Project Proposal (SE Project)

**Project Title:**

## Client: Technology Solution Services (TSS)

## Project purpose

Academic support is one way that client wants to help their students to get more support whenever they need it. Most of the time students seek help from different people who later will pass the message back to academic support team. A web-based application would help to solve this problem when students are able to send requests directly to academic support team as well as the team are able to run reports monthly to provide better service to students based on reports generated

1. **Project Scope**

There are 3 different interfaces for three types of users

1. Admin
   1. Add/remove users (in bulk)
   2. Reset user password
   3. Update user profile
   4. View/generate reports
2. Staff
   1. Sign-in/Sign-out
   2. Reset password
   3. Reply to student queries
   4. Send message to students
   5. Set appointment to students
   6. View report in graphic charts
   7. Generate report weekly/monthly
3. Students
   1. Sign-in/Sign-out
   2. Reset password
   3. Send queries
   4. Confirm appointment
4. **Project Deliverable**
   1. One web-based application
   2. User manual
   3. Technical documents including codes, images used