

# Service Request Management System

The **Service Request Management System** is a lightweight web-based solution designed to streamline the creation, tracking, and management of service requests. The project integrates **automation, workflow orchestration, and API connectivity** to deliver a modern and flexible platform for both internal and external users.

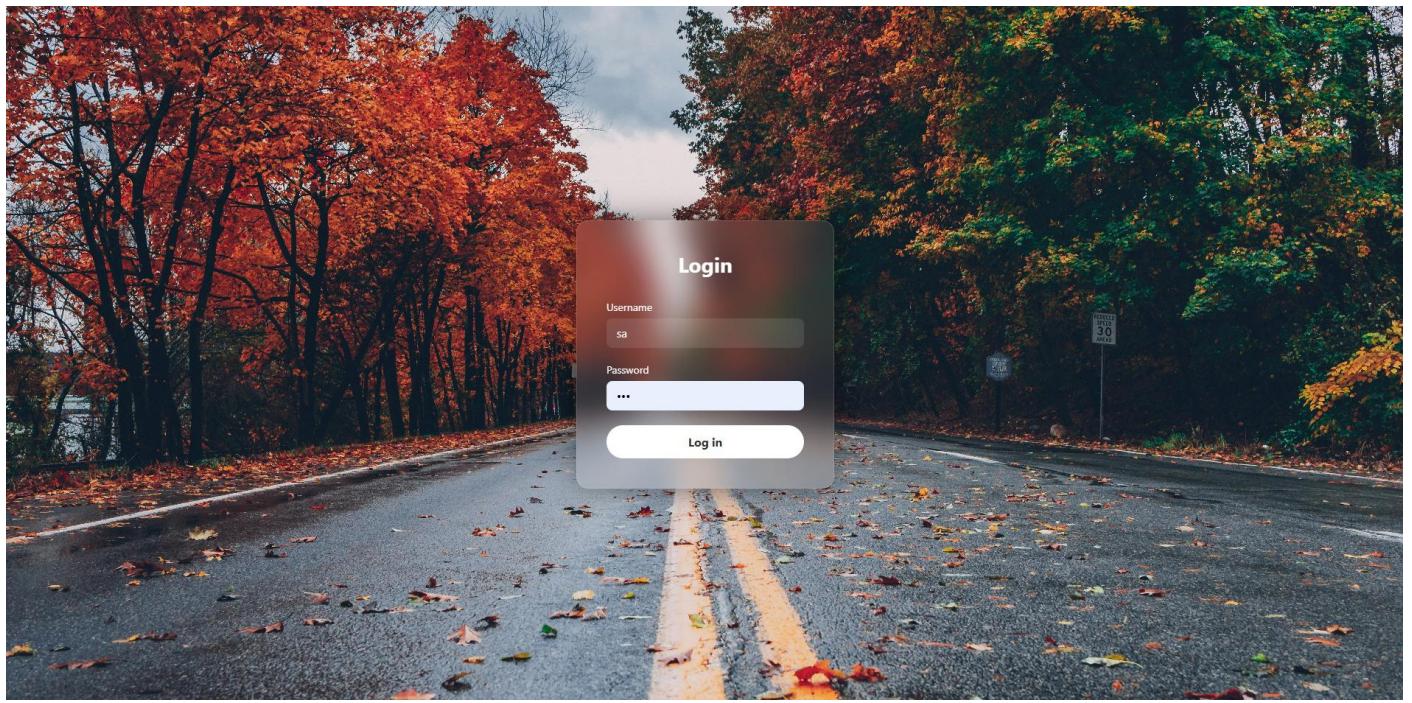
The system is powered by **n8n** as the backend engine, which handles request workflows, data processing, and automation logic. The frontend is a simple yet user-friendly interface hosted on **GitHub Pages** for public access, and can also be deployed locally for internal use.

To securely expose the backend services to the internet, the project leverages **Ngrok**, enabling seamless broadcasting of APIs from the local environment without the need for complex server configurations. This setup allows the system to remain lightweight while still supporting real-time connectivity and integrations.

