

ONLINE HELPDESK MANAGEMENT

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Acknowledgement

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Project Objective

To develop a Web based “online helpdesk management system” for the general public to help them have 24 x 7 access to the solution of their problems about anything.

The primary project goals of the system consist of:

- Providing a platform to the users to post their queries.
- Enable users to attend and answer the problems of others with the help of a user friendly platform containing the feature of comments.
- Enable out-of-class interaction amongst users by having a central admin who have the power of posting answers to queries as well as rejecting irrelevant comments or answers given by users.

Project Scope

The scope of this project involves the following aspects listed below:

- The system will be available on an online platform for 24x7 access to the users all around the globe.
- The system will support online queries by users with the admin being able to answer the queries as well as the system provides flexibility to the users to post answers to the questions as well.
- The system will provide social interaction amongst users with the help of the comment feature in the community page of the system.

Requirement Specification

- **Domain Description:** The online helpdesk is being made to address the problems of the users that they might face during operating the computer or any other electronics gadget. The helpdesk has been made to cater to the needs of the users regarding queries related to electronic gadgets.
- **Problem Definition:**
 - Users might find difficulty while operating devices.
 - Difficulty may arise during the turning on of the device.
 - Users may face connectivity problems.
 - Software as well as hardware problems may arise while operating the device.
 - Devices may generate faulty responses due to bugs or errors.
- **Functional Requirements:**

CLIENT SIDE-

Hardware requirement:

- Desktop or laptop
- Routers
- Ethernet Cables

Software Requirement

- Internet Browsers

SERVER SIDE-

Hardware requirement:

- Desktop
- Routers
- Ethernet Cables

Software Requirement

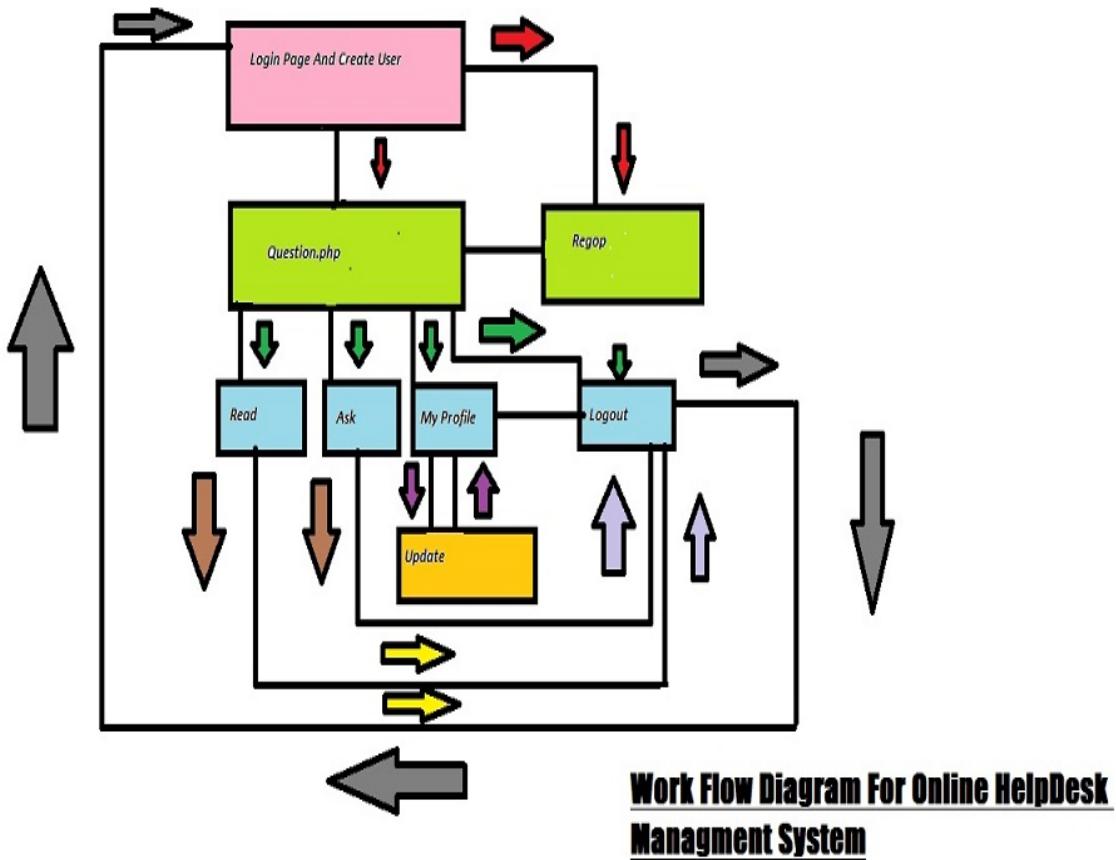
- Internet Browsers
- XAMPP or other alternative software.

