



Daffodil
International
University

Helping System for Coordinator

By

Susmita Saha

(161-35-1544)

This project submitted in partial fulfillment of the requirement for
the degree of Bachelor of Science in Software Engineering

Department of Software Engineering
DAFFODIL INTERNATIONAL
UNIVERSITY

Summer -2020



Daffodil
International
University

Helping System for Coordinator

Submitted to

Ms Nusrat Jahan

Lecturer (Senior Scale)

Department of SWE

Daffodil International University

Submitted by

Susmita Saha

ID: 161-35-1544

This Project report has been submitted in fulfillment of the

requirements For the Degree

Of

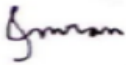
Bachelor of Science in Software Engineering.

All right Reserved by Daffodil International University

APPROVAL

This project titled “Helping System for Coordinator (Complain Box)”, submitted by Susmita Saha, ID: 161-35-1544 to the Department of Software Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc in Software Engineering and approved as to its style and contents.

BOARD OF EXAMINERS



Chairman

Dr. Imran Mahmud
Associate Professor & Head In-Charge
Faculty of Science and Information Technology
Department of Software Engineering
Daffodil International University



Internal Examiner 1

Dr. Md. Asraf Ali
Associate Professor
Faculty of Science and Information Technology
Department of Software Engineering
Daffodil International University



Internal Examiner 2

Mr. Md. Anwar Hossen
Lecturer (Senior Scale)
Faculty of Science and Information Technology
Department of Software Engineering
Daffodil International University

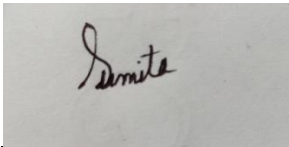


External Examiner

Prof. Dr. Mohammad Abul Kashem
Professor
Department of Computer Science and Engineering
Dhaka University Of Engineering and Technology,
Gazipur

DECLARATION

It hereby declare that this project has been completed by **me** under the supervision of **Ms Nusrat Jahan, Lecturer (Senior Scale), Department of Software Engineering, Daffodil International University**. It also declare that neither this project nor any part of this has been submitted elsewhere for award of any degree.



Name: Susmita Saha

Student ID: 161-35-1544

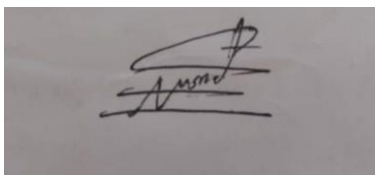
Batch: 19

Department of Software Engineering

Faculty of Science & Information Technology

Daffodil International University

Certified by:



Ms Nusrat Jahan

Lecturer (Senior Scale)

Department of Software Engineering

Faculty of Science & Information Technology

Daffodil International University

ACKNOWLEDGEMENT

I have taken endeavors in this project. Be that as it may, it would not have been conceivable without the kind help of numerous people. I might want to stretch out my earnest because of every one of them. I am exceptionally obligated to Daffodil International University for their direction and steady supervision by **Ms Nusrat Jahan** mam and in addition for giving necessary information with respect to the venture and additionally for their help in finishing the project. I would like to express my gratitude towards our parents, our batch mate, member of DIU for their kind co-operation and consolation which help us in finishing of this task.

My thanks likewise go to my associate in building up the venture and individuals who have energetically bailed me out with their capacities and help me in various ways.

Abstract

Helping System for Coordinator (Complain Box) is a project for coordinators. There are lot of things the coordinator has to do in the office. In the traditional way, they take the problem (complaint) /any other work and do it on their own. They have to face many problems while working. They have to face the major problems to list and remember the tasks given by others. Sometimes they forget to do any of the important tasks. Keeping these in mind I have created this system so that their work would a bit easier. Here 3 sections in this system. One for the coordinator, the other for the teacher and the student. By using this system coordinators get the tasks in detail along with a reminder. On the other side teachers and students can add their task/complaint with a possible deadline from anywhere.

Table of Content

APPROVAL		iii
INTERNSHIP DECLARATION		iv
ACKNOWLEDGEMENT		v
ABSTRACT		vi
CHAPTER 1: INTRODUCTION		1
1.1	Project Overview	1
1.2	Project Purpose	1
	1.2.1 Background	1
	1.2.2 Benefits &Benefic	1
	1.2.3 Goals	1
1.3	Stakeholders	2
1.4	Proposed System Model (block diagram)	2
1.5	Project Schedule	3
	1.5.1 Gantt Chart	3
	1.5.2 Release Plan/Milestone	4
CHAPTER 2: SOFTWARE REQUIREMENT SPECIFICATION		5
2.1	Functional Requirements	5
2.2	Data Requirements	5
2.3	Performance Requirements	5
	2.3.1 Speed and Latency Requirements	5
	2.3.2 Precision or Accuracy Requirements	5
	2.3.3 Capacity Requirements	6
2.4	Dependability Requirements	6
	2.4.1 Reliability Requirements	6
	2.4.2 Availability Requirements	6
	2.4.4 Safety-Critical Requirements	6
2.5	Maintainability and Supportability Requirements	6
	2.5.1 Maintenance Requirements	6
	2.5.2 Supportability Requirements	6
2.6	Security Requirements	6
	2.6.1 Access Requirements	6
	2.6.2 Integrity Requirements	6
2.7	Look and Feel Requirements	7
	2.8.1 Appearance Requirements	7
CHAPTER 3: SYSTEM ANALYSIS		8

