# COMMUNITY BASED HELP DESK

**BY**

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

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**DAFFODIL INTERNATIONAL UNIVERSITY**
**DHAKA, BANGLADESH**
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# APPROVAL

This Project titled **"Community Based Help Desk"**, submitted by Md Mostafizur Rahman, ID: 153-15-610, and Md Masud Rana, ID: 153-15-599, and Shak Md Tuhin Siddik, ID: 153-15-593 to the Department of Computer Science and Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfilments of the requirements for the degree of Bachelor of Science in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 6th August, 2019.

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# DECLARATION

We hereby declare that, this project has been done by us under the supervision of **Dr. Sheak Rashed Haider Noori, Associate Professor and Associate Head, Department of CSE** Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

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Finally, we must acknowledge with due respect the constant support and patients of our parents.

06th August, 2019

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# ABSTRACT

A community-based help desk is a web-based learning method and strategy that engages with learning, Learners collaborate with each other and work together to solve problems, complete a task, or create something special. In this project we strive to create a global community for any kind of human benefit. This study aims to explore the possibility of using web application techniques to build predictive models of performance in collaborative induction tasks. As per the general education system of the country, we have lacked some concentration in our class session. Our system can help those students get a clearer idea of subjective knowledge. We have explored how to improve communication skills through this application. The results show that such features have some potential to effectively predict performance in these typical functions.

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# CHAPTER 1

# INTRODUCTION

## 1.1 Overview

The key idea of our project is to spread and share knowledge through the community. Users can share their issues or get specific help from an expert in the section of their discussion page. They can get expert help from our community on a specific topic. The Schedule section uses any place they can set up any support meeting if they want.

## 1.2 Motivation

At this time, there is no good communication between student to student or teachers in the educational institution. For this reason, we came to our idea. This idea is motivated to create a good community in the educational sector. Our system helps to build a strong connection between learners and can make a good helping Tradition in our young generation.

Lastly, our main motive is to help student communities together or try to make a good collaboration between learners.

## 1.3 Objectives

The main objectives of our project are building a strong community, those are interested to help each other and gather knowledge by a collaboration method. This document helps us to gather a basic concept, how we construct and design our help desk by creating and using a strong community.

Help us to find out how we can solve our day to day life problems by using the power of learner's community.

## 1.4 Expected Outcome

The overall objective of the Community Based Help Desk is to develop a customizable, decentralized system that allows learner to set a meeting for a particular problems of virtual and real worlds communication by creating a community. The Community Based Help Desk is designed for construct a community in help purpose. This project helps to create a dynamic helping society for own purpose and benefits.

# CHAPTER 2

# BACKGROUND

## 2.1 Introduction

The term community-based education is used in a variety of disciplines, but there is no appropriate definition on it. Collaboration has become the trend of the 21st century. One of the critical concerns is the emphasis on the thinking of society and the need to work together for individuality, from individualism to community endeavour.

The Community Based Help Desk is an educational web-based learning system that involves different groups of learners working together to solve a problem, complete a task, or create something special. Through this educational process environment, students are challenged, both socially and emotionally, to hear different points of view, and to clarify and defend their ideas. By doing this, learners begin to create their own unique concept by using the power of a learner's community.

There are two types of users in our web application:

> Admin
> Learner

Community-based education transforms a significant space in the classroom of educational institutions away from the normative teacher-educated or discourse-blended mix. The lecture, listening, the note-taking process is not completely invisible in the collaborative classroom, but it is in addition to other processes where learners actively engage in discussions and course material.

## 2.2 Related Works

In the field of web-based application, a lot of work already have been done. And there are some specialized systems have been Quora, Stack-Overflow, Code Mentor, GitHub Community, etc.

## 2.3 Updated Feature

Our E-learning based software can make collaboration between learners. After the updated feature, we add some advance level feature. It will more preferable then. Our messenger will be more flexible and attractive to users. Collaboration system will come with a more advanced reminder and alert system. The software will be more reliable and more user friendly.

## 2.4 Comparative Studies

In academic life, students are facing problems with studying without consulting. They don't get the right direction. Some students are proficient in a particular subject. But another is proficient in other subjects. Our intention is to bring them into a group and make a connection between them. So that they can face each other to help them what they need.

# CHAPTER 3
# REQUIREMENT SPECIFICATION

## 3.1 Business Process Modelling

### 3.1.1 Overview

A proper business process model can collaborate in safe development steps, ordain the direction of product development, and we want to create strategies to achieve goals. The Business Process Model Plan template gives us a step through the process of creating a stiff, well-structured plan for our system.

### 3.1.2 Strategic Implementation

The process is for the education of a student community through a website that is organized. Which creates a strong bond and improves communication relations.

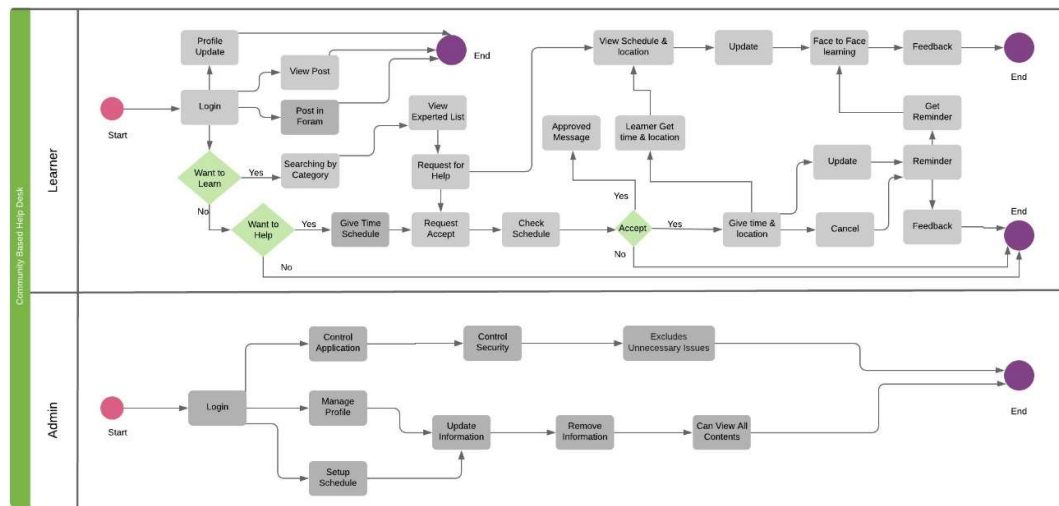The following figure shows the business model for the system



Figure 3.1: Business Process Model

## 3.2 Requirement Collection and Analysis

We've been working with Community Based Help Desk. This project is simple and developmental for this requirement. The assertion of our project mainly flowing two working process. Like as, Hardware and Software.

### 3.2.1 Learner Requirement

Actually, the learner is one of the most important actors for the system. When he will be accessed by the system, he must be registered firstly. Then he will be permitted to log in the system. The learner can post in the forum for a quick response from the community members. He can post on their problems in the forum and other members can reply on it. As usual, he can update the post, mark the best answer and closed the problem. Help seeker and help provider are two main part of the learner. A learner who wants to help, that's a help provider but another a help seeker. Seekers are finding the exported list. They can also discuss their problem and solution by a Chatting Tool. The provider gives the scheduled time and seeker find the free schedule for his own which subject he wants to help. A fixed time and place will be selected are known as an appointment. An appointment is updated by them. The appointment will be cancelled too. A reminder will be reached their profile by the system.