Database Design

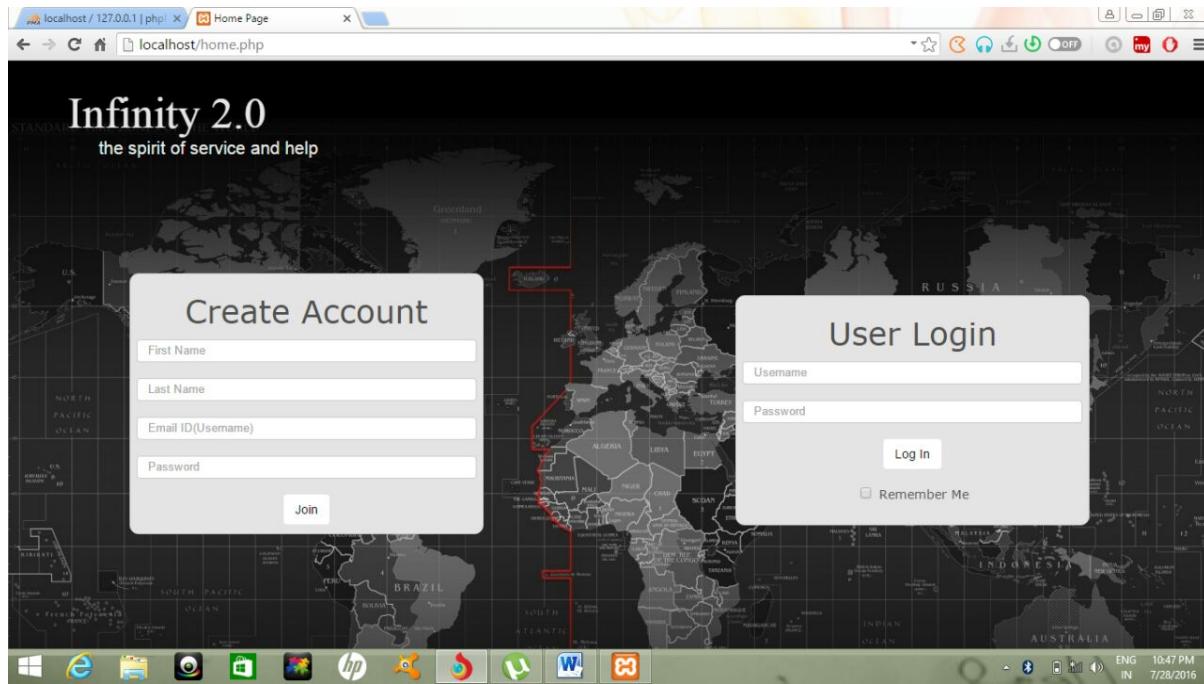
The ER diagram of the following project is given below:



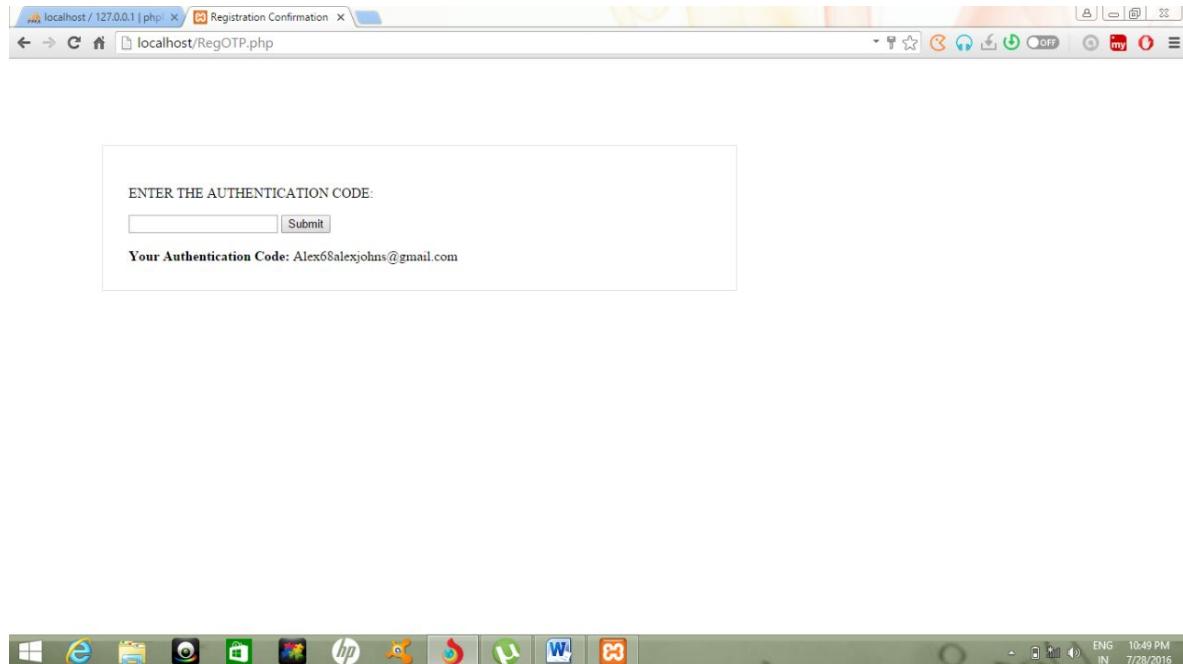
Application Work Flow



Screenshots



The Home Page



User Authentication Page

A screenshot of a web browser window titled "localhost / 127.0.0.1 / stu X Questions X". The URL in the address bar is "localhost/question.php". The page has a green header bar with the text "Profile Name: Alex Johns". On the left, there's a sidebar with "Top Stories" and links to "Politics", "Entertainment", "Sports", and "Others". The main content area shows a question "Who is the Prime-minister of India?" by "alex@gmail.com". Below it is an "Answer" section with "Mr. Narendra Modi". Underneath is a "User replies:" section with a message from "iam@gmail.com" dated "2016-07-28 11:30:54" containing "ok". There's also a large empty text area labeled "Your Say". At the bottom of the content area is another question "What is PHP?" by "subho.share@gmail.com". The browser's taskbar at the bottom shows various application icons.

