

Practical Online Helpdesk for the Facilities in the Campus

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Abstract

The purpose of this project is to develop an online helpdesk for the effective use of campus facilities. This is an internet-based web application that can be accessed throughout the campus, this system can be used to automate the workflow of requests for service for the different campus facilities. This is an integrated system that includes various types of services, such as Online Course Portal. It helps approved program participants to access a course available on the website, Department of Online Learning and Placement, Online Digitalized Budget Program Approval, and Alumni of College Online Repository.

Keywords: Alumni, Course Portal, Online, Repository, Web-Based

I. INTRODUCTION

The aim of this project is to establish an online help desk for campus facilities. The goal of this project is to create a campus course portal. This enables a system's registered users to join a course on the site [1]. An admin authorization site will be available where admin will approve faculty members for the course [2]. The home page of the course should include the title of the course and a brief description. There will be an additional connection for faculty members to upload in the zip file format. It also planned to establish an online application for the college's department of learning and placement [3]. It also seeks to develop. Only the college administrator will add the alumni leaders. The repository is an internet-based application that can be accessed worldwide, anyone can access the repository to find out about any of the college's alumni [4]. Only when they need them may alumni refresh their list.

II. LITERATURE SURVEY

A. Existing System

A campus ' current services / facilities, such as requesting documents, certifications, permissions, etc., are manually fulfilled, which takes a lot of time [5]. Installation is required for the current web-based application. It doesn't have an online course portal where students can take and learn the course as and when required [6].

The students have to travel across many cities to get a job after their graduation where they have to spend lots of money. This system lacks in maintaining an efficient system of collection, sorting and delivery of user's information.

B. Limitations of Existing System

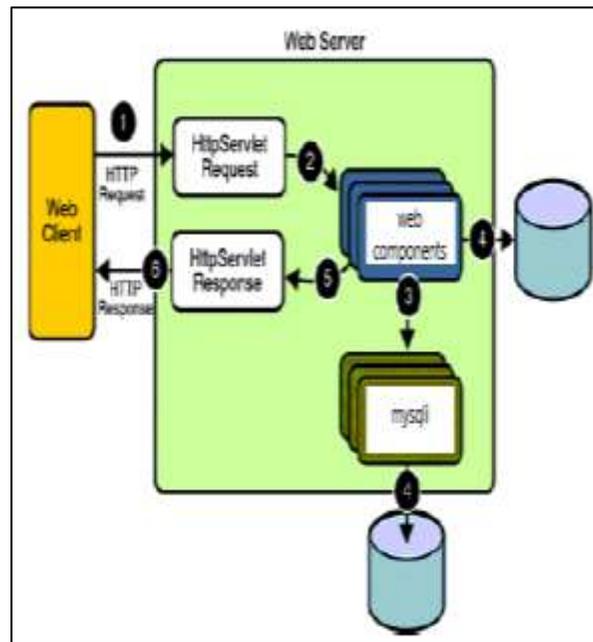
- 1) You must be connected to the internet to access the services [3].
- 2) It takes time to connect to the internet and then to access the services.
- 3) It takes time for the students to travel and spend money for their placement activities.

C. Proposed System

Proposed system has several objectives that overcomes the problems in existing system. Proposed system includes online course portal development for the campus. Online Training and Placement Department. Budget Approval System. Repository for Alumni of the College [5].

D. Advantages of Proposed System

- 1) This system helps to retrieve documents, certifications and permissions through online.
- 2) This system provides complete Automated college database management system.
- 3) This system supplies easier way to coordinate, monitor, track and resolve.
- 4) This system provides easy access to the account or complete details of the students [7].



III. SYSTEM ARCHITECTURE

The main task of web client is to send or receive data from any local network that are noticed by URL. HTTP Client Request: Hypertext Transfer Protocol (HTTP) client sends an Hypertext Transfer Protocol (HTTP) Request to the Hypertext Transfer Protocol (HTTP) Server according to the HTTP standard, indicating the information that clients are waiting to receive from the Hypertext Transfer Protocol (HTTP) Server. HTTP Server Response: Once the Hypertext Transfer Protocol (HTTP) Request is departed at the Hypertext Transfer Protocol (HTTP) server, it will process the request and creates a Hypertext Transfer Protocol (HTTP) Response message.

The Hyper Text Transfer Protocol (HTTP) response message could contain the resource the Hypertext Transfer Protocol (HTTP) consumer requested or data why the Hypertext Transfer Protocol (HTTP) request unsuccessful. Every time the web server receives a request, the servlet container provides Http Servlet Request and Http Servlet Response objects.

A. Applications

- 1) This online help desk system provides online way of providing services by saving time [5].
- 2) It has the ability to take inputs from the trainers through which its flexibility increases.
- 3) It allows us to accelerate and furnish learning and Training.
- 4) Online Course portal provides synchronous or asynchronous way of learning [4].
- 5) Repository for alumni issues simple way to retrieve particular student information and it provides the multiuser access about the information of the alumni of the college [7].

B. Methods

Every web application needs two methods they are Front -End and Back-End. Front-End development is the practice of converting the data to a graphical interface through the use HTML, CSS and JAVASCRIPT. So that the end user can easily interconnect with the data.

Back-end applies to the server-side development. It is the word that is used for out of sight activities happen when executing on a website. Programming languages used for developing Back-end part using PHP, JAVASCRIPT and MYSQLI.

IV. FUTURE WORK

There is an online course portal in our project where hundreds of students can learn efficiently, nowadays, online education is growing enormously [4]. Therefore, future studies should be planned in such a way where we take into account about student problems those who are also new to computer based learning.

Online repository for alumni should be designed so that admin should be able to login and to see the information of their students and admin should be able to keep track of student details such as about their designation, salary, livelihood, email address also about their yearly progress. And the general information is available in the web application. Online placements and training have to be enhanced in a timely manner according to the full length tests and practice questions in line with changing company patterns hence placements will be increased in a systematic way.

V. CONCLUSION

So the online helpdesk is mainly concentrated to eliminate errors involved with manual method of checking user information as well as maintain an efficient way to gather information from students lastly to develop a web application that is user friendly.

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