List of the key requirements:
  ► Post in forum
  ► Searching by profile
  ► Searching by skill
  ► View expert list
  ► Request for help
  ► View schedule and location
  ► Schedule management
  ► Manage profile
  ► Give Feedback

**3.2.2 Admin Requirement**

In this project of admin is another important actor who controlled the website or application. Admin can update all the process of feature. To manage users' profile and checking the security part. Admin can view all activity and information. An admin can create a new admin for the system. An admin can manage all the skill and channel details of this system. As this is the learning website. So unethical issue is excluded by the admin.

List of the key requirements:
- ► Manage profile information
- ► Setup schedule
- ► Remove information
- ► Security checking
- ► Excluding the unethical issue

### 3.2.3  Educational Requirements

The Project is developed using the combination of two different language JavaScript and PHP. We have used Laravel as a back-end technology which is a popular PHP framework. We have used Vue Js which is a Java Script framework for developing or Chat tool and Bootstrap framework for designing. We used Sublime Text Editor for the coding of the project. Created and maintained all databases into MySQL, in that we create tables, write the query for store data or record of the project. We have managed the database using XAMP server.

### 3.2.4  Technical and Legal Requirement

This is the system that is protecting to secure the unethical issue by the anti-malware. Like as the extension of Captcha. Requirements are given below:

- ► Users have the right to permission to the use of their data.
- ► Consumer protection
- ► Accessibility
- ► Protecting Cyber Security and user information

► Protecting from SQL Injection

► Protecting cookies.

► Protecting with CSRF protection.

### 3.2.5    Requirement Components

Actually, this is a web-based application. By using the software and hardware to complete our project.

### 3.2.5.1 Hardware Requirement

It needs at least one computer and internet connection to run the program.

Table 3.2.5.2: Hardware Requirement

| Processor | Intel Pentium Dual Core or above |
|---|---|
| Motherboard | Any |
| Ram | 2GB or more |
| Hard Disk | 200GB |
| Monitor | Any colour monitor |
| Keyboard | Any |
| Mouse | Any |
| Internet Connection | Broadband or mobile network |

### 3.2.5.3 Software Requirement

Different types of software are needed to provoking and manage this website

Table 3.2.5.4: Software Requirement

| Software | Usage |
|---|---|
| ➢  Operating system<br>✓  Linux (any version)<br>✓  Windows (any version) | Start the computer and adjust to customize all hardware components, applications, and software |
| ➢  Browser | A web browser that able to run a web application. |

## 3.3 Use Case Modelling and Description

### 3.3.1 Overview

A use case diagram which is the simplest delegation for the user's interaction. When the user is involved with the system, it becomes to view the many relationships between the user and the different types of use cases. The diagram of use case can recognize the many types of users.

### 3.3.2 Use Case Model

In the model of use, the case can possible to identify the Actors and Use cases into the site and affinity among them.

### 3.3.3 Use Case Model for User



Figure 3.3.3: Use Case Model for User.
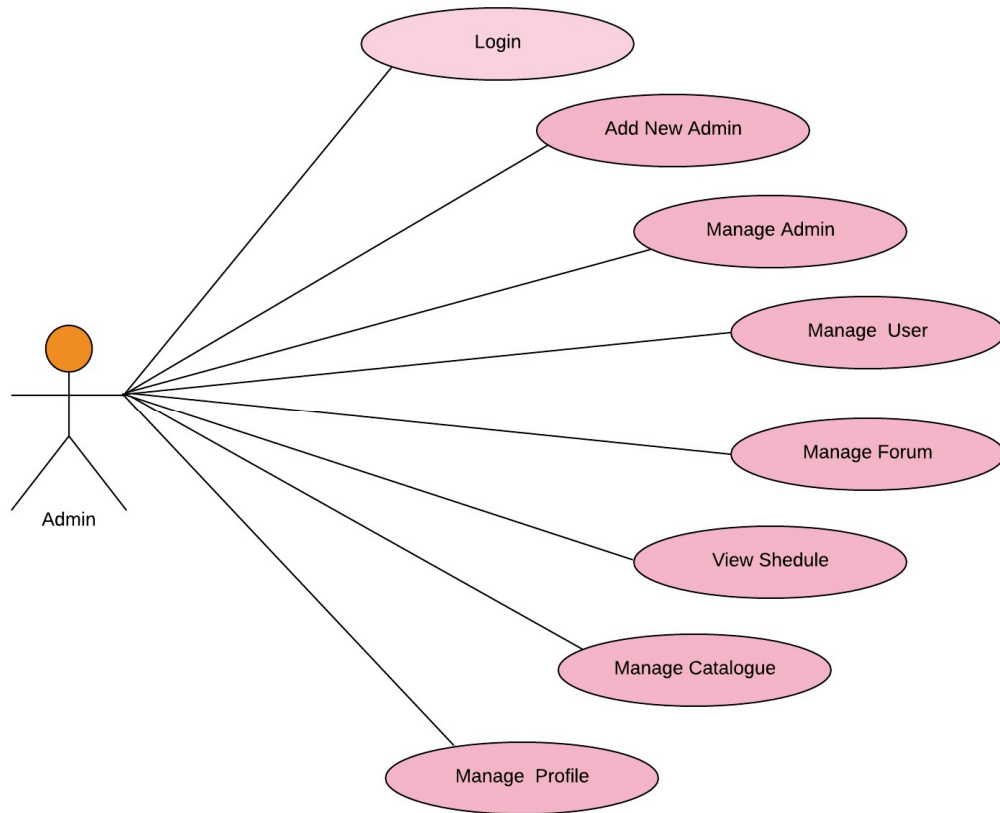
**3.3.4 Use Case Model for Admin**



Figure 3.3.4: Use Case Model for Admin.

**3.3.4.1 Use Case Model for the Proposed System**

In this application, there are two main actors. The actor named user represents the learner who is using the system and the actor named Admin that controls the system its own environment.

The following figure on the above the Use Case Diagram for the web application.

A brief description of the use case is given below for the diagram of the use case model.

