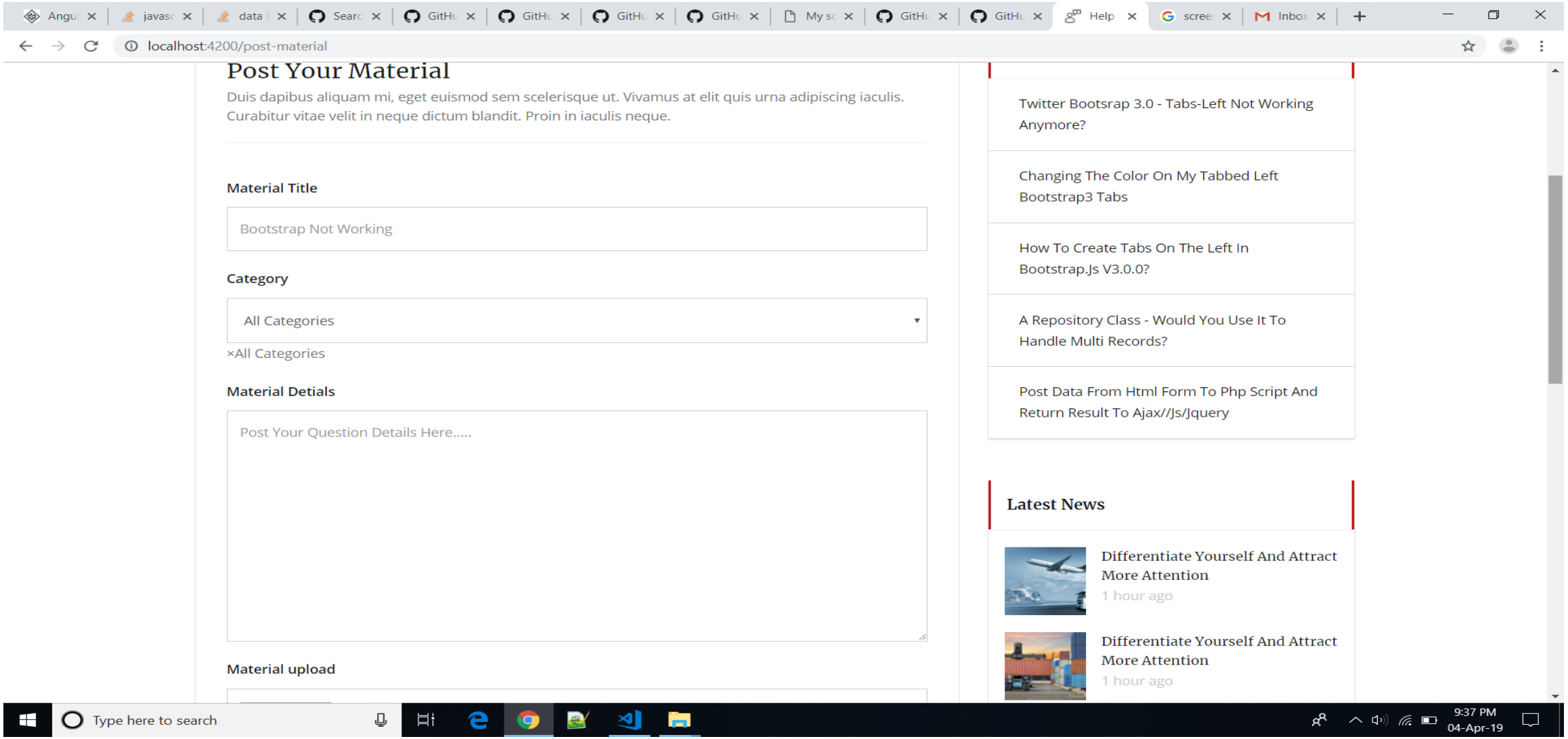
HelpDesk/Question Detail



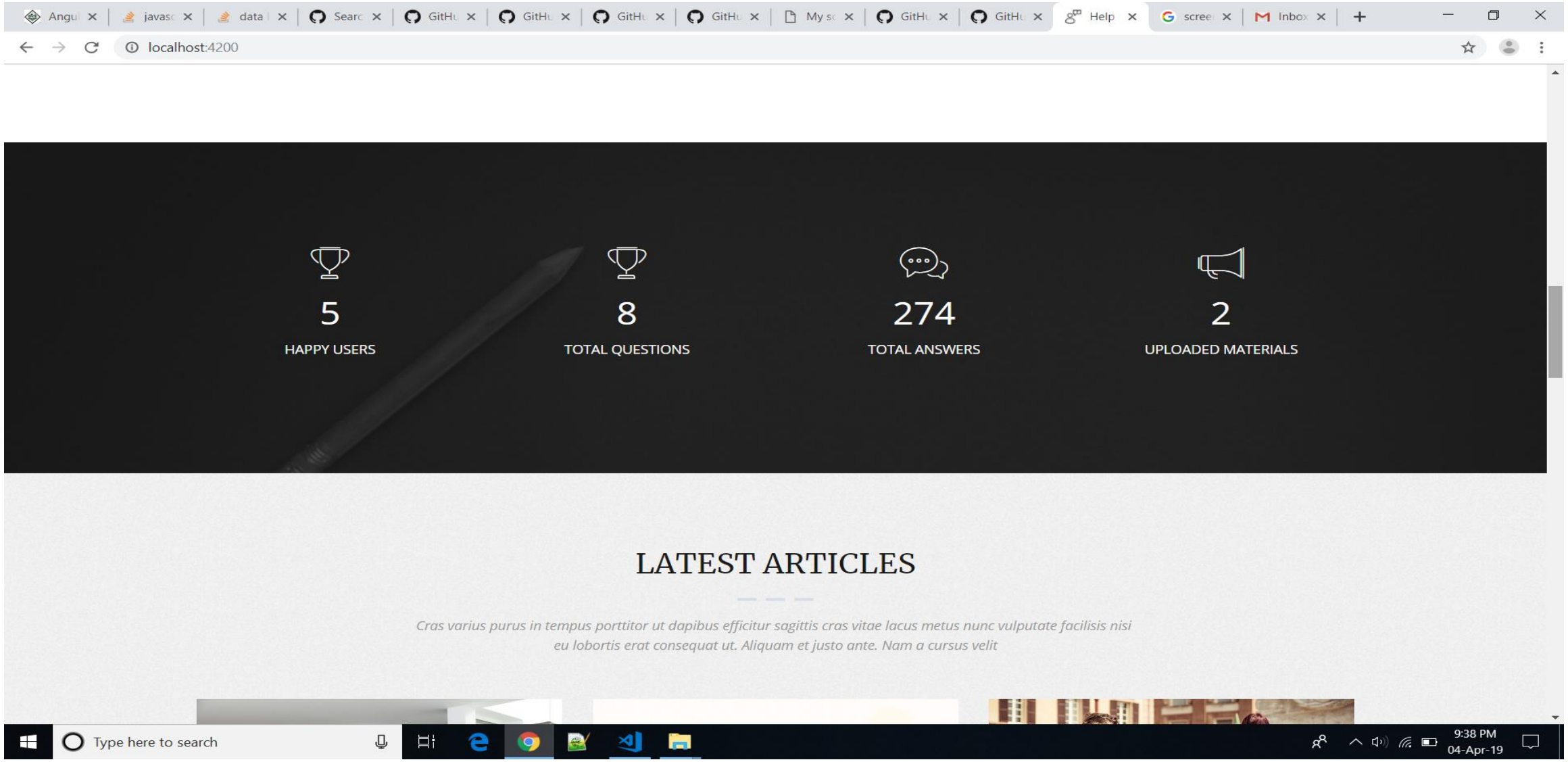
HelpDesk/Answer Detail



HelpDesk/Material Publish



HelpDesk/Dynamic Counter



Thank you