Logo

Description automatically generated

**NORTH SOUTH UNIVERSITY**

***Department of Electrical and Computer Engineering***

**Project Proposal**

CSE311

Section:3

Group-4

**Members Faculty and Instructor**

1. Name: Salman Khan

ID: 1921530042 **Mr. Intisar Tahmid Naheen**

1. Name: Md. Shahariar Alam Sifat

ID: 1922185042 **Fahimul Hoque**

1. Name: Md. Samiullah Shekh

ID: 2011417042

**Title: Cable Network Selfcare Portal and Customer Service**

**Description:** This is a web-based application which can be used to operate a whole business. This program will be developed with HTML, CSS for the front end. And for the back end we will use PHP. MySQL will be used as the language for database. This software contains an environment which can help a analog business to digital. This application will contain a portal for Admin, Employee, and Clint. User will be able to login and there will be three section as Admin, Clint, Employee. The admin will be able to control everything from their end. And admin can check their total expense and income detail. Admin can access clint and employee list. Only Admin can create a new account. Admin can give salary from his account and employee can receive it from their end. Clint can check their payment details. And also, they can update their own profile. The clint can file complaint which is a complaint system. The complaint record will be shown in Admin panel. Where the admin can choose to assign the employee to the respective issue.

**Features:**

**Admin:**

1. **Add Employee:** Admin can add new employee to the company
2. **Add Clint:** If a new user wishes to get a connection admin have to add them manually.
3. **Employee List:** List of all employee can be displayed here.
4. **Clint List:** List of the clint are displayed here.
5. **Block or Reactive Clint:** Blocking and removing and re-activating a user can be done from the clint list page.
6. **Check Complaint:** Admin can check the requested complaints.
7. **Assign Employee to Complaint:** Admin will assign a employee to a complaint.
8. **Total Income:** The monthly income of the company can be shown here.
9. **Total Expense:** The expense of the company in a month can be shown here.
10. **Employee Salary:** A decided amount to be given to each employee.
11. **Grant Leave Day:** The Admin can respond if a employee want a leave day.

**Employee:**

1. **Profile:** The profile and basic info of a employee can be shown here.
2. **Change Password:** Employee can change their own password
3. **Request Leave Day:** Request a leave day if the employee want.
4. **Complaint List:** The assigned complaint to the employee to resolve.
5. **Salary Receive Date:** The day the employee receives the salary is recorded here.

**Clint:**

1. **Profile:** The basic profile info is displayed here.
2. **Change Password:** The clint can change the default password from here.
3. **Payment:** The clint can pay the amount through this portal.
4. **Payment History:** The record of past payment history with references.
5. **File Complaint:** If there any issue clint can file a complaint.
6. **Complaint History:** Past complaint history.

**Diagram

Description automatically generated**

**Requirement analysis:**

|  |  |  |
| --- | --- | --- |
| **Home:** | | |
|  | **Login** | |
|  |  | *Admin, Clint, Employee will use their ID and Password to login. And they will be redirected to the designated homepage.* |
|  | **FAQ** |  |
|  |  | *It will contain generally asked question about how to sign*  *up/in* |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Account Home:** | **(Admin)** | |  | |  | |
|  | *This page acts as a dashboard for the admin. It contains several options*  *Like clint and employee list, Complaint, new clint and employee add, income expense, employee salary. If Admin clicks on any of this options s/he will be redirected to that page.* | | | | | |
|  | **Clint And Employee List:** | | | | | |
|  |  | | *This section will help the user to check the list of employees and clint.* | | | |
|  |  | | **Employee List:** | | | |
|  |  | |  | | *The number of employee list. And admin can access the data from here. All employee is displayed here* | |
|  |  | | **Employee List:** | | | |
|  |  | |  | | *The list of employees will be displayed here. And admin can check their all info here.* | |
|  | | **Complaint:** | |  | | |
|  | |  | | *This section will be used if any clint choose to file a complaint. The list of complaint will be shown here.* | | |
|  | |  | | **Check Complaint:** | | |
|  | |  | |  | | *Admin can check the list of compliant from here.* |
|  | |  | | **Assign Employee:** | | |
|  | |  | |  | | *According to the complaint the admin can assign an employee to the issue.* |
|  | |  | |  | | |
|  | | **New Clint or Employee:** | | | | |
|  | |  | | *If anyone wishes to join the company as employee or clint the admin can add them to the database with this section.* | | |
|  | |  | | **Add Employee:** | | |
|  | |  | |  | | *Employee can be added here with sufficient information.* |
|  | |  | | **Add Clint:** | | |
|  | |  | |  | | *New Clint or new connection can be added from here. With the basic info a clint can be added by admin only.* |
|  | | **Income and Expense:** | | | | |
|  | |  | | *The total income and expense of the company will be added here. The collected bill of clint and the salary detail will be store in this section* | | |
|  | |  | | **Total Income:** | | |
|  | |  | |  | | *The total income of the company will be recorded here.* |
|  | |  | | **Total Expense:** | | |
|  | |  | |  | | *The expense and cost are recorded here. The record of salary is also stored here.* |
|  | | **Salary:** | |  | |  |
|  | |  | | *Employee salary will be distributed from here. The total number of employee and their salary will give from here.* | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Account Home:** | **(Clint)** |  |  |
|  | *This page acts as a dashboard for the clint. It contains several options like- Profile, Complaint and payment. If clint clicks on*  *any of this options s/he will be redirected to that page.* | | |
|  | **Profile:** | | |
|  |  | *The profile of the clint will be shown here. Clint can check their details and info.* | |
|  |  | **Change Password:** | |
|  |  |  | *There will be a default password assigned to the clint. If the clint want they can change it from here.* |
|  | **Complaint:** |  | |
|  |  | *If the clint wishes to file a complaint this is the place to file it. If there is any issue, there will be a box to send the problem to the admin.* | |
|  |  | **File Complaint:** | |
|  |  |  | *The complaint will be open from here with detail and a serial number will be assigned to the clint.* |
|  |  | **Complaint History:** | |
|  |  |  | *The list of complaint will be stored here. With date and serial number.* |
|  | **Payment:** | | |
|  |  | *Clint will be able to payment through here. And the date and time with transaction id will be generated.* | |
|  |  | **Payment History:** | |
|  |  |  | *The record of all payment and total money spend amount of the clint will saved here.* |

|  |  |  |  |
| --- | --- | --- | --- |
| **Account Home:** | **(Employee)** |  |  |
|  | *This page acts as a dashboard for the employee. It contains several options like- Profile, Complaint, leave day request, salary detail. If employee clicks on*  *any of this options s/he will be redirected to that page.* | | |
|  | **Profile:** | | |
|  |  | *The profile of the Employee will be shown here. Employee can check their details and info.* | |
|  |  | **Change Password:** | |
|  |  |  | *There will be a default password assigned to the clint. If the Employee want they can change it from here.* |
|  | **Complaint:** |  | |
|  |  | *The assigned complaint list for the employee can be shown here. Employee can mark as done the complaints.* | |
|  |  | **Complaint History:** | |
|  |  |  | *The list of resolved complaint will be stored here.* |
|  | **Request Leave Day:** | | |
|  |  | *Employee can request a leave day to the admin from here* | |
|  | **Salary Date** |  | |
|  |  | *The day the admin paid the employee salary can be checked from here.* | |

**Gantt Chart:**

Timeline

Description automatically generated with low confidence

**GitHub Repository:** [Click Herehttps://github.com/hrsalman0/Group\_Project\_CSE311\_3](https://github.com/hrsalman0/Group_Project_CSE311_3)