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### 3.3.5 Use Case Description

TABLE: EXPLANATION OF USE CASE – INSTRUCTION

Table 3.3.5.1: Use case description for Register

| Case Id: | 01 |
|---|---|
| Statement Name: | Register |
| Created By: | Shak Md Tuhin |
| Date of Creation: | 26-06-2019 |
| Description: | In this use case, Admin, Learner can register successfully. |
| Primary Actor: | Admin, Learner |
| Secondary Actor: | None |
| Precondition | None |
| Postcondition | By registering Learner can get the login page and Admin login page. |

Table 3.3.5.2: Use case description for login

| Case Id: | 02 |
|---|---|
| Statement Name: | Login |
| Created By: | Shak Md. Tuhin |
| Date of Creation: | 26-06-2019 |
| Description: | In this case, User has to log in with his/her registered Username and password. |
| Primary Actor: | Admin, Learner |
| Secondary Actor: | None |
| Precondition | Must have to registered |
| Postcondition | None |

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Table 3.3.5.3: Use case description for Search

| Case Id: | 03 |
|---|---|
| Statement Name: | Search |
| Created By: | Shak Md. Tuhin |
| Date of Creation: | 26-06-2019 |
| Description: | In this case, the user has to search for two elements. Search by profile name or search by category. |
| Primary Actor: | Learner |
| Secondary Actor: | None |
| Precondition | Login first. |
| Postcondition | None |

Table 3.3.5.4: Use case description for Help provider

| Case Id: | 04 |
|---|---|
| Statement Name: | Help provider |
| Created By: | Shak Md. Tuhin |
| Date of Creation: | 26-06-2019 |
| Description: | In this case, a learner can see help request, set time and place, or chat for providing help. |
| Primary Actor: | Learner |
| Secondary Actor: | None |
| Precondition | Log in first to the profile. |
| Postcondition | None |

Table 3.3.5.5: Use case description for the Help seeker

| Case Id: | 05 |
|---|---|
| Statement Name: | Help seeker |
| Created By: | Sheikh Md Tuhin |
| Date of Creation: | 27-06-2019 |
| Description: | In this case, a learner can send a request for help via sending a virtual chart or request for a private meeting. |
| Primary Actor: | Learner |
| Secondary Actor: | None |
| Precondition | A learner has to search first and select person. |
| Postcondition | None |

Table 3.3.5.6: Use case description for Manage schedule

| Case Id: | 06 |
|---|---|
| Statement Name: | Manage schedule |
| Created By: | Shak Md Tuhin |
| Date of Creation: | 27-06-2019 |
| Description: | In this case, help provider manages his/her schedule. A provider can cancel the meeting or edit the time and place. |
| Primary Actor: | Learner |
| Secondary Actor: | None |
| Precondition | Log in to his / her profile. |
| Postcondition | None. |

Table 3.3.5.7: Use case description for Post on Forum

| Case Id: | 07 |
|---|---|
| Statement Name: | Post on Forum |
| Created By: | Shak Md Tuhin |
| Date of Creation: | 27-06-2019 |
| Description: | In this case, Learner can ask any query globally in the forum to gather suggestion form expert. |
| Primary Actor: | Learner |
| Secondary Actor: | None |
| Precondition | None |
| Postcondition | None |

Table 3.3.5.8: Use case description for Manage Forum Activity

| Case Id: | 08 |
|---|---|
| Statement Name: | Manage Forum Activity |
| Created By: | Shak Md Tuhin |
| Date of Creation: | 27-06-2019 |
| Description: | In this case, Learner and Admin can manage the forum activity by edited their post, deleted their post. delete comments on their post. |
| Primary Actor: | Learner, Admin |
| Secondary Actor: | None |
| Precondition | Log in as a learner or as an Admin. |
| Postcondition | None |

Table 3.3.5.9: Use case description for Expert guidance

| Case Id: | 09 |
|---|---|
| Statement Name: | Expert guidance |
| Created By: | Shak Md Tuhin |
| Date of Creation: | 28-06-2019 |
| Description: | In this case, a learner can request for some help from an expert in a specific field. |
| Primary Actor: | Learner |
| Secondary Actor: | Expert |
| Precondition | Login |
| Postcondition | Stay on this page until the expert accepts the request. |

Table 3.3.5.10: Use case description for Manage profile

| Case Id: | 10 |
|---|---|
| Statement Name: | Manage profile |
| Created By: | Shak Tuhin |
| Date of Creation: | 28-06-2019 |
| Description: | In this case, learner and admin can manage their profile by edit name, edit semester, edit field interest. |
| Primary Actor: | Learner |
| Secondary Actor: | None |
| Precondition | Login |
| Postcondition | None |

Table 3.3.5.11: Use case description for Feedback

| Case Id: | 11 |
|---|---|
| Statement Name: | Feedback |
| Created By: | Shak Md Tuhin |
| Date of Creation: | 28-06-2019 |
| Description: | After successful collaborate and shearing knowledge learners can give their feedback. |
| Primary Actor: | Learner |
| Secondary Actor: | None |
| Precondition | Login |
| Postcondition | None |

Table 3.3.5.12: Use case description for Manage Admin

| Case Id: | 12 |
|---|---|
| Statement Name: | Manage Admin |
| Created By: | Shak Md Tuhin |
| Date of Creation: | 28-06-2019 |
| Description: | In this case, Admin can create a new admin and manage the activity. |
| Primary Actor: | Admin |
| Secondary Actor: | None |
| Precondition | Log in as an admin. |
| Postcondition | None |

Table 3.3.5.13: Use case description for Manage User

| Case Id: | 13 |
|---|---|
| Statement Name: | Manage User |
| Created By: | Shak Md Tuhin |
| Date of Creation: | 28-06-2019 |
| Description: | In this case, Admin can manage learners to block them or block their comments or other unethical activities. |
| Primary Actor: | Admin |
| Secondary Actor: | Learner |
| Precondition | Login as an Admin |
| Postcondition | None |

Table 3.3.5.14: Use case description for View Schedule

| Case Id: | 14 |
|---|---|
| Statement Name: | View Schedule |
| Created By: | Shak Tuhin |
| Date of Creation: | 28-06-2019 |
| Description: | In this case, Admin can view the schedule of the learners and when they fixed there meeting and where it is. |
| Primary Actor: | Admin |
| Secondary Actor: | Learner |
| Precondition | Login as an Admin |

