



Helpdesk System

- A TICKETING WEB PORTAL SYSTEM
(SIXTH SEMESTER MINI PROJECT)

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INTRODUCTION

This project is aimed at developing an Online Helpdesk Portal System for the facilities in the campus. This is a web based application that can be accessed throughout the campus.

01

INTRODUCTION

This system can be used to automate the workflow of service requests for the various facilities in the campus. This is one integrated system that covers different kind of facilities like classrooms, labs, hostels, mess, canteen, etc, Registered users (students, faculty-heads and admin) will be able to login a request for service for any of the supported facilities

02

PROJECT DEFINITION

The aim and objective of this project **Online** Helpdesk Portal System is to develop a software that will replace the manual method of complaint filing and management. This project is developed to promote and provide adequate and efficient methods of complaint.

02

PROJECT DEFINITION

This project eliminates the time and energy involved in manual complaint filing and tracking of the complaint. This web based application can be accessed using valid issued college email. The system can be used to automate the workflow of the service requests for the various facilities in the campus.

03

PROJECT SCOPE

This project is a **Helpdesk Portal System**, wherein the students can register their complaints regarding the infrastructure and all other facilities in the campus.

03

PROJECT SCOPE

The complaint filed is then forwarded to the concerned authorities (maybe a maintenance cell) which can then review the problem and act accordingly.



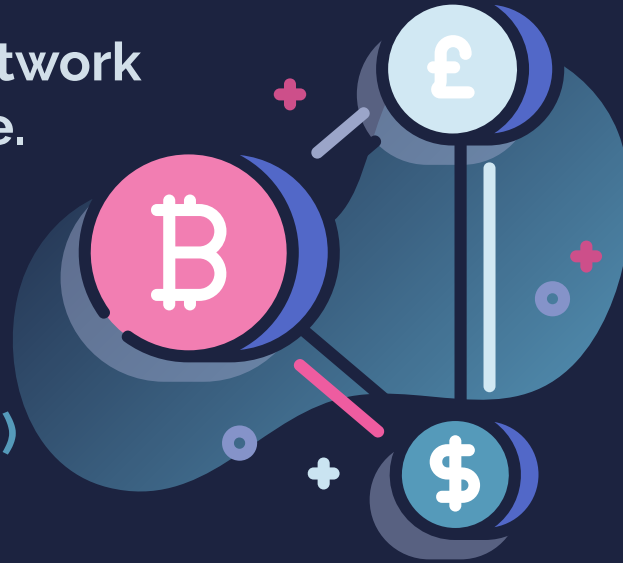
- The user then gets an auto-generated email as confirmation of the complaint.



04 | HARDWARE REQUIREMENTS

- University network infrastructure.

Web server computer(s)
& related hardware
support (redundant
drives, UPS, etc.)



- PC

Max, Unix,
Windows clint
computers

- The environment that will host the university-wide database.