By combining **GitHub Pages, n8n, and Ngrok**, the Service Request Management System achieves:

- ✓ A **cost-efficient hosting model** (static frontend on GitHub Pages).
- ✓ **Automated backend workflows** using n8n (request handling, notifications, data routing).
- ✓ **Secure, internet-accessible APIs** through Ngrok tunneling.
- ✓ Flexible deployment (works both locally and online)

This approach makes the project highly adaptable for organizations that need a **scalable, open-source, and automation-friendly** way to manage service requests without heavy infrastructure costs.



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Request No #	Requested Date	Project	User/Integrator
CNIMS-2025-07-0006	2025-07-28	City of Naga	
CBMIS-2025-07-0001	2025-07-15	City of Bogo	
CBMIS-2025-07-0002	2025-07-15	City of Bogo	
CBMIS-2025-07-0003	2025-07-30	City of Bogo	
CBMIS-2025-07-0004	2025-08-05	City of Bogo	

**SERVICE REQUEST ENTRY**

PROJECT :	DATE REQUESTED:	SERVICE REQUEST #:
<input type="button" value="▼"/>	08/26/2025 <input type="button" value="View"/>	Generating
DEPARTMENT :		
<input type="button" value="Select Department"/> <input type="button" value="▼"/>		
SYSTEM/MODULE :		
<input type="button" value="Select Module"/> <input type="button" value="▼"/>		
SYSTEM FORM NAME :		FORM #:
<input type="button" value="Select Form"/> <input type="button" value="▼"/>		<input type="text"/>
CONCERN TYPE:		LEVEL OF PRIORITY:
<input type="checkbox"/> New (Function/Field/Entry/Column/Row) <input type="checkbox"/> Revision (Enhancement of Existing) <input type="checkbox"/> Delete (Dropped Query/Function/Row/Column/Data Point) <input type="checkbox"/> Cosmetic (Fonts/Color/Header/Footer) <input type="checkbox"/> Data (Override/Deletion) <input type="checkbox"/> Bugs		<input type="checkbox"/> Set Committed Date: <input type="text" value="mm/dd/yyyy"/> <input type="button" value="View"/> <input type="checkbox"/> Immediate <input type="checkbox"/> Addtl Customization/Outside Scope
DATA POINTS		REFERENCE DATA FIELD
<input type="text"/>		<input type="text"/>

Concerns	Status	Action
SEF Balance not Equal with SAAOB (Ref: Appropriation Field)	<input type="checkbox"/> For IT Approval <input type="checkbox"/> Accepted <input type="checkbox"/> Deployed <input type="checkbox"/> 2025-07-28	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Cancel"/>
Cho and Comelec report, add an option to print separately City (Ref: CHO and Comelec Report)	<input type="checkbox"/> For IT Approval <input type="checkbox"/> Completed <input type="checkbox"/> Ongoing <input type="checkbox"/>	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Cancel"/>
NO. TO ORDINANCE NO. (Ref: Cumulative Data)	<input type="checkbox"/> For IT Approval <input type="checkbox"/> Completed <input type="checkbox"/> For Deployment <input type="checkbox"/>	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Cancel"/>
Business tax collection report (Ref: New Tax Collection Report)	<input type="checkbox"/> For Head Approval <input type="checkbox"/> Accepted <input type="checkbox"/> Deployed <input type="checkbox"/> 2025-08-05	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Cancel"/>
Zoning certificate (Ref: right click sa cumulative zoning certificate)	<input type="checkbox"/> For Head Approval <input type="checkbox"/> Accepted <input type="checkbox"/> For QA <input type="checkbox"/>	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Cancel"/>