3.1	Use Case Diagram	8
3.2	Use Case Description (for each use case)	9
3.3	Activity Diagram (for each use case)	15
3.4	System Sequence Diagram (for each use case)	23
Chapter 4: System Design Specification		31
4.3	Class Diagram	31
4.4	ER Diagram	32
4.5	Development Tools & Technology	32
	4.5.1 User Interface Technology	32
	4.5.2 Implementation Tools & Platforms	32
CHAPTER 5: SYSTEM TESTING		33
5.1	Testing Features	33
	5.1.1 Features to be tested	33
5.2	Testing Strategies	33
	5.2.1 Test Approach	33
	5.2.2 Pass/Fail Criteria	33
5.4	Test Cases	34
CHAPTER 6: USER MANUAL		37
6.1	User Manual (type A user)	
6.2	User Manual (type B user)	
6.3	User Manual (type C user)	
6.4	
CHAPTER 7: PROJECT SUMMARY		46
7.1	Github Link	46
7.3	Limitations	46
7.4	Obstacles & Achievements	46
7.5	Future Scope	46

CHAPTER 1: INTRODUCTION

1.1 Project overview:

Helping System for Coordinator is established to help the coordinator as well as to build up good communication with the teacher and student. The given task/work of teachers and students will reach the section of the coordinator. So that coordinator could know about the work and keep it complete. By using this website coordinators can do their work properly.

1.2 Project purpose:

The main purpose of the Helping System for Coordinator is to make a spontaneous work environment for the coordinators. For that coordinator do their work somewhat stressless.

1.2.1 Background:

There is a lot of pressure on the coordinator in the office. A coordinator has to handle almost everything. In the traditional way they take the problem (complaint) / any other work and do it on their own. They have to face many problems while working. They have to face a major problems to list and remember the tasks that given by others. Sometimes they forget to do any of important tasks. It takes time to maintain tasks. Keeping these in mind I have created this system so that their work would a bit easier.

1.2.2 Benefit & beneficiaries:

Benefits:

- Coordinators get all the information about their work with a reminder.
- Teachers and students receive their services from the coordinator in a timely and accurate manner.
- It will reduce the complexity and time.
- It helps to do work faster than the previous way.
- It will also give security.

Beneficiaries:

- Coordinator
- Teacher
- Student

1.2.3 Goals:

- Main goal of our project to ensure better work environment for coordinator.
- The coordinator receives reminders so that he does not forget any work.
- Teachers and students can add their needs from anywhere and set up an appointment to solve their needs.

