

**Online Call Logging And Student Support Systems**S.P.Kavya^{#1}, A.Mohanapriya^{#2}, S.V.Evangelin Sonia^{#3}, S.Dhivya^{#4}^{#1,#2,#3,#4} Assistant Professor, Department of Computer Science and Engineering,
Sri Shakthi Institute of Engineering and Technology, Coimbatore, Tamilnadu, India.

Abstract — The aim of “ONLINE CALL LOGGING AND STUDENT SUPPORT SYSTEM” work is to develop interactive application for providing solution to the Student. The HOD and staff specially has to work out for this to solve the Student problems and their needs. Then there is no waste of time for the Student and cost effective to solve all the problems. The main goal of this is to design user friendly interactive application where Student can be registered themselves for their technical problems. Under these many faculties are working to attend the Student requirements. The faculties are such as HOD and staff members.

Key Words: WYSIWYG, ASP.NET, SOAP, HTML, ADO.NET, SQL, T-SQL, ANSI SQL

I. INTRODUCTION

The aim of proposed work is to develop a graphical user interface this can be easily understood by the end users also. Through this we are developing a dynamic application that enables the problem register and developing solution for the registered problem of the students. By this application we can reduce the risk of the students.

There is graphical user interface is developed to interact with the Student and solution developer. Through this everyone can interact with the organization databases. New user understandable formats are inserted into application. Through these contents users are interacting and registering the problems to the organizations.

The main goal of this system is to develop an application that helps reduce the risk involved in getting the solution for the problem. The Student is interacting with automated system. There is maximum reduction of time consumption and cost effectiveness while developing the solutions for the Student problems.

II. EXISTING SYSTEM

Technical staffs and consultants will perform a full review of the service and help desk system at all locations. Technical staffs can add new screens to the service and help desk system and configure the existing screens based on particular needs. Staffs will configure Auto Ticket Generation so that e-mails received by your service and help desk system will automatically create call records and trigger a process for assigning and escalation. When a ticket is created you can make sure it gets assigned to the right person. Often, our clients have data that needs to be exported from one source and imported into your service and help desk system. We can design custom application to move data from one place to the other either in batch or in real time.

Consultants can recommend and specify the best type of integration and test the work done by visual basic programmers. We do our best to ensure that our clients are not doing repetitive work.

2.1 DRAWBACKS OF EXISTING SYSTEM

- In this existing system, maintains only manual and windows based application.
- Data sharing is very slow.
- There is no security and low efficiency in this existing system.
- Its do not maintain large database.

III. PROPOSED SYSTEM

Achieving and maintaining a successful Help Desk operation can depend on a number of pre-requisites that need to be in place. These components have been identified from surveys covering a wide range of help desk facilities.

Set clear, realistic and quantifiable goals and objectives Understand Student requirements and carefully plan the Help Desk structure. Establish and implement secure, practical and cost effective policies. Ensure adequate staffing levels.

Provide ongoing comprehensive training to all levels of management and staff. Communication skills must be developed to a very high degree together with an understanding of the technical issues involved with the delivery of the organization's products and services.

Automation of the help desk operations should be maximized but care must be taken to ensure that this is one on a cost effective basis. Manage and monitor service level performance through service level agreements. Control potential problem areas through effective change management procedures.

The main goal of problem management is in the detection of the underlying reasons for a particular incident and the resolution and prevention of future reoccurrence of that incident through problem elimination.

3.1 FEATURES

- Reduce the user time.
- Each and every user have different authentication.
- High security.
- Each user creates new ticket and submits feedback. Auto reply from support level team.

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Finally, complete content and organizational editing before formatting. Please take note of the following items when proofreading spelling and grammar.

IV. DATABASE DESIGN

A database is a collection of interrelated data stored with minimum redundancy to serve many users quickly and efficiently. The general objective of database design is to make the data access easy, inexpensive and flexible to the user.

4.1 USER REGISTRATION TABLE AND EMPLOYEE TABLES

The user registration tables is used to store the user information like user name, password, confirm password, user email id, date of birth and mobile number. User name is unique for each and every user.

4.2 CREATE TICKET AND CLOSE TICKET TABLES

The create ticket tables used to store the ticket generation details like, ticket id, user id, ticket date and time.

V. SYSTEM DEVELOPMENT

This software has to develop three modules like user level, supporter level and administrator level. This document provides an overview of the more common system development Process Models, used to guide the analysis, design, development, and maintenance of information systems. There are many different methods and techniques used to direct the life cycle of a software development project and most real-world models are customized adaptations of the generic models. While each is designed for a specific purpose or reason, most have similar goals and share many common tasks. This paper will explore the similarities and differences among these various models and will also discuss how different approaches are chosen and combined to address practical situations.

5.1 DESCRIPTION OF MODULES

- User Level
- Supporter Level
- Administrator Level

5.1.1. USER LEVEL

It is the most basic level. The user can consult the Knowledge Database. If that does not solve his problem, the user will create a ticket stating the problem. The service will acknowledge receipt of the ticket and the problem will be solved by the experts in the corresponding domain.

5.1.2. SUPPORTER LEVEL

It is composed by identified experts in several domains. Supporters are divided into groups; at the same time the corresponding supporter groups are also subdivided in different topics. It is the supporters responsibility to consult the tickets assigned either to themselves or to the group they belong to and trying to solve those problems. In addition, the supporters are allowed to add knowledge to the Knowledge Database.