The Community Page

A screenshot of a web browser window titled "localhost / 127.0.0.1 / stu X Queries X". The URL in the address bar is "localhost/ask.php". The page has a green header bar with the text "WELCOME TO THE QUERY PAGE". On the left, there's a sidebar with "Ask Us anything:". The main content area has a large text input field and a "Submit Question" button. The browser's taskbar at the bottom shows various application icons.

Question Asking Page

A screenshot of a web browser window. The address bar shows "localhost / 127.0.0.1 / stu... X Hello localhost/profile.php". The page has a green header bar with the text "Welcome". Below it is a light green content area. At the top of this area, it says "Hello Alex Johns". Underneath is the heading "Questions Asked:". A question is listed: "Your Question: Who is the Prime-minister of India?". An answer follows: "Admin Answer: Mr. Narendra Modi". At the top right of the content area are links: "Read", "Ask", "My Profile", "Update", and "Logout".



The Profile Page

A screenshot of a web browser window. The address bar shows "localhost / 127.0.0.1 / stu... X UPDATE Data localhost/updatePRO.php". The page has a green header bar with the text "Update", "My Profile", and "Log Out". Below this is a light green content area. It displays a message: "User ID is:8". There are two input fields: "First Name: " and "Last Name: ". At the bottom is a blue "UPDATE" button.



Update Profile Page

A screenshot of a web browser window titled "Admin Page". The URL in the address bar is "localhost/admin_answers.php". The page content is as follows:

Question Number: 2

Question: Who is the Prime-minister of India?

Admin Says

Mr. Narendra Modi

[Logout](#)

[Answer](#)



The Admin Answering Page

Future Scope of Improvements

- User to user chat system can be implemented.
- More administrative powers can be handed over to the admin.
- The UI can be improved.
- Separate domains can be created for different gadgets.

Code

DBcon.php

```
<?php
Session_start();
$serverName = "localhost";
$dbUserName = "root";
$dbPassword = "";
$dbName = "projectx";
mysql_connect($serverName,$dbUserName,$dbPassword) or die(mysql_error());
mysql_select_db($dbName);
?>
```

home.php

```
<?php
include('DBcon.php');
?>
<?php
if(!empty($_REQUEST['subBtn'])){
    $firstname = $_POST['fname'];
    $lastname = $_POST['lname'];
    $email = $_POST['mail'];
    $passw = $_POST['pwd'];
    $otp = $firstname.rand(1,100).$email;
    if(empty($firstname) || empty($lastname) || empty($email) || empty($passw))
        {
            echo '<script language="javascript">';
            echo 'alert("Important fields are missing")';
            echo '</script>';
        }
    else{
        $sql = "INSERT INTO tmpusers VALUES
        ('','$firstname','$lastname','$email','$passw','$otp')";
        mysql_query($sql) or die(mysql_error());
        $sqlotp = "SELECT tmpusers_email FROM tmpusers WHERE tmpusers_otp='$otp'";
        $resultotp = mysql_query($sqlotp) or die(mysql_error());
        $rwsotp = mysql_fetch_array($resultotp);
        $_SESSION['mail'] = $rwsotp[0];
        header('Location:RegOTP.php');
    }
}
?>
<?php
    if(!empty($_REQUEST['subBtnL'])|| (!empty($_COOKIE['uname']) &&
!empty($_COOKIE['pwd']))){
        $username = $_REQUEST['uname'];
        $userpwd = $_REQUEST['pwd'];
        if(!empty($_REQUEST['rem']) && $_REQUEST['rem']==1){
            setcookie('uname',$username,time()+3600);
            setcookie('pwd',$userpwd,time()+3600);
        }
        if(!empty($_COOKIE['uname']) && !empty($_COOKIE['pwd'])){
            $username = $_COOKIE['uname'];
            $userpwd = $_COOKIE['pwd'];
        }
        $sql = "SELECT * FROM user WHERE users_email='".$username' AND
users_pass='".$userpwd."'";
        $result = mysql_query($sql) or die(mysql_error());
        $rws = mysql_fetch_array($result);
        if(empty($username) || empty($userpwd))
        {
            echo '<script language="javascript">';
            echo 'alert("Important fields are missing")';
            echo '</script>';
        } else{
            if($rws[3]==$username && $rws[4]==$userpwd)
            {
                $_SESSION['login']=1;
                $_SESSION['useid']=$rws[0];
                $_SESSION['mail_user']=$username;
            }
        }
    }
}
```

```

        header('Location:question.php');
    }
elseif($username=="admin@helpme.org" && $userpwd=="helpme"){
    $_SESSION['login']=1;
    header('Location:admin_answers.php');
}
else
{
    echo '<script language="javascript">';
    echo 'alert("PASSWORD MISMATCH !! TRY AGAIN")';
    echo '</script>';
}
}

?>

<!DOCTYPE html>
<html>
<head>
    <title>Home Page</title>
    <link rel="stylesheet" type="text/css" href="LogIn.css"/>
</head>
<body>
<p id="head">Infinity 2.0</p>
<span id="subhead">the spirit of service and help</span>
<div id="wrapper">
    <div id="content1" align="center">
        <div class="admin-frm-container">
            <p class="text">Create Account</p>
            <form method="POST" action = "">
                <input type="text" name="fname" placeholder="First Name"
class="form-control"/>
                <br>
                <input type="text" name="lname" placeholder="Last Name"
class="form-control"/>
                <br>
                <input type="email" name="mail" placeholder="Email
ID(Username)" class="form-control"/></td>
                <br>
                <input type="password" name="pwd" placeholder="Password"
class="form-control"/></td>
                <br>
                <div>
                    <input type="submit" name='subBtn' value="Join"
class="joinbtn"/></td>
                </div>
            </form>
        </div>
    <div id="content2" align="center">
        <div class="admin-frm-container" align="center">
            <p class="text">User Login</p>
            <form method="POST" action="">
                <input type="email" name="uname" placeholder="Username"
class="form-control">
                <br>
                <input type="password" name="pwd" placeholder="Password"
class="form-control">
                <br>
                <div>
                    <input type="submit" name="subBtnL" value="Log In"
class="logbtn">
                </div><br>
                <p class="rem"><input type="checkbox" name="rem"
value="1"> Remember Me<p>
            </form>