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Request No #	Requested Date	Project	User/Integrator/ Developer/ QA	Department/Module/Form	Concern Type/Priority	Concerns	Status	Action
CNIMS-2025-07-0006	2025-07-28	Cit		<b>► OFFICE OF THE BUDGET</b> <b>► BUDGET OFFICER</b> <b>► BUDGET</b> <b>► SUPPLEMENTAL BUDGET</b>	<input type="checkbox"/> Bugs  <b>Priority</b> <input type="checkbox"/> Immediate	Supplemental SEF Balance not Equal with SAAOB (Ref: Appropriation Field)  Attachment/s: <ul style="list-style-type: none"> <li>• <a href="#">View</a></li> </ul> Note/Memo:	<input type="checkbox"/> For IT Approval <input type="checkbox"/> Accepted <input type="checkbox"/> Deployed <input type="checkbox"/> 2025-07-28	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Cancel"/>
CBMIS-2025-07-0001	2025-07-15	Ci		<b>► LCR</b> <b>► LCR</b> <b>► DEATH REPORT</b>	<input type="checkbox"/> Revision (Enhancement of Existing)  <b>Priority</b> <input type="checkbox"/> Set Committed Date: 2025-08-08	When printing CHO and Comelec report, add an option to print separately all the residence of Bogo City (Ref: CHO and Comelec Report)  When printing CHO and Comelec report, add an option to print separately all the legal age (18yrs above). (Ref: CHO and Comelec Report)	<input type="checkbox"/> For IT Approval <input type="checkbox"/> Completed <input type="checkbox"/> Ongoing <input type="checkbox"/>	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Cancel"/>
CBMIS-2025-07-0002	2025-07-15	Cit		<b>► CITY OF BOGO ENFORCEMENT DIVISION</b> <b>► OTHER DEPARTMENT</b> <b>► CITATION TICKETS</b>	<input type="checkbox"/> Revision (Enhancement of Existing)  <b>Priority</b> <input type="checkbox"/> Set Committed Date: 2025-08-12	CHANGE THE CONTACT NO. TO ORDINANCE NO. (Ref: Cumulative Data Display)	<input type="checkbox"/> For IT Approval <input type="checkbox"/> Completed <input type="checkbox"/> For Deployment <input type="checkbox"/>	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Cancel"/>
CBMIS-2025-07-0003	2025-07-30			<b>► TREASURERS OFFICE</b> <b>► TREASURY</b> <b>► BUSINESS COLLECTION REPORT</b>	<input type="checkbox"/> New (Function/Field/Entry/Column/Row)  <b>Priority</b> <input type="checkbox"/> Set Committed Date: 2025-08-05 <input type="checkbox"/> Immediate	New tile for Business tax collection report (Ref: New Tax Collection Report) Additional printout for Collection Report (Ref: Generate Report)	<input type="checkbox"/> For Head Approval <input type="checkbox"/> Accepted <input type="checkbox"/> Deployed <input type="checkbox"/> 2025-08-05	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Cancel"/>
CBMIS-2025-07-0004	2025-08-05	City		<b>► CPDC</b> <b>► ZONING</b> <b>► BUILDING ZONING</b>	<input type="checkbox"/> Revision (Enhancement of Existing)	revision no. 3 sa building zoning certificate (Ref: right click sa cumulative data)	<input type="checkbox"/> For Head Approval <input type="checkbox"/> Accepted <input type="checkbox"/> For QA	<input type="button" value="View"/> <input type="button" value="Edit"/>

# Our Safe SPage Page for Automatic Posting

This page is dedicated to sharing **daily thoughts, tips, and reminders about creating safe spaces for everyone**. Each post is powered by **ChatGPT**, bringing meaningful words of encouragement and guidance, while **Pexels** provides beautiful images to match every message.

Through **n8n automation**, posts are shared consistently each day — combining inspiring visuals and thoughtful reminders that promote **peace, kindness, and understanding** in our daily lives.

< Our Safe Space Q

Posts About Photos More ▾

handang makinig at magmahal nang walang paghusga. Sa bawat paghihirap at lungko... See more

Like Comment Share

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Our Safe Space Aug 4 ·

Kindness is our superpower. How have you shown or received it today? Let's fill today with warmth and care for one another

#KindnessMatters #SafeSpace #EmotionalSupport  
#CommunityCare #Inclusion #Respect



You

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## Our Safe Space

Aug 4 · 🌎

...

Your feelings matter. Take a moment to breathe and remind yourself that you are safe and supported here.



#MentalHealthMatters #SafeSpace #YouAreNotAlone  
#EmotionalSupport #SelfCare #CommunityLove



Like



## Our Safe Space

14h · 🌎

...

