

**DEVELOPMENT OF WEB BASED APPLICATION OF ONLINE ASSISTANCE FOR
EMERGENCY SITUATION**

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This Report Presented in Partial Fulfillment of the Requirements for the Degree of
Bachelor of Science in Computer Science and Engineering.

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APPROVAL

This Project titled “Development of Web Based Application of Online Assistance for Emergency Situation”, submitted by Kamolaxmo Barman, ID: 152-15-6007 and Hirak Jyoti Paul, ID: 152-15-5521 to the Department of Computer Science and Engineering, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on May 2, 2019.

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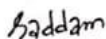
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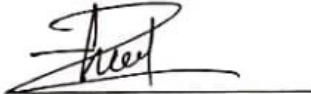
We hereby declare that this project has been done by us under the supervision of **Anup Majumder**, Lecturer, Department of CSE, Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere for the award of any degree or diploma.

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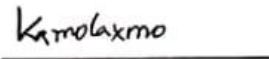
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ABSTRACT

This project is on “**Development of Web Based Application of Online Assistance for Emergency Situation**”. This is a kind of web application, which helps to communicate with users within a short time. The main aim of this application or software is to provide Ambulance service virtually within a short time. And it’s another objective is people can order medicine here and get delivered at their doorstep. Users here can easily get several services without installing any software. To develop this project, the essential part is making a web application using HTML, CSS, JAVA-SCRIPT, JQUERY, AJAX, PHP, MySQL. After implementation of all functions, the system is tested in different stages and it works successfully as a prototype.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

In order to eradicate inconveniences of people while communicating during emergency situation, our intention is to provide people with a user friendly platform called “BACHAO”, which is a web application. Here we enable people to call ambulance, order medicine online and there are some other services which we are considering for the future.

There are not many online platforms in our country where people can seek help during any unexpected occurrence. We are just trying to establish that platform for people when they are in dire need of assistance.

We are trying as much as we can to reach our goal and in this journey errors will be made as we are still in the learning curve. But we are hopeful that under the supervision of our supervisor and others who are helping us in any way, we will be able to convert our dream into reality.

1.2 Motivation for this project

We all learned things from other people who were willing to share their knowledge with us in the same way we share our knowledge with others and get motivated. In this journey of building this project we get motivation from renowned resources which already exist in modern world.

1.2.1 Traditional ambulance system

Existing ambulance system is not updated with respect to time. That’s why we get motivated to make a new ambulance calling system to make this existing platform more efficient and user friendly.

1.2.2 UBER

Nowadays UBER has successfully built a platform of hiring cars. From here we got the idea of booking ambulance online.

1.2.3 Foodpanda

In Foodpanda we see that they send us food right at our doorstep in a very short time, here we got the idea of providing people medicine when they need it badly and can't get out. In this process the medicine is also sent to their house as soon as possible.

1.3 Objective

Our main objective is to ensure fastest ambulance and medicine facilities for common people. We will develop an online based ambulance calling and medicine ordering system. Since all the physical hustle will be reduced it will enable people to get help rapidly.

Our main objectives are –

- ❖ Finding the nearest ambulance as soon as possible.
- ❖ Emergency medicine home delivery.
- ❖ Ensuring easy access offire service and hospital contact.
- ❖ Making it as much user friendly as we can.

1.4 Expected Outcome

- Building a new platform for online based ambulance calling system for common people.
- Ensuring home delivery of Emergency medicines.
- Making easy access of fire service and hospital contacts.
- Increasing new possibilities of income for Ambulance owners.

1.5 Report Layout

The total project is included six chapters. Summarization of the layout is given below:

Chapter 01: In this chapter it gives an introduction with a short overview of the objectives and its motivation. We will also discuss about the expected outcomes of our project.

Chapter 02: Here we discuss the background of our project which including with related works and discussion of the problem and challenges of the system.

Chapter 03:In chapter three we highlight the requirements on both software and communication service which we used in our project.

Chapter 04: In chapter four on design specification about our proposal by the flow-chart diagram, design with both front-end and back-end with practical details.

Chapter 05: In chapter five we will discuss the implementation and testing of our project. In chapter six the conclusion, limitation and future scope and plans for our project are discussed.

CHAPTER 2

BACKGROUND

2.1 Introduction

Online emergency services like ambulance or medicine service will ease peoples' life enormously. Users will be able to sign up for this web application by giving basic information about themselves and take the service afterwards. They will be able to specify their locations where they need the service provided to and be helped in shortest time possible. Nearest ambulances will get notified of the situation sooner than the other ambulance on that particular area. Hence the service will be less time consuming. In medicine delivery system an user will always get his/her desired medicines delivered to him/her no matter what time on the clock it is.

That means they will get the services 24/7. In daily life we often face situations like these, this online based emergency assistance will hopefully reduce the negative consequences of those situations.

2.2 Literature Review

There many techniques has been developed world widely to build an online based and time consuming ambulance booking system. In our country, there are very few systems are working properly.

ElgarejMouhcine et al. [1], The Ant algorithm has been used to find the shortest and optimal path for an ambulance. This algorithm is self-adapted,distributed algorithm based on the behavior of almost real ants.The major purpose of this research is to find the fastest path by proposing a new distributed system based on Ant Colony Optimization algorithm to get the shortest path for ambulances.

OmkarUdawan et al. [2], Signal Control Algorithm have been used here. Wireless sensor networks, E-MAC, Ant colony optimization Algorithm, Packet combining protocol etc. also were been used. To transmit data in wireless sensor networks, congestion may occur, which can be reduced by using various protocols like Packet retransmission.

Huber Nieto-Chaupis [3],BasicallyRapid Assistance System or RASUS works in peri-urban area. Based on medical image processing, this will helps people to ensuring people medical services.

The location set covering model (LSCM), Mobile Computing Lending Program (MCLP) has been introduced here.

Cheng Siong Lim et al.[4], the review of dynamic ambulance relocation models from the perspective of dispatch policies has been discussed here. The path between the reviewed ambulance dispatch policies and real-life policies is featured here.

2.3 Related Works

After deciding to build this web application, we looked through online and found no such site or app that is like ours. However, there are apps which have some similar features like us but not a complete one. We provide people with the real time whereabouts of the ambulance but others do not show this. [6]

Here we have listed a few android app those we have found after searching online

- BD Police Helpline: 999
- Bangladesh Emergency Numbers
- Bangladesh Fire Service

2.4 Comparative Studies

When we started planning for developing a web application project like this, we searched on internet to find some similar work. But there are no familiar or effective platform like ours. But 999 (BD Police helpline) are doing very good job manually. [5]

But in many foreign countries, online based medical service is doing very well. Here we are just try to make our own platform for our country which will be more responsive, effective and user friendly.

2.5 Scope of the Problem

As it is a new platform, we have a lot of scope to do many things. The main scopes are:

2.5.1 Building new platform: As there are no online based system like this, so we have a big scope to build the platform where people will get attracted.

2.5.2 Privacy: User's privacy should be maintained efficiently. This system will not monitor or take control of user's browser. This will only record the booking or order request. If it keeps

track of user activities and records without permission, it will be a strong violation of security.
[7]

2.5.3 Market Competition: As there are no similar system currently in market, so it will easy to surround the market within a short time. [6]

2.6 Challenges

- Convincing people to use.
- Convincing ambulance companies/ medicine shop manager.
- Providing Best services qualities.
- Perform all function perfectly.
- Ensuring good qualities ambulance.
- Making users information more secured.
- Making less time consuming.

CHAPTER 3

REQUIREMENT SPECIFICATION

3.1 Business Process Model (BPM)

Business Process Model means the logical analysis of business process of an organization. BPM of a web application represents its business process and make it more efficient.

