

FPT ACADEMY INTERNATIONAL FPT – APTECH COMPUTER EDUCATION

Center Name: ACE-HCMC-2-FPT

Address: 590 Cach Mang Thang Tam Street, District 3, Ho Chi Minh City, Viet Nam



Online Help Desk

Design Document

Faculty: Mr. Tran Phuoc Sinh

Batch No: T11708A0

Group No: 07

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October, 2018



This is to certify that

Mr. Nguyen Hoang Tu

Mr. Nguyen Thanh Nam

Mr. Tran Van Thang

**have successfully designed and
developed**

Submitted by:

Date of Issue: _____

Authorized Signature: _____



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REVIEW I

I. Acknowledgments

We would like to acknowledge all those who have given support and help us make the project a success.

We wish to express our deep gratitude to all teachers who have been devoting their lives to teach us how to stand-alone and walk ahead.

We are grateful to our families as well as our friends who take care and encourage us even though we are successful or failed. They never leave us alone and always look forward to us when we are on any road of the life.

We are much thankful to the entire staff and chairpersons at the Head Office of FPT – Aptech Centre who have been organizing and looking after our studying course.

There are no words to show our appreciation for our teacher, Mr Tran Phuoc Sinh, who worked day by day to teach and guide us to complete this project.

Finally, we would like to offer many thanks to all our schoolfellows for their valuable suggestions.

We would like to thank sincerely!

Group 7 – FPT Aptech.

II. Problem Definition

1. Introduction

Perfect Technological Innovation is one of the largest university of technology in the world. Its campus is very huge with many facilities. Therefore, students, staff and people who want to manage and use these facilities have a big difficulty. That leads to the urgent demand to build an application which helps them to feel convenient and comfortable in conducting these material bases.

2. Existing Scenario

This project is aimed at developing an Online Help Desk (OHD) for the facilities in the Perfect Technological Innovation's campus. This is an Intranet based application that can be accessed throughout the campus. 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 kinds of facilities like class-rooms, labs, hostels, mess, canteen, gymnasium, computer centre, faculty club etc. Registered users (students, faculty, lab-assistants and others) will be able to log in a request for service for any of the supported facilities. These requests will be sent to the concerned people, who are also valid users of the system, to get them resolved. There are features like email notifications/reminders, addition of a new facility to the system, report generators etc in this system.

3. Requirement Specification

1.1. Administrator

Administrator will have managing abilities:

- Manage user accounts (creating new user account, editing user info, blocking user on accessing this application, supporting in restoring password etc).

1.2. Facility Heads (Staffs)

Facility heads will have abilities:

- Login to the system through the first page of the application.
- Manage their information (View/Update their info and change password).
- See the list of the requests created by students.
- Send these requests to assignees who have responsibility to handle them.
- See the list of requests (both open and closed) sent by him/her to assignees over the past.
- Update request.
- Manage facilities (adding new facilities, deleting/block facilities).

1.3. Assignees (Staffs)

Assignees will have abilities:

- Login to the system through the first page of the application.
- Manage their information (View/Update their info and change password).
- View the requests sent from facility heads.
- Change the status of the request (work in progress, close or reject)
- See the list of requests sent to them.
- Get help about Online Help Desk (OHD) System on how to use the different features of the system.

1.4. End-user

Students have abilities:

- Login to the system through the first page of the application.
- Manage their information (Update their info and change password).
- Create a new request by specifying the facility, the severity of the request (there may be several levels of severity defined) and a brief description of the request
- See the status of the requests create by him/her (the status could be one of unassigned/assigned/work in progress/closed or rejected).
- Close a request created by him/her by giving an appropriate reason.

- Get help about Online Help Desk (OHD) System on how to use the different features of the system.

4. Hardware / Software Requirements

Software

- Visual Studio .Net / ASP
- Sql Server Management Studio 2012
- .Net Framework 3.5+
- Web Browser(Chrome,Edge, Internet Explorer)

Hardware

- A minimum computer system that will help you access all the tools in the courses is a Pentium 166 or better
- 1GB Megabytes of RAM or better
- Hardware 5GB or better

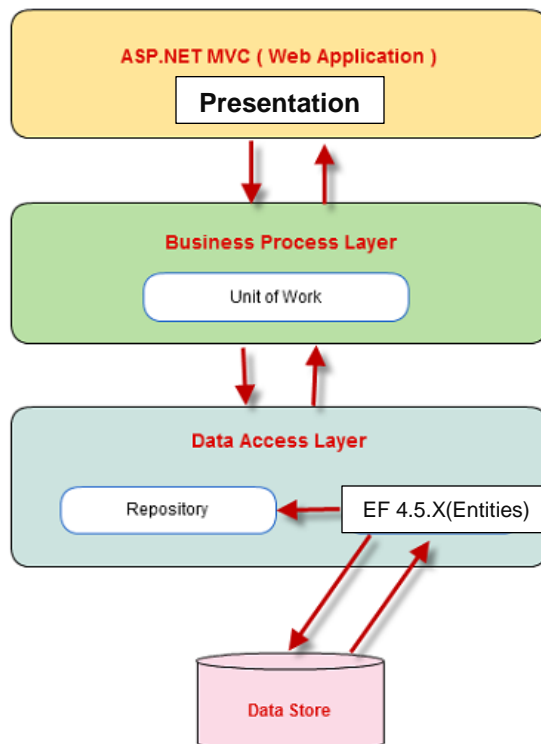
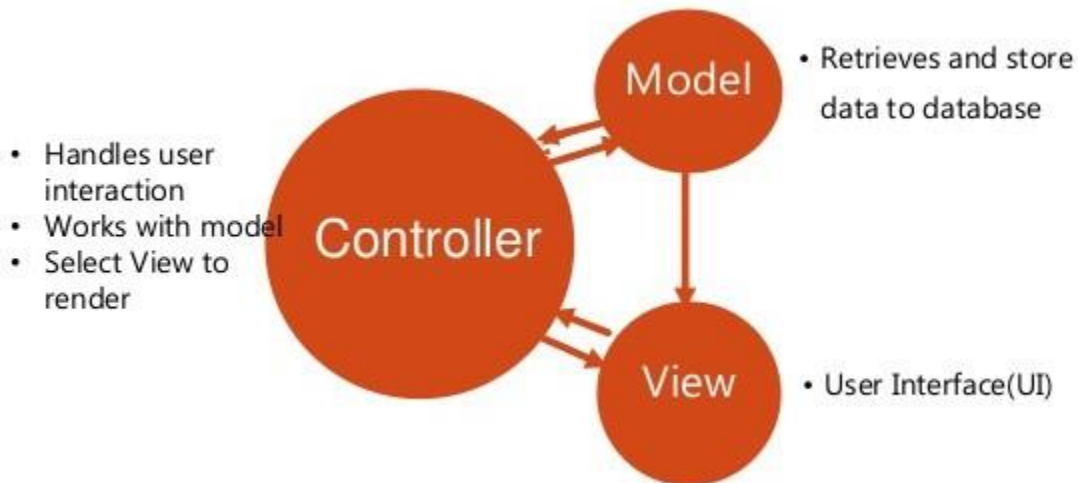
III. Task sheet review 1

Project Ref. No: 7	Project Title: Online Help Desk	Date of Preparation of Activity Plan			
No.	Task	Actual Start Date	Actual Days	Team Member Names	Status
01	Acknowledgment	Oct 24, 2018	2	All Members	Completed
02	Problem Definition			All Members	Completed
03	Customer Requirement			All Members	Completed
05	Hardware/Software			All Members	Completed
06	Task sheet			All Members	Completed

	Prepare By: Group 7	Approved By: Faculty
Date: Oct 26, 2018	Team Leader Nguyen Hoang Tu	 Tran Phuoc Sinh

REVIEW II

I. Architecture & Design of the Project



1. Presentation Tier:

Is the tier in which the users interact with application . Presentation Tier contents Model, View, Controller used to receive a request and response to User.

Technology: ASP.NET MVC4, Razor, HTML, CSS, JavaScript, Ajax, JQUERY, Twitter Bootstrap

2. Business Logic Tier:

Is mainly working as the bridge between Data Tier and Presentation Tier. All the Data passes through the Business Tier before passing to the Presentation Tier.

Technology: OOP, ASP.NET

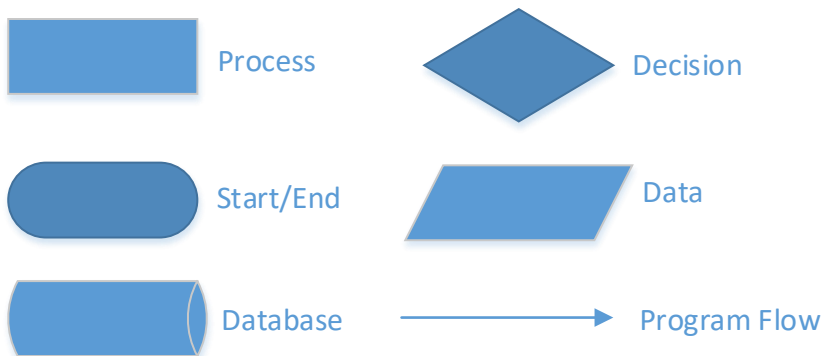
3. Data Access Tier:

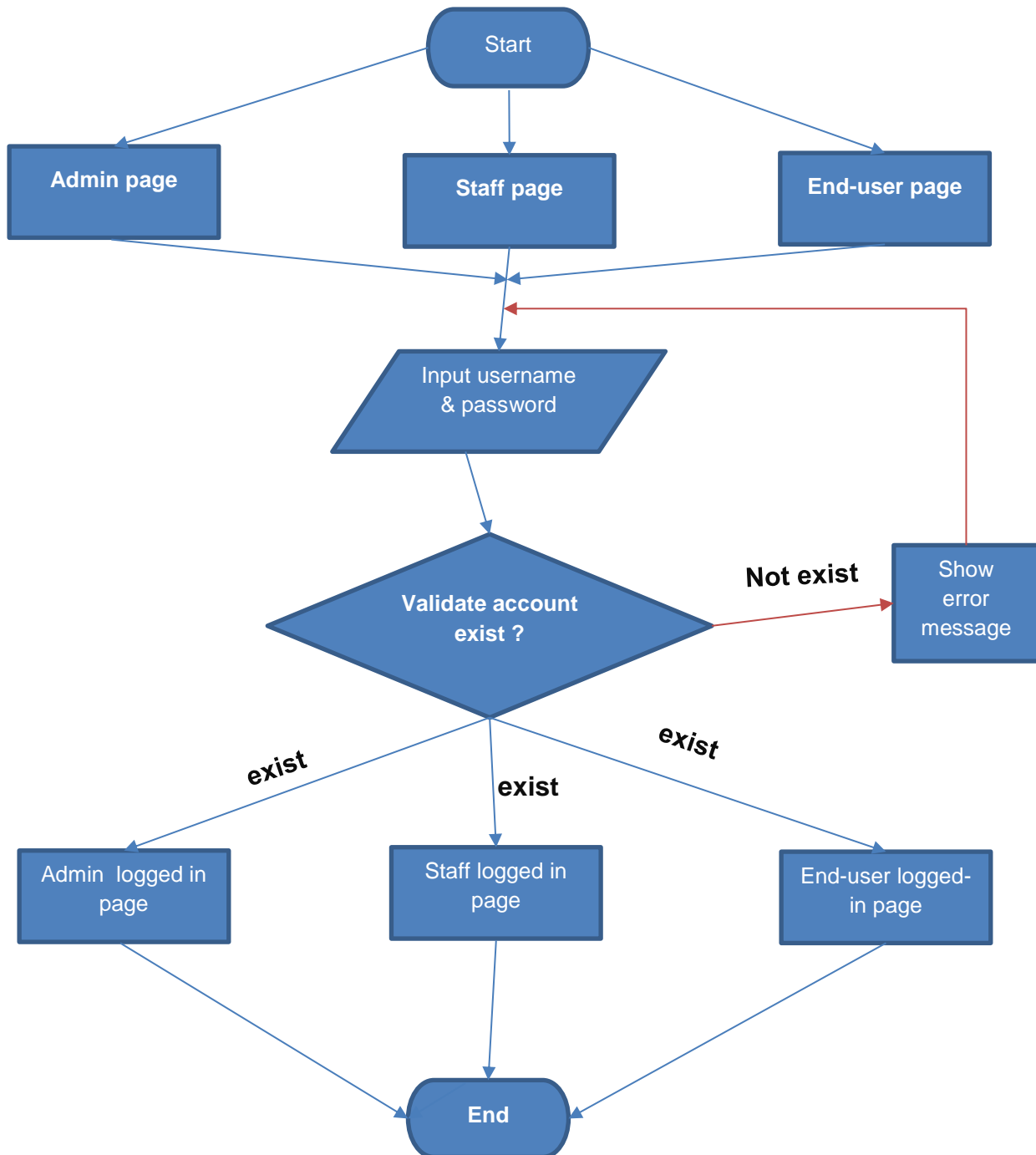
Is basically the server which stores all the application's data .Data tier contents Database Tables, Database Views and other means of storing Application Data .

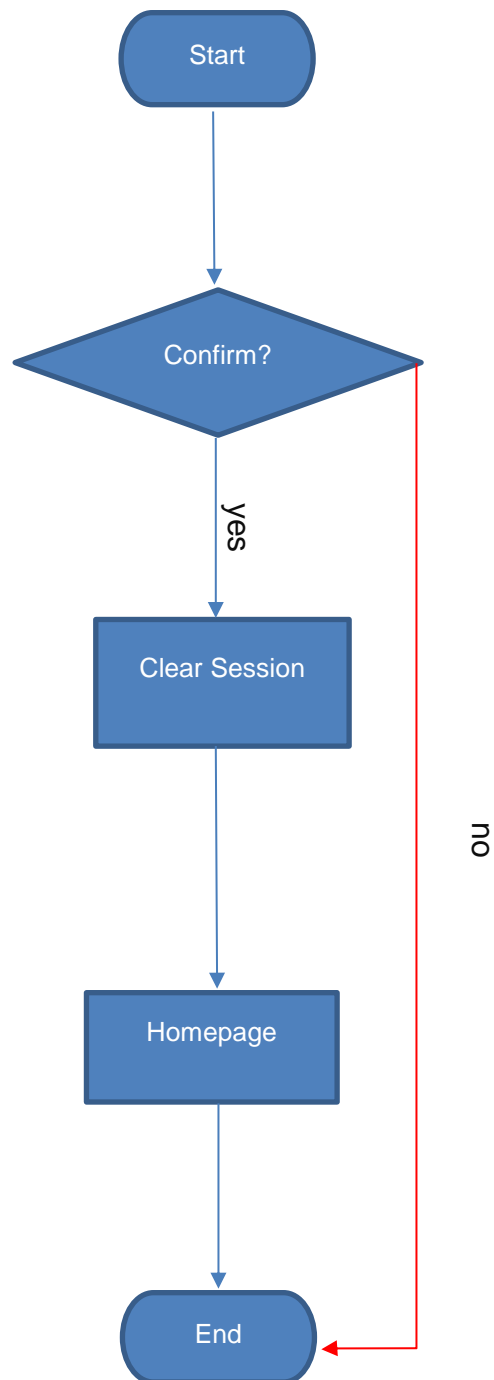
Technology: SQL Server, LINQ, ADO.NET

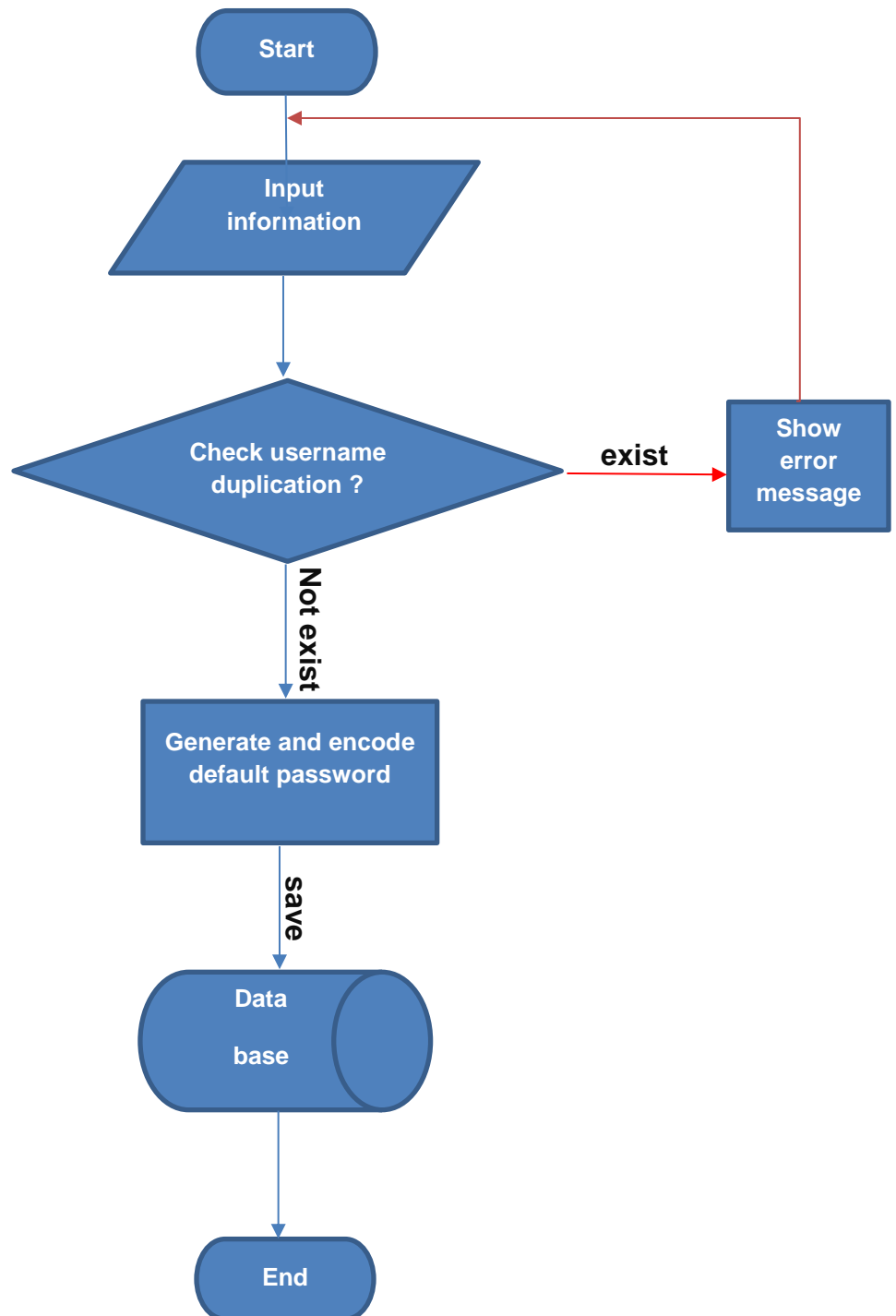
II. Algorithms - Data Flowchart:

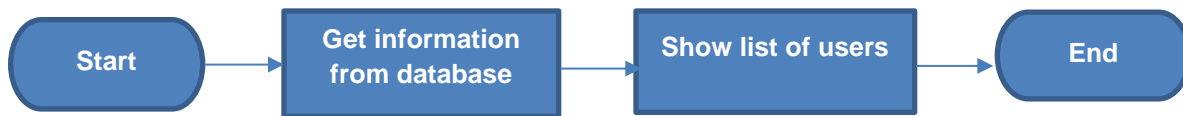
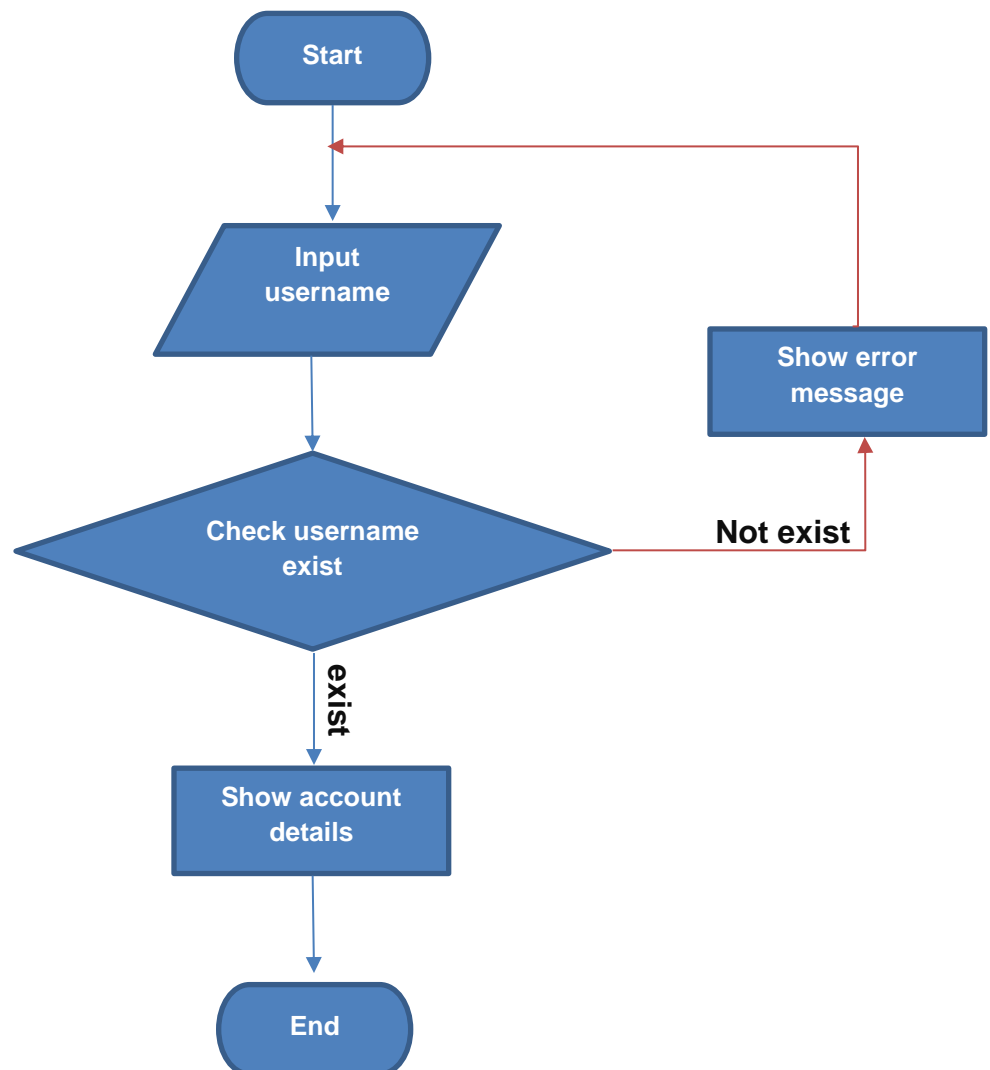
Symbol generates:

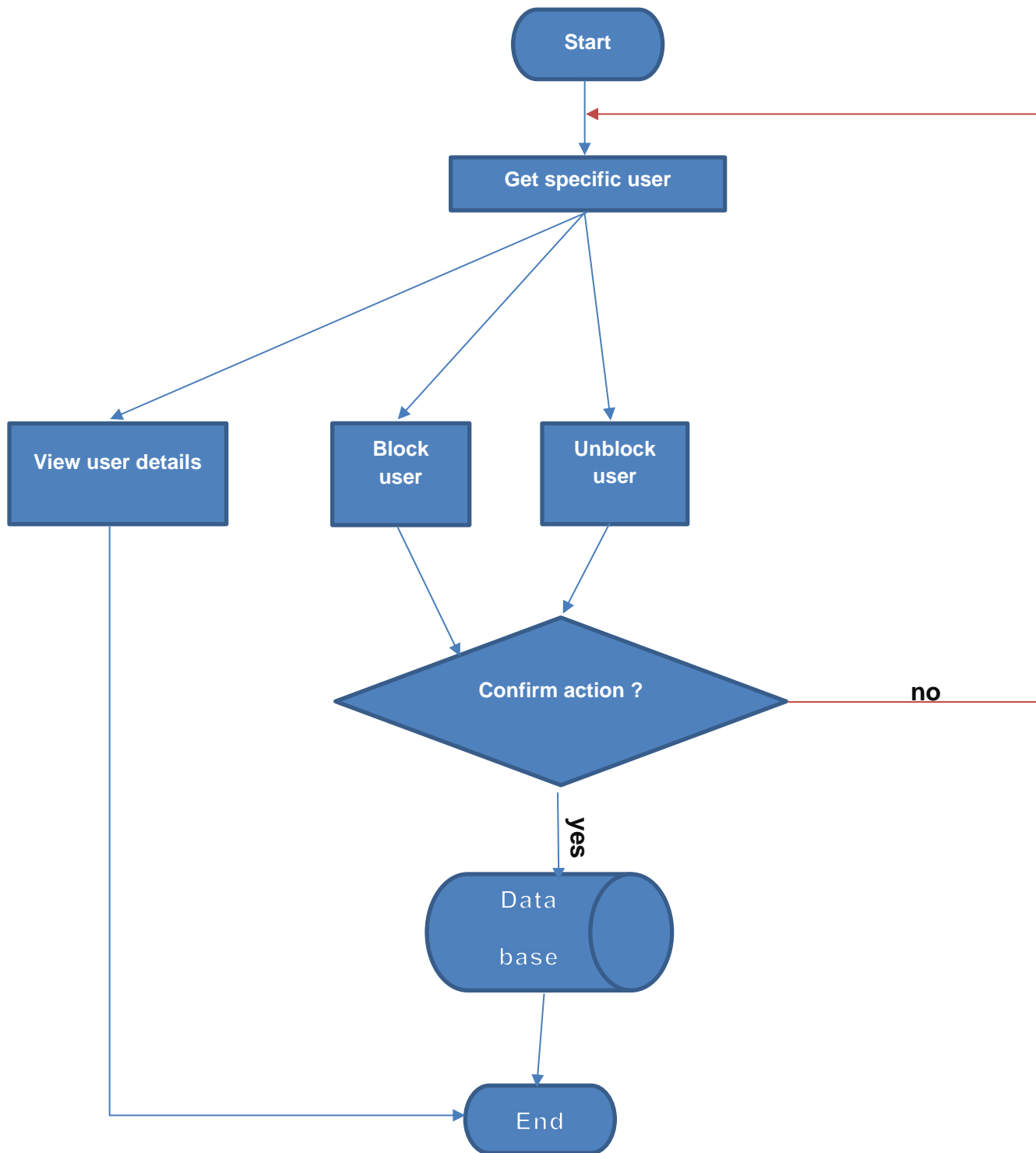


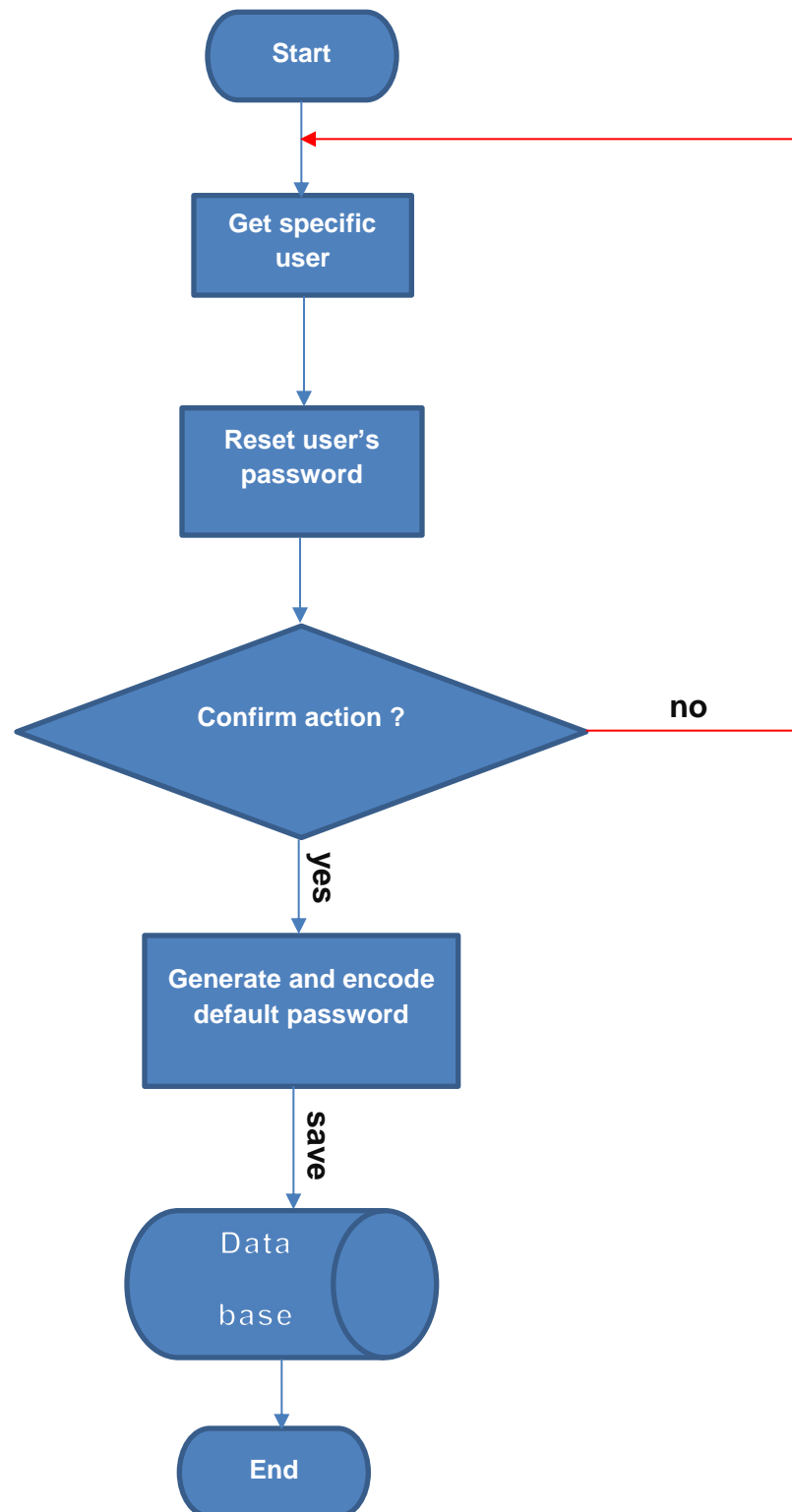
1. Login process:

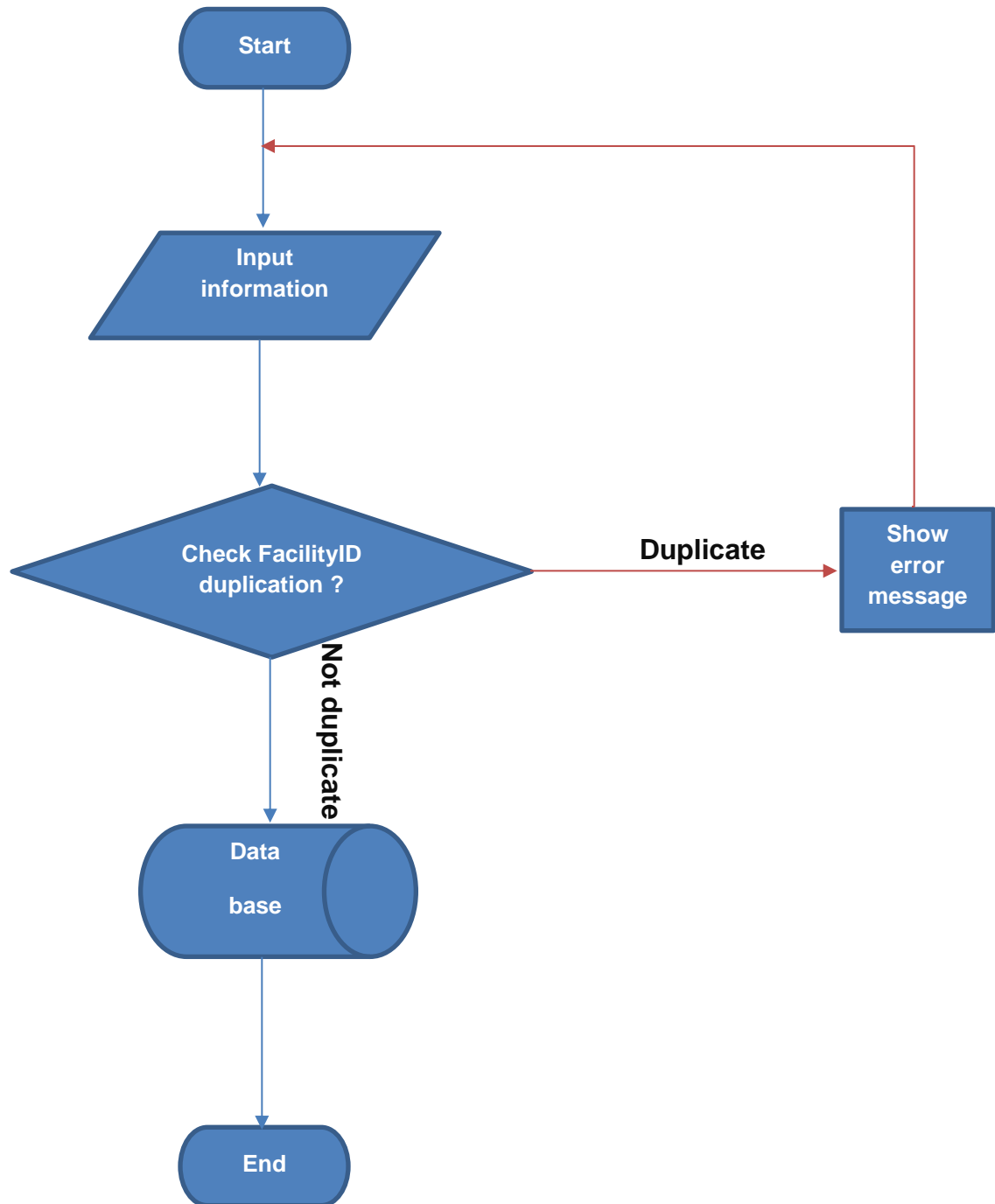
2. Log out:

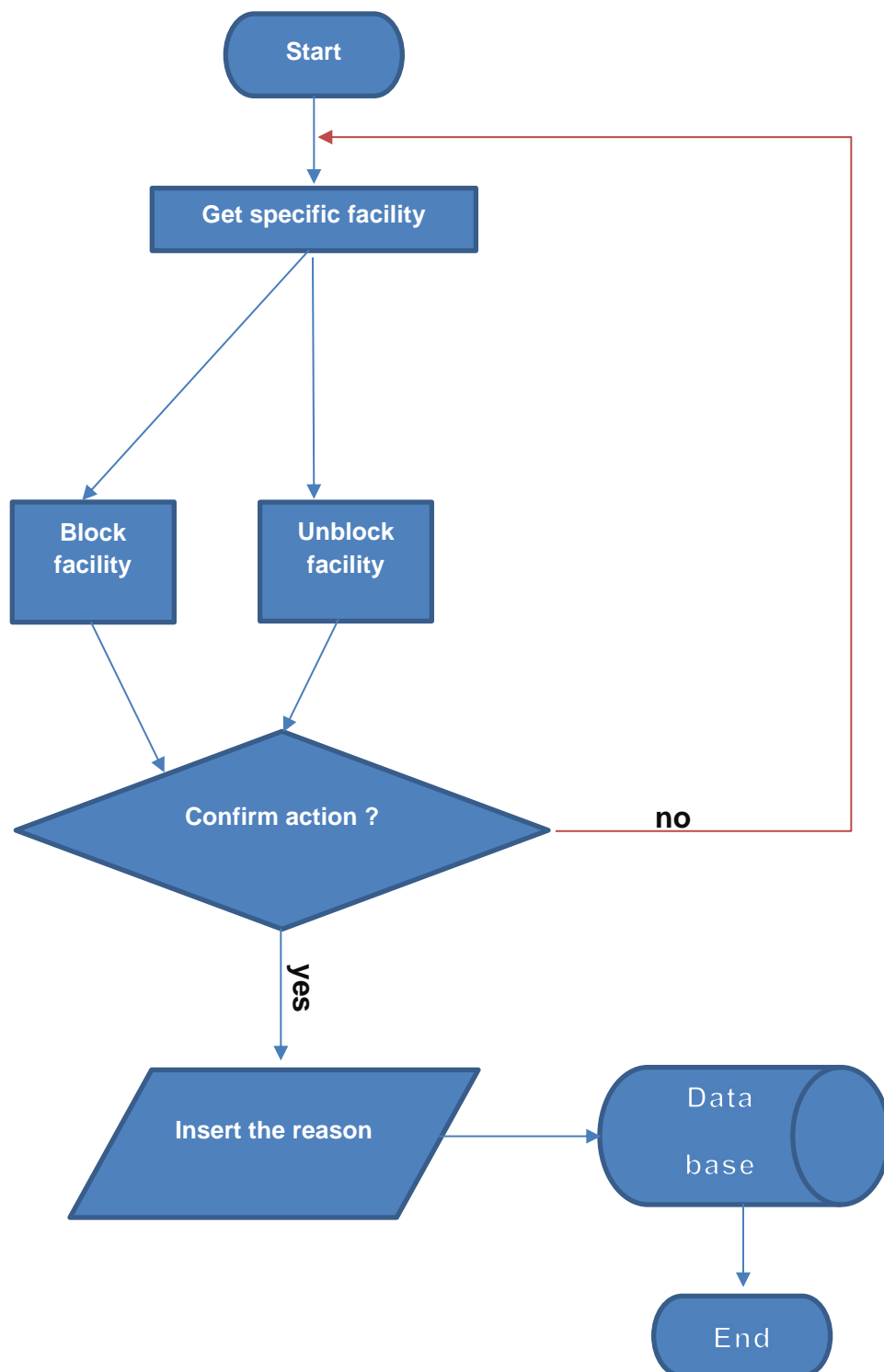
3. Create new user (Admin only):