1.3 Stakeholders:

- Coordinator
- Teacher
- Student

1.4 Proposed system model (Block diagram):

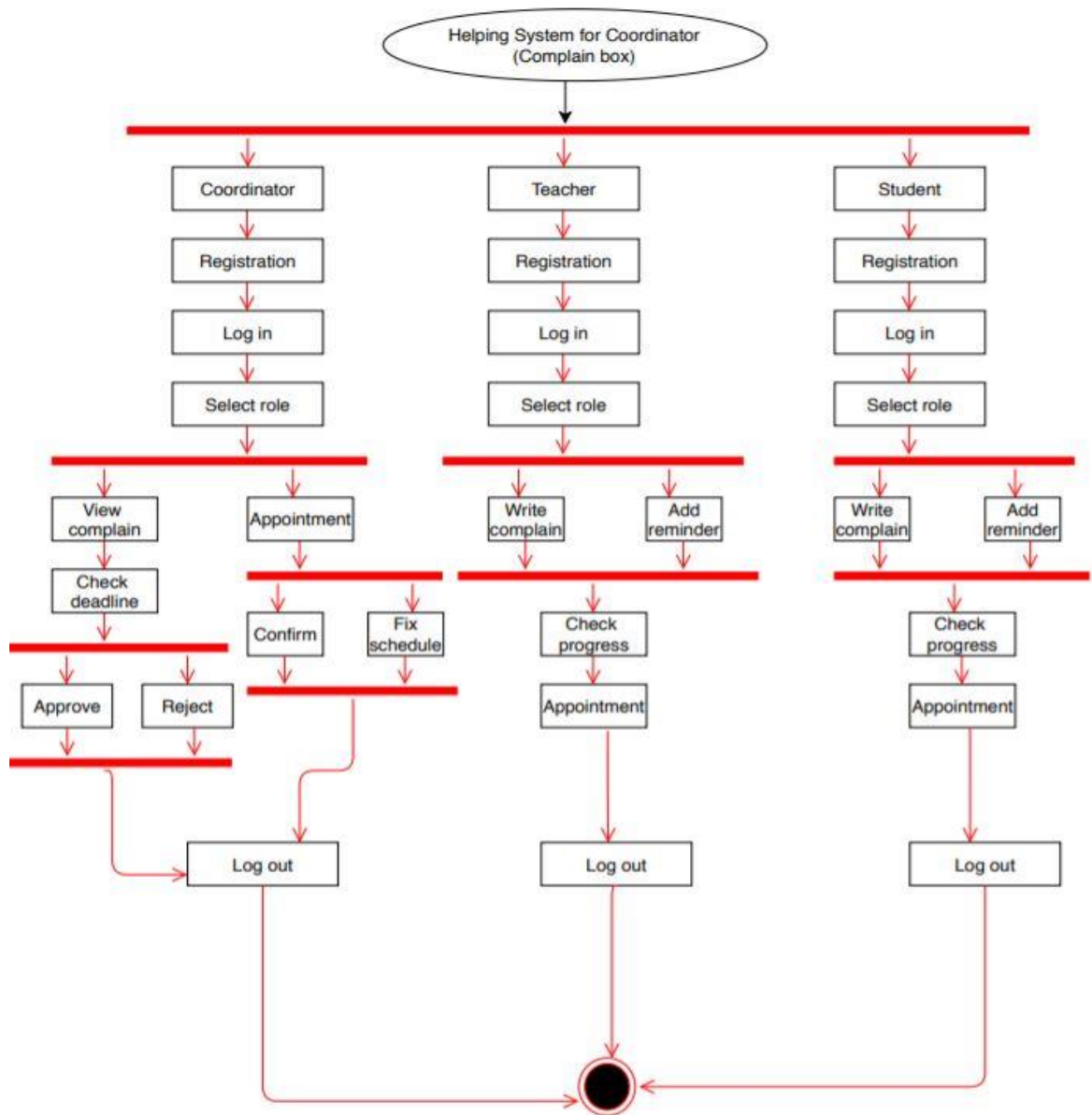


Figure: 01

1.5 Project schedule:

1.5.1 Gant chart:

Task/Date	Start Date	End Date	Status	Jan	Feb	March	April
Proposal	28-04-2020	08-05-2020	Complete	Light Green	Light Blue	Light Green	Light Green
Requirements	09-05-2020	23-05-2020	Complete	Light Green	Dark Blue	Light Green	Light Green
Design	25-05-2020	08-06-2020	Processing	Light Green	Light Blue	Light Green	Light Green
Implementation	09-06-2020	19-07-2020	Incomplete	Light Green	Dark Blue	Dark Blue	Light Green
Testing	20-07-2020	30-07-2020	Incomplete	Light Green	Light Green	Light Green	Light Blue
Total working days	28-04-2020	30-07-2020	Incomplete	Light Green	Dark Blue	Dark Blue	Light Green

1.5.2 Milestone:

Phase	Start Date	Planning submission Date	Working Days
Proposal and SRS	28 April, 2020	08 May, 2020	10 days
Requirements Collection and Analysis	09 May, 2020	23 May, 2020	14 days
Project Plan	25 May, 2020	08 June,2020	14 days
Implementation	09 June, 2020	19 July,2020	40 days
Testing and Result	20 July, 2020	30 July,2020	10 days
Total working days	28 April,2020	30 July, 2020	88 days

CHAPTER 2: SOFTWARE REQUIREMENT SPECIFICATION

2.1 Functional requirement:

- User have to registration before login.
- User can login with their valid user id and password.
- User have to select their role.
- User have to fill required field and attached document (if needed).
- Have to add a reminder with complain.
- Coordinator will view the complains.
- Teacher and student will set a deadline for complain/task.
- Teachers and students can see the complaint progress.
- Coordinator can approve complain/ task.
- Coordinator can reject complain/task.
- Teacher and student can request for an appointment. Coordinator will confirm appointment or give another schedule.

2.2 Data requirements:

- User should have to insert the login credentials accurately otherwise system will show failed message.
- User have to select role accurately otherwise system will show error message.

2.3 Performance requirement:

To maintain performance of a software system it is very important. To ensure performance, as a developer we need to manage and maintain some steps. Now, I try to discuss about perspective by going to enhance the performance of this system project.

2.3.1 Speed and latency requirements:

- The system should load the data from server in maximum 2 second.
- The system should upload the data to the server in maximum 1 second.
- The system must have a high speed of manipulation data and reply to the user request.

2.3.2 Precision or accuracy requirements:

Input data must store in database with actual format. So that system could provide desired result.

2.3.3 Capacity requirements:

We must develop a system which be capable to handle all user, provide accurate information, handling database, manage http request etc.

2.4 Dependability requirements:

2.4.1 Reliability requirements:

Data must need to save in actual format.

2.4.2 Availability requirements:

- This system should work 24 hours a day.
- This system must be updated all time.

2.4.3 Safety-Critical requirements:

Data must need to save in database with actual details.

2.5 Maintainability and supportability requirements:

2.5.1 Maintenance requirements:

- The system maintenance should be quick.
- This system helps to update any kind of information at any time.

2.5.2 Supportability requirements:

Web server should be authentic where the website is going to be uploaded.

2.6 Security requirements:

2.6.1 Access requirements:

To get access to the system, the system provides Authorization/authentication.

2.6.2 Integrity requirements:

To protect credentials of user from being stolen, all passwords are stored in encrypted form.

2.7 Look and feel requirements:

2.7.1 Appearance requirements:

- The user interface must be attractive and interactive.
- The user interface must be user friendly.