```

```

        </div>
    </div>
</body>
</html>

RegOTP.php
<?php
include('DBcon.php');
?>
<?php
if(isset($_REQUEST['sbmtOTP'])){
    $check = $_POST['txtOTP'];
    $umail=$_SESSION['mail'];
    $sqlotp = "SELECT tmpusers_otp FROM tmpusers WHERE tmpusers_email='$umail'";
    $result = mysql_query($sqlotp) or die(mysql_error());
    $rws = mysql_fetch_array($result);
    $otpid = $rws[0];
    if ($otpid==$check){
        $sql = "SELECT * FROM tmpusers WHERE tmpusers_otp='$check'";
        $result = mysql_query($sql) or die(mysql_error());
        $rws = mysql_fetch_array($result);
        $tmpusers_id=$rws[0];
        $tmpusers_fname=$rws[1];
        $tmpusers_lname=$rws[2];
        $tmpusers_email=$rws[3];
        $tmpusers_pwd=$rws[4];

        $sql2 = "DELETE FROM tmpusers WHERE tmpusers_email='$umail' ";
        mysql_query($sql2) or die(mysql_error());

        $sql1 = "INSERT INTO user VALUES (
        '$tmpusers_fname','$tmpusers_lname','$tmpusers_email','$tmpusers_pwd')";
        mysql_query($sql1) or die(mysql_error());
        $sqlotp = "SELECT * FROM user WHERE users_email='$umail'";
        $resultotp = mysql_query($sqlotp) or die(mysql_error());
        $rwsotp = mysql_fetch_array($resultotp);
        $num_rows_90 = mysql_num_rows($resultotp);
        if(!empty($num_rows_90)){
            $_SESSION['login']=1;
            $useid=$rwsotp[0];
            $_SESSION['useid']=$useid;
            $_SESSION['mail_user']=$umail;
            header('Location:question.php');
        }
    } else{
        echo "<strong> ERROR: Please enter the Authentication Code Correctly</strong>";
    }
?>
<!DOCTYPE html>
<html>
<head>
    <title>Registration Confirmation</title>
</head>
<body>
<div style="height:50%;width:50%;margin:100px; border:1px solid #e4e4e4; padding:30px">
    <form method="POST">
        <p>ENTER THE AUTHENTICATION CODE:</p>
        <input type="text" name="txtOTP">
        <input type="submit" name="sbmtOTP">
    </form>
    <?php
    $umail=$_SESSION['mail'];
    $sqlotp = "SELECT tmpusers_otp FROM tmpusers WHERE tmpusers_email='$umail'";
    $result = mysql_query($sqlotp) or die(mysql_error());
    $rws = mysql_fetch_array($result);
}

```

```

$otpid = $rws[0];
echo "<br><strong>Your Authentication Code: </strong>";
echo $otpid;
?>
</div>
</body>
</html>

question.php
<?php
include('DBcon.php');
?>

<?php
if(empty($_SESSION['login'])){
    header('Location:home.php');
}
$userid = $_SESSION['useid'];
$mail=$_SESSION['mail_user'];
$sql = "SELECT * FROM user WHERE users_id='$userid'";
$result = mysql_query($sql) or die(mysql_error());
$record = mysql_fetch_array($result) or die(mysql_error());
$total_rows = mysql_num_rows($result);
?>

<?php
$sql = "SELECT * FROM question ORDER BY users_quesno DESC";
$result = mysql_query($sql) or die(mysql_error());
$rws = mysql_fetch_array($result);
$qno=$rws[1];
$ques_data=$rws[2];
$ans_data=$rws[3];
$user_nam=$rws[4];
?>

<html>
<head>
<title>Questions</title>
<link rel="stylesheet" type="text/css" href="style1.css" />
<style>
strong{
    margin:3px;
    color:grey;
    font-weight:bold
}
textarea{
    margin:0px 0px 10px 20px;
}
input[type=submit] {
    margin-left:20px;
}
.cmnt{
    color: black;
    background-color: white;
    display: inline-block;
    padding: 6px 12px;
    margin-bottom: 0;
    font-size: 12px;
    font-weight: 400;
    line-height: 1.42857143;
    text-align: center;
    white-space: nowrap;
    vertical-align: middle;
    border: 1px solid ;
    border-color: gray;
    border-radius: 4px;
    cursor: pointer;
}
.cmnt:hover {
</style>

```

```

        background-color: #4CAF50; /* Green */
        color: white;
    }