5.1.3. ADMINISTRATOR LEVEL

The administrator is responsible to manage the resources, administrate the database, add or remove users or experts and keep the helpdesk system in good shape.

To achieve the objectives and benefits expected form computer based system, it is essential for the people who will be involved to be confidence of their role in the new system. As system become more complex, the need for education and training is more and more importance. Education is complementary to training. It bring life to formal training by explaining and motivation user staff. Education section should encourage participant from all staff with protection for individual for group criticism. Education should start will before any development work to enable user to maintain or to regain the ability to participate in the development of their system.

TABLE -1: CUSTOMER DETAILS WITH PRIMARY KEY

Field name	Data type	Size	Description
ID	Number	15	User ID
EmpId	Number	15	ID of Employee
Date	Datetime	-	User login date and time
Title	Char	50	Title of the topic
Comments	Char	100	Comments for their feedback
Status	Char	30	Feedback Status
Mode	Char	30	Users mode

TABLE -2: TICKET DETAILS WITH PRIMARY KEY AND FOREIGN KEY

Field name	Data type	Size	Description
ID	Number	15	User Id
stdName	Char	30	Name of student
UserName	Char	30	Name of the user
Password	Char	20	Users Password
EmailID	Varchar(30)	30	EmailID of User
MobileNo	Number	15	Mobile number of the User

Education information can make training more interesting and more understandable. The aim should always be to make individual feel that they can still make all important contributions, to explain how they participation making

system changes, and to show that the computer and computer stuff do not operate in isolation, but are of the same organization. After providing the necessary basic training on the computer awareness the user will have to be trained on the new application software.

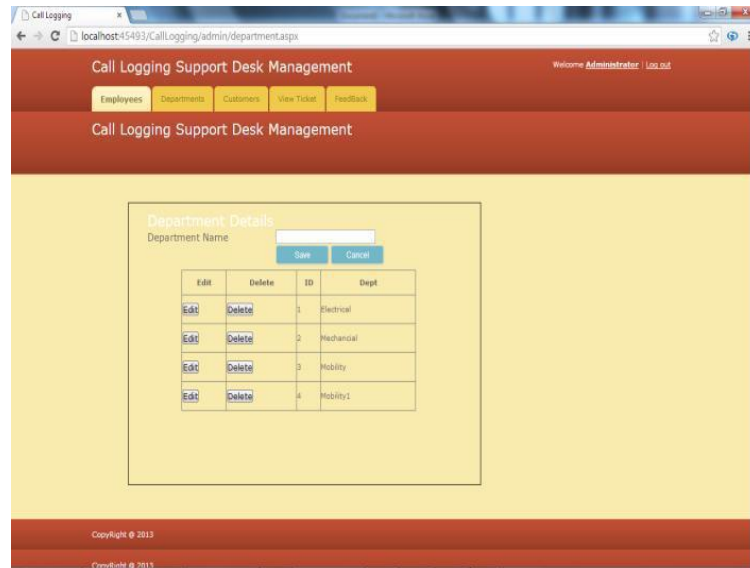


Fig -1: Admin Login.aspx

This will give the underlying philosophy of the use of the new system such as the screen flow, screen design, type of help on the screen, type of error while entering the data the corresponding validation check at each entry and the ways to correct the data entered. It should then cover information needed by the specific user/group to use system or part of the system while imparting the training of the program on the application. This training may be difference across difference user group and across different level of hierarchy.

VI. CONCLUSIONS

The function in particular is to know information software Basically, Helpdesk System for Faculty has it own functions such as registration for login, add, delete, modify and edit information which is only can be apply by admin, detect the damage any computers in lab by application facilities failure form, application for request installation software, status for application online and report facilities failure by month. Methodology that been use will help in making the project planning, analysis, design, implementation and also testing phase. These phases are eventually help in delivering a good system that contains all the software engineering aspect and quality. Hardware and software is important in making the system. The entire project has been developed and deployed as per the requirements stated by the user, it is found to be bug free as per the testing standard that are implemented. Any specification untraced errors will be concentrated in the coming version, which are planned to be developed n near feature

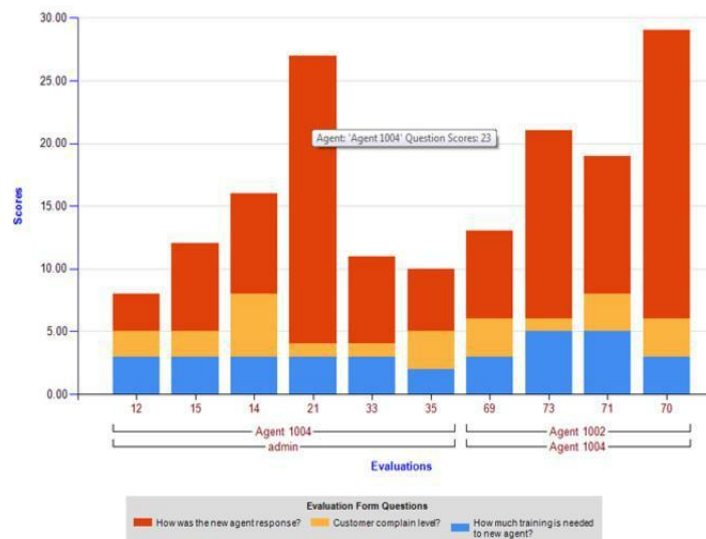


Fig -2: Call log statics

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