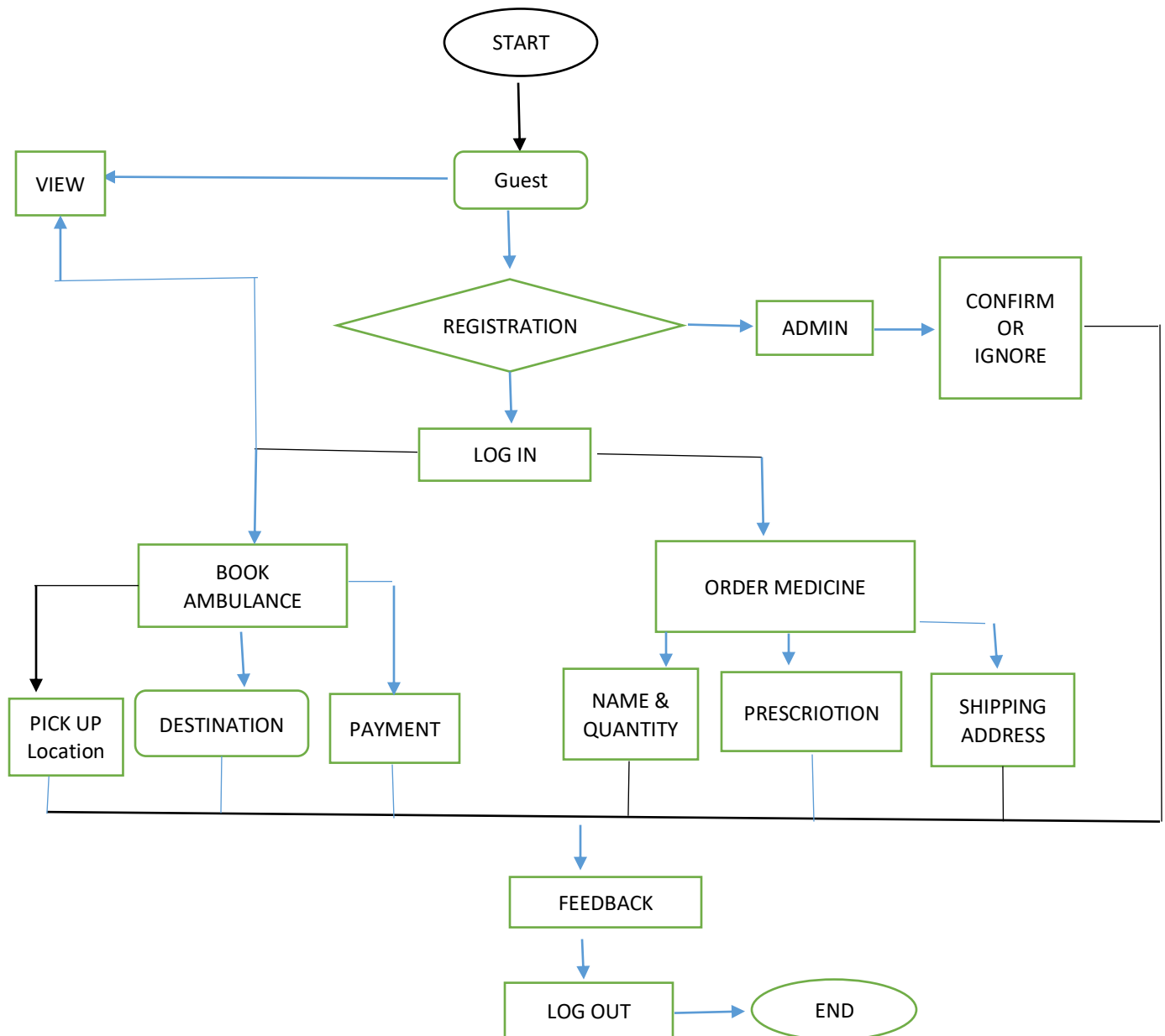


Figure 3.1: Business Process Model

3.2 Requirement collection and analysis

Requirement analysis is a very first step to build a project. Without properly analyzing requirement no project can run well.

Requirement list:

- Sign up and Log in
- User can book ambulance
- User can order medicine
- Ambulance Searching
- View ambulances' availability
- User can give Feedback
- User friendly UI and UX
- Smoother and memory consuming

3.3 Use case modeling and description

3.3.1 Whole System

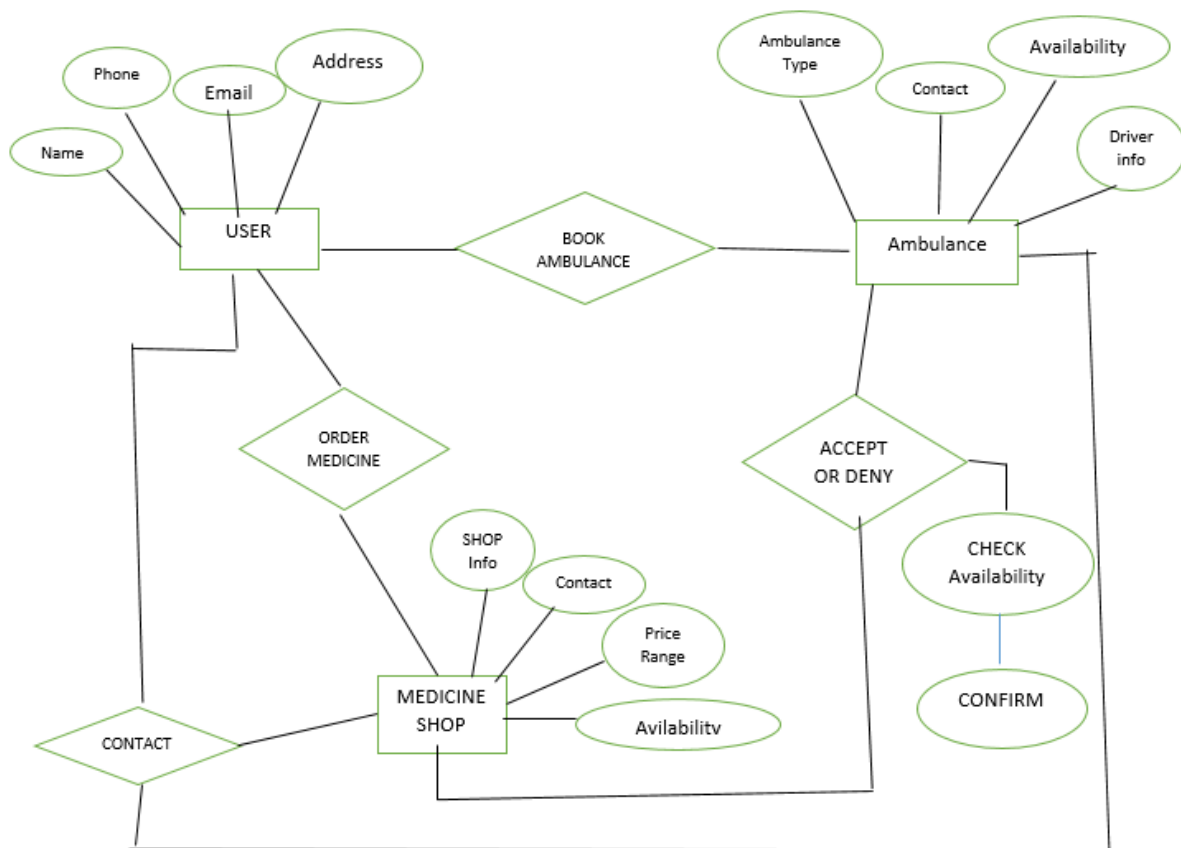


Figure 3.2 Use case model for whole system

In the diagram above, the connection among the users, admin, medicine shop and ambulance is shown. Here it shows what happens when user a user signs up with his/her information. User gets to take free service from the website.

Use case Description

Table 3.1: Use Case Diagram for whole system

Use case name	Whole System
Primary actor	Users, admin
Secondary actor	Medicine shop, Ambulance
Pre-Condition	Sign in
Scenario	Sign in Select service Service confirmation Sign out
Post condition	Null

Brief Description:

Actor: Users, Admin, Medicine shop, Ambulance

The flow of steps:

- Users must sign in and select service
- Admin will approve or deny.

