

Scalable CIS

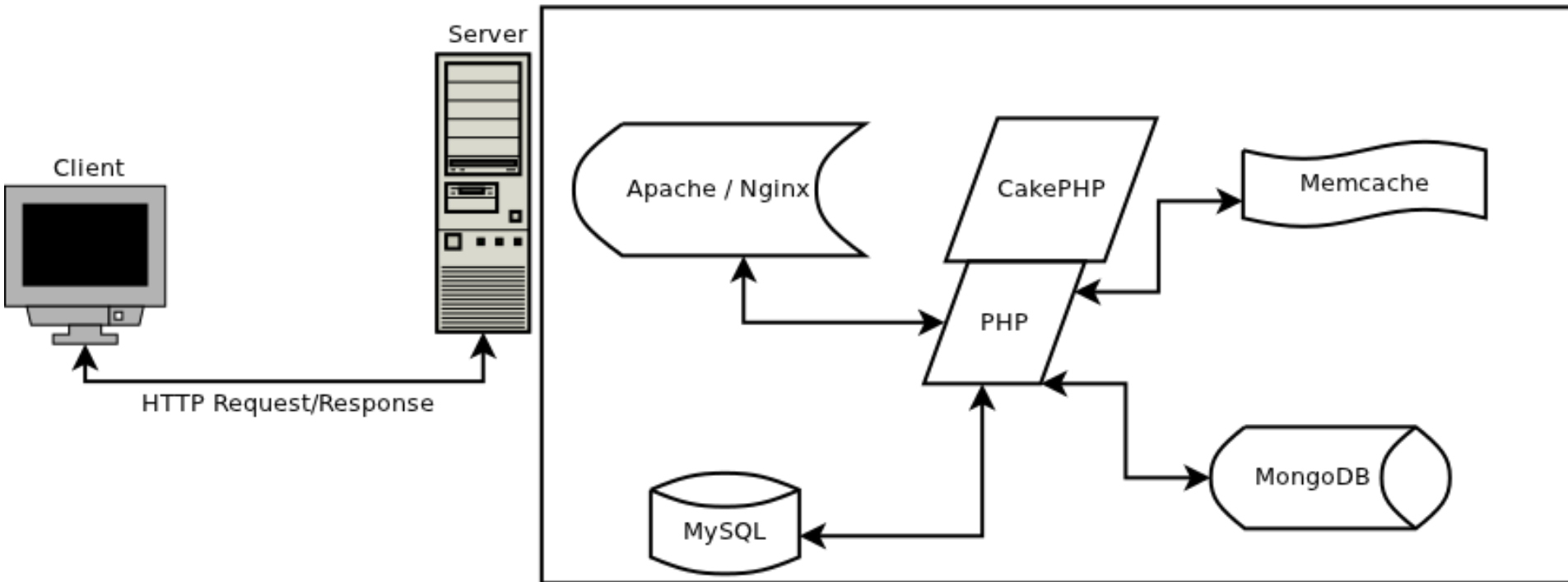
Integration of Service management with Assigned
Tasks Using Customer Interaction System

Abstract

Managing and resolving customer issues is one of the main components of the Maintenance Phase of SDLC. This process is simplified with the help of Customer Interaction Systems. Organisations making use of such tools must adapt the systems based on the number of clients, as Current systems are far from flexible or scalable. The system proposed solves the problem of scalability and flexibility by integrating a document oriented NoSQL database which allows for data to be semi-structured which improves the overall throughput of the application.