Sometimes the smallest steps create the biggest changes. Today, try giving yourself perm... See more



Like

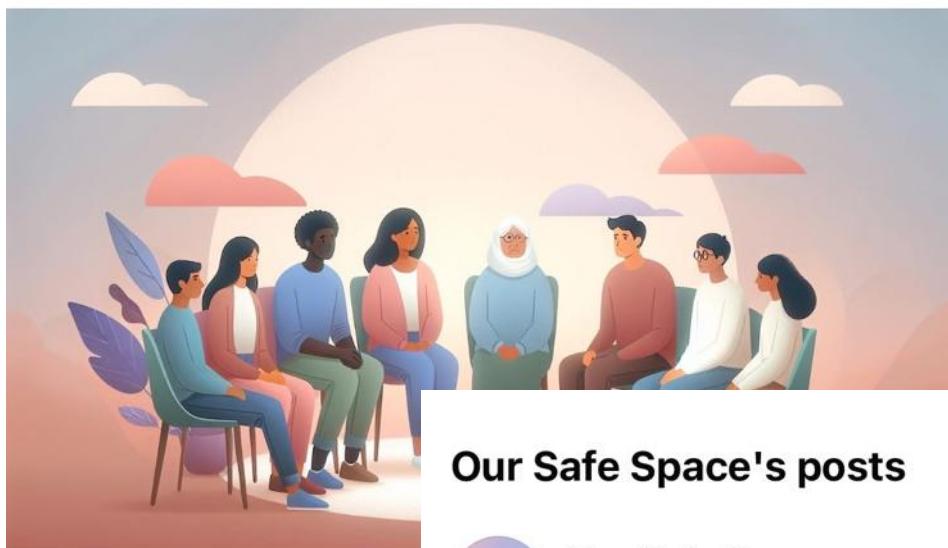
Comment

Share



Your feelings are valid, and it's okay to take a moment for yourself today. You are seen, heard, and valued here. ❤️

#MentalHealthMatters #SafeSpace #YouAreNotAlone  
#EmotionalSupport #SelfCare #CommunityLove



### Our Safe Space's posts



Like



Kamusta, kaibigan! ❤️

Sa araw na ito, gusto kong ipaalala sa'yo na ikaw ay sapat. Sapat ang iyong puso, sapat ang iyong lakas, at sapat ang iyong pagkatao. Huwag mong hayaang maliitin ka ng mundo. Ikaw ay mahalaga, ikaw ay espesyal, at ikaw ay may kakayahang gawin ang lahat ng iyong pangarap.

Kung may mga araw na mahirap, tandaan mo na hindi ka nag-iisa. Nandito ako, nandito tayo, upang suportahan ka. Isipin mo ang mga nagawa mo na, at gamitin mo iyon bilang lakas para sa mga susunod na hamon. Palaging may liwanag sa dulo ng tunnel.

Yakapin mo ang iyong sarili, at ngumiti ka. Kayang-kaya mo yan! 😊

Like

Comment

Share

## Fetching Important Email From Gmail

In today's fast-paced environment, staying updated on important emails in real-time is essential. This project automates the process of **fetching important emails from Gmail** and instantly **sending notifications to WhatsApp**. By integrating Gmail's API with a workflow automation tool (like n8n, Zapier, or custom scripts) and WhatsApp messaging services (Twilio WhatsApp API or Meta Cloud API), users can receive critical email updates directly on their mobile devices.

This system ensures that no urgent message is missed, providing a seamless bridge between email communication and instant messaging platforms. Whether it's business alerts, customer inquiries, or system notifications, important Gmail messages will reach you immediately on WhatsApp for quick action.

The screenshot shows a WhatsApp message from a bot named "Personal Assisstant bot". The message content is as follows:

From: no.reply@helpmate.com.ph  
HELPMATE INCORPORATED Billing  
Statement for June 2025

Dear UB

We would like to inform you that your billing statement for the period of June 2025 is now available. Please refer to the attached document for the breakdown of your billing.

Below, you will find a summary of your monthly billing details:

Account Number: SC 305

Account Name: UBA RIANO

Previous Balance: Php -207.03

Current Balance: Php 193.64

Total Amount Due: Php -13.39

Due Date: August 15, 2025 (Fri)