3.3.2 Registration module

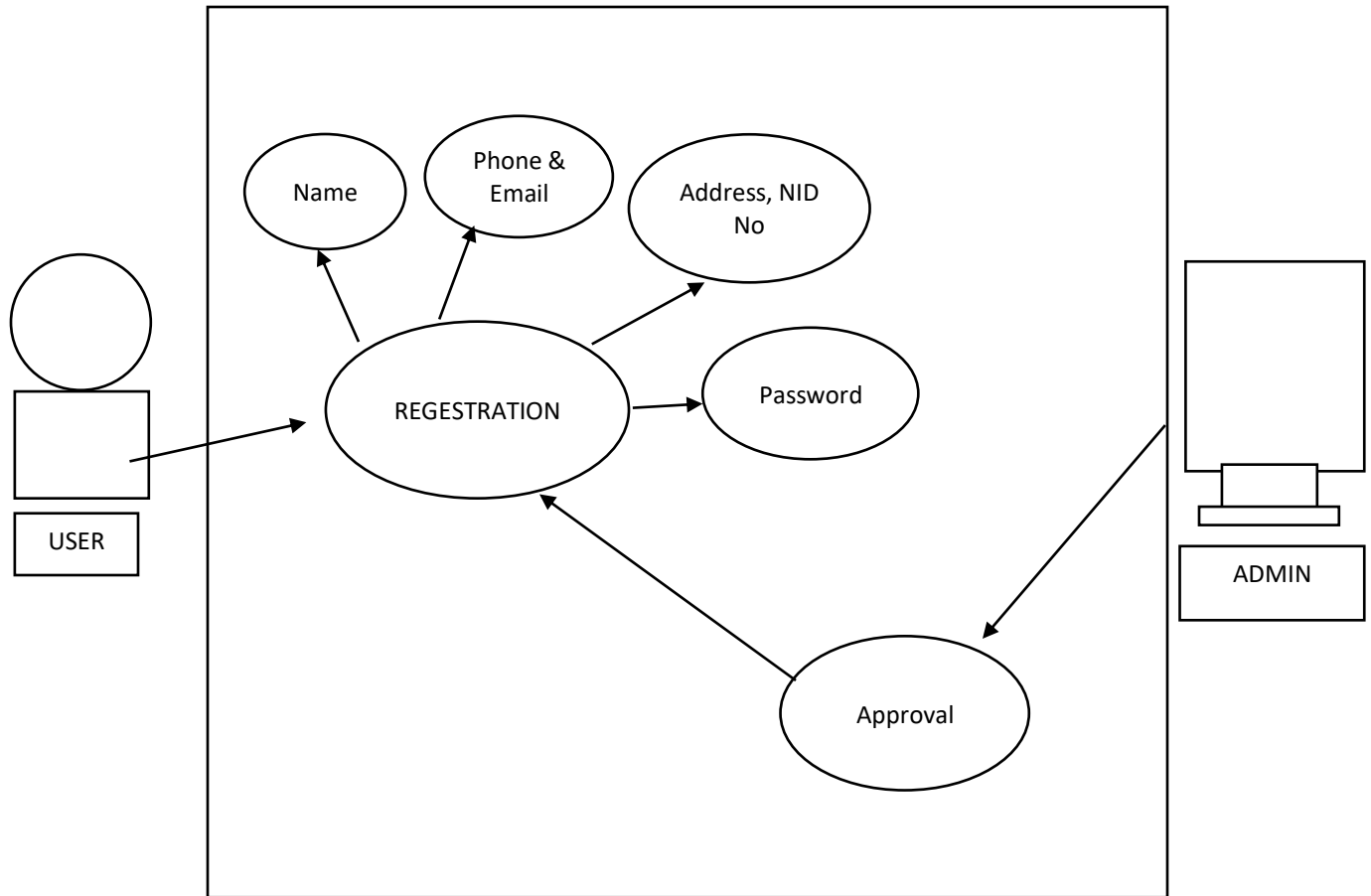


Figure 3.3 Regestration Module

In this diagram, it shows that a user has to sign up for further facilities from the website and the admin gets to approve or disapprove the user’s request.

Use case Description

Table 3.2 Use Case Diagram for Registration Module

Use case name	User Registration
Primary actor	User, admin
Secondary actor	Null
Pre-Condition	Null
Scenario	Enter Name Enter phone and Email Enter NID no and Address Enter password
Post condition	Registration Successful

Brief Description:

Actor: User, Admin

The flow of steps:

- Enter name, valid phone number, email, address etc.
- Select a valid password.

3.3.3. Login Module

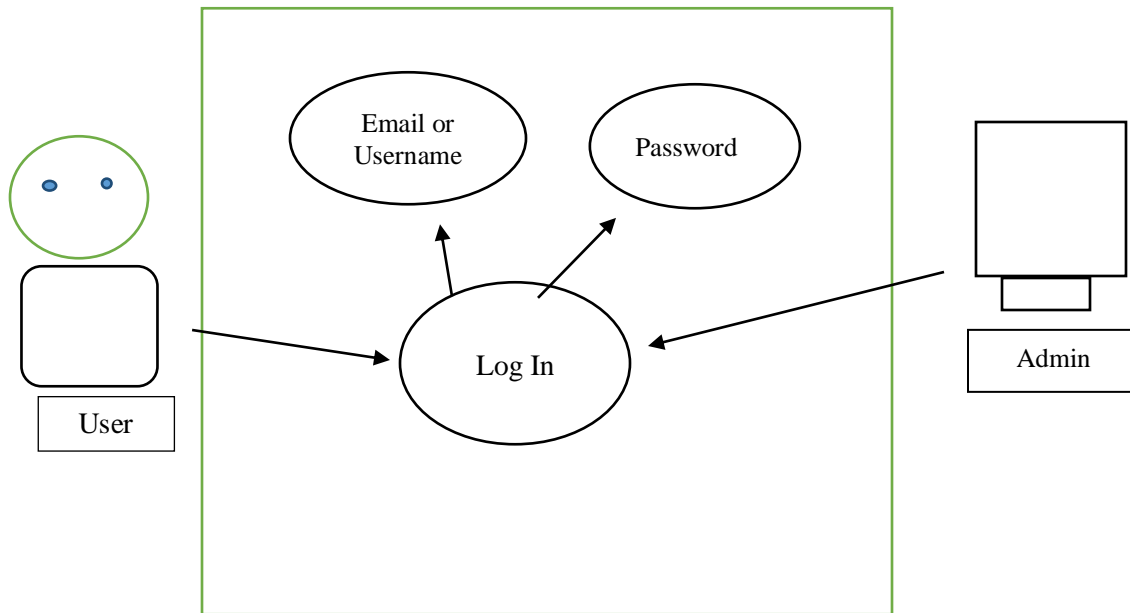


Figure 3.4 Use case model for User Login

This use case model shows that an user logs in with his/her email and password.

Use case Description

Table 3.3: Use Case Diagram for User Login

Use case name	User Login
Primary actor	User, admin
Secondary actor	Null
Pre-Condition	Registered User
Scenario	Enter Email Or User name Enter password
Post condition	Successful login or not View and edit profile

Brief Description:

Actor: User, Admin

The flow of steps:

- Enter username.
- Enter password.