## 3.4 Logical Data Model
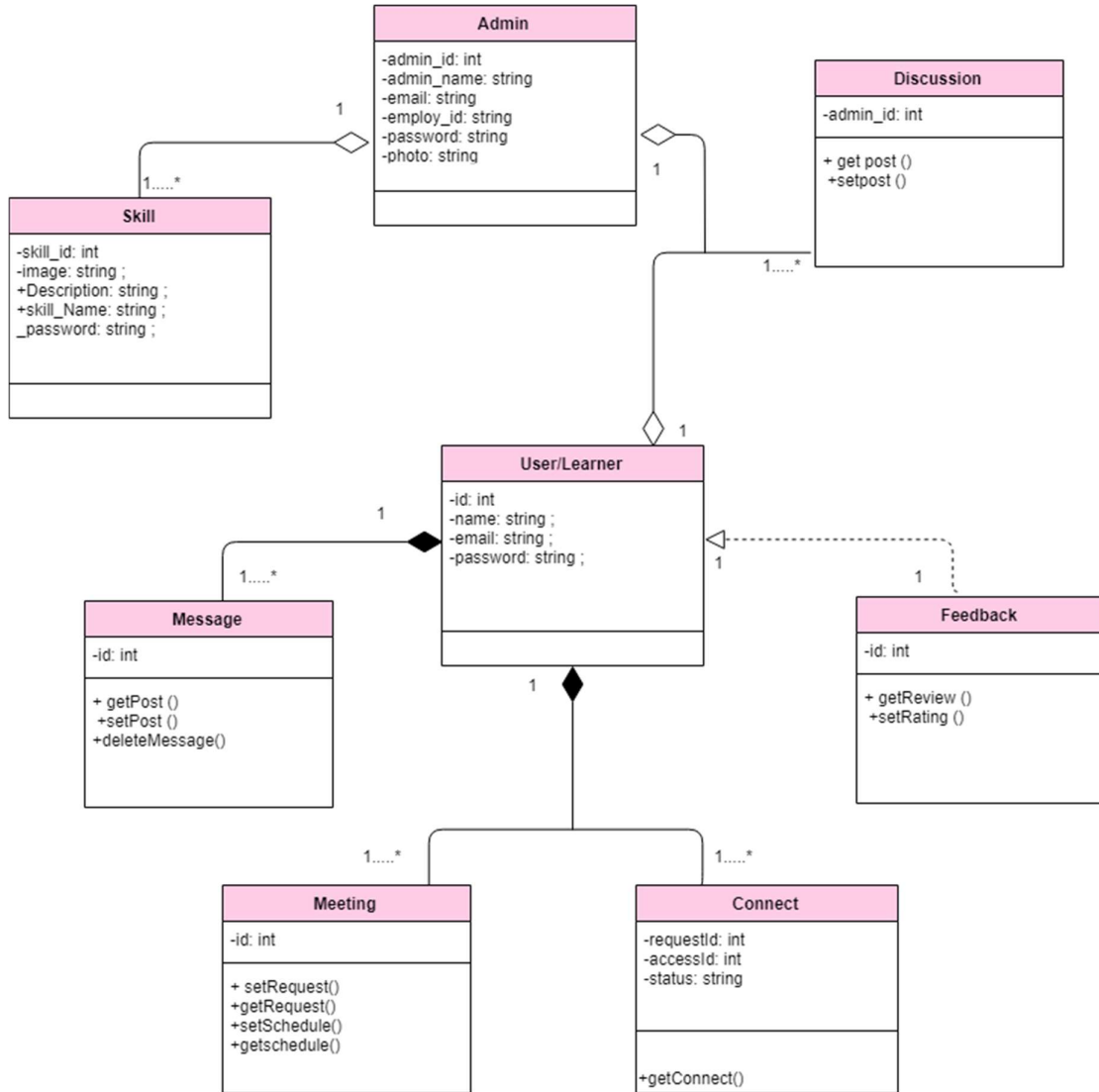


Figure 3.4: Logical Diagram

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## 3.5 Sequence Diagram
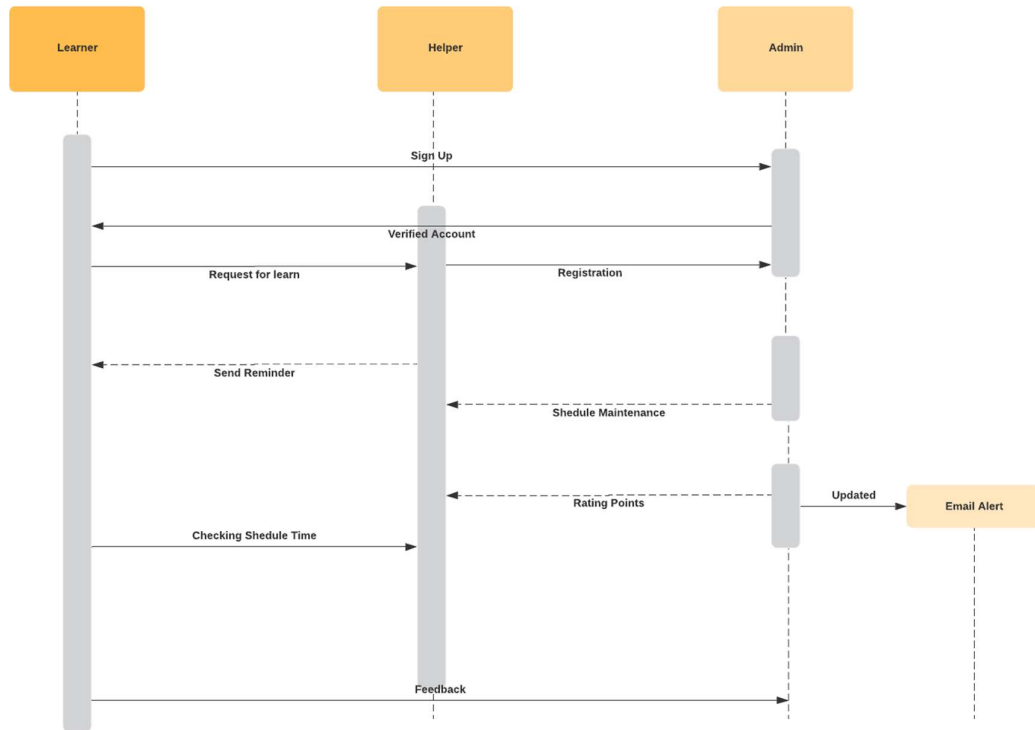


Figure 3.5: Sequence Diagram

# CHAPTER 04
# DESIGN SPECIFICATION

## 4.1 Front-end Design

To complete front-end design for our project, we are using some primary languages, frameworks and also some libraries.

- HTML
- CSS
- Bootstrap
- JavaScript
- Library/Technique: jQuery, Ajax, Json
- Framework: Vue Js

### 4.1.1 Hypertext Mark-up Language

Hypertext Mark-up Language stands by HTML. When we create a page to make a structure of a homepage, we must need HTML. HTML is the main structure of a website. Though it is not a programming language because it can't create the dynamic functionality of the website. On the contrary, it builds possible to organize ordination file. Different type of tag is using this language. Like as HTML, sections, title, headings, paragraphs, links, breaks, tables, etc. Example of <h1>this is heading</ha> tag.

### 4.1.2 Cascading Style Sheet

Short for cascading style sheets, CSS is used to describe reusable styles for presenting documents written in a mark-up language. This is mainly needed for the design part of the website.

As HTML to make the structure. For this structure use CSS to very good design. Like as home windows, doors. CSS3 is the version of CSS that replaces CSS2. It introduces new

selectors and properties that allow for more flexibility with page layout and presentation. Some updates, such as the box-shadow property allow visual effects to be applied without the need for creating special images.

### 4.1.3 JavaScript

JavaScript is one of the most popular programming languages. JavaScript is a lightweight, explanatory or in-time integrated programming language with first-class functions. It is best known as a scripting language for web pages, many browser environments use it as Node.js, Apache CouchDB and Adobe Acrobat. It uses <script> </script> tag.

### 4.2 Back-End Design

We'll be used a few basic programming languages, frameworks and techniques to build up our web application.

- PHP
- Laravel Framework
- MySQL for Database

### 4.2.1 PHP: Hypertext Pre-processor

PHP is a widely-used open source general-purpose scripting language that is especially suited for web development and can be embedded into HTML. In the largest community of the developer used PHP. There are many innovative features and very pliable in this language. It's a free updated feature available.

### 4.2.2 MySQL

MySQL is interacting with the relational database for the database management system. Organize data into one or more tables. Each table has a column and row. The unique key identifies each row. It is very faster and reliable. Firstly, install a local server in the pc. Then going to run SQL.

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## 4.3 Interaction Design and UX

### 4.3.1 User Interfaces

All interaction with the application will occur through a web-based interface. The "Community Based Help Desk'' will be accessed through a secure user interface requiring the use of a predetermined login name and password. Any unexpected system operation will be announced to the user with an error web page stating the cause of the error. In the event that a cause can't be readily determined a generic error message will be presented. The layout of the web interface will conform to a standard screen resolution of 1024x768. The layout of the web interface will be responsive for all devices.