05

SOFTWARE REQUIREMENTS

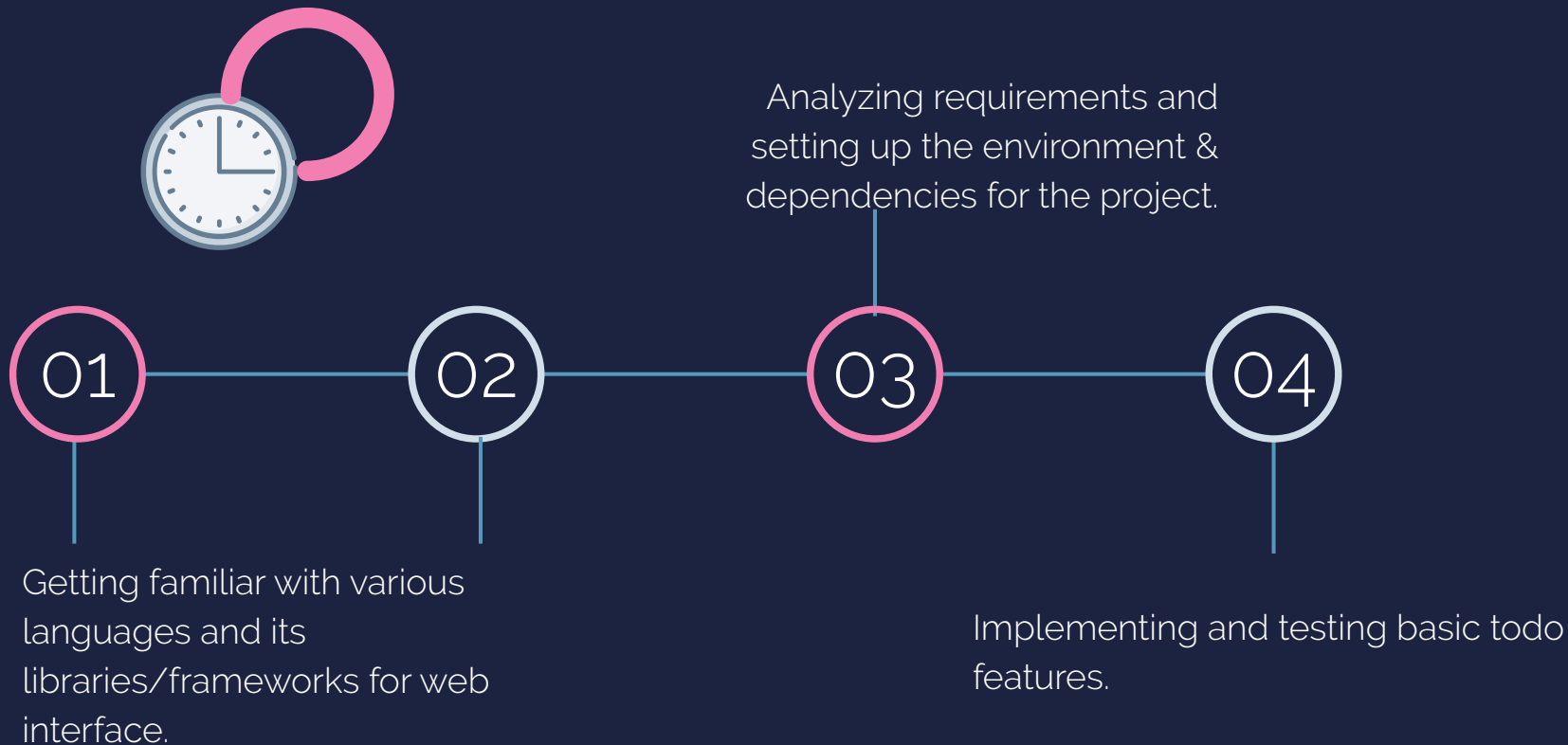


X 06 | PROPOSED APPROACH

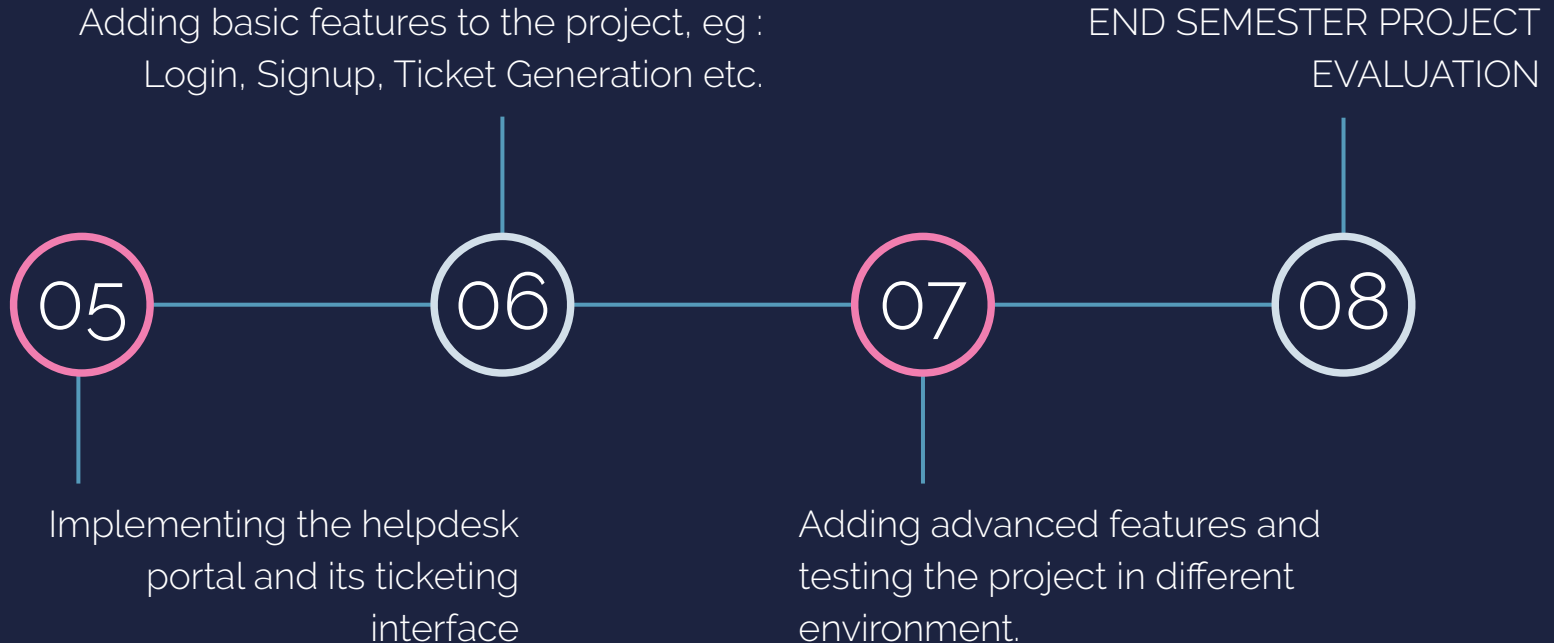
- In order to make the handling of maintenance tasks smoother in the college premises, we are proposing an online web portal system which will enable everyone on the campus to register maintenance related complaints and thus help in quickly resolving of those issues.
- The portal allows the user to generate complaint ticket, track past complaints and provide additional information like priority of tasks, unit number, location etc.
- **The users can also add photos related to the complaint as an attachment file.**

07

ACTIVITY TIME CHART



08 | ACTIVITY TIME CHART



09

EXPECTED RESULTS, DISCUSSIONS & FUTURE DEVELOPMENT



- This project is a small step to reduce the communication distance between the students, staff and maintenance cell. As the growing use of computers and other electronic devices would mean the demand on rapid and quick technical support, this Helpdesk Support System is carefully designed to fit with the rapid technical support..



- Having this project hosted online means the ability of both technicians and administrator to track and respond to the demands of students at any time beyond the boundaries and walls of college which add one more advantage of replacing the paper-based style.



- It not only helps reducing the time of recording and tracking enquires and problems traditionally, but improves quality and accuracy of data produced by the system which can lead to more facilitation of decision making process in time.



The background is a dark navy blue. It features several abstract geometric elements: a large, faint, light blue circle in the upper right; a large, faint, dark blue circle in the lower right; a pink circle with diagonal stripes in the lower left; and a pink arc in the bottom right corner. Three small white dots are arranged in a diagonal line near the bottom center. In the top right corner, there are three parallel white diagonal lines.

THANKS