3.3.4 Profile Module

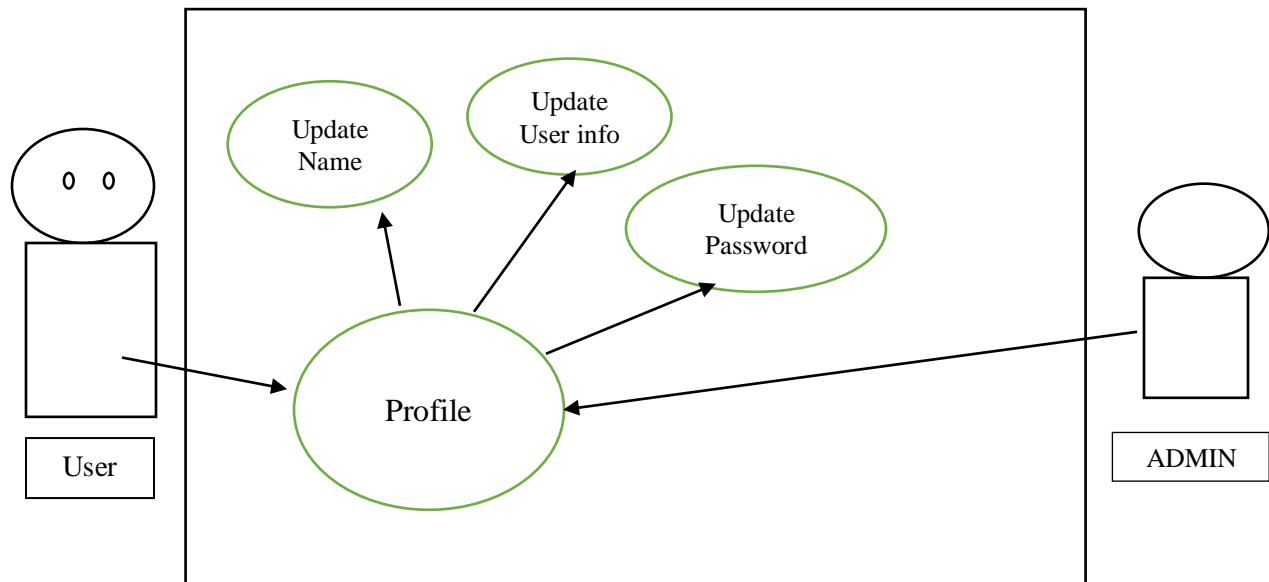


Figure 3.5 Use case model for User Profile

In this use case model, it shows that an user gets to update his/her profile i.e. name, password, information.

Use case Description

Table 3.4: Use Case Diagram for User Profile

Use case name	User Profile Module
Primary actor	Current User, Admin
Secondary actor	Null
Pre-Condition	Successful Login
Scenario	Update name Update user info Update password

Post condition	Save changes
----------------	--------------

Brief Description:

Actor: Current user, Admin

The flow of steps:

- Sign in
- Update profile and save updates.

3.3.5 Ambulance booking

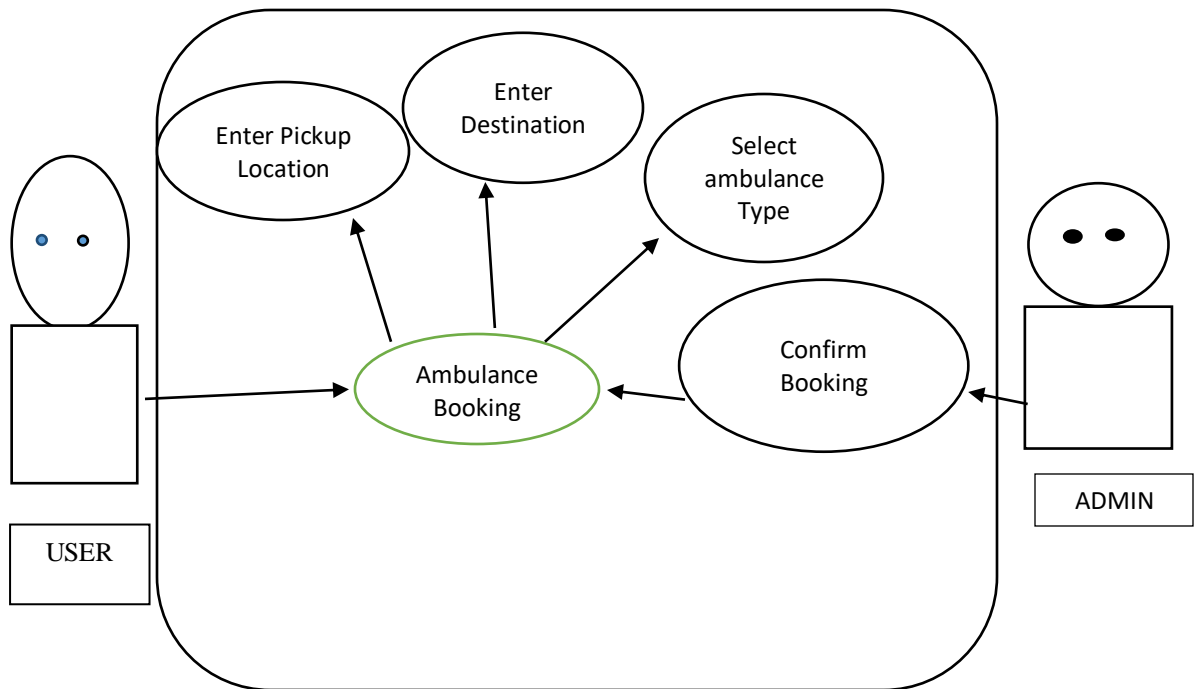


Figure 3.6 Use case model for Ambulance Booking

This above figure demonstrates the ambulance booking system of our website. The user provides his pickup location, destination, ambulance type and then confirm booking.

Use case Description

Table 3.5: Use Case Diagram for Ambulance Booking

Use case name	Ambulance booking
Primary actor	Logged In User, admin
Secondary actor	Null
Pre-Condition	Successful Login
Scenario	Enter pickup location Input Destination Select Ambulance type
Post condition	Confirm booking

Brief Description:

Actor: Logged In User, Admin

The flow of steps:

- Successful Login.
- Enter location, destination and ambulance type.

3.3.6 Medicine order

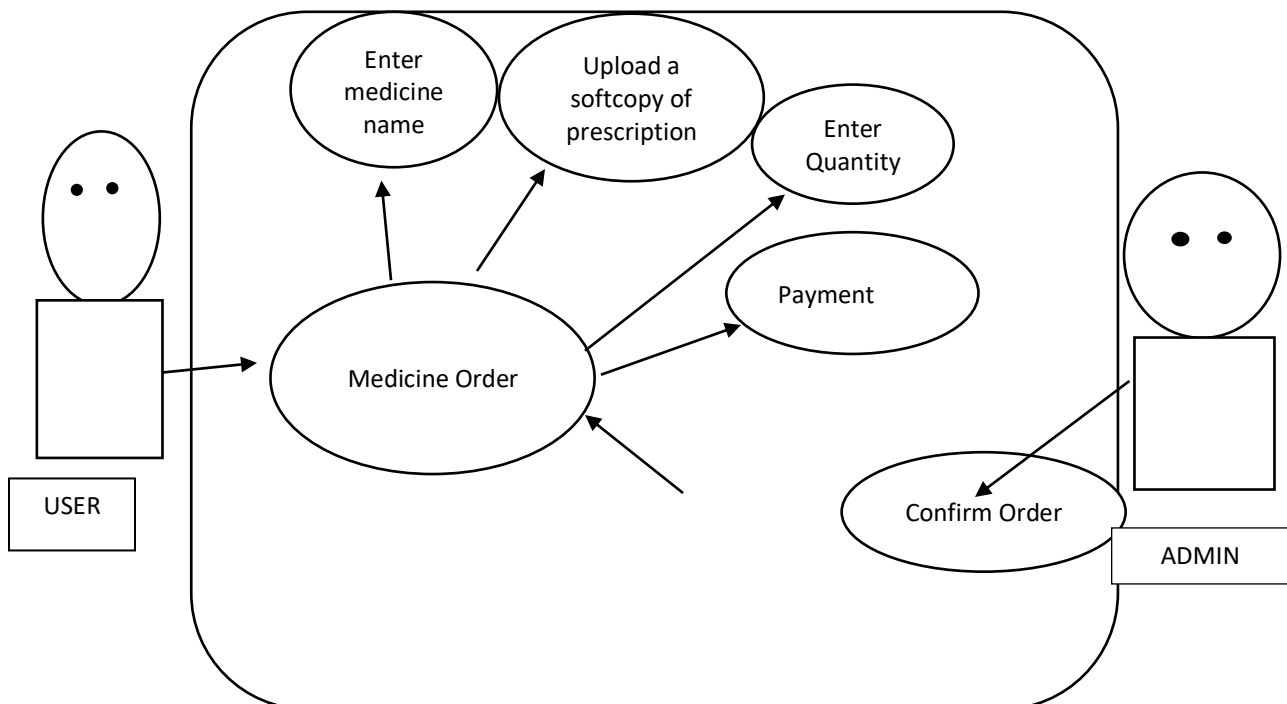


Figure 3.7 Use case model for Medicine Order

This use case model shows how the website works for medicine orders. User provides medicine name, enter quantity, softcopy of prescription and payment.