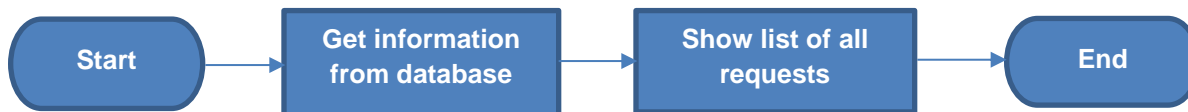
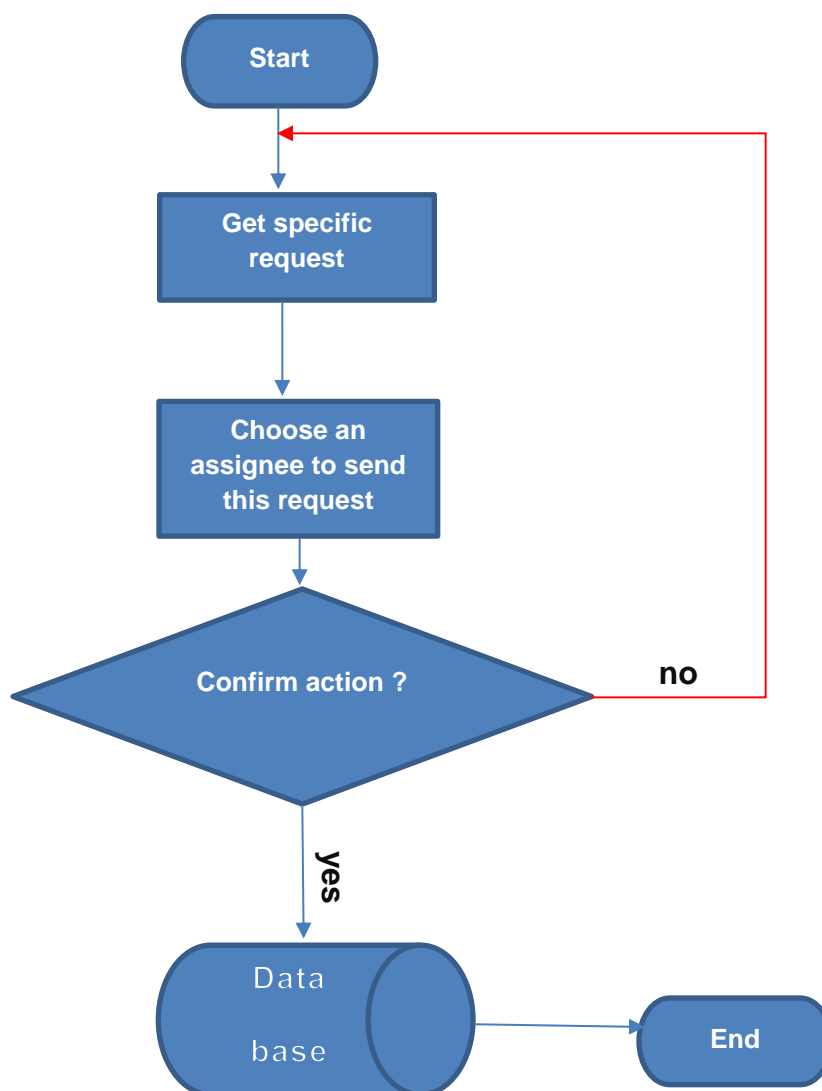
4. View list of user account (Admin):**5. Search specific user account:**

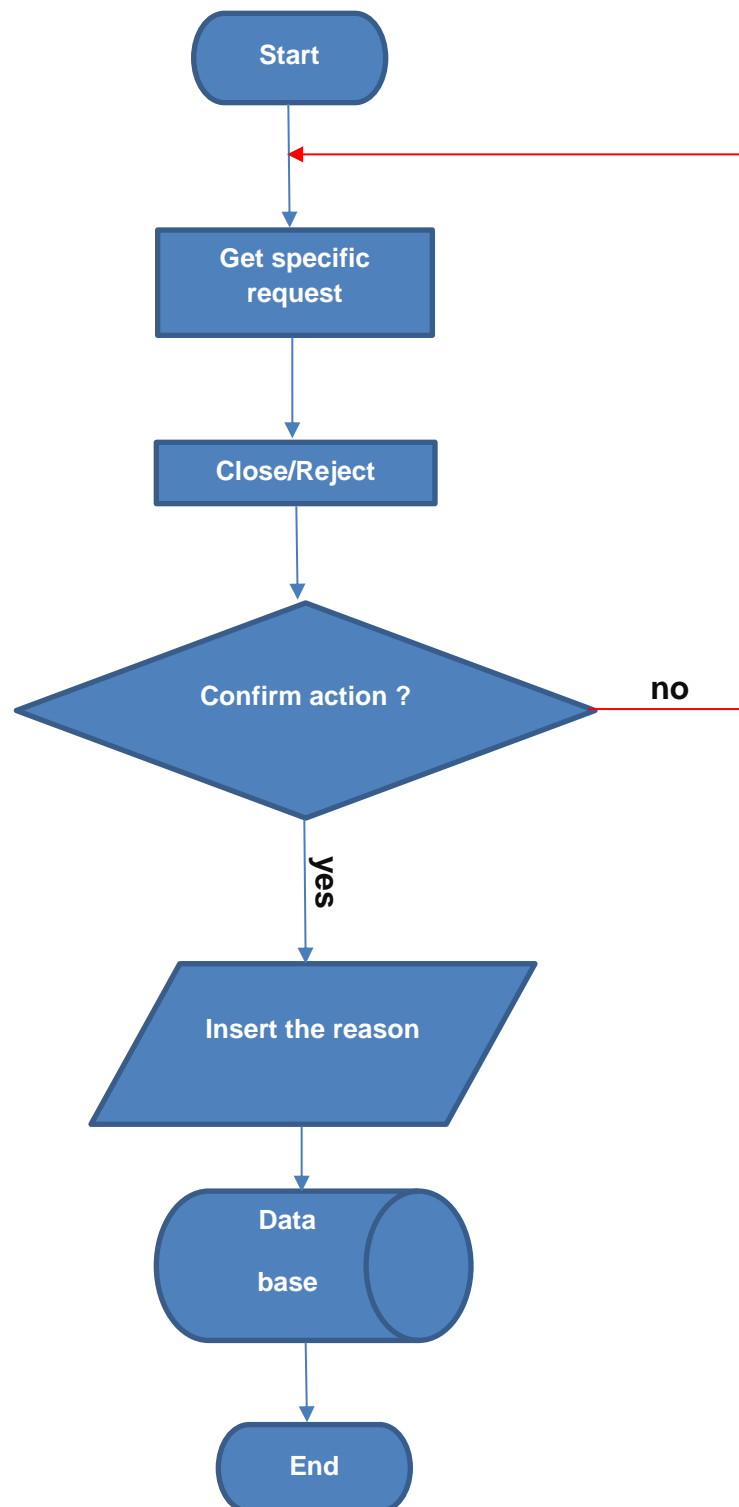
6. View detail, block/unblock user (Admin only):

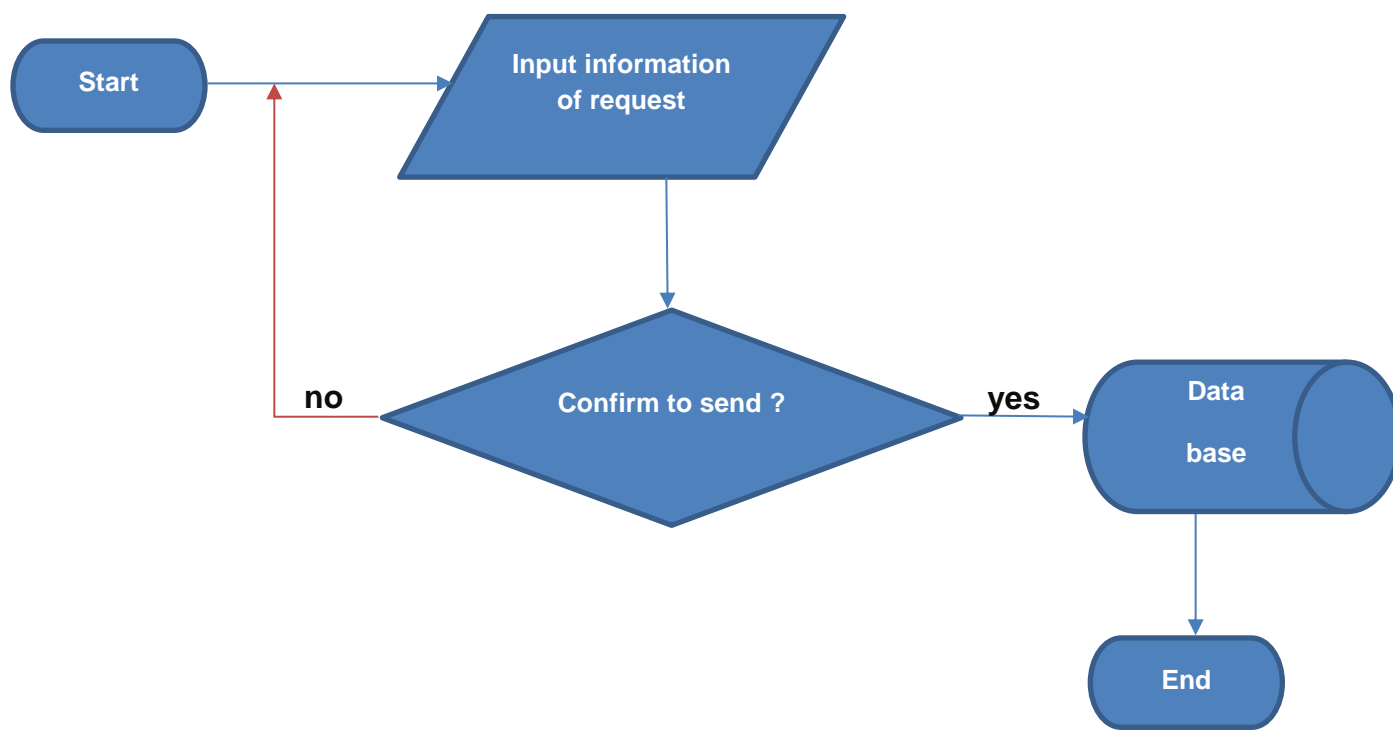
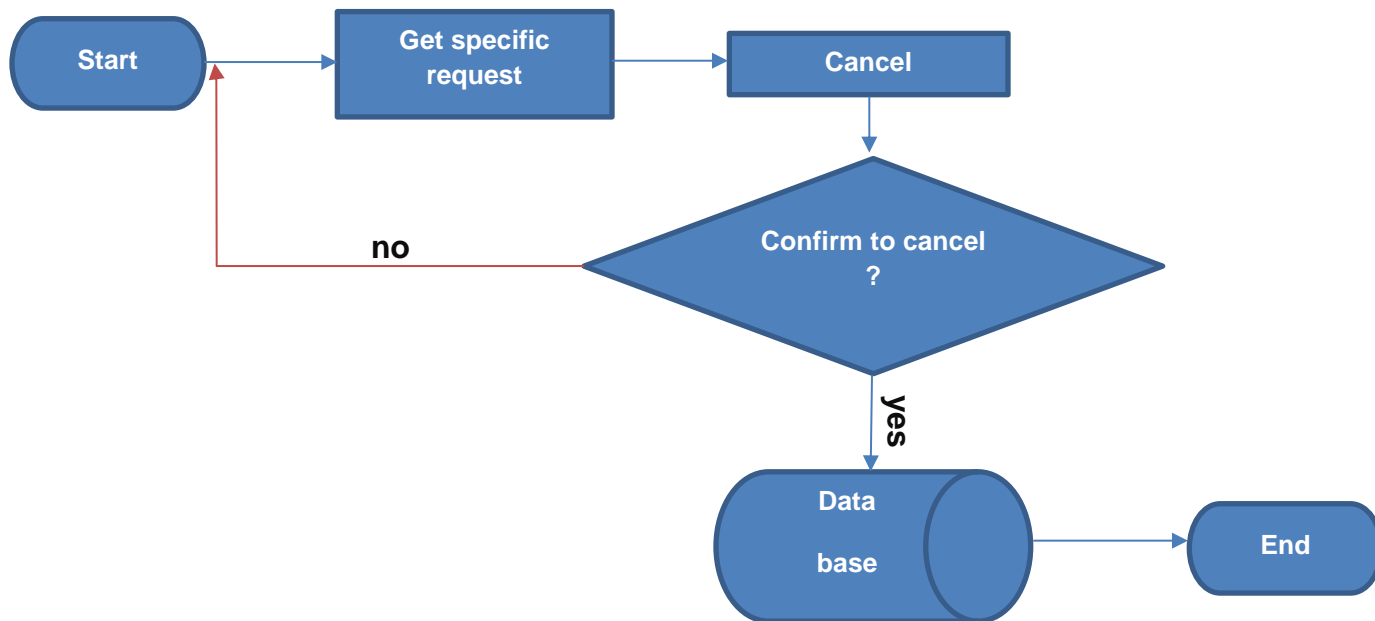
7. Reset to default password for specific user (Admin only):

8. Create new facility (Facilities head):

9. Block/unblock facility (Facilities head):

10. View list of all requests (Facilities head):**11. Assign request to assignee (Facilities head):**

12. Close/Reject request (Facilities head, assignee):

13. Create request (End-user):**14. Cancel request (End-user):**

III. Data flow diagram (DFD):

Define: Data Flows Diagram (DFD) describes the information flow in the system. The next step of system analysis is to consider in detail the information necessary for the implementation for functions discussed above and the one necessary for the improvement of the functions. Modelling tool frequently used for this purpose is DFD. DFD will support 4 main activities:

Analysis: DFD is used to determine requirement of users.

Design: DFD is used to map out plan and illustrate solution to analysis and users while designing a new system.

Communication: one of the strength of DFD is its simplicity and ease to understand to analysts and users;

Document: DFD is used to provide special description of requirement and system design. DFD provide an overview of key functional components of the system but it does not provide any detail on these components. We have to use other tools like database dictionary, process specification to get an idea of which information will be exchanged and how.

The main components of Context Diagram:



External

The external factors: External factors can be a person, a group of persons or an organization that are sources of information for the systems and are where system products are transferred to.



The process

The process: Shows the common function of system

The data flow: Describe the movement of information from one part of the system to another.



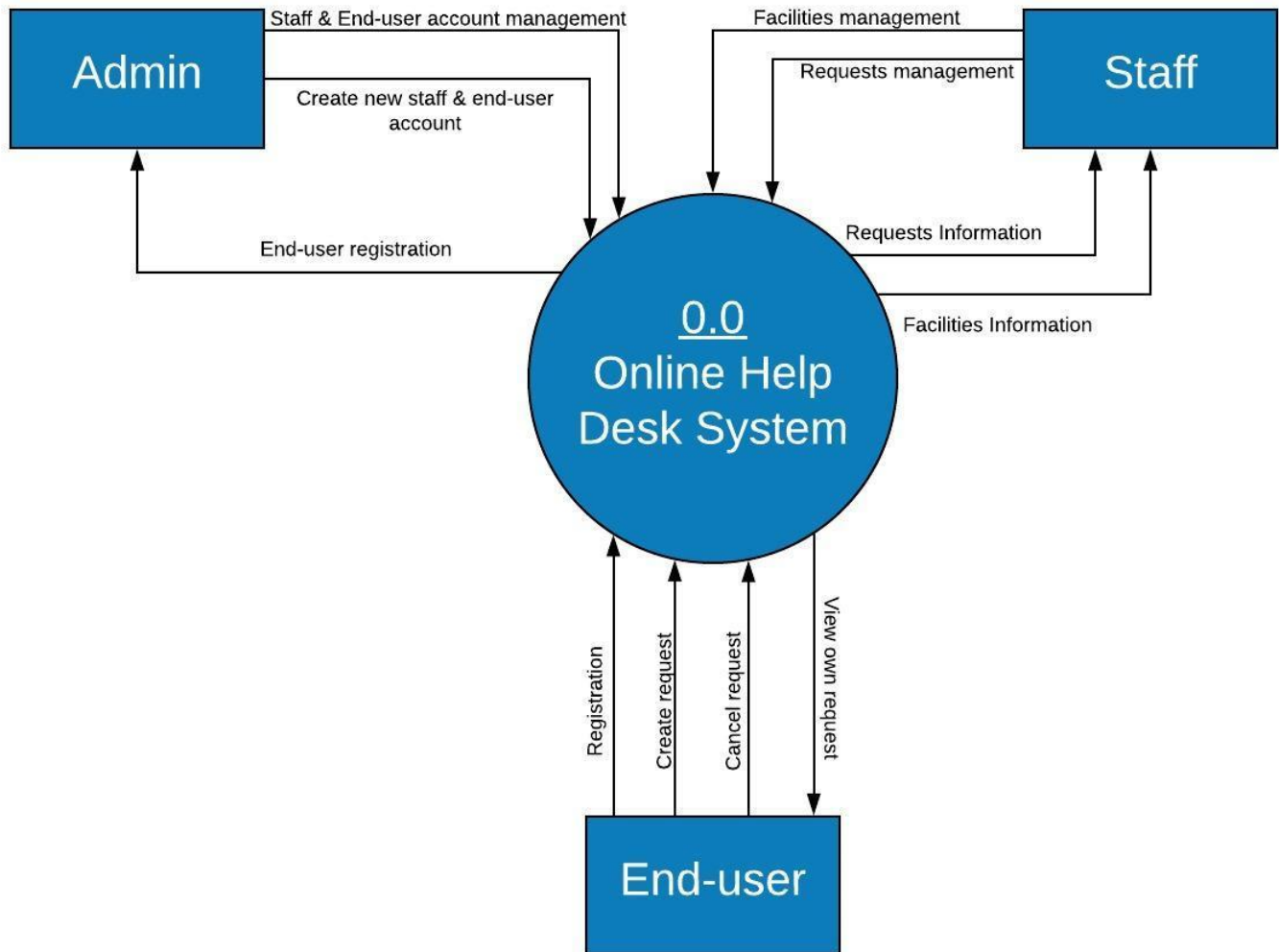
Data flow

The data store: The Data Store is used to model a collection of data packets at rest. A store is represented graphically by two parallel lines.