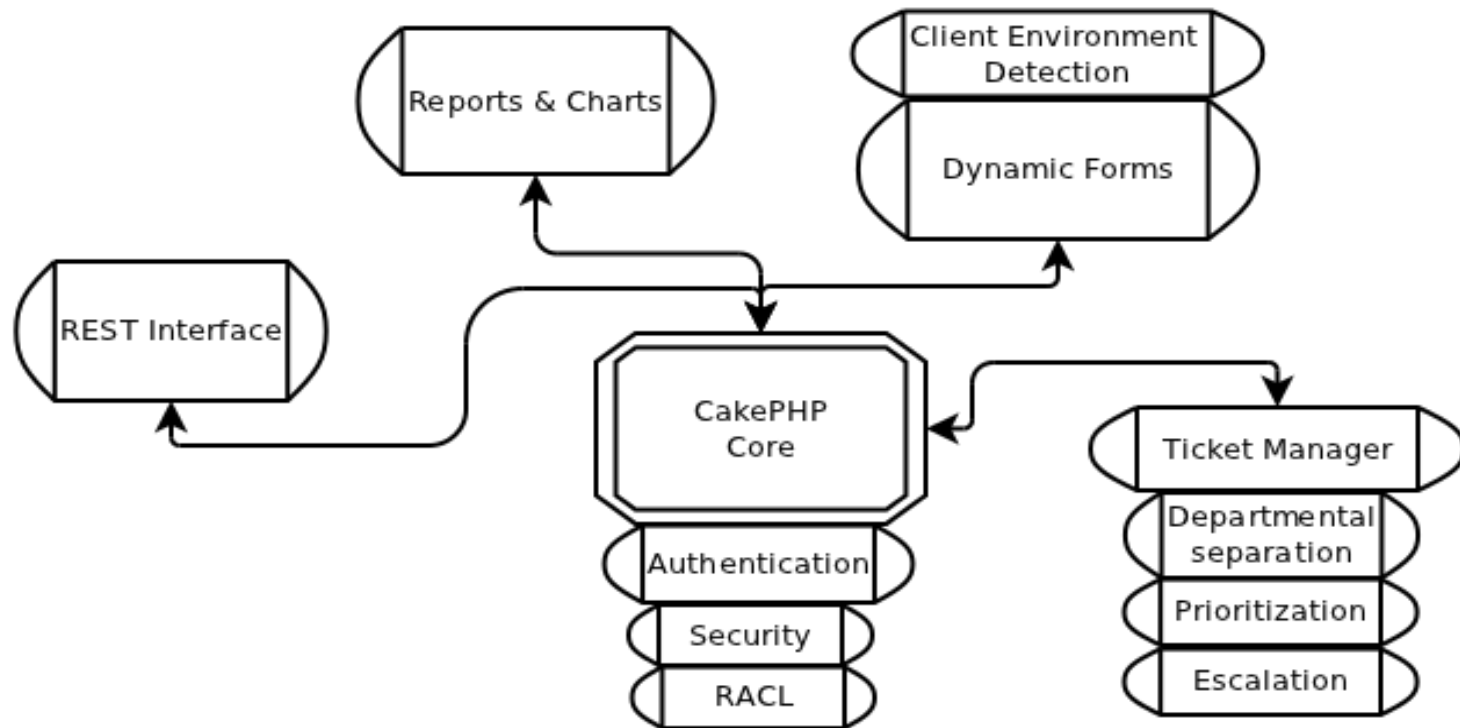
Architecture : Macro

Macro Architecture



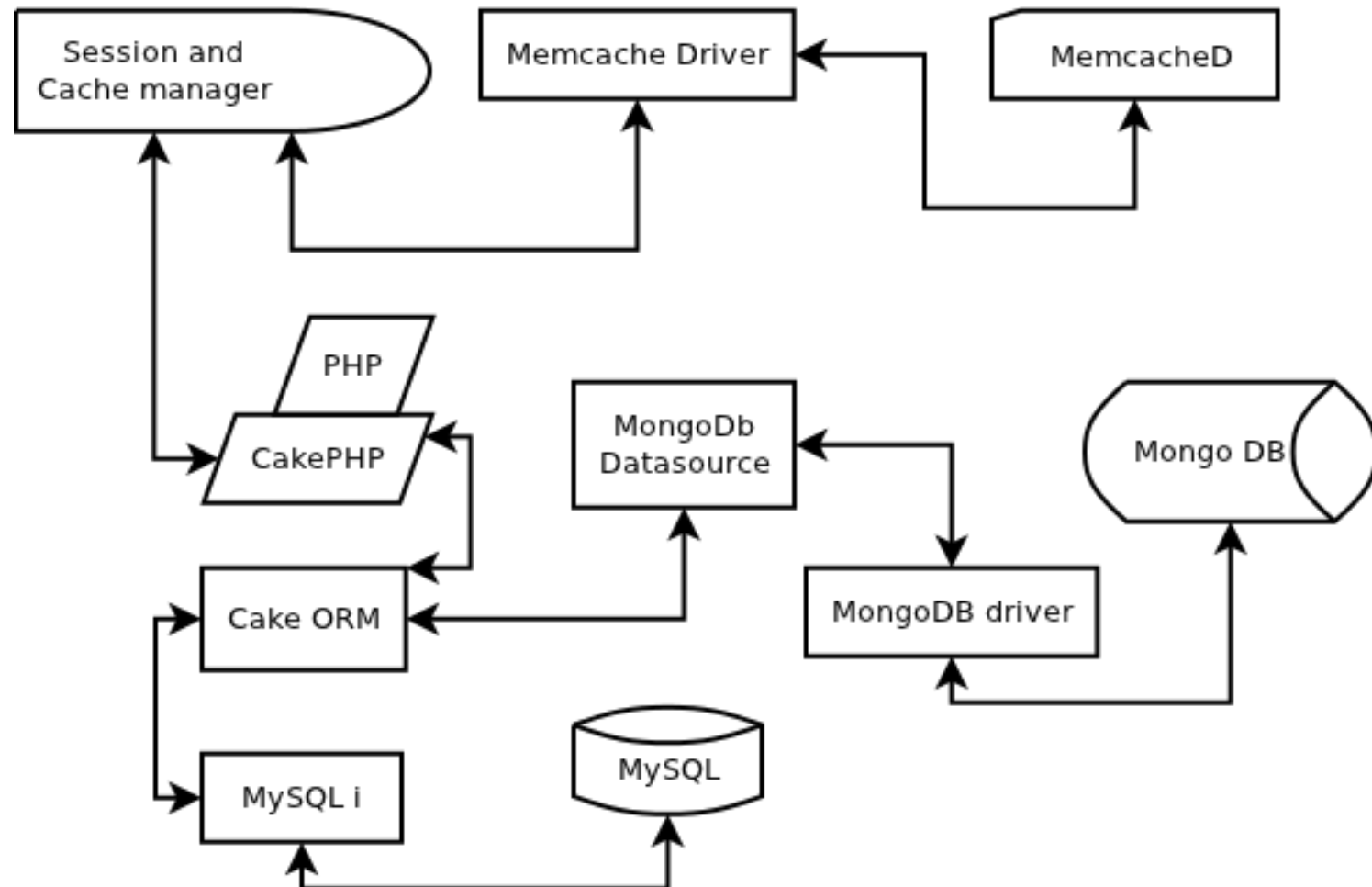
Architecture : Modular

Modular Architecture



Architecture : Data

DATA ARCHITECTURE



Modules

- . Authentication
- . RACL
- . Dynamic Forms
- . Departmentalization
- . Prioritization
- . Escalation
- . Security
 - . Mongo DB Models
 - . MySQL Models
- . REST Interface
- . Reports and Charts

Current Progress

- **Authentication**

- RACL

- **Dynamic Forms**

- Departmentalization

- Prioritization

- Escalation

- **Security**

- **Mongo DB Models**

- MySQL Models

- REST Interface

- Reports and Charts

Current Progress : Authentication

- Database model for user authentication
- Login and Logout functionality
- Access restriction to sensitive pages

You've gone incognito. Pages you view in this window won't appear in your browser history or search history, and they won't leave other traces, like cookies, on your computer after you close **all** open incognito windows. Any files you download or bookmarks you create will be preserved, however.