```

```

</style>
</head>
<body>
<div id="wrapper">
    <div class="data"></div>
    <nav>
        <ul class="top_nav">
            <li class="active"><a href="question.php" class="done">Read
                </a></li>
            <li><a href="ask.php" class="done">Ask</a></li>
            <li><a href="profile.php" class="done">My Profile</a></li>
            <li><a href="destroy.php" class="done" style="margin-left:40px">
                Logout</a></li>
        </ul>
    </nav>
    <div style="height:auto;width:55%;background-color:#B7ECC5;float:right">
        <?php if(!empty($total_rows)) {
            while(!empty($qno)) { ?>
                <div style="height:auto;width:88%;background-
color:white;margin:35px;padding:20px">
                    <span style="font-weight:bold;font-size:20px;padding-top:20px"><?php
echo $ques_data ?></span><br>
                    <span style="font-size:15px">by <?php echo $user_nam ?>
</span><br><br>
                    <span style="text-decoration:underline;color:grey;font-
weight:bold">Answer</span>
                    <p><?php echo $ans_data ?></p>
                    <div style="height:auto%;width:85%;background-
color:#E8F1EC;color:#6B7770;margin:20px;padding-left:15px">
                        <?php
                            $sql5 = "SELECT * FROM comments WHERE users_quesno='$qno'
ORDER BY postdate ASC";
                            $result5 = mysql_query($sql5) or die(mysql_error());
                            $num_rows = mysql_num_rows($result5);
                            if($num_rows>0){
                                echo "<strong>User replies:</strong>";
                                echo "<br>";
                                echo "<br>";
                                while($rws5 = mysql_fetch_array($result5)){
                                    echo $rws5[1].";
                                    echo $rws5[4]; echo "<br>";
                                    echo $rws5[3];
                                    echo "<hr>";
                                }
                            }
                        ?>
                    </div>
                    <form method="POST" action="">
                        <textarea name="comment" rows="5" cols="70"
                        <input type="submit" name="<?php echo $qno ?>" value="Your Say"
                        <?php
                            if(!empty($_POST[$qno])){
                                $usercomment = $_POST['comment'];
                                $date = date("Y-m-d H:i:s");
                                $sqlotp = "SELECT users_quesno FROM question WHERE
users_ques='$ques_data'";
                                $resultotp = mysql_query($sqlotp) or die(mysql_error());
                                $rwsotp = mysql_fetch_array($resultotp);
                                if($rwsotp[0]==$qno){
                                    $sqlquery = "INSERT INTO comments VALUES
                                    ('$userid','$mail','$qno','$usercomment','$date')";
                                    mysql_query($sqlquery) or die(mysql_error());
                                }
                            }
                        ?>
                    </form>
                </div>
            </li>
        </?php
    </div>

```

```

    ?>
</form>
</div>
<?php
$qno--;
$sql = "SELECT * FROM question WHERE users_quesno=$qno ";
$result = mysql_query($sql) or die(mysql_error());
$rws = mysql_fetch_array($result);
$ques_data=$rws[2];
$ans_data=$rws[3];
$user_name=$rws[4];
}
else{
echo "<strong>Congratulations! You are Our First User.</strong>";
}
?>
</div>
<div class="side_nav" style="height:auto;width:17%;background-color:white;float:left">
<table class="shout" >
<thead>
<tr>
<th>Top Stories</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="#">Politics</a></td>
</tr>
<tr>
<td><a href="#">Entertainment</a></td>
</tr>
<tr>
<td><a href="#">Sports</a></td>
</tr>
<tr>
<td><a href="#">Others</a></td>
</tr>
</tbody>
</table>
</div>
</div>
</body>
</html>

```

ask.php

```

<?php
include('DBcon.php');
?>

<?php
if(!empty($_REQUEST['qpost'])){
if(!empty($_POST['text'])){
$qus = $_POST['text'];
$usid = $_SESSION['useid'];
$mail=$_SESSION['mail_user'];
$quesdate = date("Y-m-d H:i:s");
$sql = "INSERT INTO temp_questions VALUES ('','$usid','$qus','$mail','$quesdate')";
mysql_query($sql) or die(mysql_error());
echo "<strong>****THANKS!!!! We got your Enquiry. You will be provided with the
best answer soon. We request you to wait until notified.****</strong>";
echo"<br>";
}
else{

```

```

        echo"<strong>Error: Please post your enquiry!</strong>";
    }
?>
<!DOCTYPE html>
<html>
<head>
<title>Queries</title>
<link rel="stylesheet" type="text/css" href="style2.css" />
<style>
.qpost:hover {
    background-color: #4CAF50; /* Green */
    color: white;
}
.qpost{
    color: black;
    background-color: white;
    display: inline-block;
    padding: 6px 12px;
    margin-bottom: 0;
    font-size: 12px;
    font-weight: 400;
    line-height: 1.42857143;
    text-align: center;
    white-space: nowrap;
    vertical-align: middle;
    border: 1px solid ;
    border-color: gray;
    border-radius: 4px;
    cursor: pointer;
    -webkit-transition-duration: 0.4s; /* Safari */
    transition-duration: 0.4s;
}
textarea#frmt {
    width: 600px;
    height: 120px;
    border: 3px solid #cccccc;
    padding: 5px;
    font-family: verdana;
    background-image: url(bg.gif);
    background-position: bottom right;
    background-repeat: no-repeat;
}
</style>
</head>
<body>
<div id = "wrapper">
    <div id="header">
        <h4><center>WELCOME TO THE QUERY PAGE</center></h4></div>
        <div id="headerright">
            <ul>
                <li><a href ="question.php"> Read</a></li>
                <li class="active"><a href ="ask.php">Ask</a></li>
            <li><a href ="profile.php"> My Profile</a></li>
                <li><a href ="destroy.php">Logout</a></li>
            </ul>
        </div>
        <div id = "center">
            <div id="level">
                <form method="POST" action="">
                    <h4>Ask Us anything:</h4>
                    <textarea name="text" rows="5" cols="70" id="frmt"></textarea><br/>
                    <input type = "submit" name = "qpost" value = "Submit Question"
class="qpost"/>
                </form>
            </div>
            <br>
        </div>
    </div>