Use case Description

Table 3.6: Use Case Diagram for Medicine Order

Use case name	Medicine order
Primary actor	Logged In User, admin
Secondary actor	Null
Pre-Condition	Successful Login
Scenario	Enter medicine name Enter Quantity Upload a softcopy of prescription Payment
Post condition	Confirm Order

Brief Description:

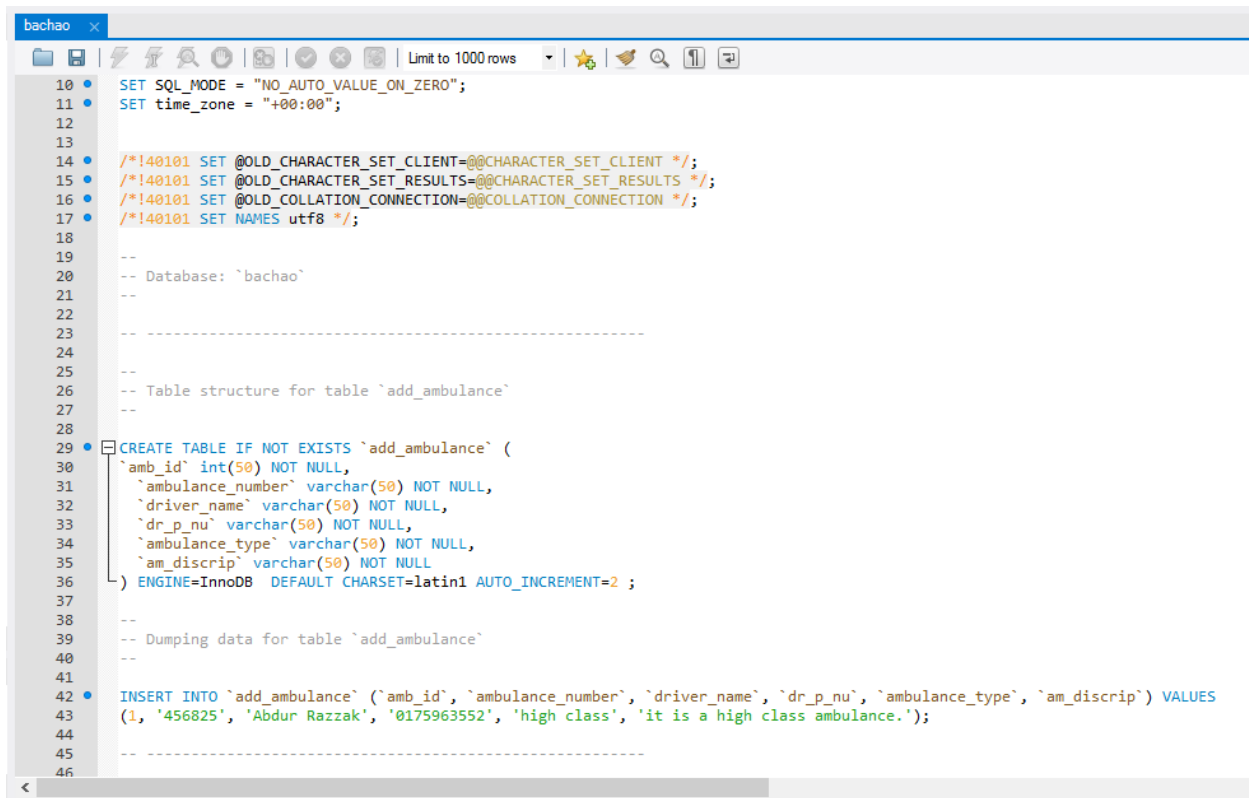
Actor: Logged In User, Admin

The flow of steps:

- Successfully login.
- Enter medicine name, quantity and current address.

3.4 Logical Data Model

To build database we used MySQL. The figure of SQL structure is given below:



```
10 SET SQL_MODE = "NO_AUTO_VALUE_ON_ZERO";
11 SET time_zone = "+00:00";
12
13
14 /*!40101 SET @OLD_CHARACTER_SET_CLIENT=@@CHARACTER_SET_CLIENT */;
15 /*!40101 SET @OLD_CHARACTER_SET_RESULTS=@@CHARACTER_SET_RESULTS */;
16 /*!40101 SET @OLD_COLLATION_CONNECTION=@@COLLATION_CONNECTION */;
17 /*!40101 SET NAMES utf8 */;
18
19 --
20 -- Database: `bachao`
21 --
22 -----
23
24 --
25 -- Table structure for table `add_ambulance`
26 --
27
28
29 CREATE TABLE IF NOT EXISTS `add_ambulance` (
30   `amb_id` int(50) NOT NULL,
31   `ambulance_number` varchar(50) NOT NULL,
32   `driver_name` varchar(50) NOT NULL,
33   `dr_p_nu` varchar(50) NOT NULL,
34   `ambulance_type` varchar(50) NOT NULL,
35   `am_discrip` varchar(50) NOT NULL
36 ) ENGINE=InnoDB DEFAULT CHARSET=latin1 AUTO_INCREMENT=2 ;
37
38 --
39 -- Dumping data for table `add_ambulance`
40 --
41
42 INSERT INTO `add_ambulance` (`amb_id`, `ambulance_number`, `driver_name`, `dr_p_nu`, `ambulance_type`, `am_discrip`) VALUES
43 (1, '456825', 'Abdur Razzak', '0175963552', 'high class', 'it is a high class ambulance.');
```

Figure 3.8: Logical Data Model

3.5 Design Requirements

Our whole system was designed based on user requirement analysis. It is one of the most critical phase of a development project.

- We build a login page because in our system there are an authentication for user.
- We have three type of users, Admin, User and Guest. Admin and registered users can use all features but Guests can view only.
- Registered users can book ambulance and place order for medicine after logged in. they can also update their profile.
- Guest can view selected sections and also can create new profile.

In detail planning phase we went through these:

- Analyzed the System
- System creation started

- Oracle Database
- SQL
- Planned which tools and Forms to be used

3.6 Summary

Basic function of our project is to building a new platform for online based ambulance booking system. As there is no effective platform like ours, that's why we hope it will create a new dimension.

CHAPTER 4

DESIGN SPECIFICATION

Design specification described in which way this whole system was designed. In this chapter we tried to describe the front end and back end design. All tools used to design and design related all issues were also discussed here.

4.1 Front End Design:

Basically front end design represents the UI. In other hand it also the combination of web design part and web development part. To make this visible we used HTML, CSS, JavaScript and Php. We always tried to keep it more scalable, extensible and flexible. We also tried maintain it's robustness.

```
1  html,body{
2      margin:0;
3      padding: 0;
4      width: 100%;
5  }
6  body{
7      height: 100vh;
8      background: #f0f0f0;
9      font-size: 16PX;
10     font-family:proxima-nova,sans-serif;
11 }
12
13
14 /*team area start*/
15
16
17 .content {
18     padding-top: 30px;
19 }
20
21 /* Heading */
22 .heading {
23     z-index: 1;
24     position: relative;
25     text-align: center;
26     margin-bottom: 100px;
27 }
28
29 .heading:after {
30     left: 50%;
31     height: 3px;
32     width: 50px;
33     content: " ";
34     bottom: -35px;
35     margin-left: -25px;
36     position: absolute;
37     background: #444;
38 }
```

Figure 4.1 Design page

4.1.1 Home page

In homepage there are a menu bar, a slide, some text and image.