CHAPTER 3: SYSTEM ANALYSIS

3.1 Use case diagram:

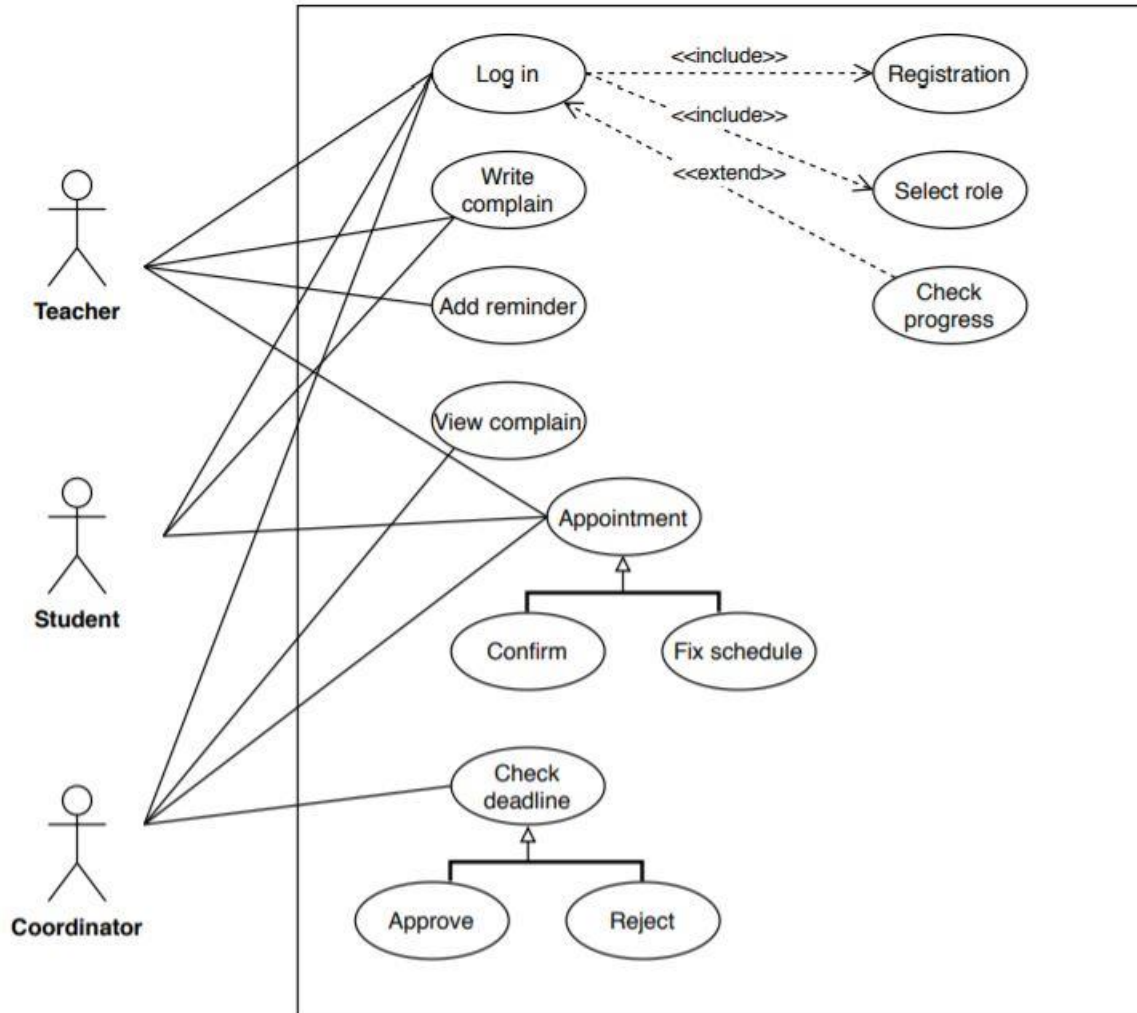


Figure: 02

3.2 Use case description:

Use case	Registration and Login	
Goal	For using the system user have to complete registration then logged in into the system.	
Preconditions	Have to be unregistered user.	
Success end condition	When it completes it shows successfully Login	
Failed end condition	Failed to logged in the system.	
Primary actor	Coordinator, teacher, student.	
Trigger	Registration	
Main success scenario	Step	Action
	1.	Click Register.
	2.	Fill up information and submit. Give email, password and select role.
	3.	Logged in the system.
	4.	
Alternatives flows	Step	Action
	1.	Info is not correct.
	2.	Retry again.
	3.	Forget password.
	4.	Reset password.
Quality requirements	Step	Action
	1	Check authentication

Use case	Select role		
Goal	Select the role to complete log in.		
Preconditions	Have to be registered user.		
Success condition	end	When it completes it shows successfully Login	
Failed condition	end	Failed to select the role.	
Primary actor	Coordinator, teacher, student.		
Trigger	Log in		
Main scenario	success		
		Step	Action
		1.	Click Log in.
		2.	Give email, password.
		3.	Then select role.
	4.	Logged in the system.	
Alternatives flows		Step	Action
		1.	Select role drop box not showing roles.
		2.	Retry again.
Quality requirements		3.	Check internet connection
		Step	Action
		1	