### 4.3.2 Hardware Interaction

This website will interact only with the provided web server and database server. Any additional system interaction will be handled directly by the operating system and any other supporting software systems.

### 4.3.3 Software Interaction

This application will interface with Microsoft SQL Server for database interactions. The website will utilize Web Server to deliver HTML content to clients. The community of this web application will provide support for communication with Servers for email notification and calendar synchronization. This application will provide a standardized API so that third-party programs may access information programmatically from the "Community Based Help Desk'' system.

### 4.3.4 Communication Protocols

The Laravel will provide systems for HTTP and HTTPS interactions with the Web Server.

# CHAPTER 5

## IMPLEMENTATION AND TESTING

## 5.1 Implementation of Database

Creating a sophisticated website is impossible without a database. In a database, software customizes configure and install the process of implementation. The software is followed by a different kind of step and procedure.

### 5.1.1 Entity Relationship Diagram
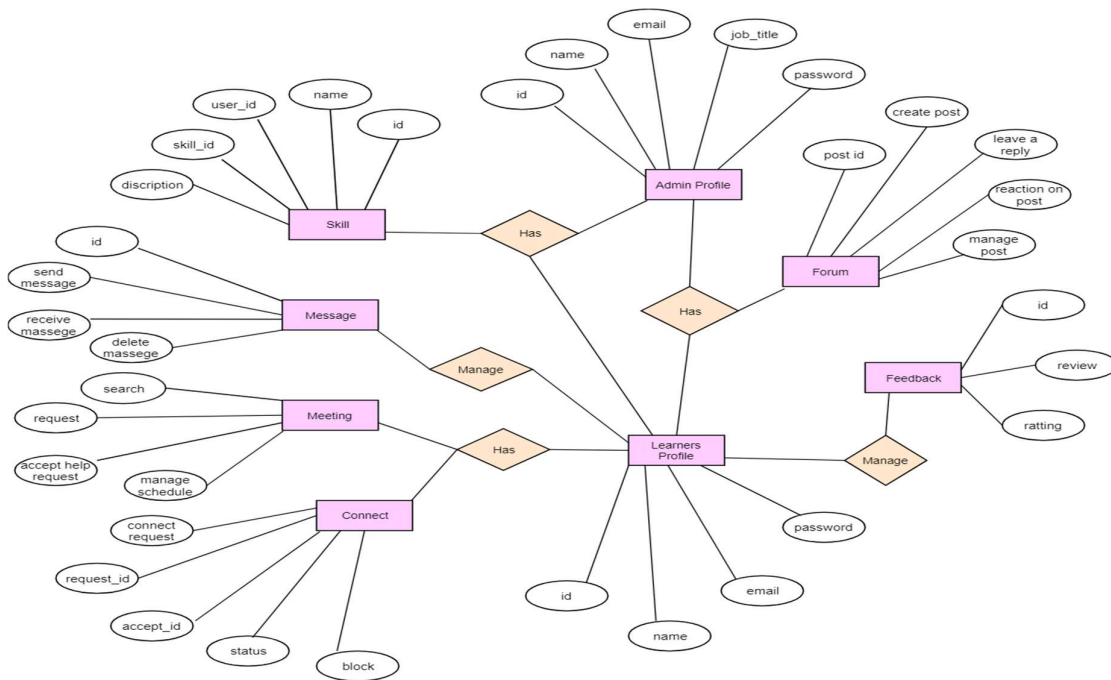


Figure 5.1.1: ER Diagram

## 5.2 Implementation of Front-end Design

The development of website applications for the customer side is known as front-end and betterment. This is basically conjoining of Hypertext Mark-up Language, Cascading Style Sheet, the framework Vue JS. Every idiom is decoding and regulating by different kind of internet browser that's are the web pages good interface and communicate. All approachable pages are combined known as a web application.

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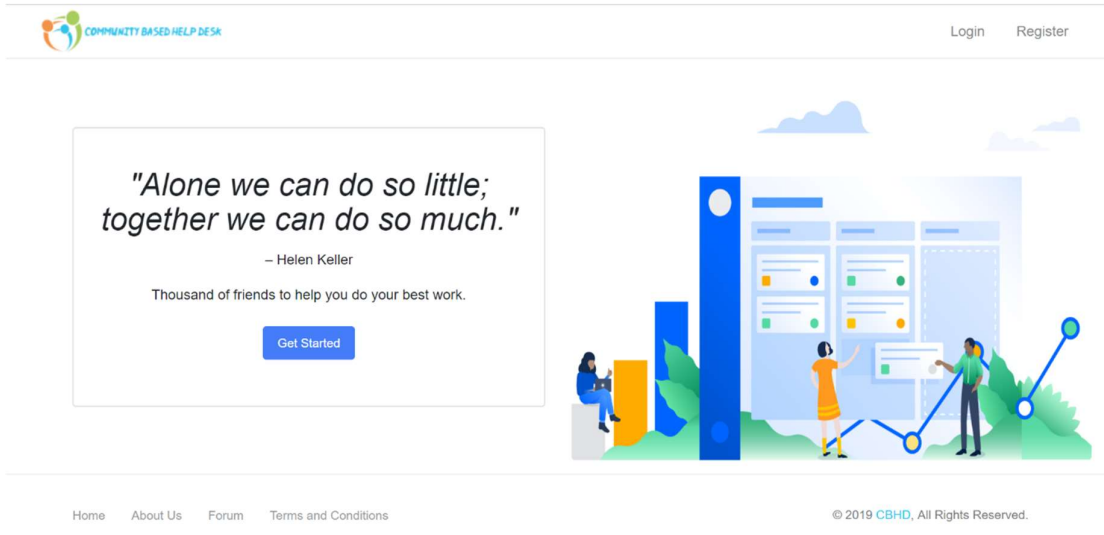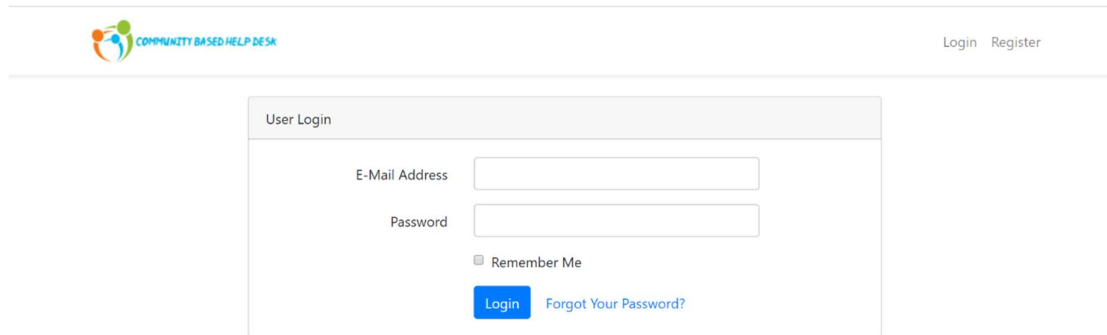
## 5.2.1 Home Page