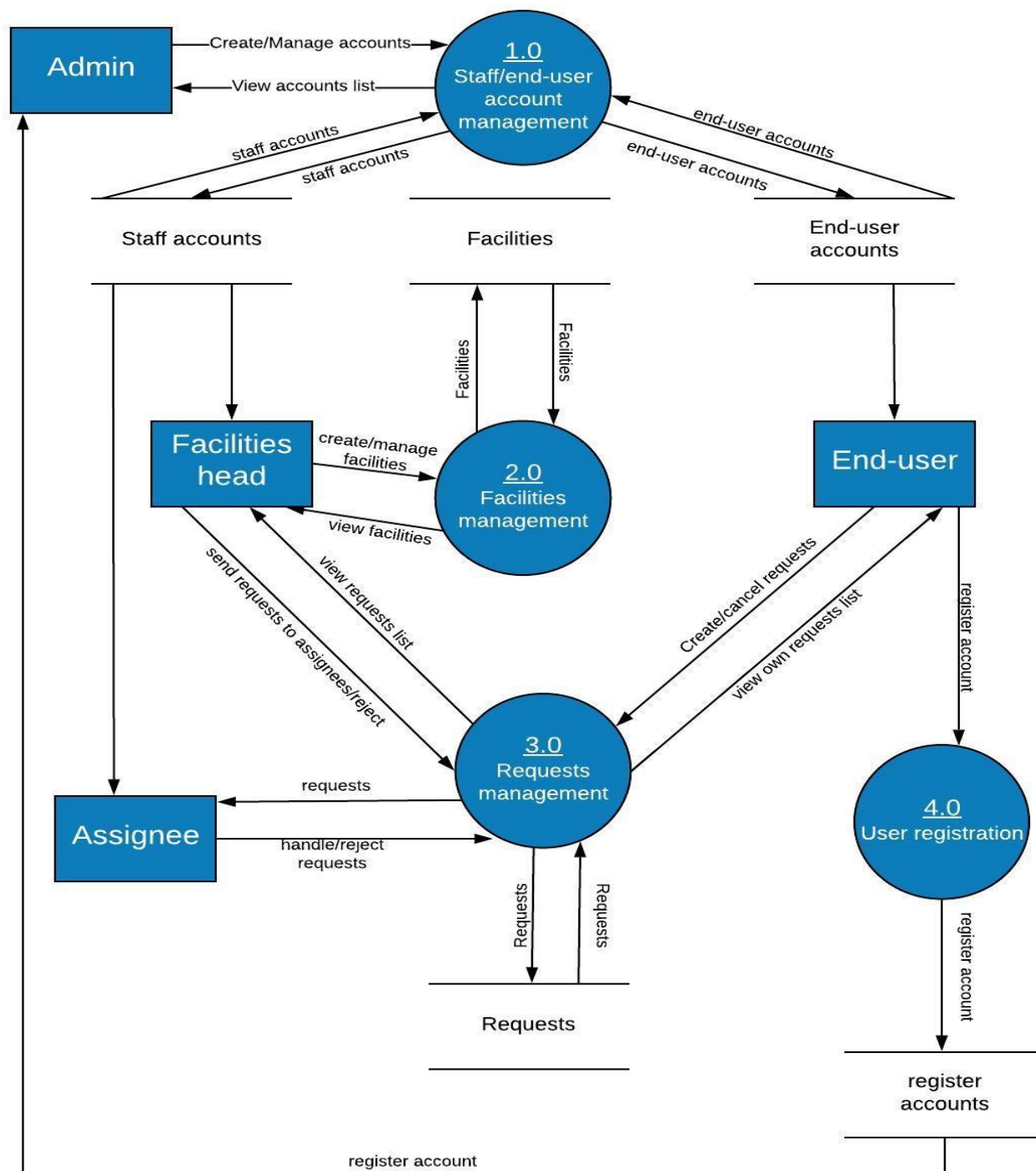


Data store

The name of a Data Store that identifies the store is the plural of the name of the packets that are carried by flows into and out of the Data Store

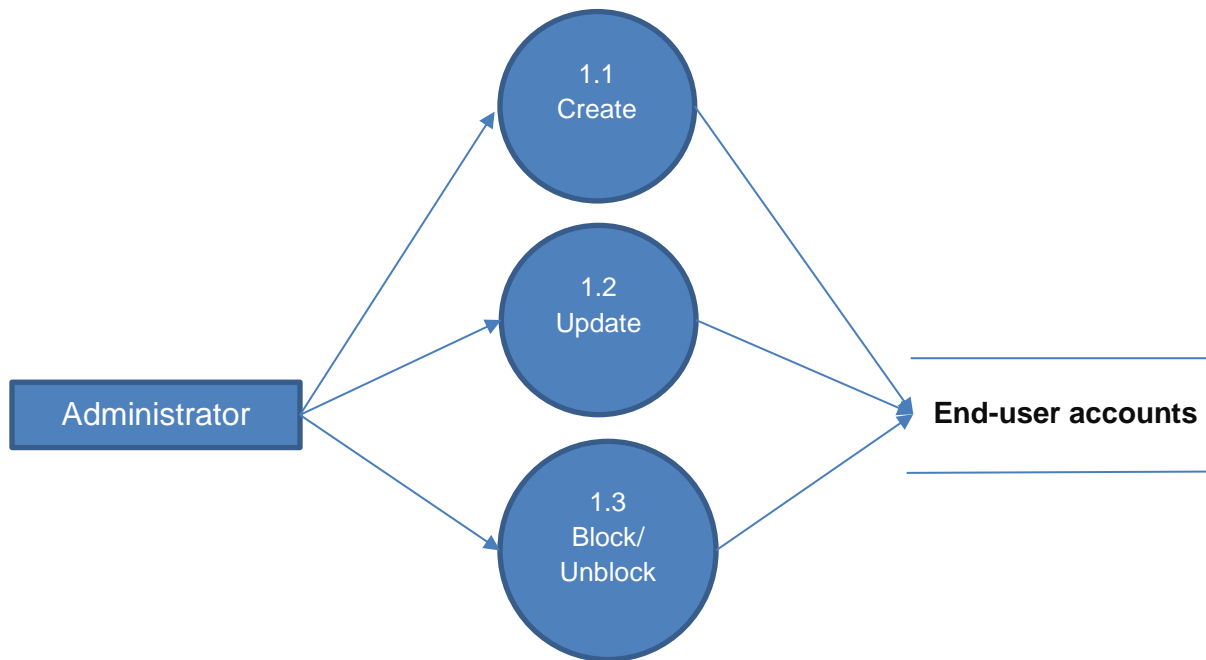
1. Context level diagram:

2. Level 1 DFD:

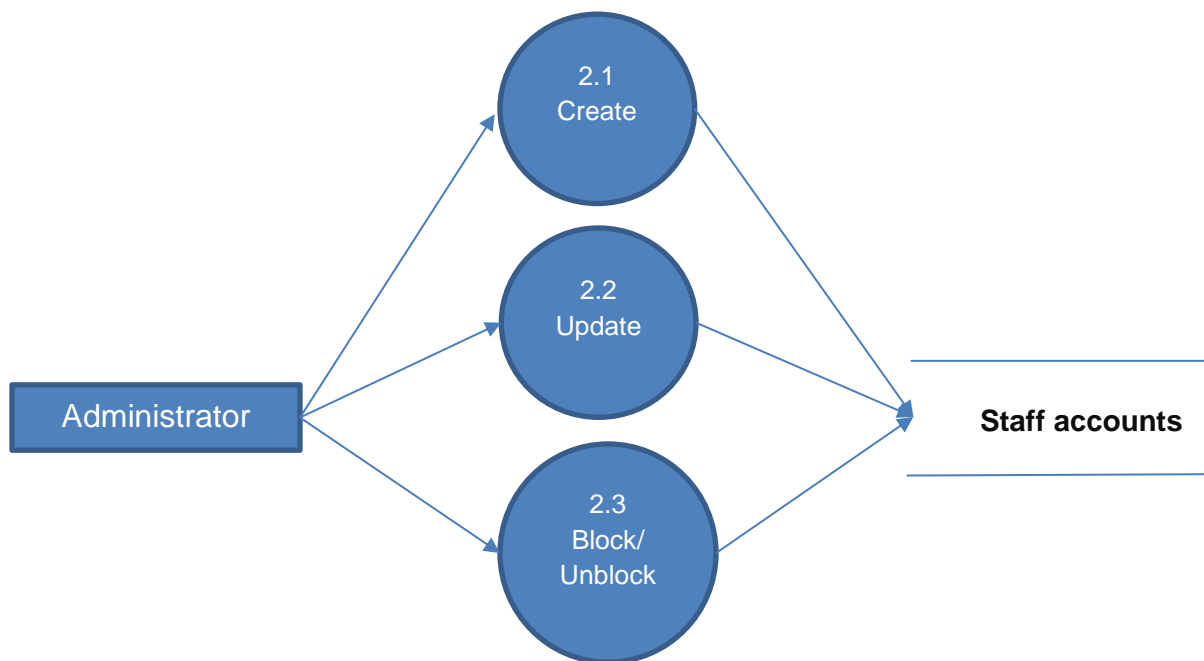


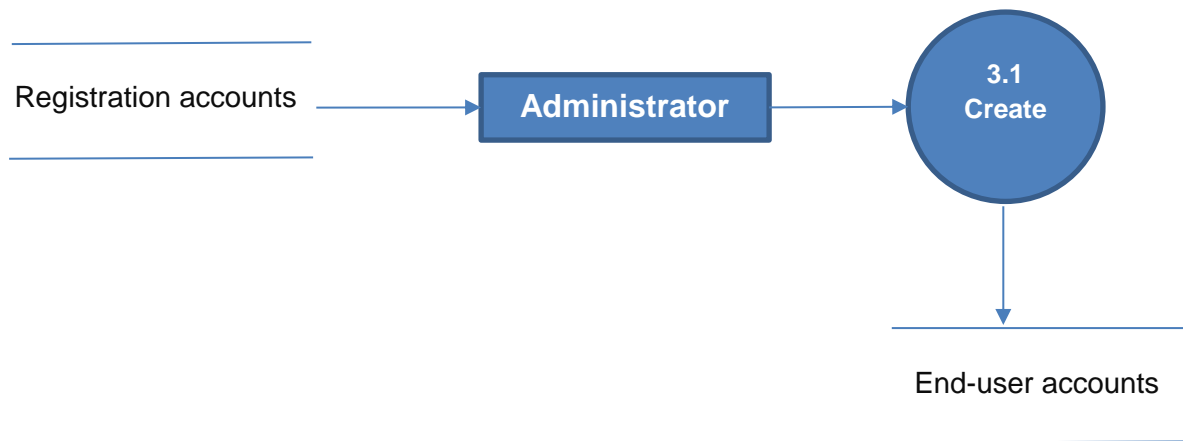
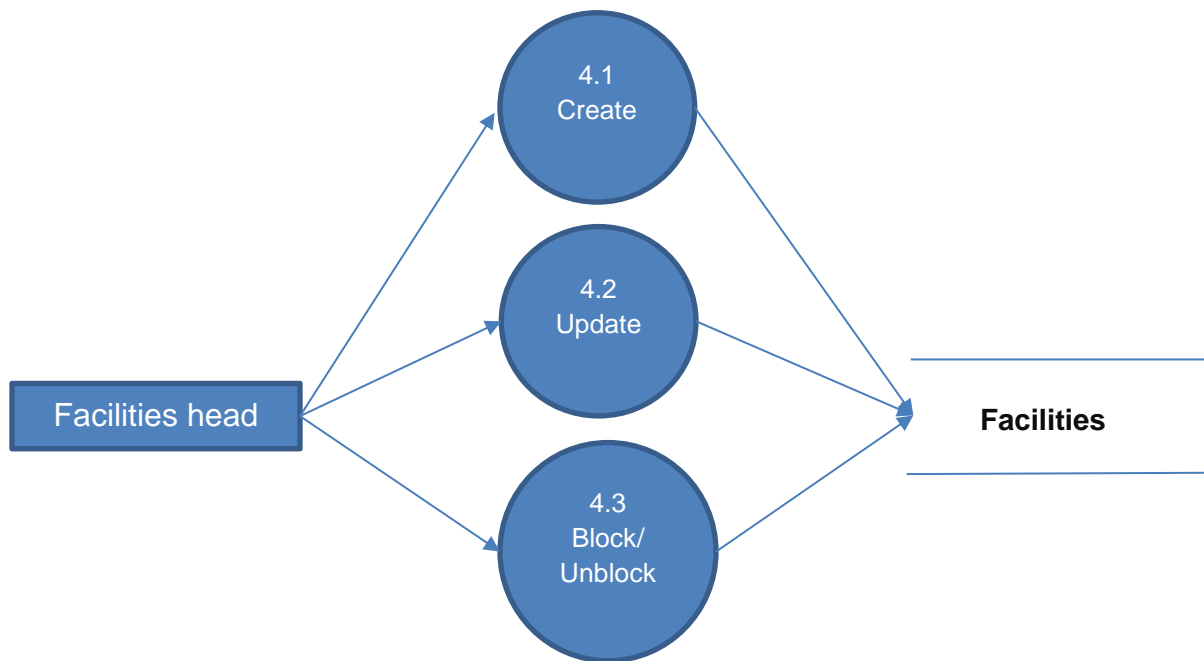
3. Level 2 DFD:

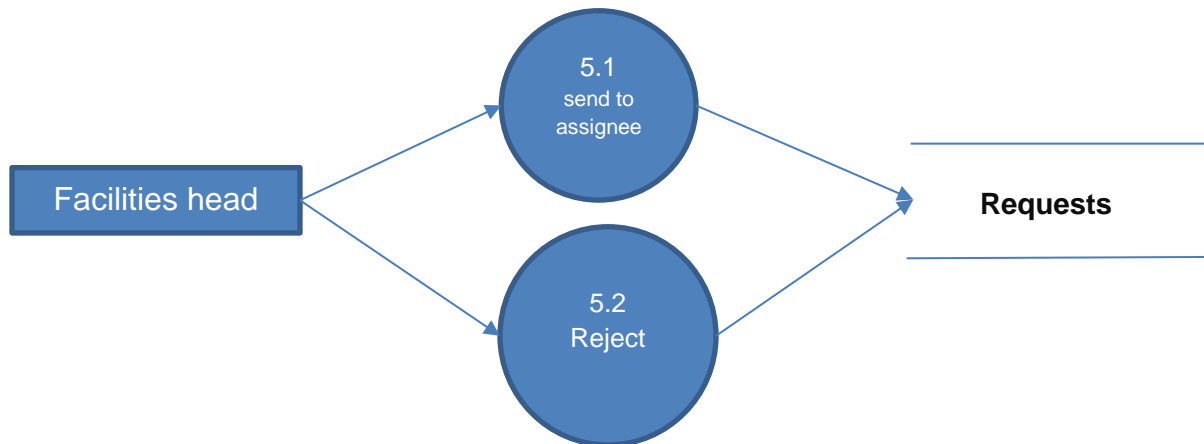
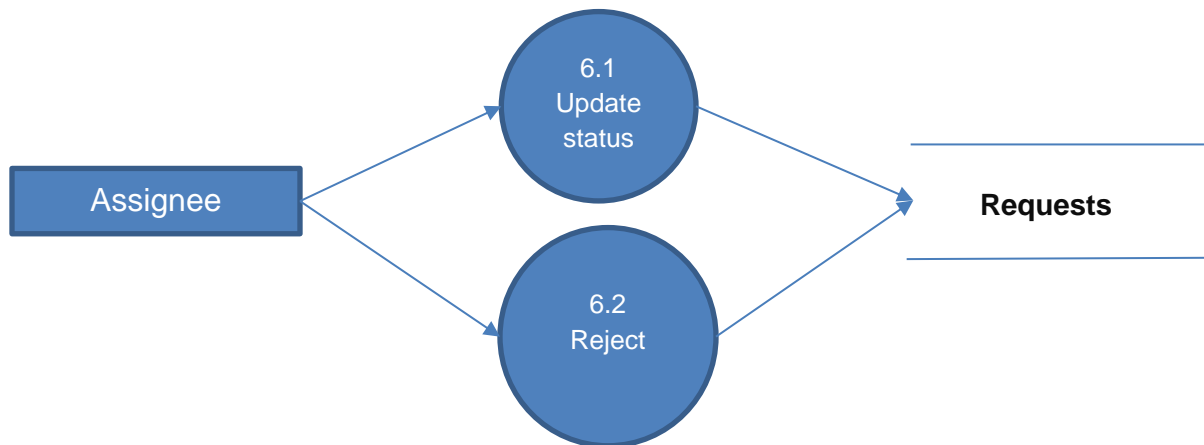
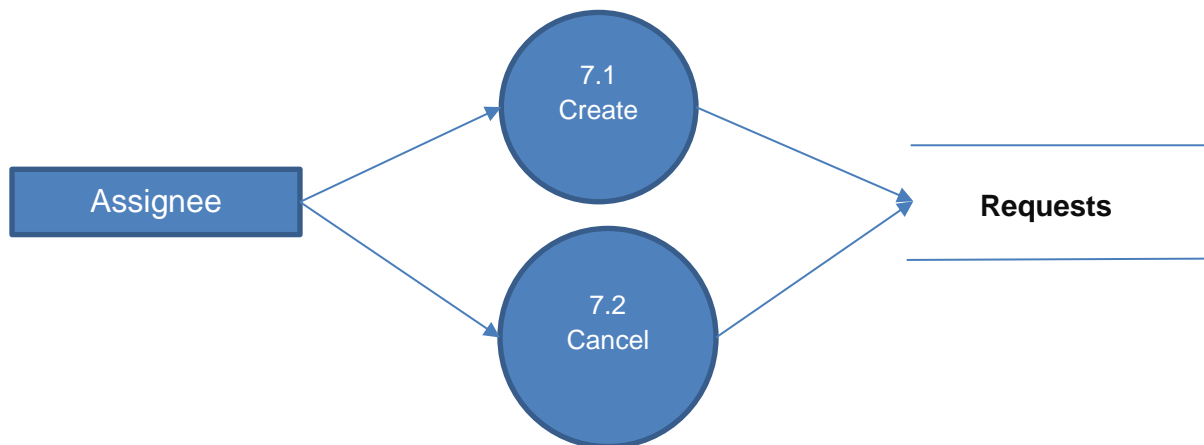
3.1. Administrator manages end-user accounts:



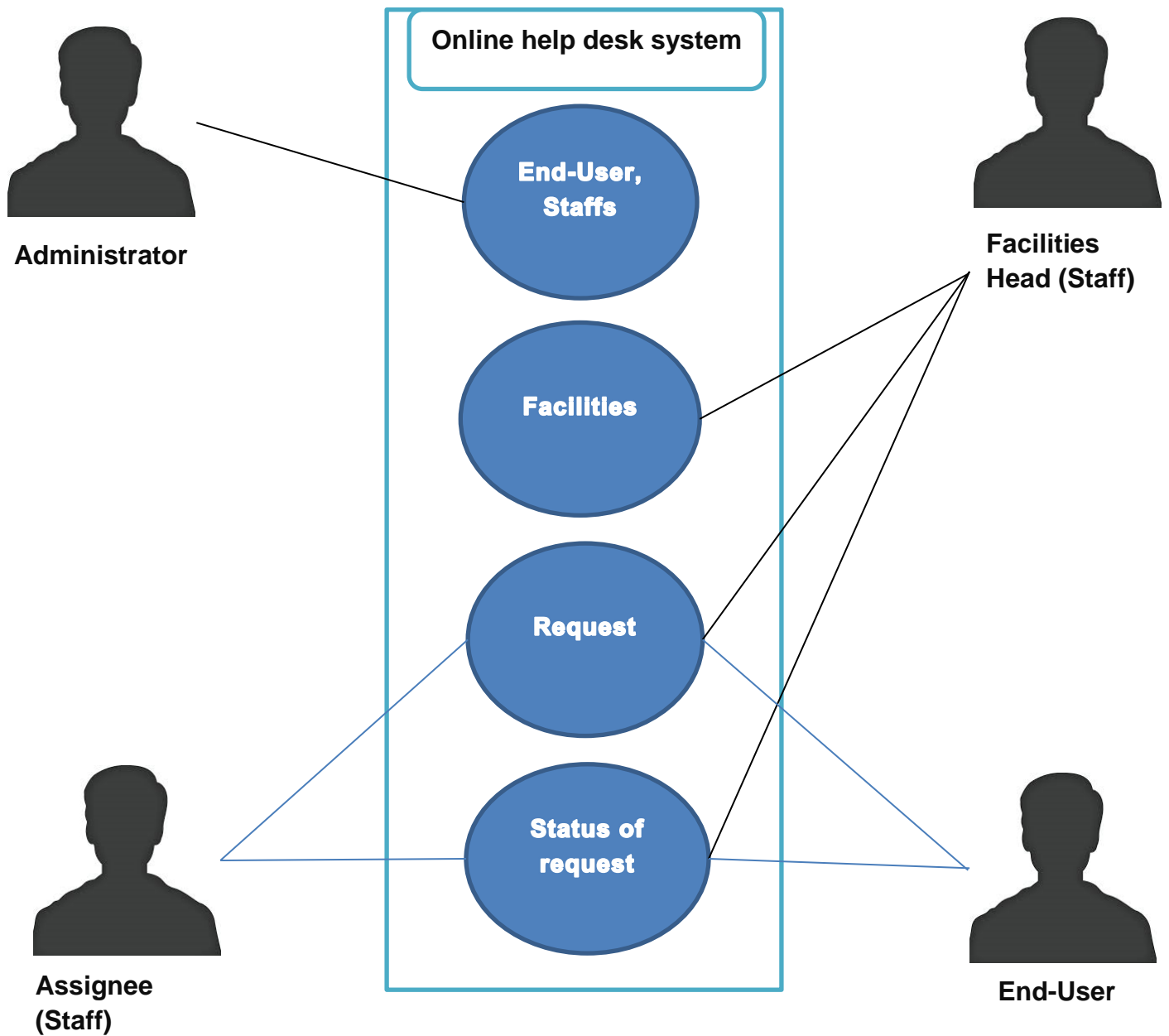
3.2. Administrator manages staff accounts:



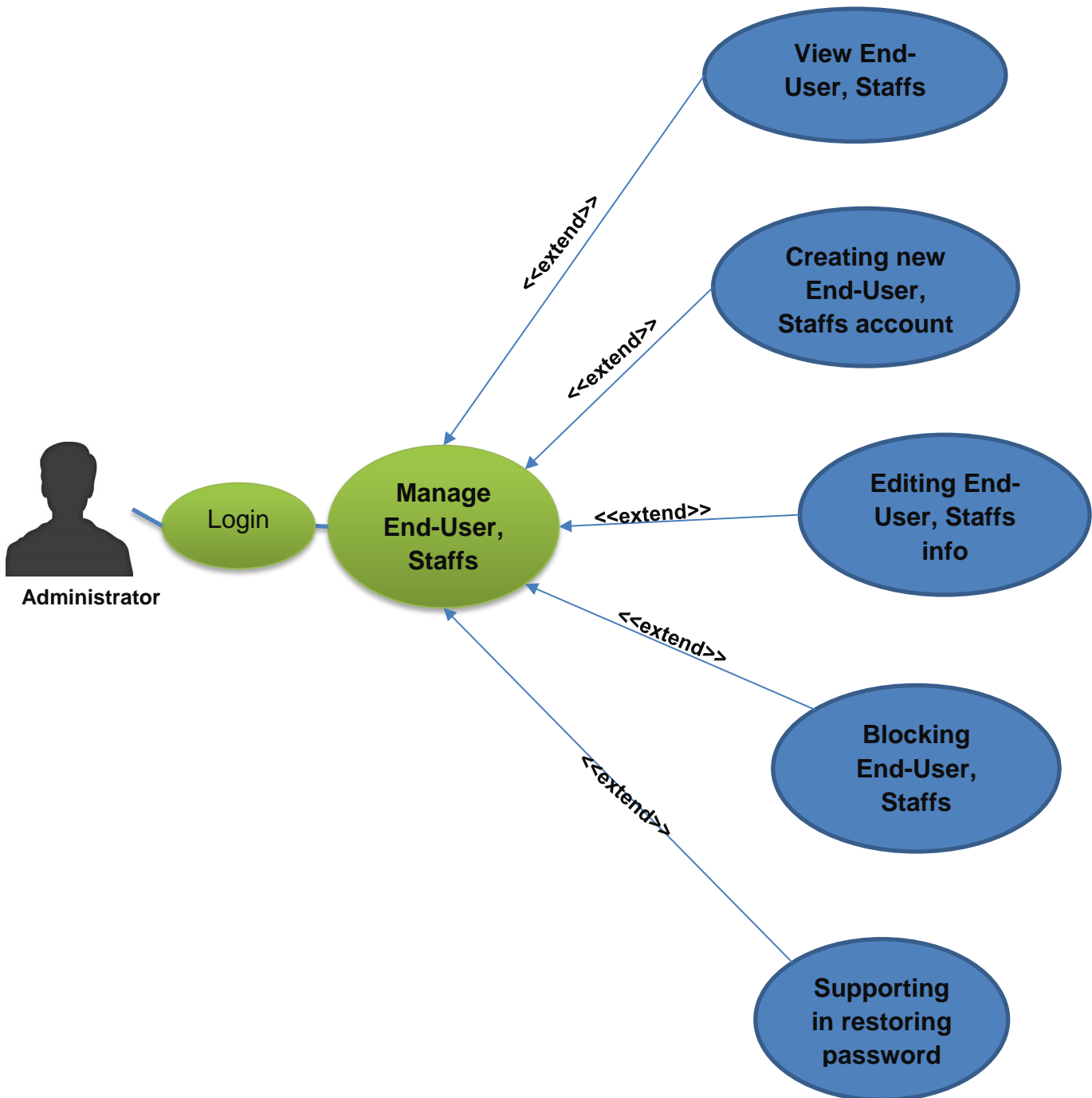
3.3. Administrator handles registration accounts:**3.4. Facilities head (staff) manages facilities:**

3.5. Facilities head (staff) manages request:**3.6. Assignee (staff) manages request:****3.7. End-user manages request:**

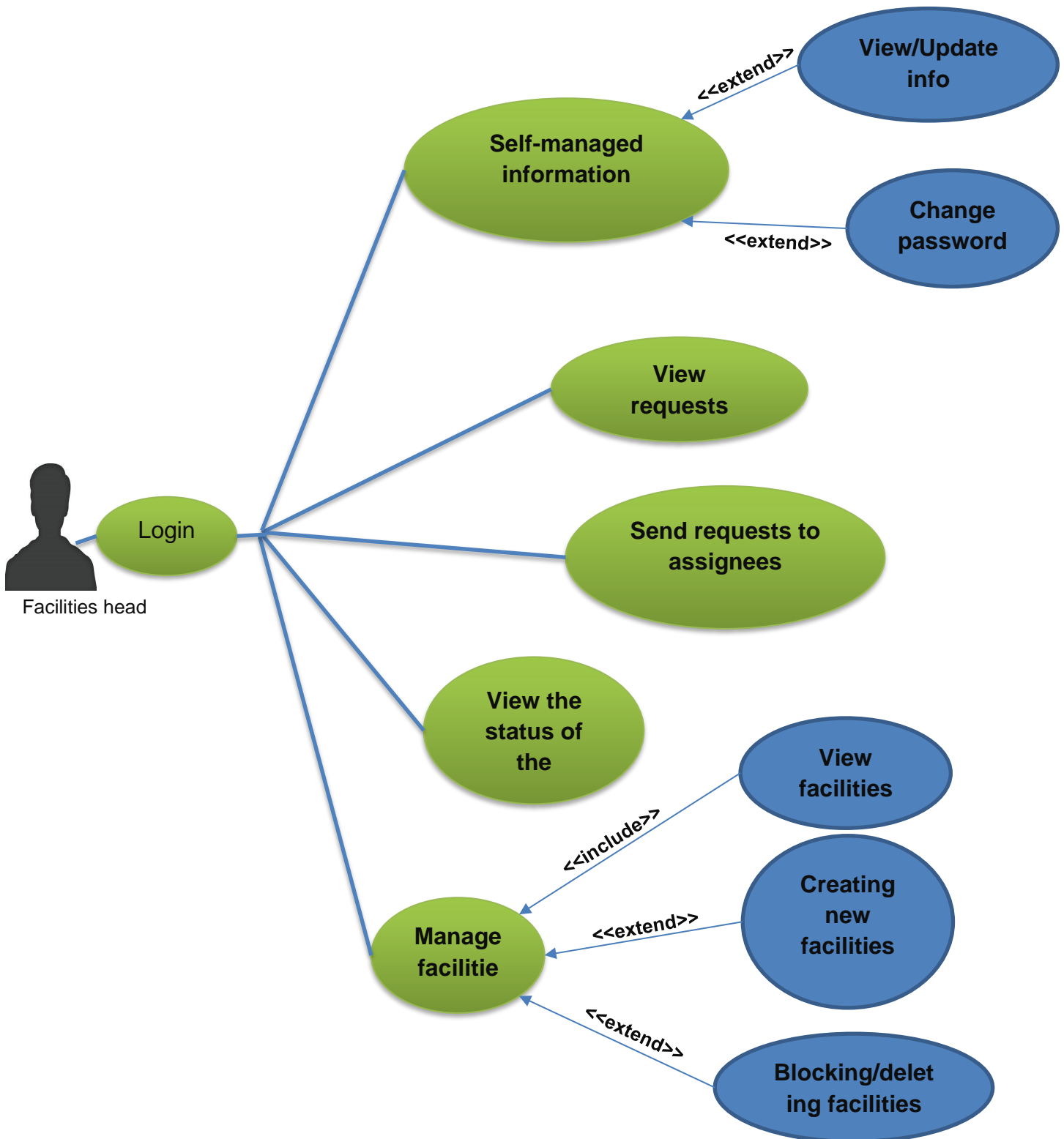
IV. Use Case Diagram



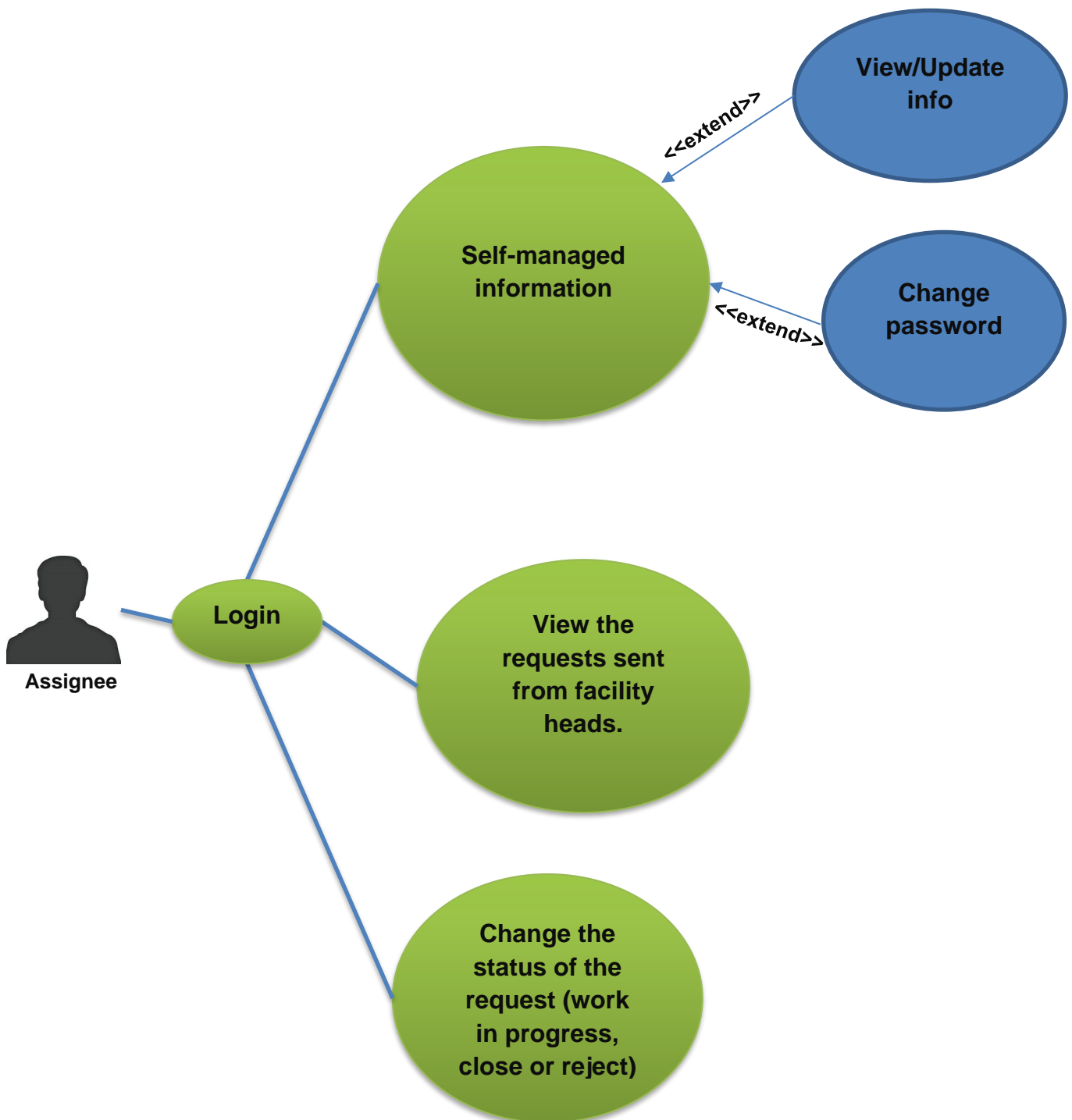
1. Administrator Use Case:



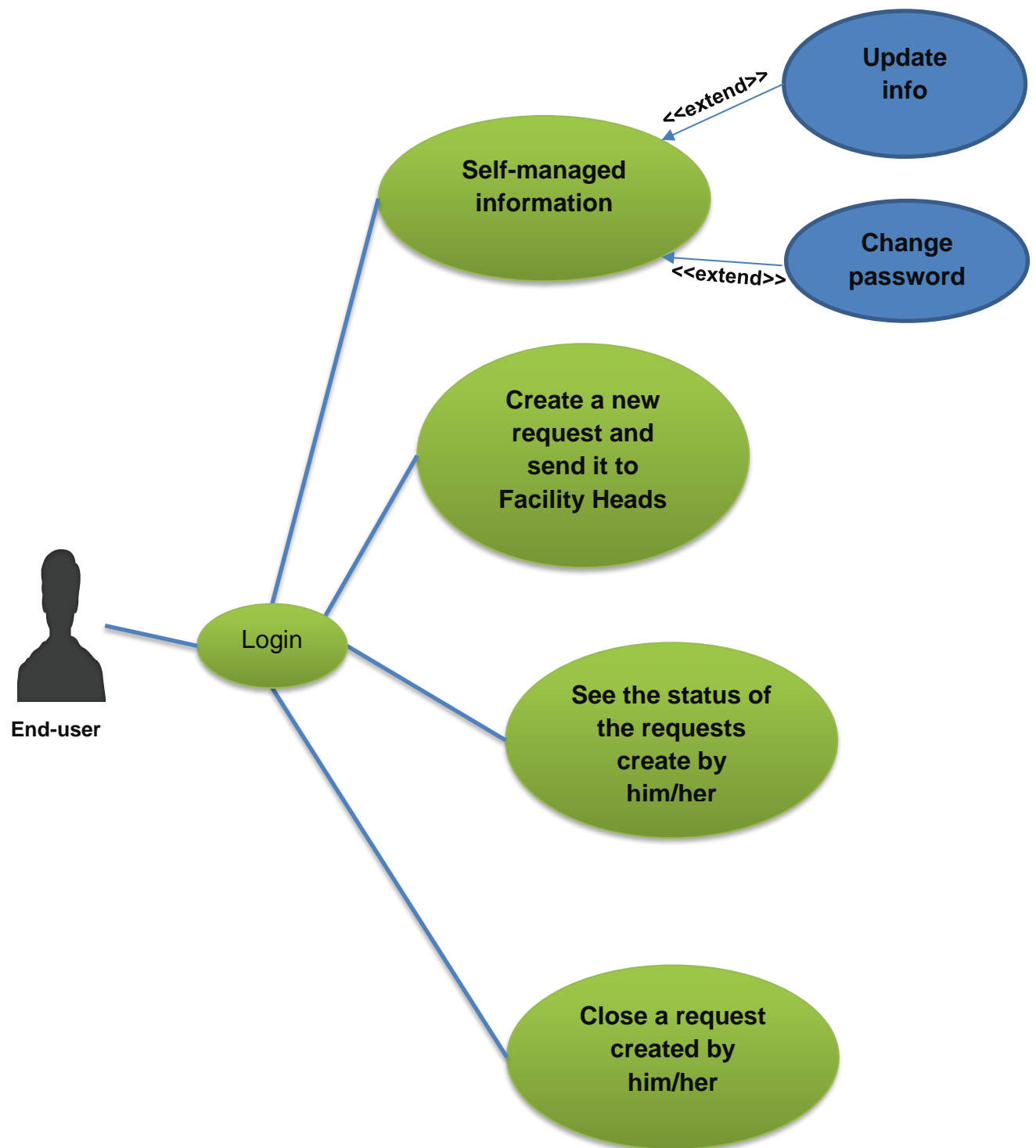
2. Facilities Head Use Case:



3. Assignees Use Case:



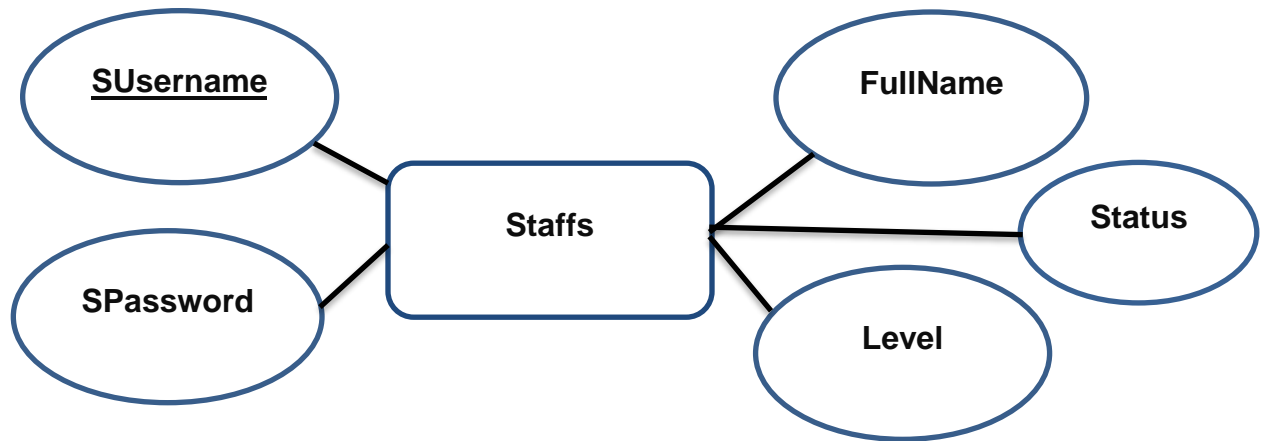
4. End-user Use Case:



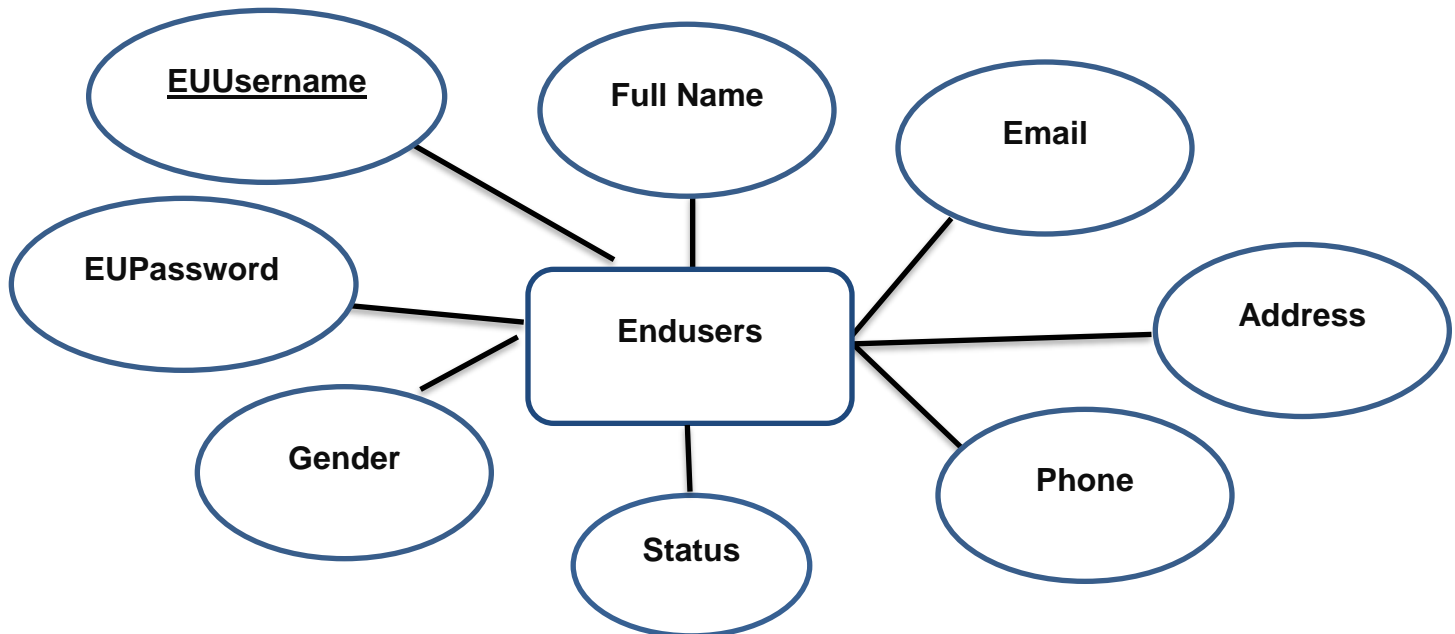
V. Entity Relationship (E-R) Diagram

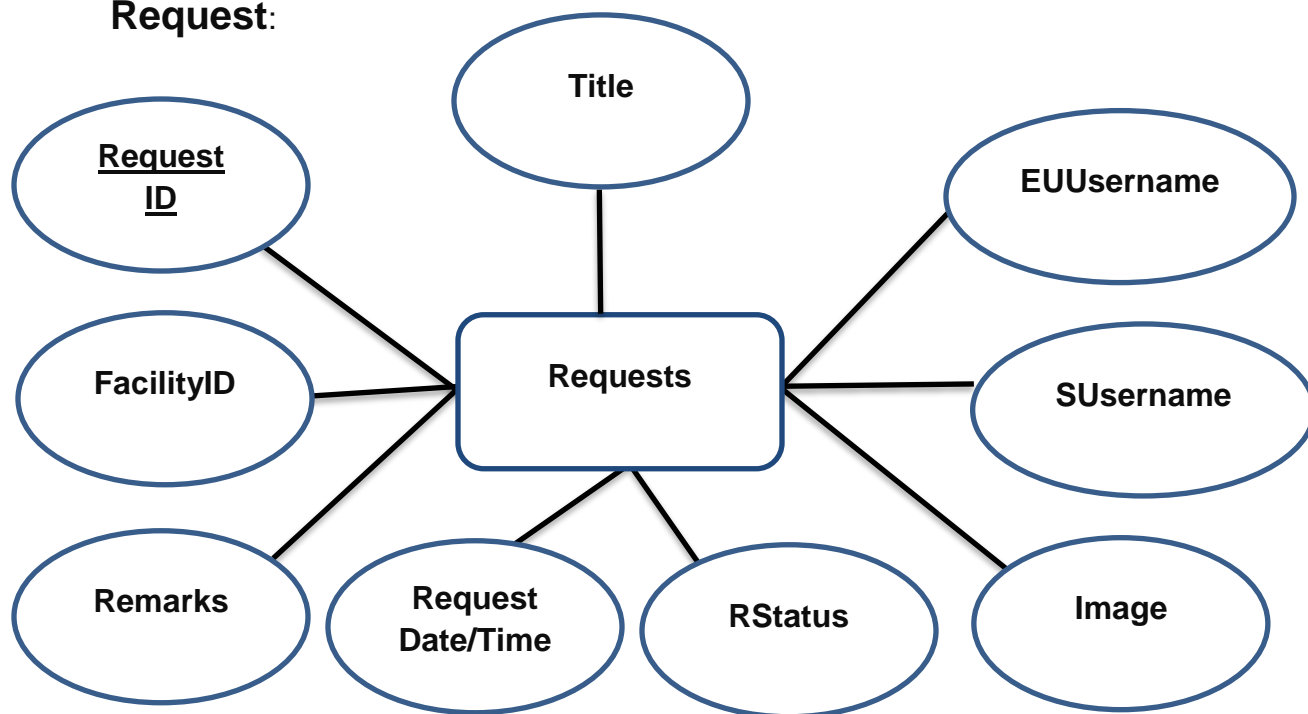
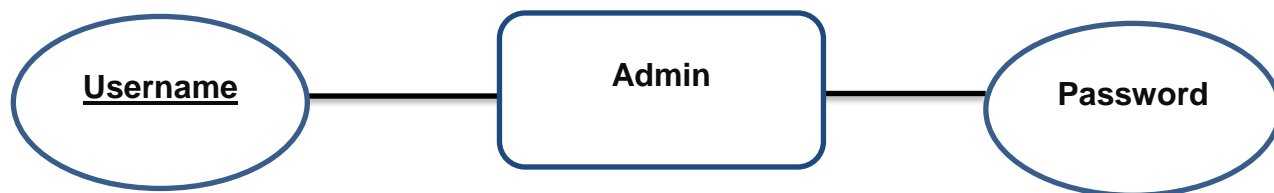
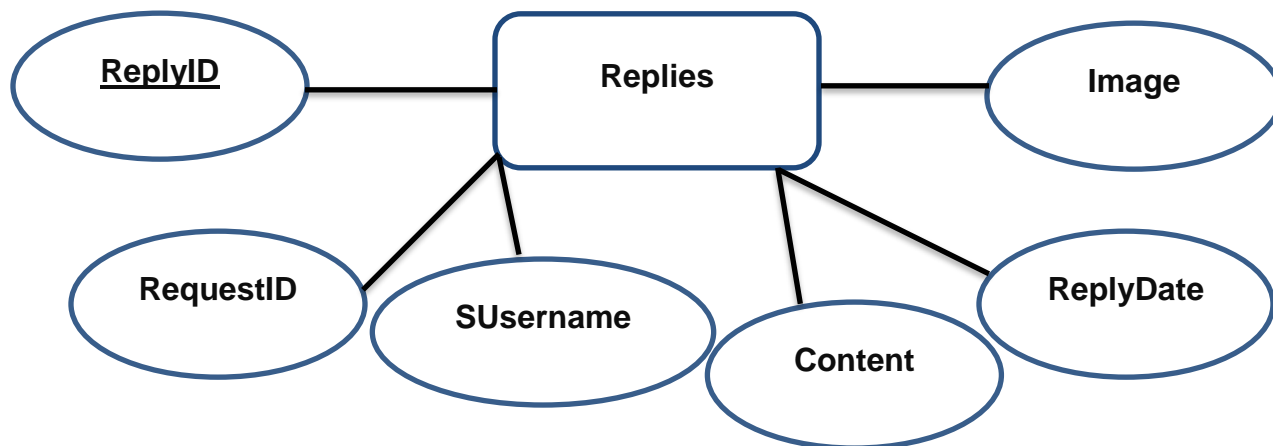
Entity

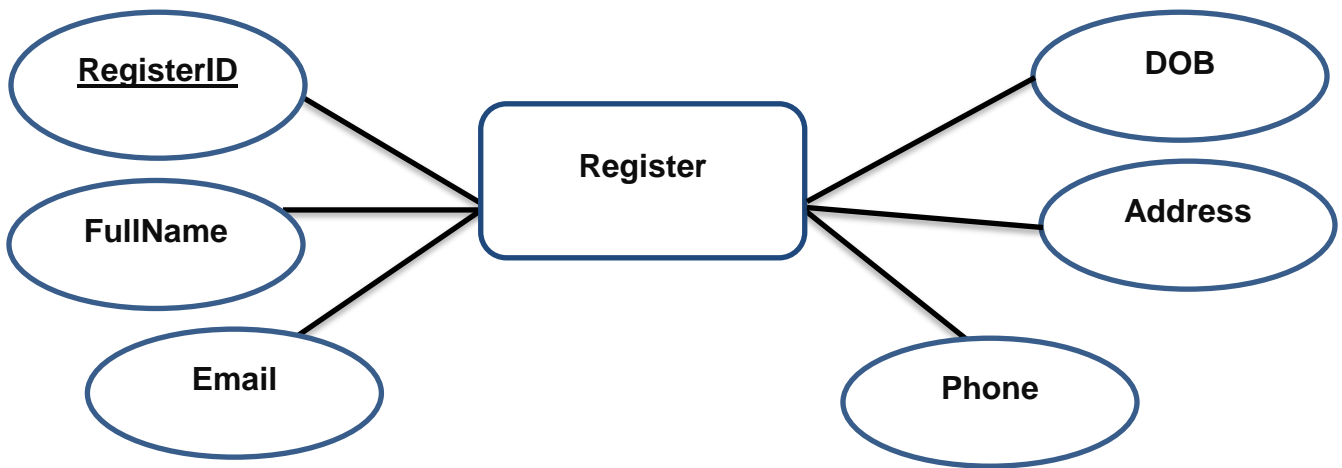
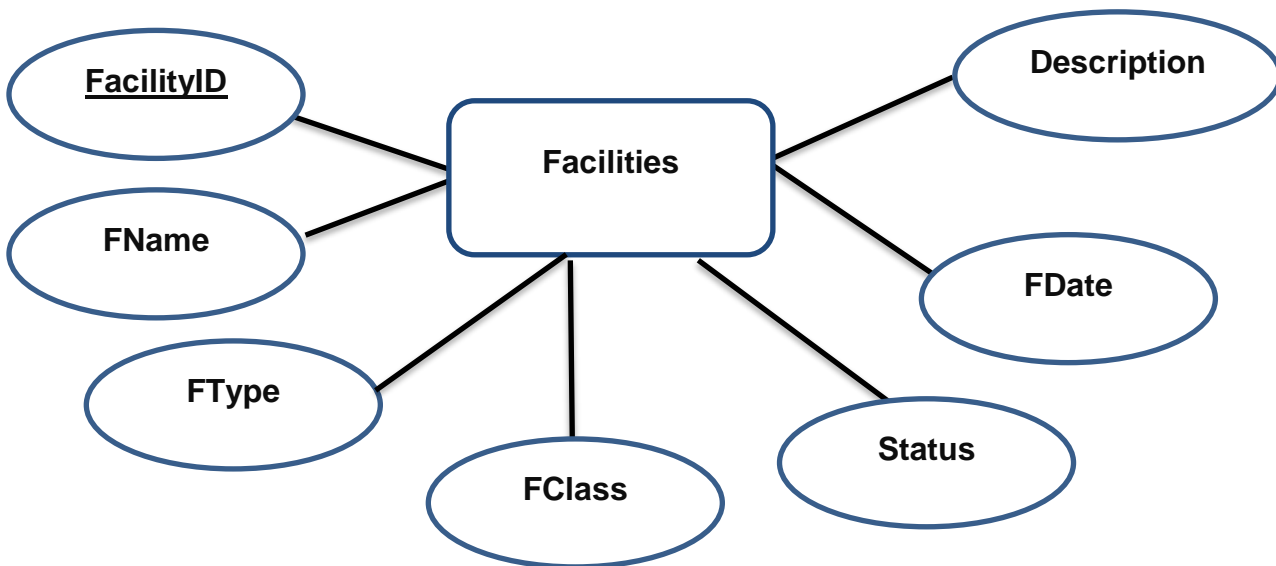
Staffs:



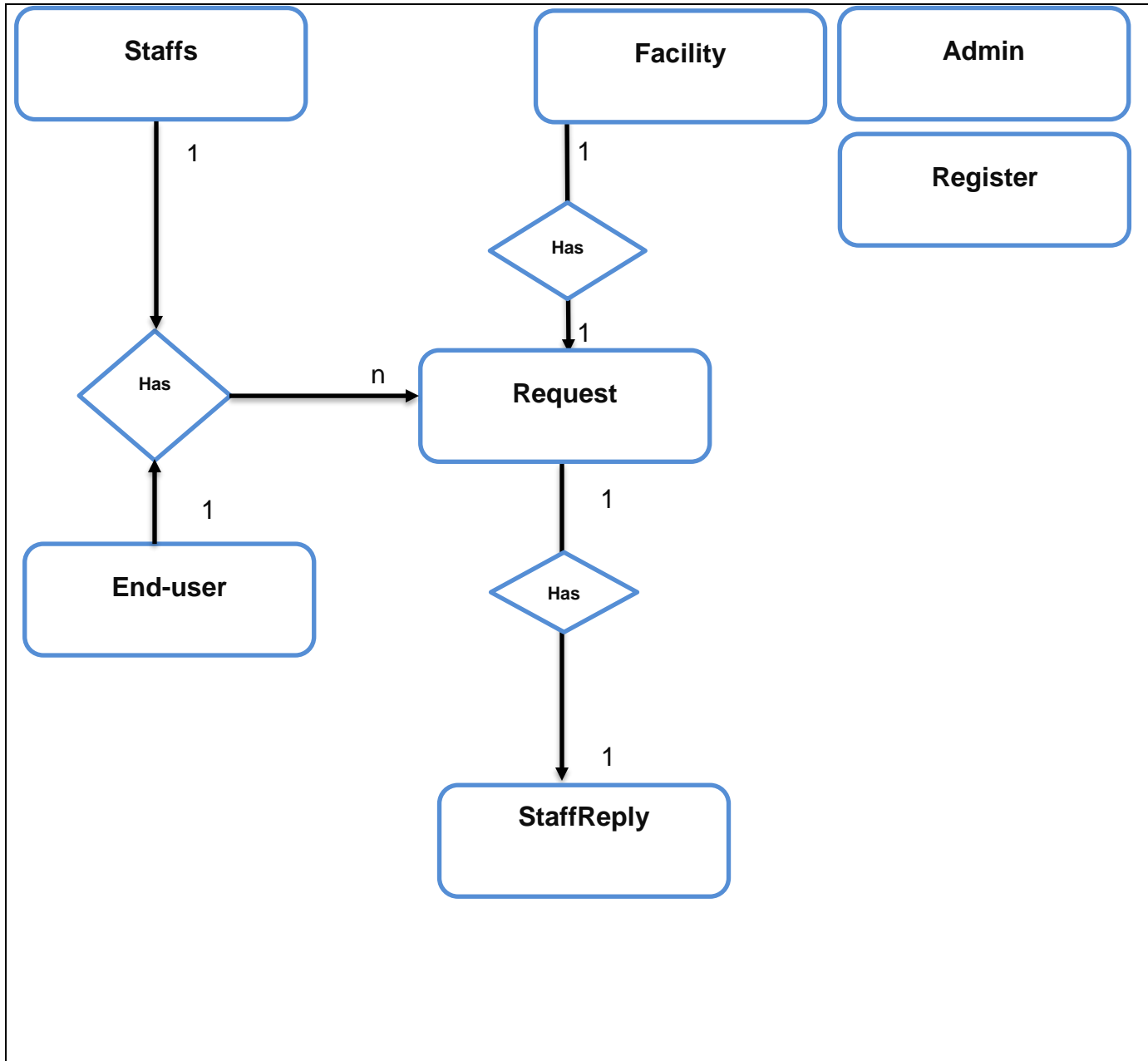
End-user:



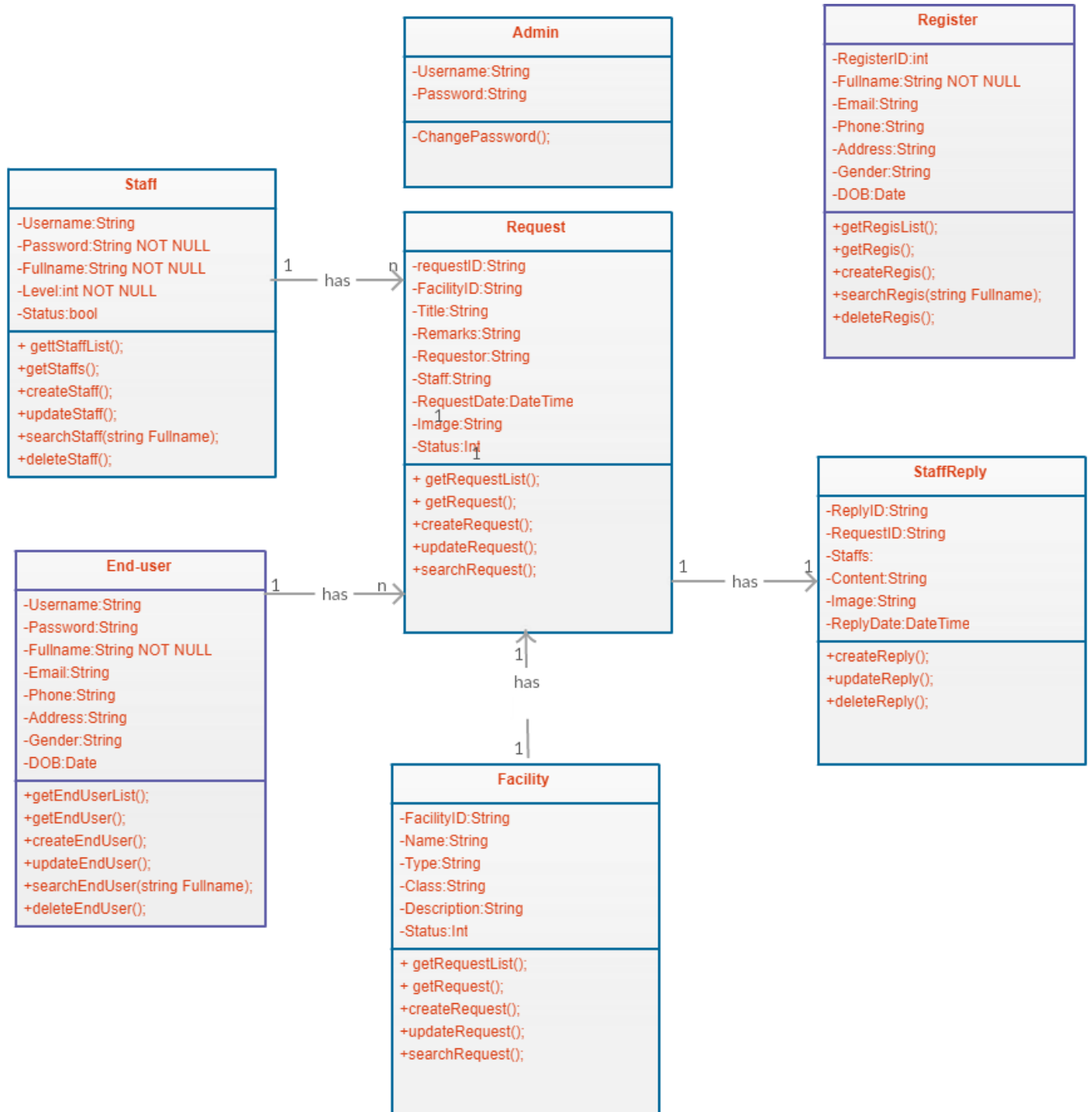
Request:**Admin:****StaffReply:**

Register:**Facility:**

E-R Diagram:



VI. Class Diagram



VII. Task sheet review 2

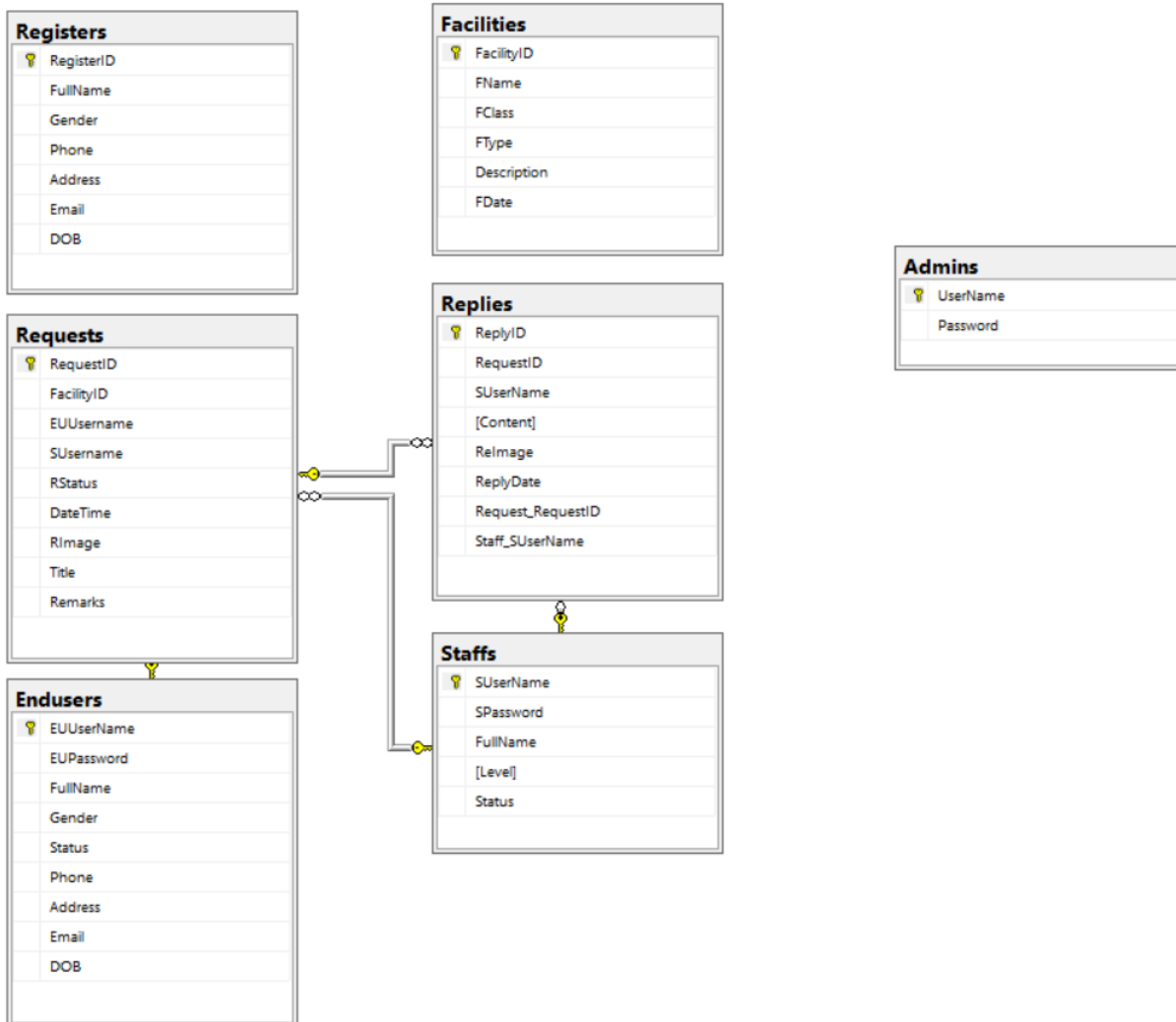
Project Ref. No: 7	Project Title: Online Help Desk	Date of Preparation of Activity Plan			
No.	Task	Actual Start Date	Actual Days	Team Member Names	Status
01	Architecture & Design of the Project	Oct ,28,2018	5	All Members	Completed
02	Algorithms - Data Flowchart			All Members	Completed
03	USE CASE DIAGRAM			All Members	Completed
05	Sequence DIAGRAM			All Members	Completed
06	Entity Relationship (E-R) Diagram			All Members	Completed
07	Class DIAGRAM			All Members	Completed
08	Task Sheet			All Members	Completed

	Prepare By: Group 7	Approved By: Faculty
Date: Nov,2, 2018	Team Leader Nguyen Hoang Tu	 Tran Phuoc Sinh

REVIEW III

I. Database Design:

1. Database design diagram:



2. Structure diagram:

Admin						
No.	Field Name	Data Type	Null	Key	Reference Table	Description
1	UserName	String	No	P		Unique
2	Password	Varchar(50)	No			Store password of Admin

***Table Admin**

Staff						
No.	Field Name	Data Type	Null	Key	Reference Table	Description
1	SUserName	String	No	P		Unique
2	SPassword	Varchar(50)	No			Store password of Staff
3	FullName	Varchar(50)	No			Store full name of Staff
4	Level	int	No			Store level of Staff
5	Status	Bool	No			Store status of Staff

***Table Staff**

Endusers Table

Endusers						
No.	Field Name	Data Type	Null	Key	Reference Table	Description
1	EUUserName	String	No	P		Unique
2	EUPassword	Varchar(50)	No			Store password of End-User
3	FullName	Varchar(50)	No			Store full name of End-User
4	Gender	Varchar(10)	Yes			Store gender of End-User
5	Status	Bool	No			Store status of End-User
6	Phone	Varchar(20)	Yes			Store phone of End-User
7	Address	Varchar(50)	Yes			Store address of End-User
8	Email	Varchar(50)	No			Store email of End-User
9	DOB	String	Yes			Store birth day of End-User

Facilities Table

Facilities						
No.	Field Name	Data Type	Null	Key	Reference Table	Description
1	FacilityID	String	No	P		Unique
2	FName	Varchar(50)	No			Store name of Facility
3	FClass	Varchar(50)	No			Store class of Facility
4	FType	Varchar(50)	No			Store type of Facility
5	Description	Varchar(200)	Yes			Store description of Facility
6	FDate	DateTime	Yes			Store date of Facility

Requests Table

Requests						
No.	Field Name	Data Type	Null	Key	Reference Table	Description
1	RequestID	String	No	P		Unique
2	FacilityID	String	Yes	F		Unique
3	EUUserName	String	No	F		Unique
4	SUserName	String	Yes	F		Unique
5	RStatus	int	No			Store status of Request
6	DateTime	DateTime	No			Store date of Request
7	RImage	String	Yes			Store image of Request
8	Title	Varchar(50)	No			Store tile of Request
9	Remark	Varchar(200)	Yes			Store remark of Request

Registers Table

Registers						
No.	Field Name	Data Type	Null	Key	Reference Table	Description
1	RegisterID	String	No	P		Unique
2	FullName	Varchar(50)	No			Store full name of Register
3	Gender	Varchar(10)	No			Store gender of Register
4	Phone	Varchar(20)	No			Store phone of Register
5	Address	Varchar(50)	No			Store address of Register
6	Email	Varchar(50)	No			Store email of Register
7	DOB	DateTime	No			Store birth day of Register

Replies Table

Reply						
No.	Field Name	Data Type	Null	Key	Reference Table	Description
1	ReplyID	String	No	P		Unique
2	RequestID	String	No	F		Unique
3	SUserName	String	No	F		Unique
4	Content	String	No			Store content of Reply
5	Relmage	int	Yes			Store image of Reply
6	ReplyDate	DateTime	No			Store date of Reply

II. GUI Designs:

1. Enduser Home page:

Perfect Technological Innovation

Home1About us2Q&A3

Perfect Technological Innovation

A website will help you create your request about facilities of Aptech School. If you are a student and you dont have any accout? Get one now!! [Click here](#)

About Facilities4

Dormitory5

Library6

Internet7

Stadium8

Gymnasiums9

Clinics10

Facility

Facilities in the school - an important factor ensuring the requirements of improving the quality of training, scientific research - is regularly upgraded. The school has a system of classrooms, multi-functional classrooms equipped with machines; laboratory systems in some experimental departments are invested with modern machines to meet the requirements of study and scientific research of students and staff, modern libraries, practice workshops, pedagogic practice rooms, pedagogic practice facilities, stadiums, multipurpose gymnasiums, etc. to serve practical teaching and learning activities. The school also has a dormitory, medical station serving the needs of housing, living and health care for students

Username:

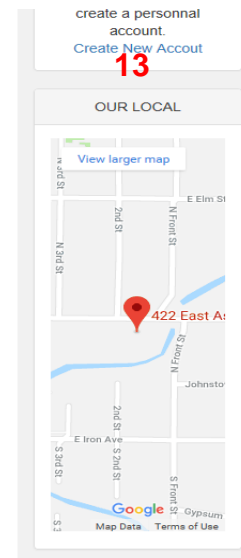
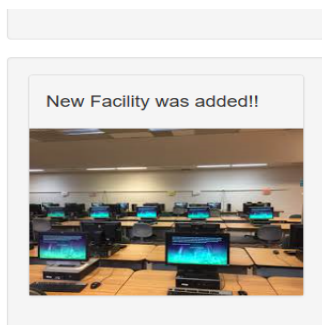
11

Password:

12

Join us now!!

New user To access all features you need to



End-user Home page

No.	Name	Type	Validate	Event	Description	Status
1	Home	Hyper Link		Click	Url to Home page action	Enable
2	About us	Hyper Link		Click	Url to Home page action	Enable
3	Q&A	Hyper Link		Click	Url to Home page action	Enable
4	About Facilities	Hyper Link		Click	Url to Home page action	Enable
5	Dormitory	Hyper Link		Click	Url to Home page action	Enable
6	Library	Hyper Link		Click	Url to Home page action	Enable
7	Internet	Hyper Link		Click	Url to Home page action	Enable
8	Stadium	Hyper Link		Click	Url to Home page action	Enable
9	Gymnasium	Hyper Link		Click	Url to Home page action	Enable
10	Clinic	Hyper Link		Click	Url to Home page action	Enable
11	Username	Text box	Not null	Click	Input username	Enable
12	Password	Text box	Not null	Click	Input password	Enable
13	Register	Hyper Link		Click	Show Register model	Enable

2. Register page:

Register

Create Account Request

Fullname 1

Email: 2

Address: 3

Phone Number: 4

Gender

☒ Male

☐ Female 5

☐ Other

Date of birth 6

7 8

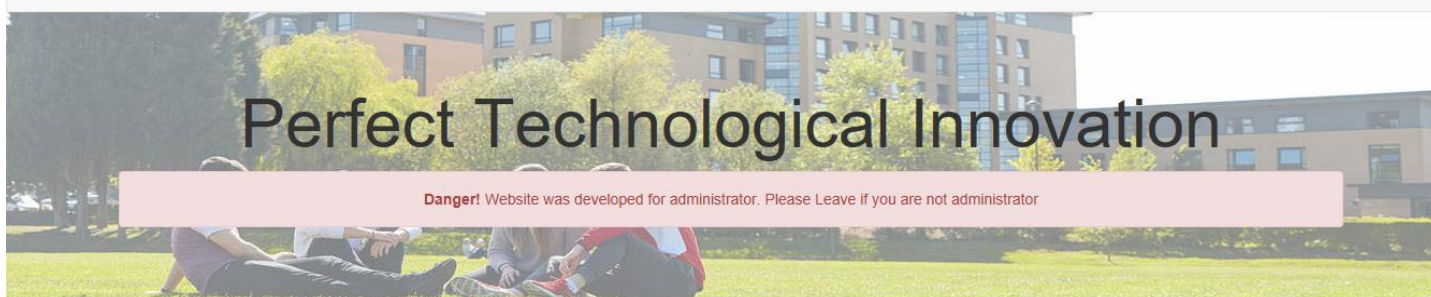
Submit **Close**

Register page

No.	Name	Type	Validate	Event	Description	Status
1	Fullname	Text box	Not null	Click	Input register name	Enable
2	Email	Text box	Not null	Click	Input register email	Enable
3	Address	Text box	Not null	Click	Input register address	Enable
4	Phone	Text box	Not null	Click	Input register phone	Enable
5	Gender	Radio button		Click	Select register gender	Enable
6	Date of birth	Text box	Not null	Click	Input date of birth	Enable
7	Submit	Button		Click	Submit form	Enable
8	Close	Button		Click	Close form	Enable

3. Admin home page:

Perfect Technological Innovation



Perfect Technological Innovation

Danger! Website was developed for administrator. Please Leave if you are not administrator

About Facilities

- Dormitory
- Library
- Internet
- Stadium
- Gymnasiums

Facility

Facilities in the school - an important factor ensuring the requirements of improving the quality of training, scientific research - is regularly upgraded. The school has a system of classrooms, multi-functional classrooms equipped with machines; laboratory systems in some experimental departments are invested with modern machines to meet the requirements of study and scientific research of students and staff; modern libraries, practice workshops, pedagogic practice rooms, pedagogic practice facilities, stadiums, multipurpose gymnasiums, etc. to serve practical teaching and learning activities. The school also has a dormitory, medical station serving the needs of housing, living and health care for students

Username:

 1

Password:

 2


Login **3**

Admin home page

No.	Name	Type	Validate	Event	Description	Status
1	Username	Text box	Not null	Click	Input admin username	Enable
2	Password	Text box	Not null	Click	Input admin password	Enable
3	Login	Button		Click	Click to login	Enable

4. Staff home page:

Perfect Technological Innovation



Perfect Technological Innovation

Danger! Website was developed for Staff of Perfect Technological Innovation Campus. Please Leave if you are not a Staff

About Facilities

[Dormitory](#)
[Library](#)
[Internet](#)
[Stadium](#)
[Gymnasiums](#)

Facility

Facilities in the school - an important factor ensuring the requirements of improving the quality of training, scientific research - is regularly upgraded. The school has a system of classrooms, multi-functional classrooms equipped with machines; laboratory systems in some experimental departments are invested with modern machines to meet the requirements of study and scientific research of students and staff, modern libraries, practice workshops, pedagogic practice rooms, pedagogic practice facilities, stadiums, multipurpose gymnasiums, etc. to serve practical teaching and learning activities. The school also has a dormitory, medical station serving the needs of housing, living and health care for students

Username:

 1

Password:

 2

Login

3

Staff home page

No.	Name	Type	Validate	Event	Description	Status
1	Username	Text box	Not null	Click	Input staff username	Enable
2	Password	Text box	Not null	Click	Input staff password	Enable
3	Login	Button		Click	Click to login	Enable

5. End-user logged in page:

5.1 Request list:

WebSiteName Home View profile About us Q&A

Create Request **1**

My Request **2**

My profile **3**

Table List **4**

Title	Remark	Reply By	Status	Date	
Library	Broken in 3 days	Mr Staff	Pending	12/12/2012	Update 5

Hello Mr Young Lady!