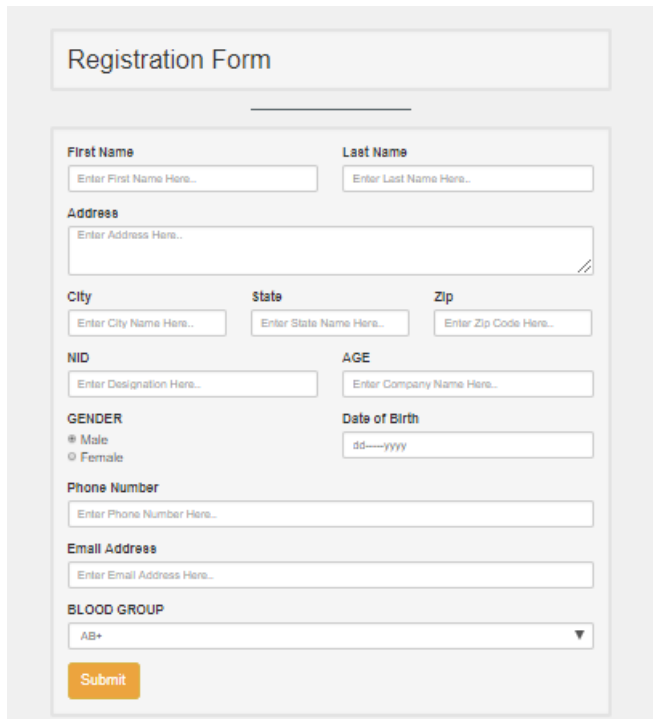
The menu bar is consisting of home, gallery, log in, registration, about and contact button .



Figure 4.2Home page

4.1.2 Registration

Registration page is for user registration. By filling up every necessary field a user can be signed up. Necessary field contains name, phone number, email, Address, blood group etc.



Registration Form

First Name
Enter First Name Here..

Last Name
Enter Last Name Here..

Address
Enter Address Here..

City
Enter City Name Here..

State
Enter State Name Here..

Zip
Enter Zip Code Here..

NID
Enter Designation Here..

AGE
Enter Company Name Here..

GENDER
 Male
 Female

Date of Birth
dd---yyyy

Phone Number
Enter Phone Number Here..

Email Address
Enter Email Address Here..

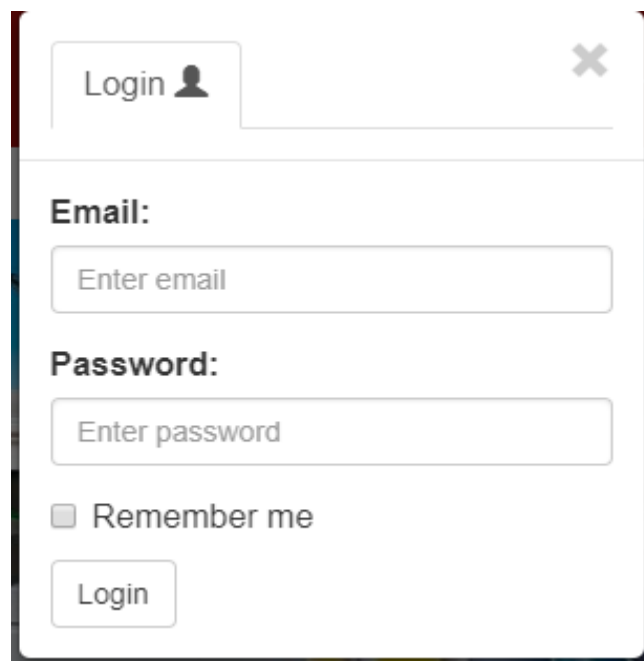
BLOOD GROUP
AB+ ▼


Submit

Figure 4.3. Registration

4.1.3 Log in

Every registered user can log in here with valid email and password. Only after successfully logging in a user can book an ambulance or can order medicine.



Login  ✕

Email:
Enter email

Password:
Enter password

Remember me

Login

Figure 4.4Log in

4.2. Back-end Design

Back-end design includes power supply behind the project. We used PHP as a server-side scripting language to develop the project and MySQL for database.

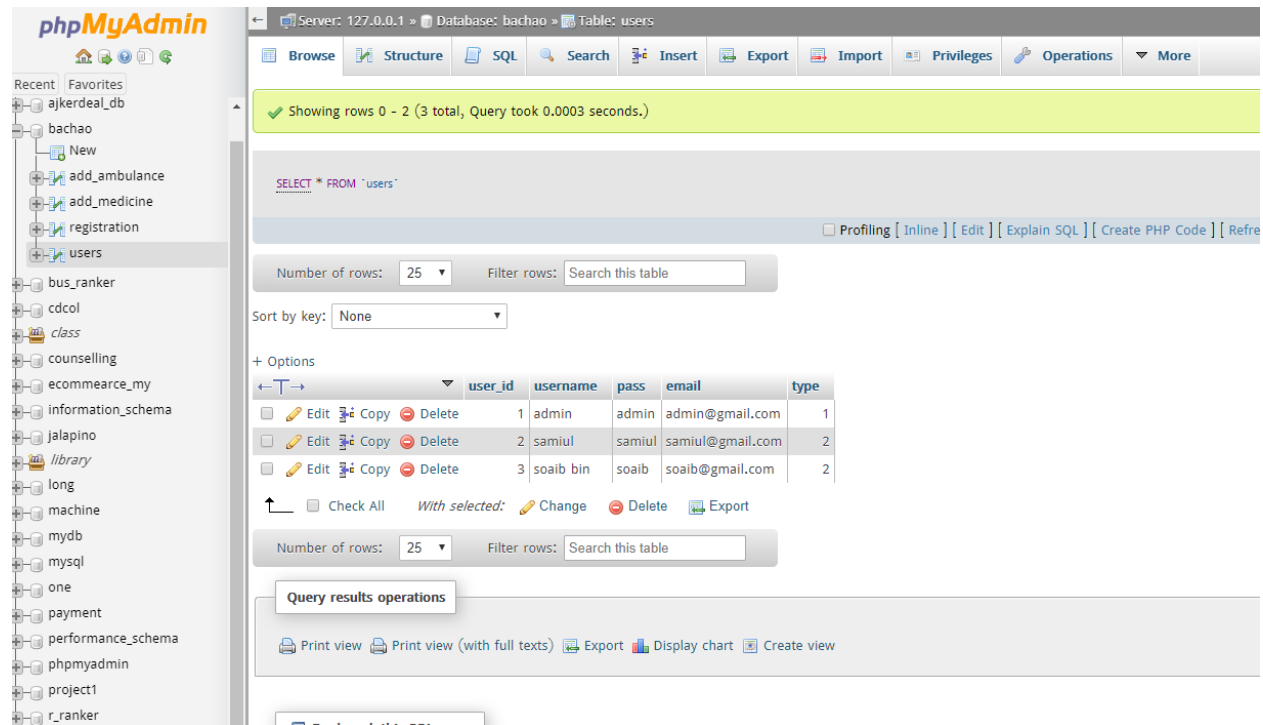


Figure 4.5 Back-end Design

PHP: PHP is a server scripting language. Used to make a page more dynamic and interactive.

MySQL: MySQL is a common database system, directly related with PHP.

4.3 Interaction design and UX

Interaction design ensure the interaction between user and product. It makes improvement of product's usability and accessibility.

In this application, we used BOOTSTRAP, HTML and CSS to make pages more attractive and standard. Color combinations are not irritating for sight and made in more user friendly.

4.4 Implementation Requirement

To make sure the implementation of this project we used different tools. In this section we described the tools required to develop this project.

- HTML, CSS and BOOTSTRAP: front-end design
- PHP,Laravel: Back-end Design

- XAMPP: Creating local server
- MySQL: Database
- Javascript: From validation

And different icons, fonts and picture were collected using GOOGLE.

CHAPTER 5

IMPLEMENTATION AND TESTING

In this chapter we discussed about the different site of implementation of this project and some testing results.