Going incognito doesn't affect the behavior of other people, servers, or software. Be wary of:

- Websites that collect or share information about you
- Internet service providers or employers that track the pages you visit
- Malicious software that tracks your keystrokes in exchange for free smileys
- Surveillance by secret agents
- People standing behind you

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Because Google Chrome does not control how extensions handle your personal data, all extensions have been disabled for incognito windows. You can reenable them individually in the [extensions manager](#).

Invalid username or password, try again

You are not authorized to access that location.

Please enter your email and password

Email*

Password*

Login

Invalid username or password, try again

You are not authorized to access that location.

Please enter your email and password

Email*

admin@admin.com

Password*

.....

Login

admin@admin.comlogout



Sweet, "DynForms" got Baked by CakePHP!

Your version of PHP is 5.2.8 or higher.

Your tmp directory is writable.

The *MemcacheEngine* is being used for core caching. To change the config edit APP/Config/core.php

Your database configuration file is present.

Cake is able to connect to the database.

Editing this Page

To change the content of this page, edit: /home/archer/public_html/SCIS/dynForms/View/Pages/home.ctp.
To change its layout, edit: /home/archer/public_html/SCIS/dynForms/View/Layouts/default.ctp.
You can also add some CSS styles for your pages at: /home/archer/public_html/SCIS/dynForms/webroot/css

Current Progress : Dynamic Forms

- Custom Schema for storing Dynamic Form information
- Custom Schema for storing Responses from Dynamic Forms
- Dynamic Form Generation based of Schema defined
- Form Data validation

What seems to be the problem?

Email*

Brief Description*

From

to

Save Ticket

array(

dynForms/View/DynamicForms/get_form.ctp (line 16)

What seems to be the problem?

Email*

Not a valid email address

Brief Description*

Description must be atleast 30 characters long

From

to

Save Ticket

What seems to be the problem?

Email*

john@doe.com

Not a valid email address

Brief Description*

There seems to be a problem with my mouse, The light is not glowing !

Description must be atleast 30 characters long

From

to

admin@admin.comlogout

Your ticket has been successfully posted.