Figure 5.2.1: Home Page of our Website

## 5.2.2 User Registration Page



Figure 5.2.2: User registration for new user

## 5.2.3 login Page



Figure 5.2.3: Login for all user

## 5.2.4 User Dashboard
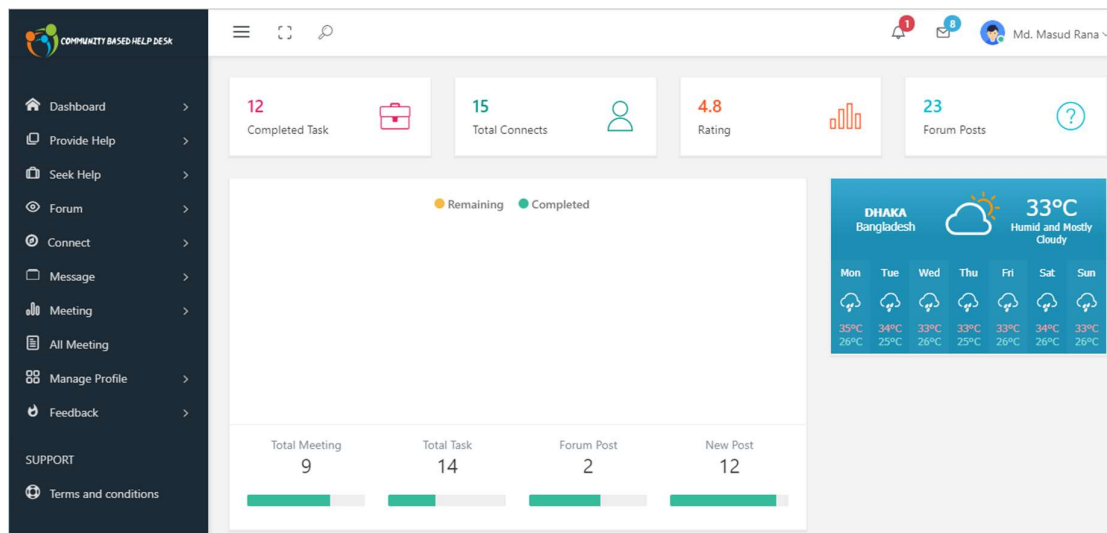


Figure 5.2.4: Given all the information in the Dashboard

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## 5.2.5 Learner Profile
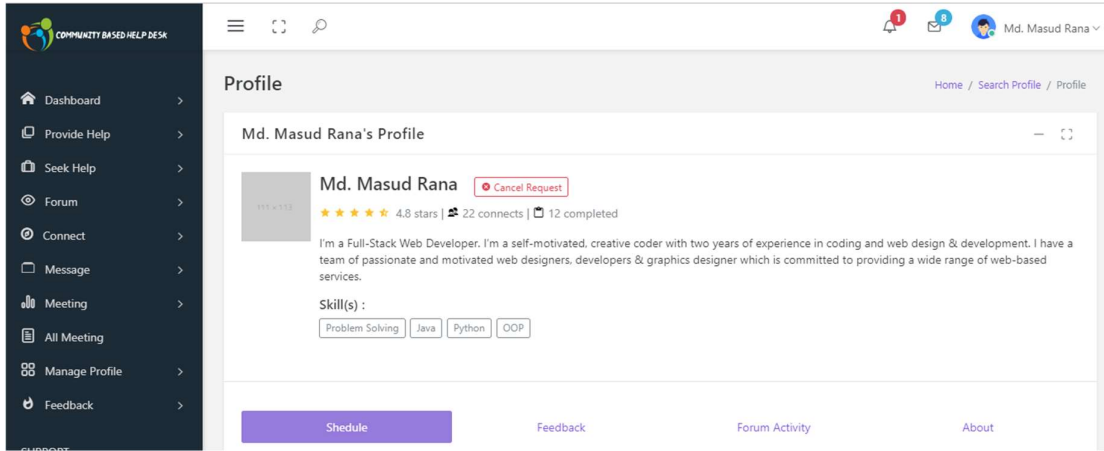


Figure 5.2.3: Learner Profile

## 5.2.6 Learner Profile Manage
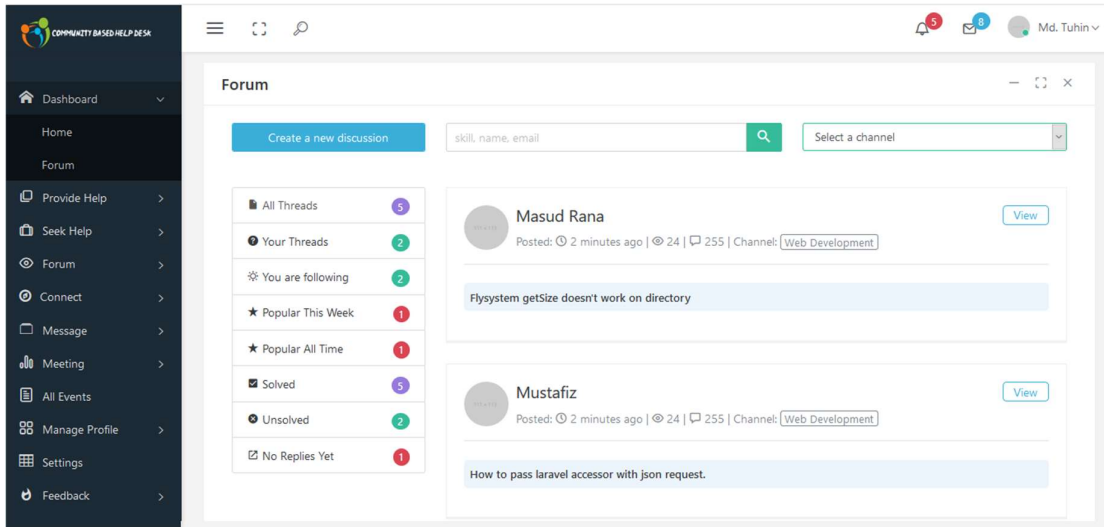


Figure 5.2.6: Learner Profile Manage

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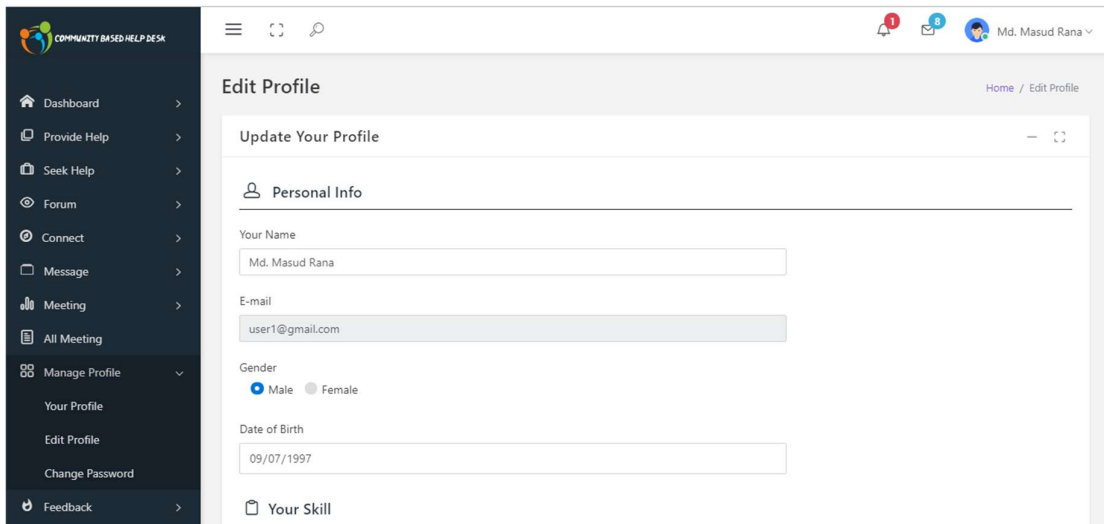
## 5.2.7 Forum