Use case	Write complain and add reminder								
Goal	Write complain/task in the complain box with reminder.								
Preconditions	Have to logged in into the system.								
Success condition	end	When it completes it shows complain submit.							
Failed condition	end	Failed to submit complain/task.							
Primary actor	Teacher, student.								
Trigger	Create complain								
Main scenario	success								
		<table border="1"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Click Create complain.</td> </tr> <tr> <td>2.</td> <td>Fill up complain box with a deadline and reminder.</td> </tr> <tr> <td>3.</td> <td>Submit complain.</td> </tr> </tbody> </table>	Step	Action	1.	Click Create complain.	2.	Fill up complain box with a deadline and reminder.	3.
Step	Action								
1.	Click Create complain.								
2.	Fill up complain box with a deadline and reminder.								
3.	Submit complain.								
Alternatives flows									
		<table border="1"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Any field is empty.</td> </tr> <tr> <td>2.</td> <td>Check all fields.</td> </tr> <tr> <td>3.</td> <td>Fill all required fields.</td> </tr> </tbody> </table>	Step	Action	1.	Any field is empty.	2.	Check all fields.	3.
Step	Action								
1.	Any field is empty.								
2.	Check all fields.								
3.	Fill all required fields.								
Quality requirements									
		<table border="1"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Maintain procedure.</td> </tr> </tbody> </table>	Step	Action	1	Maintain procedure.			
Step	Action								
1	Maintain procedure.								

Use case	Check progress	
Goal	Complain status will shown.	
Preconditions	Need to go complain section into the system.	
Success end condition	When it comes it will show the complain status.	
Failed end condition	Failed to show complain status.	
Primary actor	Teacher, student.	
Trigger	Complain	
Main success scenario	Step	Action
	1. 2.	Click Complain. System will show the complain status (approved/rejected) with the complain description.
Alternatives flows	Step	Action
	1.	Otherwise system will show pending status of the complain.
Quality requirements	Step	Action
	1	Showing accurate data.

Use case	View complain	
Goal	System will show the list of complain/task.	
Preconditions	It will show only for coordinator.	
Success end condition	Successfully see the complain list.	
Failed end condition	Failed to see the complain list.	
Primary actor	Coordinator	
Trigger	Complain	
Main success scenario	Step	Action
	1. 2. 3.	Click Complain. System will show the complain/task list with deadline. Coordinator can approve/reject complain here.
Alternatives flows	Step	Action
	1.	
Quality requirements	Step	Action
	1	User friendly

Use case	Check deadline		
Goal	The tasks that have deadlines today will show up together.		
Preconditions	It will show only for coordinator.		
Success condition	end	Successfully see the tasks that have a deadline today.	
Failed condition	end	Failed to see the tasks that have a deadline today.	
Primary actor	Coordinator		
Trigger	Deadline		
Main scenario	success	Step	Action
		1.	Click Deadline.
		2.	System will show the tasks/complain that have a deadline today will show up together.
		3.	Here also coordinator can approve/reject any complain/task.
Alternatives flows		Step	Action
		1.	
Quality requirements		Step	Action
		1	Systematically arranged

Use case	Appointment	
Goal	Fix an appointment for task purpose.	
Preconditions	Have to logged in into the system.	
Success end condition	Successfully fix an appointment.	
Failed end condition	Failed to fix an appointment.	
Primary actor	Coordinator, teacher, student	
Trigger	Appointment	
Main success scenario	Step	Action
	1.	Click appointment.
	2.	Teacher and student request for an appointment with possible a schedule.
	3.	Coordinator check appointments then confirm appointments.
Alternatives flows	Step	Action
	1.	Given certain possible schedule does not match with coordinator time. Coordinator set another schedule for the certain requested appointment.
	2.	
Quality requirements	Step	Action
	1	

3.3 Activity diagram:

Registration and Log in (Coordinator, Teacher, Student)

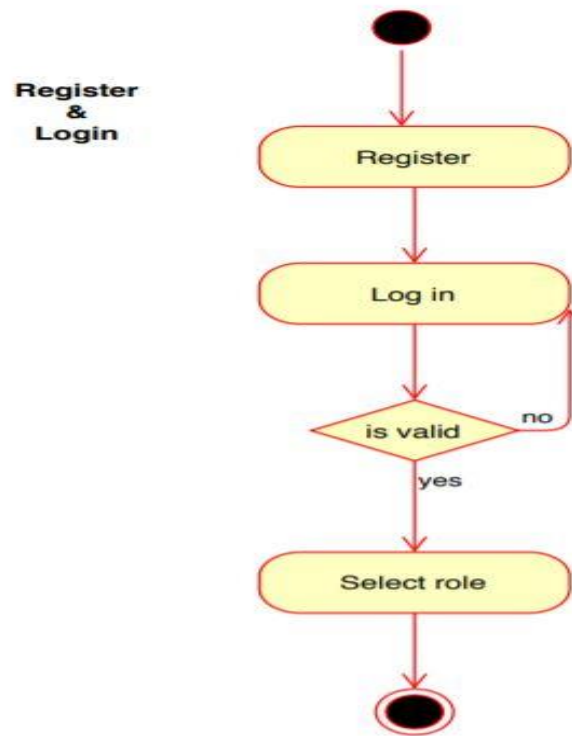


Figure: 03

Select role (Coordinator, Teacher, Student)