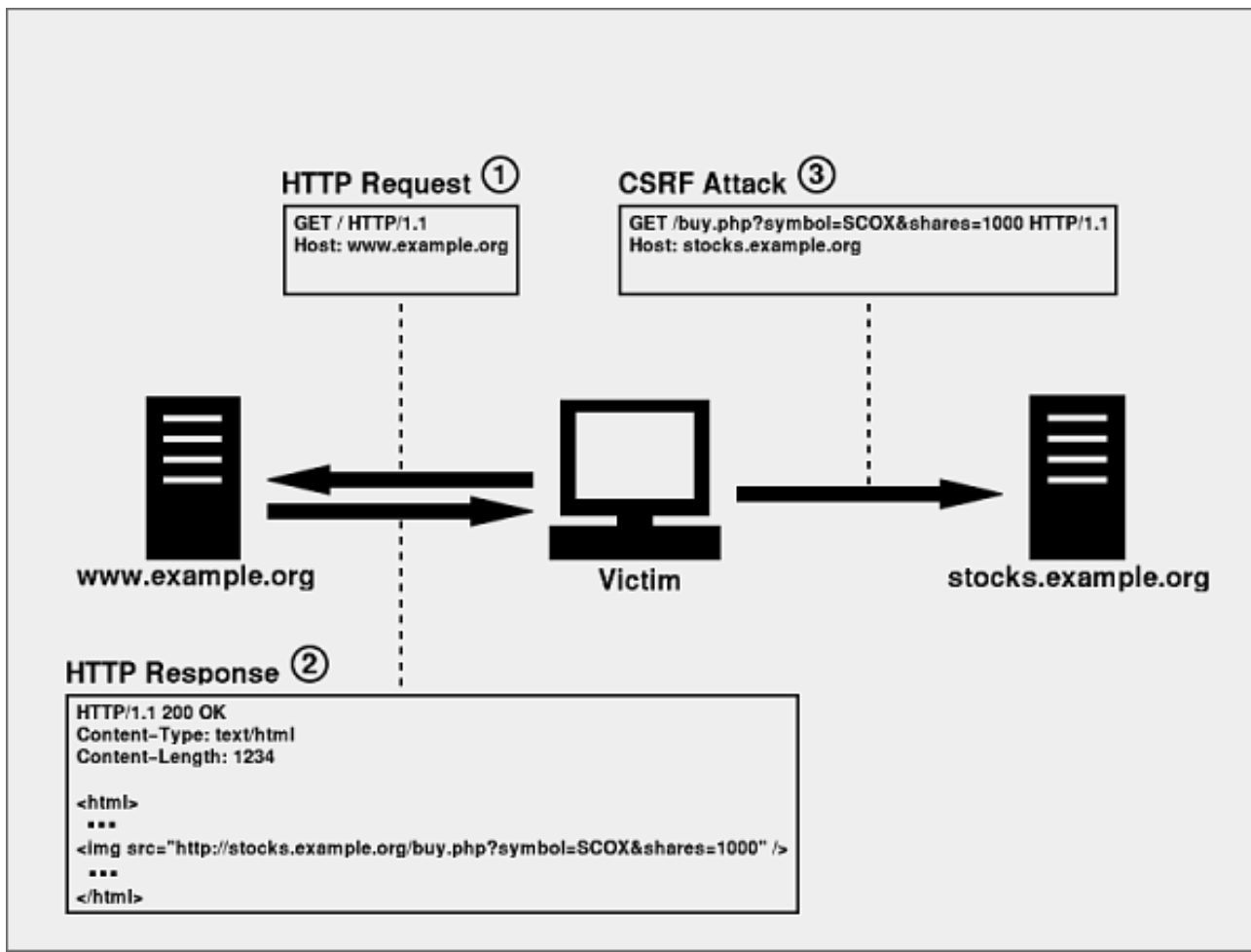
Ticket ID:

4f78fc4d6332943304000000

Please keep your ticket ID safe, so as to view its status later.

Current Progress : Security

- Cross Site Request Forgery protection



CSRF Error

Error: The requested address '/archer/SCIS/dynForms/dynamicForms/getForm/4f6d2f686332943304000000' was not found on this server.

Stack Trace

APP/Controller/DynamicFormsController.php line 25 → DynamicFormsController->_csrf_error()

[internal function] → DynamicFormsController->blackhole(string)

CORE/Cake/Controller/Component/SecurityComponent.php line 590 → call_user_func_array(array, array)

CORE/Cake/Controller/Component/SecurityComponent.php line 314 → SecurityComponent->_callback(DynamicFormsController, string, array)

CORE/Cake/Controller/Component/SecurityComponent.php line 227 → SecurityComponent->blackHole(DynamicFormsController, string)

[internal function] → SecurityComponent->startup(DynamicFormsController)

CORE/Cake/Utility/ObjectCollection.php line 130 → call_user_func_array(array, array)

[internal function] → ObjectCollection->trigger(CakeEvent)

CORE/Cake/Event/CakeEventManager.php line 246 → call_user_func(array, CakeEvent)