Figure 5.2.7: Forum for quick response/solution from all the user of the community

## 5.2.8 Searching User by Skill/Category/Name/Email
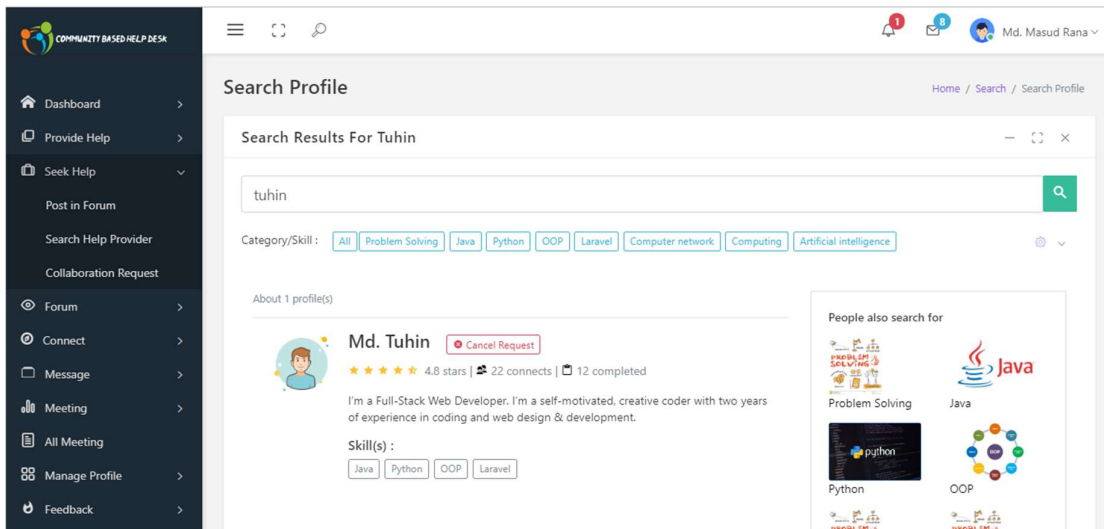


Figure 5.2.8: Searching user by skill/category

## 5.2.9 Connect Request



Figure 5.2.9: Connect request to add in the contact list

## 5.2.10 Messaging System



Figure 5.2.10: Messaging system between two learners

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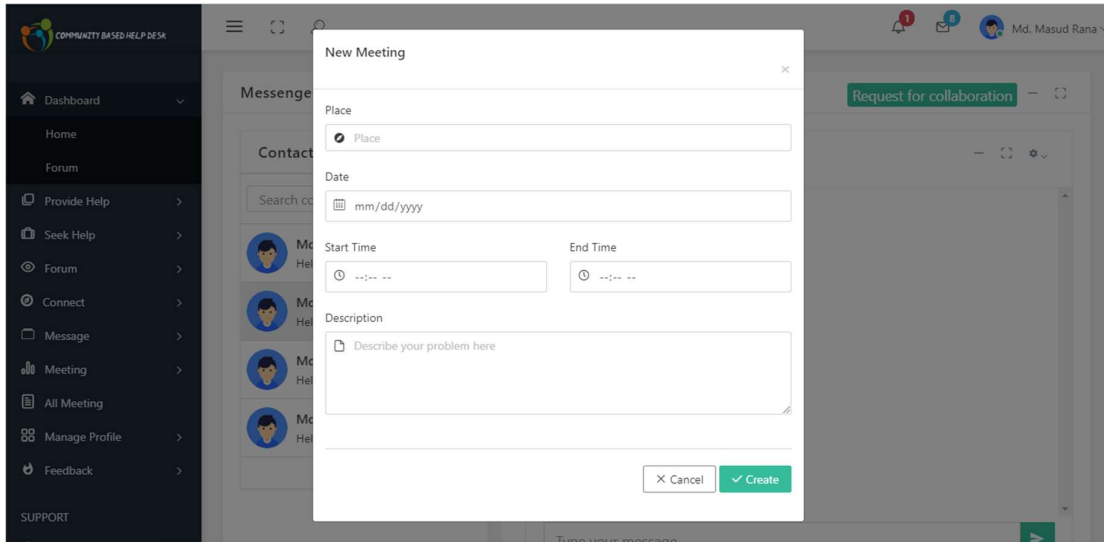
## 5.2.11 Create Collaboration Request



Figure 5.2.11: Create a collaboration request

## 5.2.12 All Meeting in a Calendar



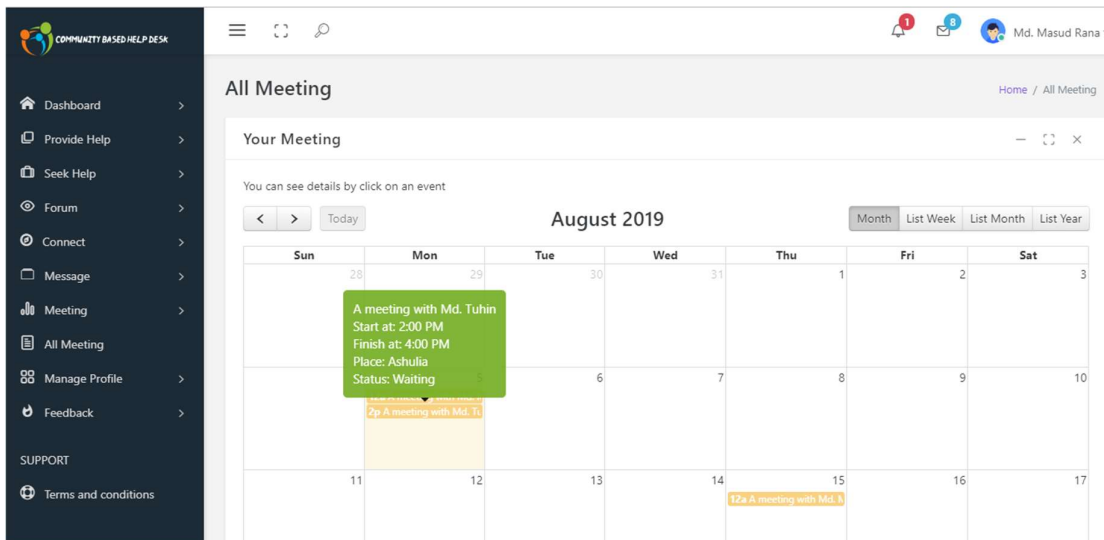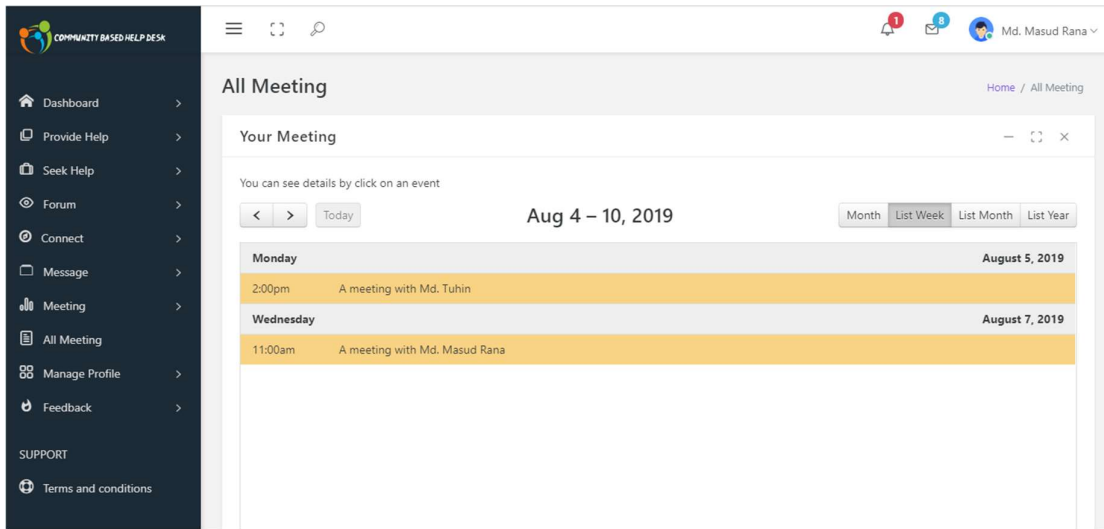Figure 5.2.12: All meeting in a calendar view

