The proponents conduct a study about help desk to help and give convenience to students, visitors or anyone who gives interest to St. Michael’s College. The study will automate the manual or human help desk to lessen the workload of assigned school staff whoentertains students or visitors’ inquiries. The study will be used if the students or visitors give interest to ask questions that are school-related or they wanted to be part of the institution. They can also use the application to keep them informed about the important information they need to know. The study will be used to give an instant respond to school-related questions to lessen the time spend, hassle-free and can still be used beyond school working hours.

**Statement of the Problem**

This study aims to give essential solution to the following problems of St. Michael’s College:

1. The students and visitors take time to wait for their question to be answered and do not know whose specific person to approach.
2. Manual help desk service is time consuming and can be tiresome of giving school information to students and visitors who inquire.
3. The students and visitors can only ask their questions within the school working hours and beyond that regular time, you can no longer ask questions because there is no a school personnel or staff who is in-charge.

**Objectives of the Study**

The main objective of the study is to develop a centralized and accessible source of real-time web application which enables to interact directly with the visitors and the students of St. Michael’s College regarding theschool-related question or inquiries. This study also aims to accomplish the following goals:

1. To develop comprehensive and user-friendly online help desk
2. To disseminate and give information easy and fast to students and visitors
3. To give solutions or answers beyond school working hours
4. To fill in the knowledge gap about learning the school’s important information

**Scope and Limitation**

The proposed study will only answer limited inquiries excluding personal questions, onlyschool-related specifically in St. Michael’s College. The study is intended for the students and visitors or anyone who gives interest in knowing about the school, want to learn or be updated in school activities.

The proposed web application is like an online handbook that will show information or provide solutions for such inquiries that are being asked by the students and visitors. The application can handle simultaneous questions of different users. The application has a chat-like facility that will responddirectly to the inputted questions. The proponents have designed the application that has a capability to store questions that are not found in the database and retrieve it for the future use.

Any confidential information about St. Michael’s College, like the student records that involves the students’ offenses, fees and their grades, are not included in the study. Moreover, personal information about the faculty and staff of St. Michaels’ College are not included in the study.

**Definition of Terms**

**Help desk**. A service that provides information and assistance to the users of a computer network

**CSS.** A style sheet language used for formatting of a document written in a markup language

**Database**. A central storage or collection of data in a computer

**JQuery**. A cross-browser JavaScript library designed to simplify the client-side scripting of HTML.

**MYSQL**. It runs as a server providing multi-user access to a number of databases. [2]

**PHP**. A scripting language that is used for making dynamic website/ web application. [2]

**Web Application**. An application all or some parts are downloaded from the web each time it runs. It is a browser-based application.

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