HANOI UNIVERSITY OF SCIENCE AND TECHNOLOGY

GRADUATION THESIS

Developing and building website Helpdesk using OdooErp

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ABSTRACT

Human society is gradually entering the 4.0 technology revolution; this is the era of the software industry with inventions of high intelligence and practicality. In recent times, the internet and networked systems make helpdesk software more interactive and participatory for customers. Customer service and helpdesk software systems have become increasingly popular in recent times. In the field of information technology, IT helpdesk is part of the IT department, responsible for receiving and answering technical inquiries and questions from customers. IT helpdesk provides technical software support and consulting, provides technology services, and solves technology and computer related problems. Communication is often done through a variety of means such as email, phone, website, or online chat.

Today the IT support could be overwhelmed with loads of requests from the clients within the ANSV Telecommunications Equipment Company Limited (part of VNPT Technology, Vietnam Posts and Telecommunications Group) through email, which is an inefficient way to store and manage information of each complaint. Tracking down the list of requests is also an issue. For the goals to ensure the achievements of expanding to new clients, IT support needs a better alternative way to manage, store, and retrieve information. A better management system is required for receiving, responding to, monitoring, and retrieving client requests. It is also important for the IT department in future because ANSN is planning to expand to new major clients.

Therefore, I have decided to choose a topic for my project: "Developing and building website helpdesk using OdooErp". The software architect pattern in this project is Model View Control and applied with the programming language of Odoo and HTML. The helpdesk website is developed and built for supporting ANSV recent clients. The helpdesk website is to manage a process of a customer support system. The application interface has been implemented with a high level of completion, fully meeting all the functional requirements of the system. The interface ensures that all system functions operate accurately and effectively. New user experience design in the helpdesk system has optimized the operating process.

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Vũ Tự Học

TABLE OF CONTENTS

CHAPTER 1. INTRODUCTION 1

1.1 Problem statement 1

1.2 Objectives and scope... 1

1.3 Solution Orientation.. 2

1.4 Organization of Thesis 3

CHAPTER 2. SURVEY AND ANALYSIS 4

2.1 Status survey 4

2.2 Functional Overview.. 8

    2.2.1 General use case diagram.. 8

    2.2.2 Detailed use case diagram... 10

    2.2.3 Business process 15

2.3 Functional description.. 21

    2.3.1 Customer registration 21

    2.3.2 Customers manage accounts.. 22

    2.3.3 Helpdesk team approve the system accounts 23

    2.3.4 Customer submit tickets... 24

    2.3.5 Helpdesk team configs SLA policies.. 25

    2.3.6 Helpdesk team handling tickets 26

2.4 Non-functional requirement... 26

    2.4.1 Usability 26

    2.4.2 Content management... 27

    2.4.3 Scalability 27

    2.4.4 Performance 27

CHAPTER 3. TECHNOLOGY 28
3.1 HTML 28
    3.1.1 HTML Overview 28
    3.1.2 How HTML works 28
3.2 CSS 29
    3.2.1 CSS Overview 29
    3.2.2 How CSS works 29
3.3 JavaScript 30
    3.3.1 JavaScript Overview 30
    3.3.2 How JavaScript works 30
3.4 Qweb 31
    3.4.1 Qweb Overview 31
    3.4.2 How Qweb works 32
3.5 Python 32
    3.5.1 Python Overview 32
    3.5.2 How python programs work 32
3.6 Odoo 33
    3.6.1 Odoo Overview 33
    3.6.2 Advantages of Odoo 34
3.7 ORM in Odoo 34
    3.7.1 ORM Overview 34
    3.7.2 Advantages of ORM 35
3.8 PostgreSQL database 35
    3.8.1 PostgreSQL overview 35
    3.8.2 How PostgreSQL works 36
    3.8.3 Advantages and Disadvantages of using PostgreSQL 36