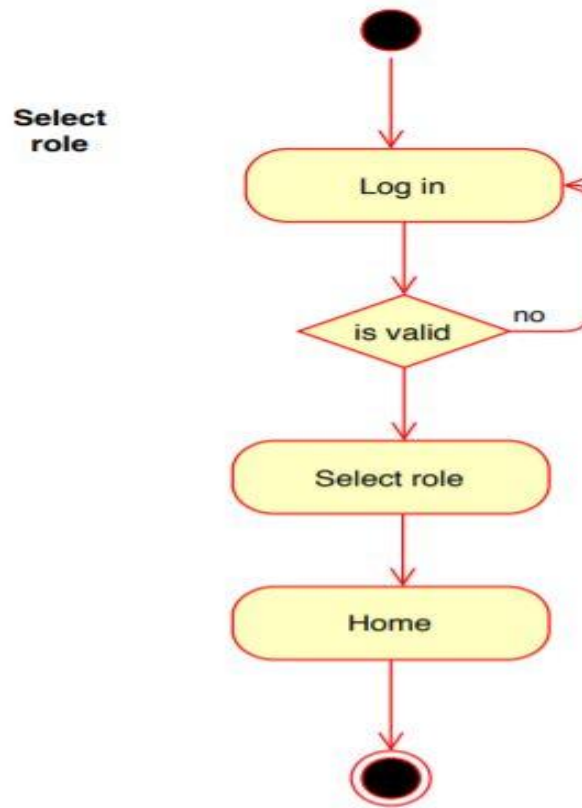


Figure: 04

Write complain and Add reminder (Teacher, Student)

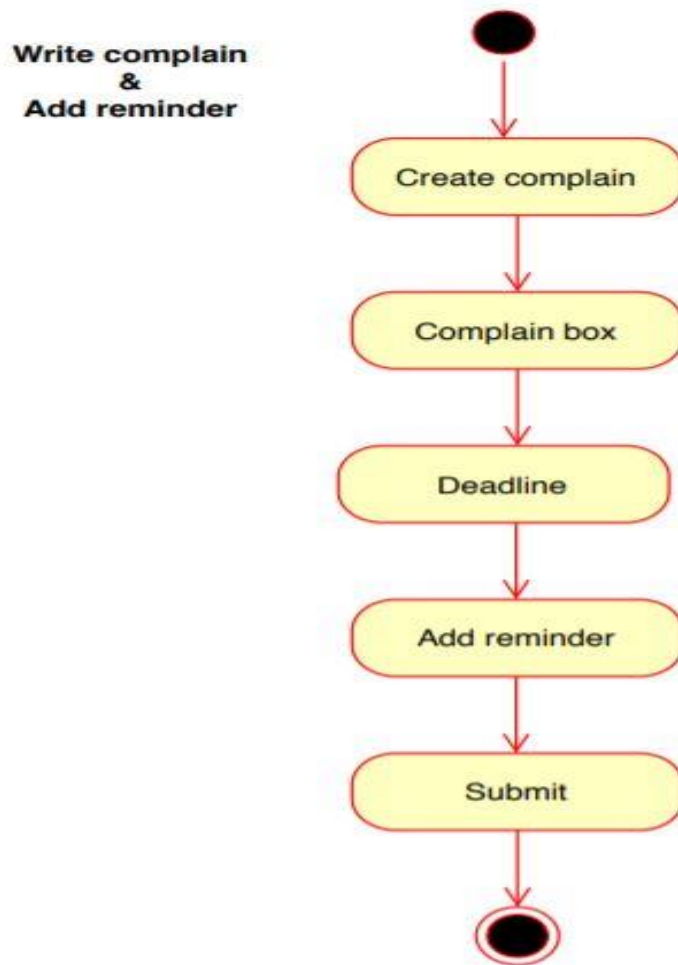


Figure: 05

Check progress (Teacher, Student)

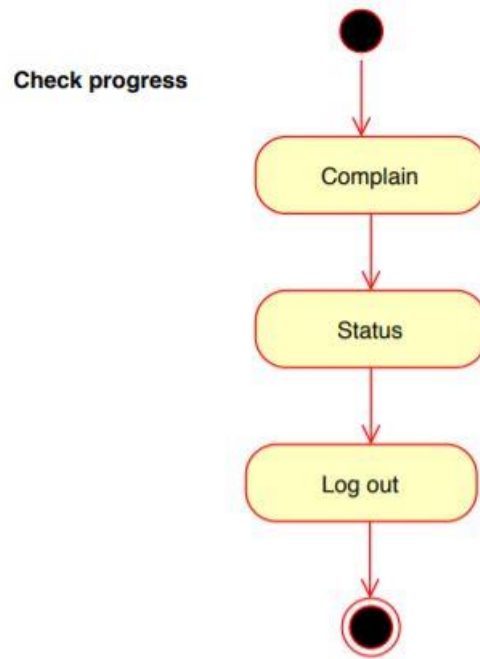


Figure: 06

View complain (Coordinator)