5.1 Implementation of Database

There are so many database management systems that are being used. As it is an open source and one of the most popular database management systems, we choose MySQL for our project. it is secured and easy to use.

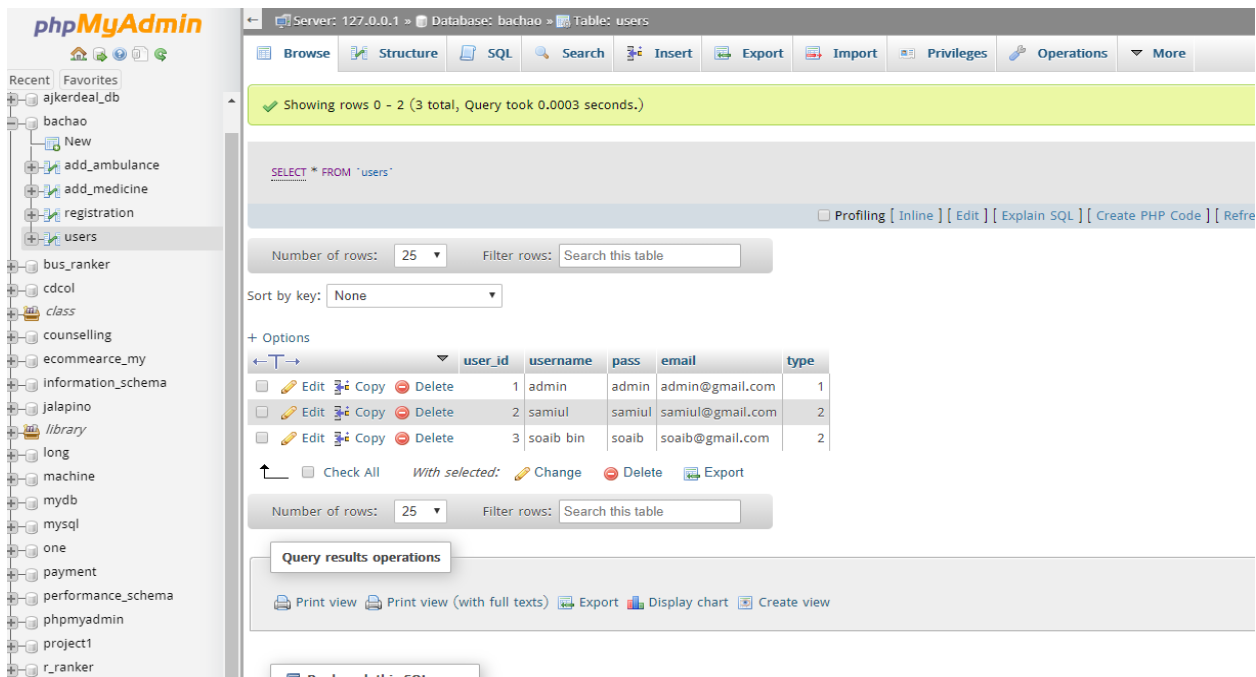


Figure 5.1 Database

5.2 Implementation of Front-End design

As a good front end design can attract an user at first sight, we tried to make our front end design more simple, attractive, user friendly. We did not use any color combination which is irritating for eyes.

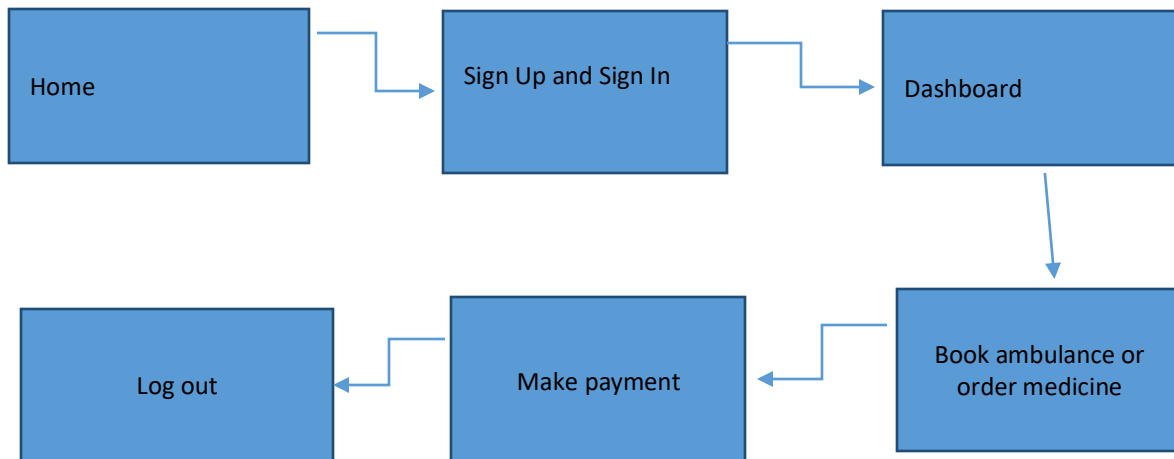


Figure 5.2 Implementation of Front-end

There are some factors about front end design:

- We have two type of user, Admin and User.
- Every user must be registered and need to be singed in to use all features.
- Valid email and password needed to sign in,

5.3 Implementation of Interaction

In our surrounding world, Interaction can be found almost everywhere. Interaction ensure a system is attractive and dynamic to an user or not. To make a system popular and user friendly, it should be interactive. As we have mentioned before that we added some unique features which make us different form others. With the Contact option every user can easily can talk with system admin. Our system has been successfully implemented with ensuring interaction.

5.4 Testing Implementation

Testing Implementation represent when an implemented system's functions are got tested. We have tested our system several times like sign up, sign in, sign out, book ambulance, confirm

booking, order medicine, confirm order, add ambulance, view ambulance etc. We have tested the following:

- New registration
- Logging system
- Book ambulance
- Confirm booking
- Order medicine
- Confirm order
- Add ambulance
- View ambulance
- View gallery
- View Dashboard
- Contact
- Log out

5.5 Test Results and Reports

In this part we discuss about the results got for testing and it's reports.

5.5.1 System Testing

The table given bellow describe the abridge report of system testing:

Table 5.1 System testing table

Test Case ID	Date	Tester	Fail/Pass	Severity of Defect	Summary of Defect	Closed Prior to Release	Comment
1	02-Feb-2019	Hirak	Pass	4 Bugs Found	Bug	<YES>	

5.5.2 User acceptance Testing:

Table 5.2 User acceptance testing

Test Case ID	Date	Tester	Fail/Pass	Severity of Defect	Summary of Defect	Closed Prior to Release	Comment
1	12-Mar-2019	Kamolaxmo	Pass	No Defect	No Defect	<YES>	
2	13-Mar-2019	Hirak	Pass	No Defect	No Defect	<YES>	

CHAPTER 6

SYSTEM SECURITY

To develop a standard system, developer should ensure it's security. In this chapter we discussed about the threat, it's security system and security related terms.

6.1 System Security

A secured system ensure not only protect it from unapproved access of information but also at the other hand it helps to avoid invalid annihilation of information. For this reason we give access of view to registered user only. And every activity of user need to be approved by system admin.

6.2 Threats to System security

After a short research we found some threats for our system. Some threats are given bellow:

- Dishonest and Disgruntled User
- Fake user
- Errors and omissions
- Data Breaches
- Malware

6.3 Database Security

Database security means the collective measurements used to protect and secure a database form unauthorized use and malicious threats and attacks. In our system's Database there are a lot of data and information are stored. So we need to make our database more secured and protect form unauthorized access. During Transaction processing crashes can happen if accidently data loss it's consistency.

CHAPTER 7

CONCLUSION AND FUTURE SCOPE

This is the last chapter of our project report. In this part we discussed about it's conclusion and some future scope including future plan.

7.1 Discussion and Conclusion

The purpose and objective of our project has been achieved successfully. HTML, PHP, CSS, JavaScript, MySQL, Atom etc. language and software are being used. We think our attractive Graphical interface will attract people. Our less time consuming and user friendly system will make people interested to use our system.