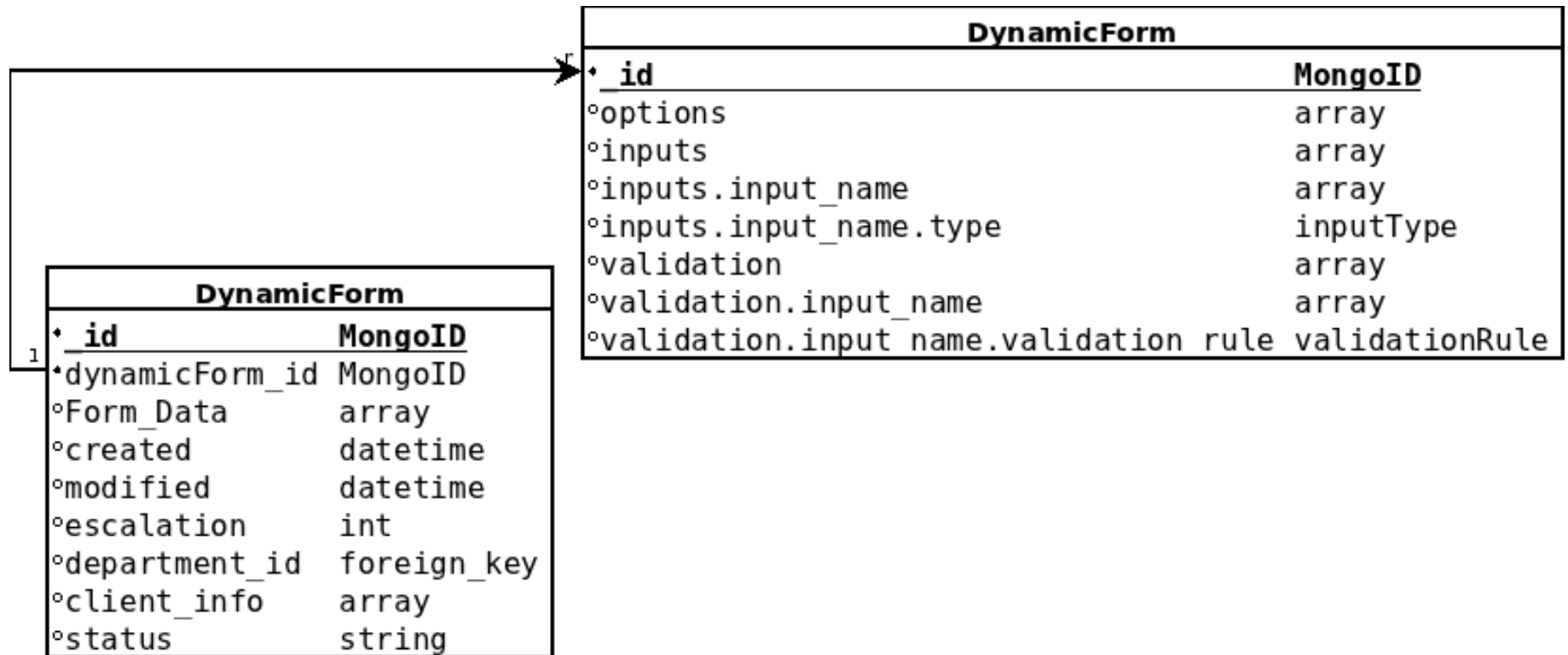
Mongodb : DynamicForm

- `_id`
- `options`
- `inputs`
 - `input_name`
 - `type`
 - `html attributes`
- `validation`
 - `input_name`
 - `validation_rules`

Mongodb: DynamicForm Response

- `_id`
- `dynamicForm_id`
- Abstract Data based on Form
- `escalation`
- `department`
- `client_info`
- `status`
- `created`
- `modified`

Schema Diagram



Environment

- Arch Linux
- Apache 2.2
- PHP 5.3.10 + MongoDB driver 1.2.9 + Memcache driver 3
- MongoDB 2.0.4
- MySQL 5.5
- Memcached 1.4
- CakePHP 2.1 stable + MongoDB Datasource
- GIT + Github for Revision control

Thank you !

Team Members

- K.Gautam
- V.Vinoth
- D.Ashok

Guide

Mrs.K.Kalaivani