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## 5.2.13 All Meeting in Week View



Figure 5.2.13: All meeting in week view

## 5.2.14 Admin Login



Figure 5.2.14: Admin Login

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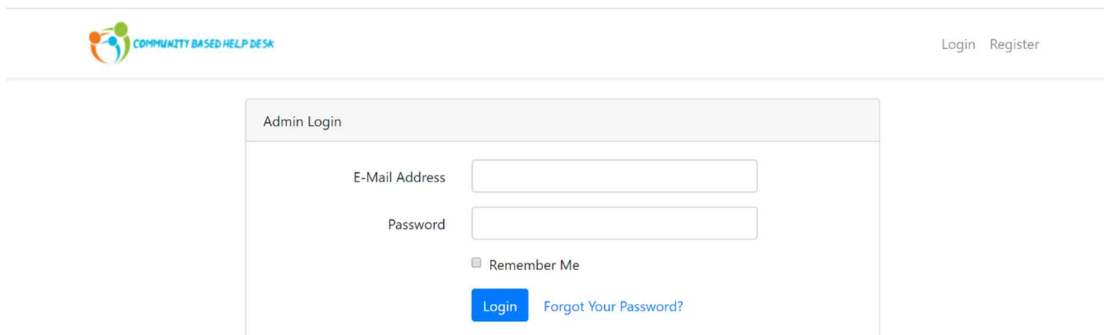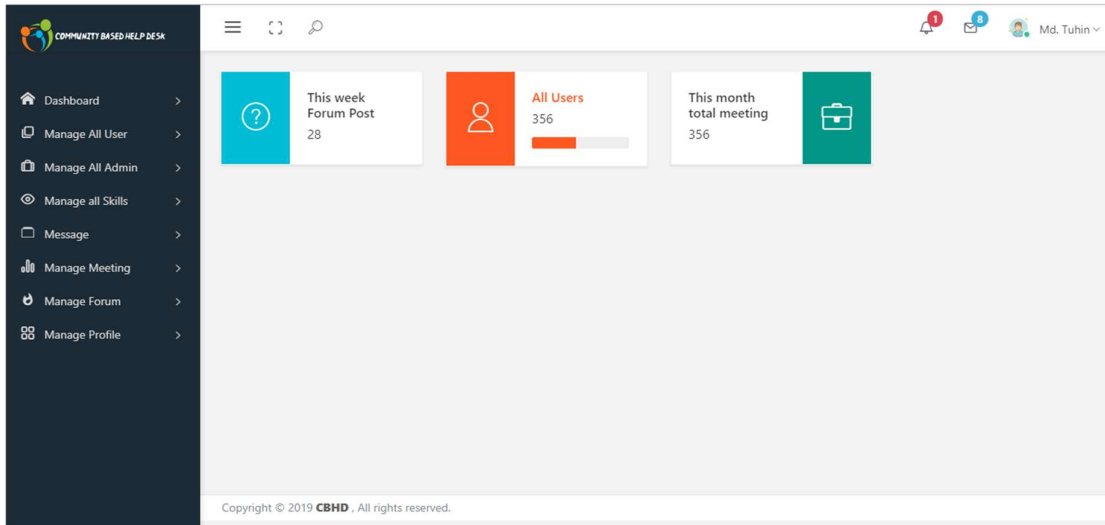## 5.2.15 Admin Dashboard



Figure 5.2.15: Admin Dashboard

## 5.3 Implementation of Interactions

Software design and form design through the code is a very important part of software development. This is the step that's the application is developed. Combined all the step of coding part and needed to assertion for creating our web application. Any required framework can be used to complete the task. The paper speaks to the exceptional spotlight about UI and UX as a sensitive supporting network.

## 5.4 Testing Implementation

### 5.4.1 System Testing

This project performs system testing on a fully integrated system to evaluate it in compliance with its specific requirements. Testing is the unbelievable important part of web development, yet some developers don't evaluate it. When a perfect website is testing none to happen. The website runs easily by testing.

### 5.4.1 Functionality Testing

Functional testing is mainly known as deeply testing for the working process. The project is based on community based. So, we have to test all function are working perfectly according to the database. Obviously, no one expects every minor error to be corrected every time but frequent testing of the website of developing as efficient an application as possible.

### 5.4.2 Security Testing

Understanding safety goals and planning tests to take into account the security requirement of every learner. We identify our application on security requirements. Typically, a serious-minded malicious attack is used to test how the web application responds in these situations. If a security shortage is detected, we find the best way to overcome them.

## 5.5 Test Results and Reports

By the testing result, the performance of our website was closer to the prospective consequence. This structure was changed to the entire forum. Each forum has been viewed and tested step by step. The whole frameworks of the project were connected module by module. At the end of the combination, the whole structure was tried and confirmed.

# CHAPTER 6

# CONCLUSION AND FUTURE SCOPE

## 6.1 Discussion and Conclusion

A Community Based Help Desk is the website that is very potential. There is a huge number of students who are the community of learner. There are many students who want to teach for free. Because the flame wants to increase the range of intelligence. Many small problems do not become easy for everyone to learn. We have to work with those who are experiencing these problems. So, our main task is to create a strong bridge between those who want to read and learn freely.

First one of them will have to make a specific appointment. Finally, the face to face meeting will have occurred. The system will be under development. We believe this system will serve as a good medium for the learning community.

## 6.2 Scope for Further Developments

We would like to go a long way with this work in the future. First of all, we want to bring this to a mobile application. So that everyone can use it manually. We want to add some extra feature. Like as, adding Artificial Intelligence, video calling system, online class, quiz, and library, etc.

In the future it's more sophisticated features will be designed. Since now a small community has been created for implementation. Of course, if we get good feedback, we published it globally.

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