After the long journey of planning, thinking, discussion, design, coding and implementation we reached here with our project. We faced many difficulties to reach here. The main challenges were gathering ideas and keeping our system updated.

While working, we learned a lot of things. Specialy it taught us to work together friendly as a team and co-ordinate with each other.

7.2. Limitation

Everything has its own limitation and we are not exceptional, we have some limitation too. We tried as much as we can to avoid limitations. It could be more dynamic and user friendly. Fake user or anyone can make misuse of this platform with fake documentation.

7.3 Scope for Further Development

We have a lot of plan for future improvement. Here some future plan:

- Making easy and more user friendly for all users.
- Data mining user activity to identify user's behavior and characteristics.
- Try to run this system as a corporate site.
- Spreading the system all over the country.
- Building a secured payment system.

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APPENDIX

Appendix A: Project Reflection

The goal of this part of appendix is to give an overview of our project reflection. We enjoyed a lot to develop the project, and it was also different and challenging than other typical courses.

It was a nice experience to be part of a dynamic, effective and hard working group. We were complemented to each other from the beginning to finishing the project.

We learned from the working experience that, a good start can inspire the best finishing. It also taught us to work together as a team and co-operate with each other.

Appendix B: Related Diagram

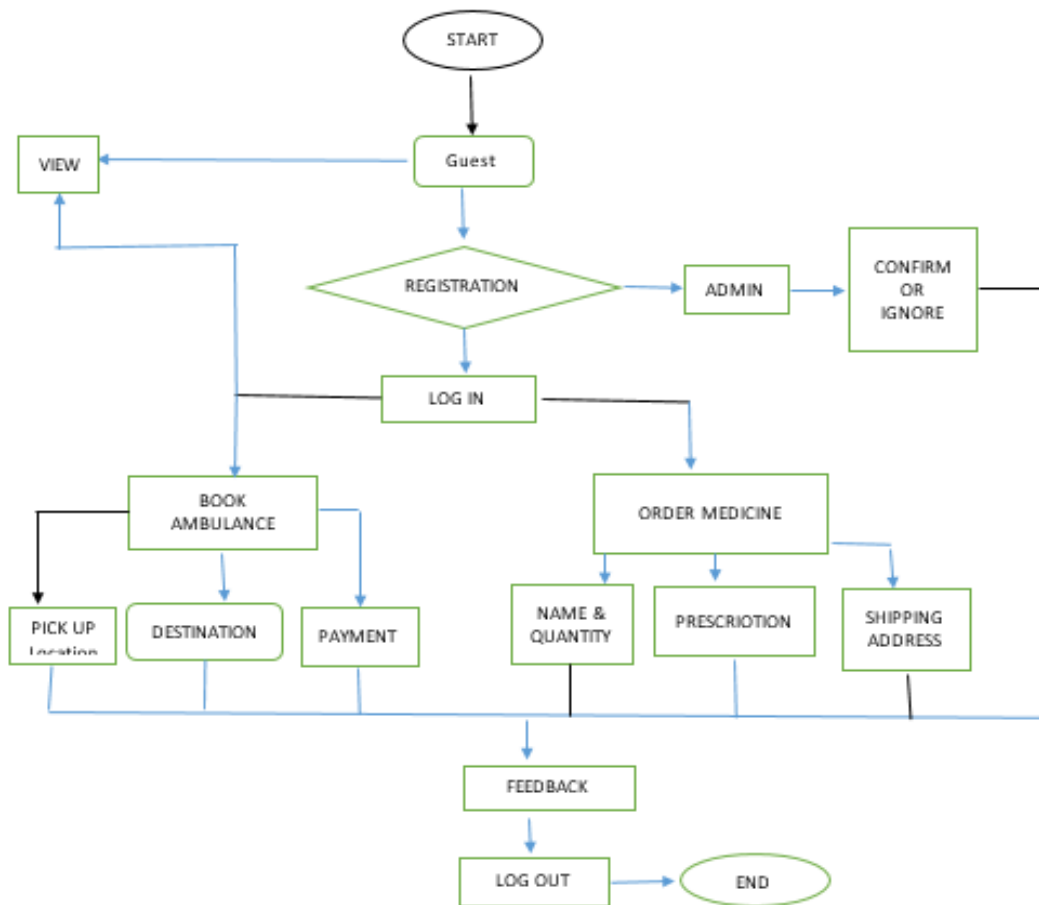


Figure 3.1 Business process module

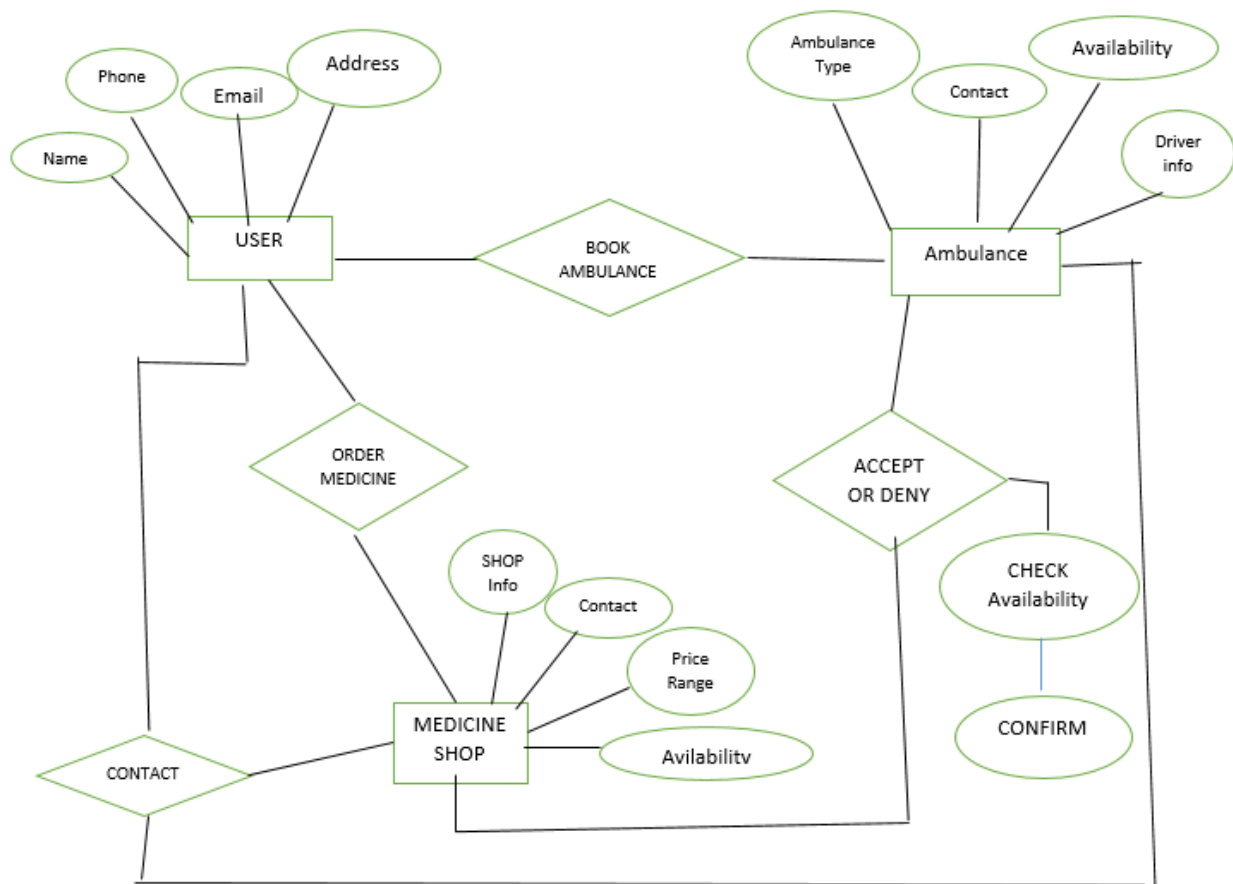


Figure 3.2 Use case model for whole system

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