```

```

        </div>
</body>

profile.php
<?php
include('DBcon.php');
?>
<?php
if(empty($_SESSION['login']))
    header('Location:Home.php');
$userid = $_SESSION['useid'];
$sql = "SELECT * FROM user WHERE users_id='$userid'";
$result = mysql_query($sql) or die(mysql_error());
$record = mysql_fetch_array($result) or die(mysql_error());
?>
<!DOCTYPE html>
<html>
<head>
    <title>Hello</title>
    <link rel = "stylesheet" type = "text/css" href = "style2.css" />
</head>
<body>
<div id = "wrapper">
    <div id = "header">
        <h2><center>Welcome</center></h2>
    </div>
    <div id = "headerleft">
    </div>
    <div id = "headerright">
        <ul>
            <li><a href="question.php">Read</a></li>
            <li><a href="ask.php">Ask</a></li>
            <li class="active"><a href="profile.php">My Profile</a></li>
            <li><a href="updatePRO.php">Update</a></li>
            <li><a href="destroy.php">Logout</a></li>
        </ul>
    </div>
    <div id = "center" style="background-color: #e6e6e6; margin-top:50px">
        <?php
        $sql = "SELECT users_quesno FROM question WHERE users_id=$userid ";
        $res = mysql_query($sql) or die(mysql_error());
        $num_rows_90 = mysql_num_rows($res);
        if(!empty($num_rows_90)){
            echo "Hello".":".$record[1].":".$record[2]."<br />";
        }
        <h4>Questions Asked:</h4>
        <?php
        $sql1 = "SELECT * FROM question WHERE users_id='$userid'";
        $res1 = mysql_query($sql1);
        $rec2= mysql_num_rows($res1);
        if($rec2>0){
            while($rec1 = mysql_fetch_array($res1)){
                echo "<strong>Your Question:</strong>".":" ;
                echo $rec1[2];
                echo "<br>";
                echo "<br>";
                echo "<strong>Admin Answer:</strong>";
                echo "<br>";
                echo $rec1[3];
                echo "<hr>";
            }
        }
        else{
            echo "<strong>You have not asked any question until date!</strong>";
        }
    </div>
</div>

```

```

</body>
</html>

updatePRO.php
<?php
include('DBcon.php');
?>
<?php
$userid = $_SESSION['useid'];
if(isset($_REQUEST['updt']))
{
    $firstname = $_POST['fname'];
    $lastname = $_POST['lname'];
    $sql = "UPDATE user SET users_fname ='$firstname',users_lname ='$lastname' WHERE
users_id = '$userid'";
    mysql_query($sql) or die(mysql_error());
    echo "<strong>Your Profile is Updated</strong>";
}
$sql1 = "SELECT * FROM user WHERE users_id ='$userid'";
$result = mysql_query($sql1) or die(mysql_error());
$record = mysql_fetch_array($result) or die(mysql_error());

/*if(!empty($_REQUEST['uploadFile'])){
    $filePath = "img/".$_FILES['ufile']['name'];
    move_uploaded_file($_FILES['ufile']['tmp_name'], $filePath);
    $sql ="UPDATE users SET user_dp ='$filePath' WHERE users_sl = '$userid'";
    mysql_query($sql) or die(mysql_error());
}*/
?>
<!DOCTYPE html>
<html>
<head>
    <title>UPDATE Data</title>
    <link rel="stylesheet" type="text/css" href="style_admin.css" />
    <style>
        .cmnt{
            color: black;
            background-color: white;
            display: inline-block;
            padding: 6px 12px;
            margin-bottom: 0;
            font-size: 12px;
            font-weight: 400;
            line-height: 1.42857143;
            text-align: center;
            white-space: nowrap;
            vertical-align: middle;
            border: 1px solid ;
            border-color: gray;
            border-radius: 4px;
            cursor: pointer;
            -webkit-transition-duration: 0.4s; /* Safari */
            transition-duration: 0.4s;
        }
        .cmnt:hover {
            background-color: #4CAF50; /* Green */
            color: white;
        }
        a{
            font-size:15px;
            font-weight:bold;
            text-decoration:none;
            display:inline-block;
            color:#2d403e;
            padding:10px 0px 0px 40px;
        }
        a:hover,
        .active{
            color:#8AC007;
        }
    </style>

```

```

        }
    </style>
</head>
<body>
<div class="data"></div>
    <a href="updatePRO.php" class="active">Update</a>
    <a href="profile.php">My Profile</a>
    <a href="destroy.php">Log Out</a>
    <form method = "POST">
        <table id="header">
            <tr>
                <td>User ID is:<?php echo $_SESSION['useid'] ?></td>
            </tr>
            <tr>
                <td>First Name:<br>
                    <input type="text" name="fname" value=<?php echo $record[1];?>
                    class="move" /></td>
                </tr>
                <tr>
                    <td>Last Name:<br>
                        <input type="text" name="lname" value=<?php echo $record[2];?>
                    class="move" /></td>
                </tr>
                <tr>
                    <td style="padding-left:130px"><input type="submit" name='upd' value="UPDATE" class="cmnt"/></td>
                </tr>
            </table>
        </form>
    </body>
</html>