3.9 Docker 38

3.9.1 Docker Overview 38

3.9.2 How Docker works... 38

CHAPTER 4. EXPERIMENT AND EVALUATION 40

4.1 Architecture design 40

4.1.1 Software architecture selection 40

4.1.2 Overall design... 42

4.1.3 Detailed package design 43

4.2 Detailed design... 45

4.2.1 User interface design.. 45

4.2.2 Layer design 50

4.2.3 Database design 56

4.3 Application Building.. 59

4.3.1 Libraries and Tools... 59

4.3.2 Achievement.. 59

4.3.3 Illustration of main functions 59

4.4 Testing... 65

4.4.1 Customers raise and submit tickets test cases 65

4.4.2 System Administrator creates SLA test cases 67

4.4.3 Helpdesk team handles tickets test cases 68

4.4.4 Number of the test cases and its results 70

4.5 Deployment 70

4.5.1 Deployment Set up by Step 70

CHAPTER 5. SOLUTION AND CONTRIBUTION 74

5.1 Manage SLA Policies using Website Helpdesk.. 74

5.1.1 SLA Problem.. 74

5.1.2 Proposed solution 75

5.1.3 Experimental results 77

5.2 User Experience Design 78

5.2.1 Design Problem 78

5.2.2 Proposed solution 78

5.2.3 Experimental results 79

CHAPTER 6. CONCLUSION AND FUTURE DEVELOPMENT 80

6.1 Achievements 80

6.2 Limitations 80

6.3 Future scope 80

REFERENCE 84

LIST OF FIGURES

Figure 2.1 General use case diagram 9
Figure 2.2 Encoding of customers' info–helpdesk teams side usecase diagram 10
Figure 2.3 Encoding of customers' info–customer side *usecase diagram* 10
Figure 2.4 User login use case diagram 11
Figure 2.5 Customer raise and submit use case diagram 11
Figure 2.6 Helpdesk team accpet and confirm customer request use case diagram 12
Figure 2.7 Ticketing operations use case diagram 12
Figure 2.8 SLA configs use case diagram 13
Figure 2.9 Report and Dashboard use case diagram 14
Figure 2.10 Customer registration activity diagram 15
Figure 2.11 Customers submit tickets activity diagram 16
Figure 2.12 SLA policies configs activity diagram 17
Figure 2.13 Ticketing operations activity diagram 20

Figure 4.1 Overall package diagram 43
Figure 4.2 Package diagram for system authentication 44
Figure 4.3 Package diagram for ticket management 44
Figure 4.4 Homepage prototype interface 48
Figure 4.5 Ticket Form portal prototype interface 48
Figure 4.6 Ticket Detail portal prototype interface 49
Figure 4.7 Overview internal prototype interface 49
Figure 4.8 List view internal prototype interface 50
Figure 4.9 Form view internal prototype interface 50
Figure 4.10 Users Class 51
Figure 4.11 HelpdeskTicket Class 52
Figure 4.12 Customer Register sequence 53
Figure 4.13 Customer create ticket sequence 54
Figure 4.14 Admin management ticket sequence 54
Figure 4.15 Message send to customer sequence 55
Figure 4.16 E-R Diagram 56
Figure 4.17 Ticket design 57
Figure 4.18 Project design 57

Figure 4.19 SLA design 58
Figure 4.20 Customer design 58
Figure 4.21 Team design 58
Figure 4.22 Form ticket portal Screen 60
Figure 4.23 Details ticket portal Screen 61
Figure 4.24 Details ticket internal Screen 61
Figure 4.25 Details SLAs internal Screen 62
Figure 4.26 Details ticket with SLAs internal Screen 63
Figure 4.27 Rating email templates 63
Figure 4.28 ticket web ribbon when closed 64
Figure 4.29 Internal user Overview screen 64
Figure 4.30 Internal user Dashboard screen 65
Figure 4.31 Customer register an account test case 65
Figure 4.32 Registered customer submit tickets test case 66
Figure 4.33 Unregistered customer submit tickets test case 66
Figure 4.34 System admin add new SLA test case 67
Figure 4.35 System admin edit SLA test case 67
Figure 4.36 Admin delete SLA policies 68
Figure 4.37 Helpdesk team talks to customers 68
Figure 4.38 Helpdesk team lead schedules tickets and assigns to staff . . 69
Figure 4.39 Helpdesk team agent addresses the authorized tickets 69

Figure 5.1 SLA role in the helpdesk system workflow 74
Figure 5.2 Theoretical framework of the improved ticket scheduling algorithm. 75
Figure 5.3 Hierarchical structure model diagram 76

LIST OF TABLES

Bảng 2.1 The important features of the helpdesk website 8
Bảng 2.2 The system overview 9
Bảng 2.3 The functional description of customer register for an account 21
Bảng 2.4 The functional description of the customers manage their accounts 22
Bảng 2.5 The functional description of the administrator approve the system accounts 23
Bảng 2.6 The functional description of the customers submit tickets . . 24
Bảng 2.7 The functional description of the SLA configs 25
Bảng 2.8 The functional description of the ticketing operations 26

Bảng 4.1 Model in Module. 41
Bảng 4.2 View in Module. 41
Bảng 4.3 Controller in Module. 42
Bảng 4.4 Description of the portal screen 45
Bảng 4.5 Description of the internal screen 46
Bảng 4.6 User interface design standards 47
Bảng 4.7 list of libraries and tools 59
Bảng 4.8 list of libraries and tools 59