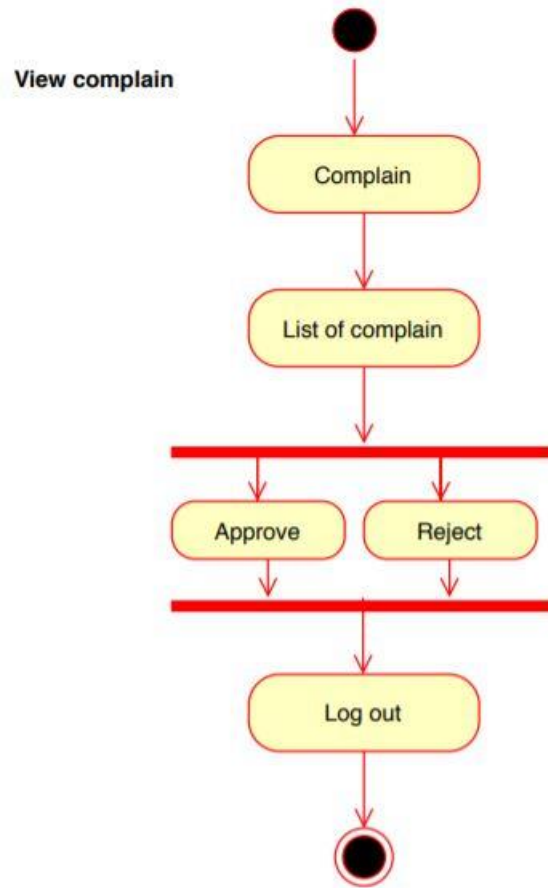


Figure: 07

Check deadline (Coordinator)

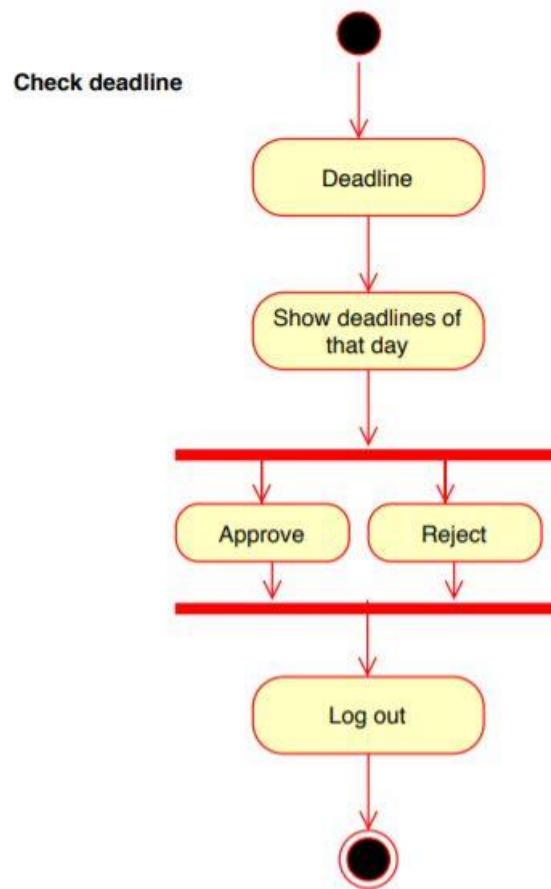


Figure: 08

Appointment (Teacher, Student)

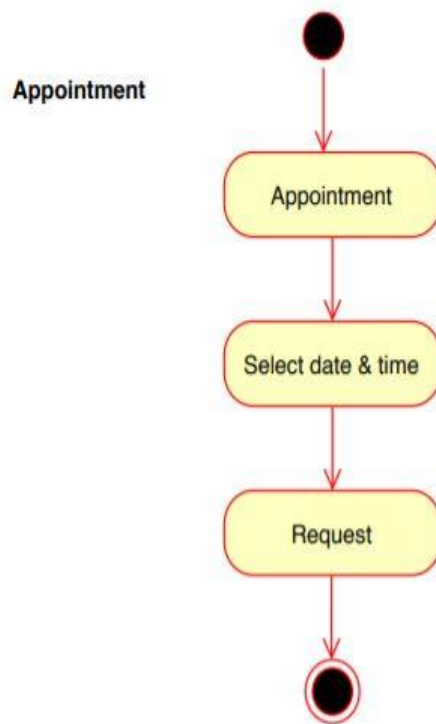


Figure: 09

Appointment (Coordinator)