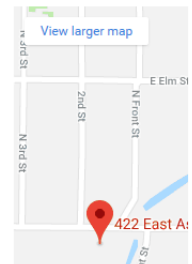
Change Password **6**

Log out **7**

New Facility!!!

Click for more information

OUR LOCAL



End-user logged in page

No.	Name	Type	Validate	Event	Description	Status
1	Create request	Hyper Link		Click	Show Create request form model	Enable
2	My Requests	Hyper Link		Click	Show list of requests	Enable
3	My Profile	Hyper Link		Click	Show My profile form model	Enable
4	Table List	Table			List of requests that end-user created	Enable
5	Update	Hyper Link		Click	Show request detail model to update	Enable
6	Change password	Hyper Link		Click	Show change password model	Enable
7	Log out	Hyper Link		Click	Log out and return to Home page	Enable

5.2 Create new request:

[WebSiteName](#)
[Home](#)
[View profile](#)
[About us](#)
[Q&A](#)

[Create Request](#)
[My Request](#)
[My profile](#)

Create Request

Title: 1

Remarks: 2

Image: 3

4

Hello Mr Young Lady!

[Change Password](#)

[Log out](#)

New Facility!!!

[Click for more information](#)

OUR LOCAL

[View larger map](#)

End-user Create request page

No.	Name	Type	Validate	Event	Description	Status
1	Title	Combo box		Click	Show list of facility classes	Enable
2	Remark	Text area	Not null	Click	End-user types description for his/her request	Enable
3	Choose Image	Button		Click	Click to choose an image to make the request more detail	Enable
4	Submit	Button			Submit request	Enable

5.3 End-user profile:

My Profile

FullName: **1**

Email: **2**

Phone **3**

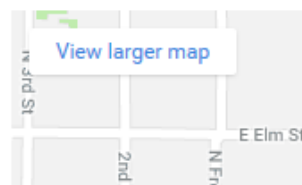
Address **4**

Date of birth **5**

6

Hello Mr Young Lady!
[Change Password](#)
[Log out](#)

New Facility!!!
[Click for more information](#)

OUR LOCAL


End-user profile page

No.	Name	Type	Validate	Event	Description	Status
1	Full name	Text box	Not null	Click	End-user full name	Enable
2	Email	Text box	Not null	Click	End-user email	Enable
3	Phone	Text box	Not null	Click	End-user phone number	Enable
4	Address	Text box	Not null	Click	End-user address	Enable
5	Date of birth	Text box	Not null	Click	End-user date of birth	Enable
6	Update	Button	Not null	Click	Update end-user profile	Enable

5.4 Change password:

Change Password

Old Password:

1

New Password:

2

Comfirm password

3

4

Hello Mr Young Lady!

[Change Password](#)

[Log out](#)

New Facility!!!

[Click for more information](#)

OUR LOCAL

Change password page

No.	Name	Type	Validate	Event	Description	Status
1	Old password	Text box	Not null	Click	Input old password	Enable
2	New password	Text box	Not null	Click	Input new password	Enable
3	Confirm password	Text box	Not null-same new password value	Click	Input to confirm new password	Enable
4	Submit	Button		Click	Submit to change password	Enable

6. Facilities head logged in page:

6.1 View list of all requests:

View Request **1**

Create Facility **2**

Manage Facility **3**

Get Report **4**

5

List of Request

Title	Requestor	Assignee	Date	Status	Details	Assign
Library	Mr Young Lady	Mr Staff	12/12/2012	Work in progress	6	7

Hello Mr Head!

Change Password **8**

Log out **9**

New Facility!!!

Click for more information

Facilities head logged in page

No.	Name	Type	Validate	Event	Description	Status
1	View request	Hyper Link		Click	Show list of all requests	Enable
2	Create Facility	Hyper Link		Click	Show create facility model	Enable
3	Manage facility	Hyper Link		Click	Show list of all facilities	Enable
4	Get report	Hyper Link		Click	Show report once per month/week	Enable
5	List of requests	Table			List of all requests	
6	Details	Hyper Link		Click	Show request details model	Enable
7	Assign	Hyper Link		Click	Show Assign to assignee model	Enable
8	Change password	Hyper Link		Click	Show change password model	Enable
9	Log out	Hyper Link		Click	Log out and return to Head login page	Enable

6.2 Create facility:

[View Request](#)

[Create Facility](#)

[Manage Facility](#)

[Get Report](#)

Create Facility

Name: 1

Class: **Select one:** 2

▼

Type: 3

Description: 4

5

Create facility page						
No.	Name	Type	Validate	Event	Description	Status
1	Name	Text box		Click	Input name of new facility	Enable
2	Class	Combo box		Click	Choose a class of new facility	Enable
3	Type	Text box		Click	Input type of new facility	Enable
4	Description	Text box		Click	Input description of new facility	Enable
5	Submit	Button		Click	Submit to create new facility	Enable

6.3 Manage facilities:

[View Request](#)
[Create Facility](#)
[Manage Facility](#)
[Get Report](#)

List of Facility **1**

Name	Class	Type	Description	
IT Document	Library	Book	Amount 3000	Details Update 2 3

Manage facilities page

No.	Name	Type	Validate	Event	Description	Status
1	List of facilities	Table			Show all facilities	
2	Details	Hyper Link		Click	Show facility details model	Enable
3	Update	Hyper Link		Click	Show Update facility model	Enable

a. Facility details:

Details [X]

Name IT Document 1

Class Library 2

Type Book 3

Description Amount 3000 4

Status Available 5

6 Close

View facility details form

No.	Name	Type	Validate	Event	Description	Status
1	Name	Text box			Show name of facility	
2	Class	Text box			Show class of facility	
3	Type	Text box			Show type of facility	
4	Description	Text box			Show description of facility	
5	Status	Text box			Show status of facility	
6	Close	Button			Close facility details model	Enable

b. Update facility:

The screenshot shows a web application interface with a sidebar on the left containing links like 'Profile', 'About us', 'Q&A', 'View Request', 'Create Facility', 'Manage Facility', and 'Get Report'. The main content area displays a modal window titled 'Update Facility'. The modal has a close button (X) in the top right corner. It contains five labeled input fields: 'Name' with the value 'IT Document' (labeled 1), 'Class' with the value 'Library' (labeled 2), 'Type' with the value 'Book' (labeled 3), 'Description' with the value 'Amount 3000' (labeled 4), and 'Status' with the value 'Available' (labeled 5). At the bottom right of the modal, there are two buttons: a blue 'Update' button (labeled 7) and a white 'Close' button (labeled 6).

Update facility form

No.	Name	Type	Validate	Event	Description	Status
1	Name	Text box		Click	Input name of facility	Enable
2	Class	Combo box		Click	Input class of facility	Enable
3	Type	Text box		Click	Choose type of facility	Enable
4	Description	Text box		Click	Input description of facility	Enable
5	Status	Combo box		Click	Choose status of facility	Enable
6	Close	Button		Click	Close facility update model	Enable
7	Update	Button		Click	Click to update facility details	Enable

6.4 Get report:

1

Get Report

RequestID	FacilityID	Requestor	Assignee	Details Request	Details Reply	Date S
R0001	1	student0123	staff002	Click 2	Click 3	12/12/2020

Get report page						
No.	Name	Type	Validate	Event	Description	Status
1	Get report	Table			Show all details of all request created	
2	Details request	Hyper Link		Click	View details of request	Enable
3	Details Reply	Hyper Link		Click	View reply details of request	Enable

7. Assignee Logged in page:

The screenshot shows the 'Assignee Logged in' page. The header includes 'Perfect Technological Innovation' and navigation links: Home, View profile, About us, and Q&A. On the left, a sidebar contains 'Assigned Request' (1) and 'Replied' (2). The main content area features a 'Request List' (3) table with columns: Title, Remark, Reply By, Status, and Date. A 'Reply' link (4) is at the end of the first row. The right sidebar includes a greeting 'Hello Mr Staff!', links for 'Change Password' and 'Log out', a 'New Facility!!!' section with a 'Click for more information' link, and an 'OUR LOCAL' map section with a 'View larger map' link.

Title	Remark	Reply By	Status	Date
Library	Broken in 3 days	Mr Staff	Pending	12/12/2012

7.1 Reply form:

The screenshot shows the 'Reply' form modal. It contains the following fields and controls:

- RequestID:** Text input field with value 'R001' (5).
- Requestor:** Text input field with value 'student001' (6).
- Content:** Text area with value 'Your request was fixed. Please Check it' (4).
- Image:** 'Choose Image' button (7).
- Status:** Dropdown menu with value 'Close' (8).
- Buttons:** 'Submit' button (9) and 'Close' button (10).

Assignee logged page

No.	Name	Type	Validate	Event	Description	Status
1	Assigned request	Hyper Link		Click	View all request that facilities head sent to him/her	Enable
2	Replied	Hyper Link		Click		Enable
3	Request list	Table			Table of requests list	
4	Reply	Hyper link		Click	Update status of request	Enable
5	RequestID	Text box			Show request id	Disable
6	Requestor	Text box			Show end-user id who created this request	Disable
7	Content	Text area		Click	Summarize how the request was handled	Enable
8	Choose image	Button		Click	Attach an image to make the solution clearer	Enable
9	Submit	Button		Click	Click to submit form	Enable
10	Close	Button		Click	Click to close the model	Enable

7.2 Request detail page:

ovation

Home

View profile

About us

Q&A

Assigned Request

Replied **1**

2
My Replied List

RequestID	Requestor	Status	Date	Replied
R0001	student0123	Work in progress	12/12/2012	3 4 5 6 7 Details

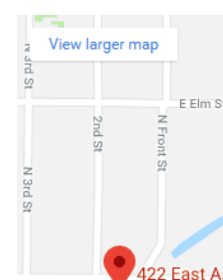
Hello Mr Staff!

[Change Password](#)[Log out](#)

New Facility!!!

[Click for more information](#)

OUR LOCAL



8

Mr Young Lady *Created Request on 12/12/2012*

Title: *Library*

Remarks: Broken in 3 days

Staff *Reply on 13/12/2012*

Reply: *Mr Young Lady*

Content: Your request was fixed. Please check it

Assignee logged page

No.	Name	Type	Validate	Event	Description	Status
1	Replied	Hyper Link		Click	View the list of all requests him/her replied	Enable
2	My replied list	Table			List of requests replied	
3	RequestID	Text box			Show request id	Disable
4	Requestor	Text box			Show end-user id who created this request	Disable
5	Status	Text box			Show request status	Disable
6	Date	Text box			The date when request was created	Disable
7	Details	Hyper link		Click	Show the details of reply	Enable
8		Model			Details of reply	

8. Admin logged in page:

Perfect Technological Innovation

- Index** **1**
- Create Staff **2**
- Create End-User **3**
- Change Password **4**

Staff List **5**

Username	Fullname	Level	Status
staff001	Mr Staff	Level 2	Available Update 6
staff002	Mr Head	Level 1	Available Update

End-User List **7**

Username	Fullname	Email	Status
student001	Mr Young Lady	eproject1@email.com	Available Details Up 8
student002	Mrs Young Man	eproject3@email.com	Available Details Up

Admin logged page

No.	Name	Type	Validate	Event	Description	Status
1	Index	Hyper Link		Click	Admin logged in page	Enable
2	Create Staff	Hyper Link		Click	Show Create staff page	Enable
3	Create End-User	Hyper Link		Click	Show Create end-user page	Enable
4	Change Password	Hyper Link		Click	Show Change password page	Enable
5	Staff list	Table			List of all staff	
6	Update	Hyper Link			Show model of update staff	Enable
7	End-user list	Table		Click	List of all end-users	
8	Details/Update	Hyper Link			Show model of Details/Update end-user	Enable

8.1 Create staff:

Perfect Technological Innovation

Index
Create Staff
Create End-User
Change Password

Staff List
Username 1
Password: 2
Comfirm: 3
Fullname: 4
Level: 5
Submit 6

Admin logged page

No.	Name	Type	Validate	Event	Description	Status
1	Username	Text box	Not null	Click	Input username of staff	Enable
2	Password	Text box	Not null	Click	Input password of staff	Enable
3	Confirm	Text box	Not null	Click	Confirm password	Enable
4	Fullname	Text box	Not null	Click	Input fullname of staff	Enable
5	Level	Text box	Not null	Click	Input level of staff (facilities head / Assignee)	Enable
6	Submit	Button		Click	Create staff account	Enable

8.2 Create end-user:

Perfect Technological Innovation

[Index](#)[Create Staff](#)[Create End-User](#)[Change Password](#)Account Request **1**

Fullname	Email	Address	Phone	Gender	Date of birth	
Mr Old Lady	eproject2@email.com	22 Tran Hung Dao Street HCM CITY	0147025869	Male	12/12/1999	Create 2
Mrs Old Man	eproject4@email.com	23 Tran Hung Dau Street	0123465789	Female	13/12/1999	Create

Perfect Technological Innovation

[Index](#)[Create Staff](#)[Create End-User](#)[Change Password](#)

Create End-User

Username **3**

Password: **4**

Comfirm: **5**

6

Admin logged page

No.	Name	Type	Validate	Event	Description	Status
1	Account request	Table			Show list of all requests of end-user to get an account	
2	Create	Hyper link		Click	Show create account form	Enable
3	Username	Text box	Not null	Click	Input username of end-user	Enable
4	Password	Text box	Not null	Click	Input password of end-user	Enable
5	Confirm	Text box	Not null	Click	Confirm password	Enable
6	Submit	Button		Click	Create end-user account	Enable

8.3 Change password:

Change Password

Old Password:

1

New Password:

2

Confirm password

3

Submit

4

Admin logged page

No.	Name	Type	Validate	Event	Description	Status
1	Old password	Text box	Not null	Click	Input old password	Enable
2	New Password	Text box	Not null	Click	Input new password	Enable
3	Confirm password	Text box	Not null	Click	Confirm new pass	Enable
4	Submit	Button		Click	Submit to change pass	Enable

9. About Us page:



About us


The school was founded in 1890, with many presidents still holding their own. On the facilities it has been restored and added as well as the removal of unnecessary things to meet the needs of students who have the best learning environment with the best effect.

Campus is located in [here](#) with an area of over 1000m2. We believe this school will be a cradle for many famous people.

The Campus has a system of lecture halls, laboratories, practice rooms, libraries, stadiums, multipurpose gymnasiums, specialized schools, practical schools with increasingly modern technical facilities.

Student dormitories are expanded and upgraded, the landscape and pedagogical environment are increasingly renewed, contributing significantly to improve the quality of training and scientific research of the leading and leading pedagogical universities.



Username:

Password:

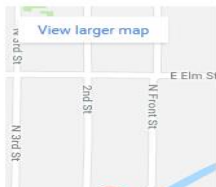
Join us now!!

New user To access all features you need to create a personal account.

[Register](#)

OUR LOCAL

View larger map

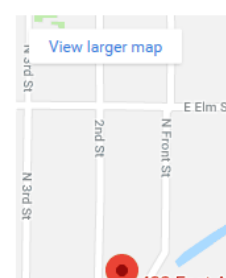


10. Q&A page:**Question:**Is this a requirement site for the school's facilities?**Answer:**Yes is this**Question:** Is it easy to create an account to send a request to a campus?**Answer:**Yes is it. Firstly, You click the register on the right side of the screen. Fill out your information and send it. You will then have a confirmation email from the campus about your password**Question:** when sending a request. How often will that request be processed?**Answer:** Depending on the issue requested but not later than 1 week**Question:** Are visitors required to submit to the campus?**Username:****Password:**

Join us now!!

New user To access all features you need to create a personal account.
[Register](#)

OUR LOCAL



VIII. Task sheet review 3:

Project Ref. No: 7	Project Title: Online Help Desk		Date of Preparation of Activity Plan				
No.	Task		Actual Start Date	Actual Days	Team Member Names	Status	
01	Database Design	Diagram	Nov 03,2018	5	All member	Completed	
		Structure			All member		
02	GUI Design	End-user home page			Nguyen Hoang Tu		
03		Register page					
05		Admin home page					
06		Staff home page					
07		End-user logged in page			End-user create new request		Nguyen Thanh Nam
08					End-user profile		
09					End-user changes password		
10		Facilities head logged in page			Head views list of requests		
11					Head creates facility		
12					Head manages facilities		
13					Head gets reports		

14		Assignee logged in page	Reply form			Nguyen Hoang Tu		
15			Request details page					Tran Van Thang
16		Admin logged in page	Create staff account			Nguyen Hoang Tu		
17			Create end-user account					
18			Admin changes password					
19		About us page				Nguyen Hoang Tu		
20		Q&A page						

	Prepare By: Group 7	Approved By: Faculty
Date: Nov 14,2018	Team Leader Nguyen Hoang Tu	Tran Phuoc Sinh