```

admin_answers.php

```

<?php
include('DBcon.php');
?>

<?php
if(empty($_SESSION['login'])){
    header('Location:home.php');
?>
<html>
<head>
<body>
    <div id="data" style="position:absolute;top:13%;left:85%"><a href
    ="destroy.php">Logout</a></div>
</body>
</head>
</html>
<?php
$sql100 = "SELECT serial_no FROM temp_questions WHERE temp_admin_answer=' ' ";
$result100 = mysql_query($sql100) or die(mysql_error());
$rws100 = mysql_fetch_array($result100);
$ot=$rws100[0];
if(!empty($ot)){
    $sql = "SELECT * FROM temp_questions WHERE serial_no=$ot ";
    $result = mysql_query($sql) or die(mysql_error());
    $rws = mysql_fetch_array($result);
    $sl=$rws[0];
    $uid=$rws[1];
    $ques_data=$rws[2];
    $user_name=$rws[3];
?>

<?php
if(!empty($_REQUEST['replybtn'])){
    if(!empty($_POST['comment'])){
        $admin_answer = $_POST['comment'];
        $sql2 = "DELETE FROM temp_questions WHERE temp_users_ques='$ques_data' ";

```

```

        mysql_query($sql2) or die(mysql_error());
        $sql = "INSERT INTO question VALUES
        ('$uid','$ques_data','$admin_answer','$user_name')";
        mysql_query($sql) or die(mysql_error());
        $ot++;
        $sql = "SELECT * FROM temp_questions WHERE serial_no=$ot ";
        $result = mysql_query($sql) or die(mysql_error());
        $rws = mysql_fetch_array($result);
        $num_rows_90 = mysql_num_rows($result);
        $sl=$rws[0]; $uid=$rws[1];
        $ques_data=$rws[2]; $user_name=$rws[3];
    }
}
?>
<html>
<head>
<title>Admin Page</title>
<link rel="stylesheet" type="text/css" href="style_admin.css" />
<style>
#admin_top{
    width: 98%;
    height:auto;
    background-color:#B7ECC5;
    border:1px solid black;
    padding-left:30px;
}
a{
    text-decoration:none;
    color:#8AC007;
    font-weight:bold;
    margin-left:40px;
}
a:hover{
    border-bottom:2px solid #8AC007;
}
</style>
</head>
<body>
<div class="data"><center>Admin Page</center></div><br>
<div id="admin_top">
<form method="POST" action="">
    <strong>Question Number:</strong>
    <span><?php echo $sl ?></span><br><br>
    <strong>Question:</strong>
    <span><?php echo $ques_data ?></span><br><br>
    <span style="font-weight:bold">Admin Says</span><br>
    <textarea name="comment" rows="5" cols="70" id="frmt"></textarea><br>
    <input type="submit" name="replybtn" value="Answer" class="cmnt">
</form>
<p><?php if(empty($ques_data)){
            echo"All questions have been answered";
        } ?></p>
</div>
</body>
</html>
<?php }
else{
    echo "No new question in the database";
}
?>

```

destroy.php

```

<?php
include('DBcon.php');
session_destroy();
setcookie('PHPSESSID',time()-3600);
setcookie('uname',time()-3600);
setcookie('pwd',time()-3600);
header('Location:home.php');

```

```

style admin.css
#wrapper
{
    width: 1350px;
    margin :0px auto;
}
.data{
    height:30px;
    width:100%;
    background-color:#8AC007;
    border-radius:2px;
    padding-top:14px;
    font-size:20px;
    font-weight:bold;
}
#header{
    width: 100%;
    height: 50px;
    background-color:#B7ECC5;
    border:1px solid black;
    margin-top:40px;
    padding:15px;
}
.move{
    margin-bottom:10px;
    font-family: "verdana";
    padding: 3px 12px;
    border: 1px solid #ccc;
    border-radius: 4px;
}
textarea#frm {
    width: 600px;
    height: 120px;
    border: 3px solid #cccccc;
    padding: 5px;
    font-family: verdana;
    background-image: url(bg.gif);
    background-position: bottom right;
    background-repeat: no-repeat;
}
.cmnt{
    color: black;
    background-color: white;
    display: inline-block;
    padding: 6px 12px;
    margin-bottom: 0;
    font-size: 12px;
    font-weight: 400;
    line-height: 1.42857143;
    text-align: center;
    white-space: nowrap;
    vertical-align: middle;
    border: 1px solid ;
    border-color: gray;
    border-radius: 4px;
    cursor: pointer;
}
.cmnt:hover {
    background-color: #4CAF50; /* Green */
    color: white;
}

style1.css
html{
    background:#F2F2F2;
    height:100%;
}
body{

```

```

        font-family:arial,san-serif;
        font-size:100%;
        color:#515151;
    }

    .top_nav{
        float:right;
    }
    .top_nav ul{
        position:absolute;
        left:70%;
        background-color:white;
        border:3px solid #8AC007;
        border-radius:5px;
        width:150px;
    }

    .top_nav li{
        display:inline;
    }

    .top_nav a{
        font-size:15px;
        font-weight:bold;
        text-decoration:none;
        display:inline-block;
        color:#2d403e;
        padding:0px 10px;
    }
    .top_nav ul li {
        display:block;
    }

    .top_nav a:hover,
    .top_nav li.active a{
        color:#8AC007;
        border-bottom:2px solid #8AC007;
    }

    .top_nav .down{
        position:absolute;
        left:54%;
        background-color:white;
        border:3px solid #8AC007;
        border-radius:5px;
        width:150px;
    }

    .top_nav li:hover ul {
        display:block;
    }
    .data{
        height:30px;
        width:100%;
        background-color:#8AC007;
        border-radius:2px;
        padding-top:14px;
    }
    .shout{
        width:100%;
        margin-bottom:100px;
        font-size:14px;
        color:#2d403e;
        border-radius:2px;
    }

```

```

}
.shout th{
    text-align:left;
    height:40px;
    color:#8AC007;
    padding-top:0;
    padding-bottom:13px;
    border-bottom:1px solid #e4e4e4;
}
.shout td{
    height:27px;
    margin-bottom:10px;
    background-color:white;
    border-bottom:1px solid #e4e4e4;
    padding-left:20px;
}
textarea#frm {
    width: 600px;
    height: 120px;
    border: 3px solid #cccccc;
    padding: 5px;
    font-family: verdana;
    background-image: url(bg.gif);
    background-position: bottom right;
    background-repeat: no-repeat;
}

```

style2.css

```

html{
    background:white;
    height:100%;
}
body{
    font-family:arial,san-serif;
    font-size:100%;
    color:#515151;
}
#wrapper{
    width: 1350px;
    margin :0px auto;
}
#header{
    width: 100%;
    height:50px;
    float: left;
    background-color:#8AC007;
}
#headerright{
    float: right;
}
#headerright li{
    display:inline;
}
#headerright ul{
    position:absolute;
    left:70%;
    top:10%;
}
#headerright a{
    font-size:15px;
    font-weight:bold;
    text-decoration:none;
    display:inline-block;
    color:#2d403e;
    padding:0px 10px;
}
#headerright a:hover,
#headerright li.active a{
    color:#8AC007;
}

```

```

        border-bottom:2px solid #8AC007;
    }
#center{
    width: 100%;
    height:auto;
    margin: 0px;
    background-color:#B7ECC5;
    float: left;
    border:1px solid #8AC007;
}
#level{
    height:30%;
    width:50%;
    margin:90px 90px 0px 90px;
    padding:0px 20px 20px 20px;
}

LogIn.css
html{
    height:100%;
}
body{
    font-family:arial,san-serif;
    font-size:100%;
    color:#515151;
    background-image:url(background.jpg);
}
#head{
    color:#e7e7e7;
    margin:30px 0px 0px 60px;
    font-size:50px;
    font-family:"Times New Roman", Georgia, Serif;
}
#subhead{
    font-size:20px;
    color:#e7e7e7;
    margin-left:95px;
}
#wrapper{
    width: 100%;
    height:100%;
}
#content1{
    width:49%;
    height: 550px;
    float:left;
}
#content2{
    width:49%;
    height: 500px;
    float:right;
    margin-top:50px;
}
.admin frm-container{
    width: 400px;
    border: 1px solid #ccc;
    background: #e4e4e4;
    border-radius: 10px;
    margin-top: 130px;
    padding-bottom:10px;
}
.text{
    font-family: "verdana";
    font-size: 36px;
    margin-top: 20px;
    margin-bottom: 10px;
}

```

```
.form-control{  
    display: block;  
    width: 90%;  
    padding: 3px 12px;  
    line-height: 1.42857143;  
    color: #555;  
    background-color: #fff;  
    border: 1px solid #ccc;  
    border-radius: 4px;  
}  
.joinbtn{  
    color: black;  
    background-color: white;  
    display: inline-block;  
    padding: 6px 12px;  
    margin-bottom: 0;  
    font-size: 14px;  
    font-weight: 400;  
    line-height: 1.42857143;  
    text-align: center;  
    white-space: nowrap;  
    vertical-align: middle;  
    border: 1px solid transparent;  
    border-radius: 4px;  
    cursor: pointer;  
}  
.logbtn{  
    color: black;  
    background-color: white;  
    display: inline-block;  
    padding: 6px 12px;  
    margin-bottom: 0;  
    font-size: 14px;  
    font-weight: 400;  
    line-height: 1.42857143;  
    text-align: center;  
    white-space: nowrap;  
    vertical-align: middle;  
    border: 1px solid transparent;  
    border-radius: 4px;  
    cursor: pointer;  
}  
.rem{  
    font-family: "verdana";  
    font-size: 14px;  
    margin-top: 0px;  
    margin-bottom: 10px;  
}
```

Certificate

This is to certify that Mr. Abhirup Biswas of RCC Institute Of Information Technology, registration number:141170110096 , has successfully completed a project on “Online Helpdesk Management System” using PHP 5.0 under the guidance of Mr. Abhishek Kundu.

[Abhishek Kundu]
Globsyn Finishing School
(*a division of Globsyn Skills*)

Certificate

This is to certify that Mr.Anish Chakraborty of RCC Institute Of Information Technology, registration number:141170110109 , has successfully completed a project on “Online Helpdesk Management System” using PHP 5.0 under the guidance of Mr.Abhishek Kundu.

[Abhishek Kundu]

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This is to certify that Mr. Argha Ghosh of RCC Institute Of Information Technology, registration number:141170110111 , has successfully completed a project on "Online Helpdesk Management System" using PHP 5.0 under the guidance of Mr. Abhishek Kundu.

[Abhishek Kundu]
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This is to certify that Mr.Arghya Kamal Mitra of RCC Institute Of Information Technology, registration number: 141170110112, has successfully completed a project on "Online Helpdesk Management System" using PHP 5.0 under the guidance of Mr.Abhishek Kundu.

[Abhishek Kundu]
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Certificate

This is to certify that Mr.Shubhrajit Pal of Netaji Subhash Engineering College, registration number: 131090110088, has successfully completed a project on "Online Helpdesk Management System" using PHP 5.0 under the guidance of Mr.Abbishek Kundu.

[Abhishek Kundu]
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