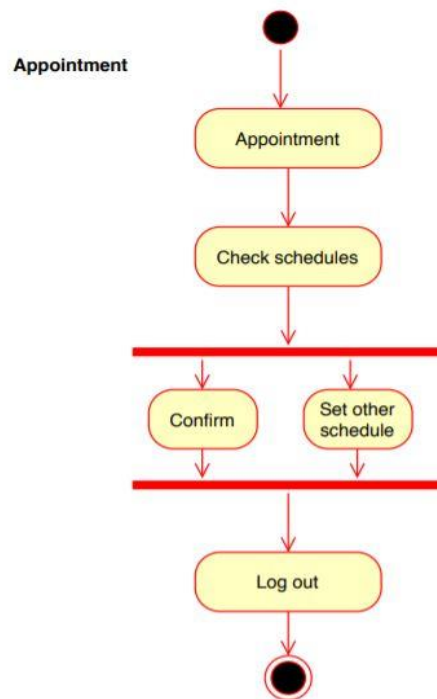


Figure: 10

3.4 System sequence diagram:

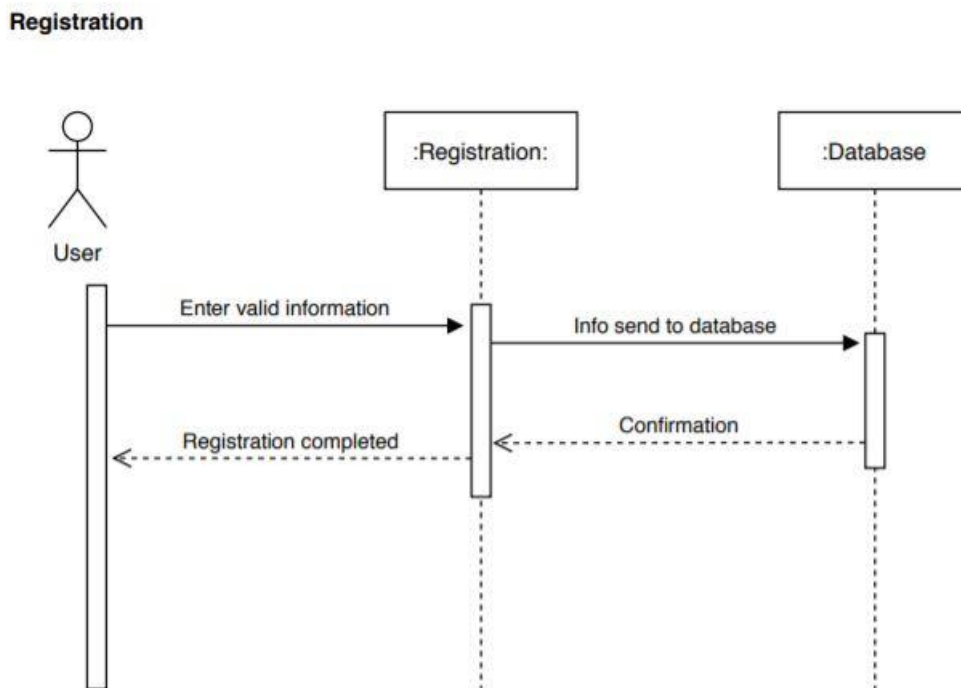


Figure: 11

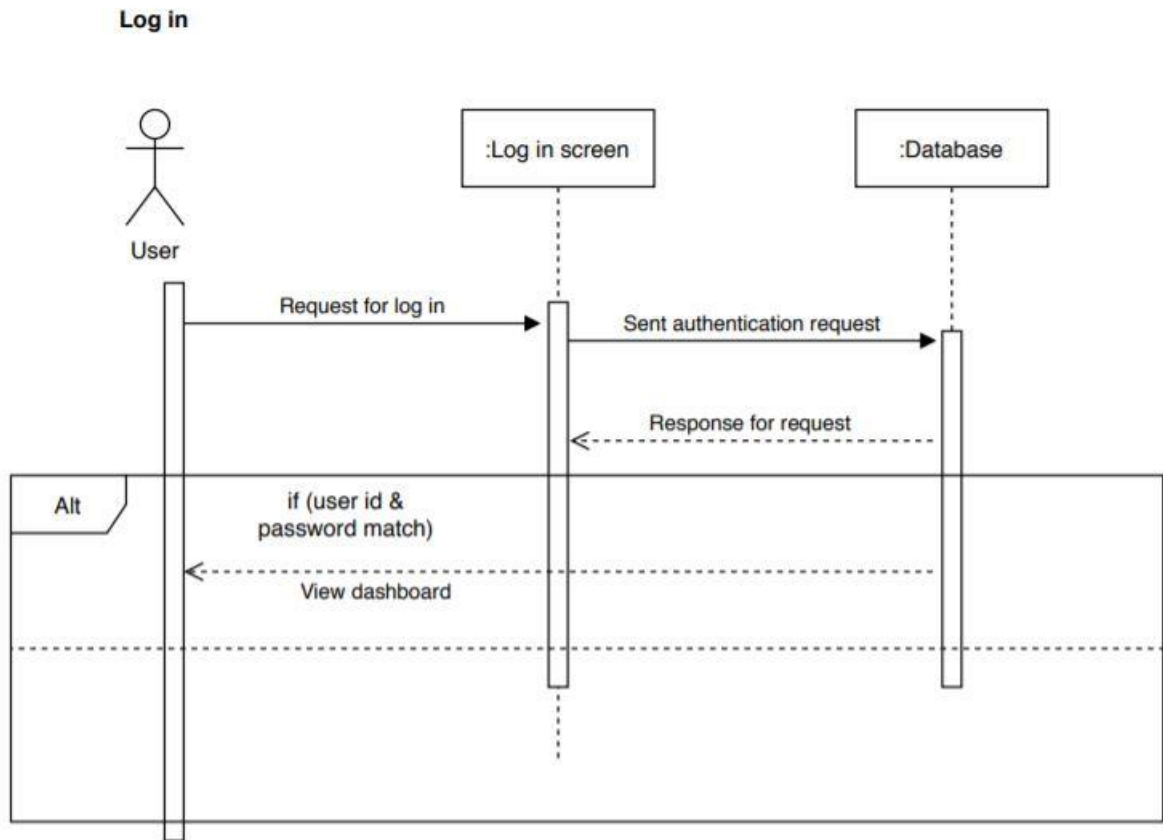


Figure: 12

Select role

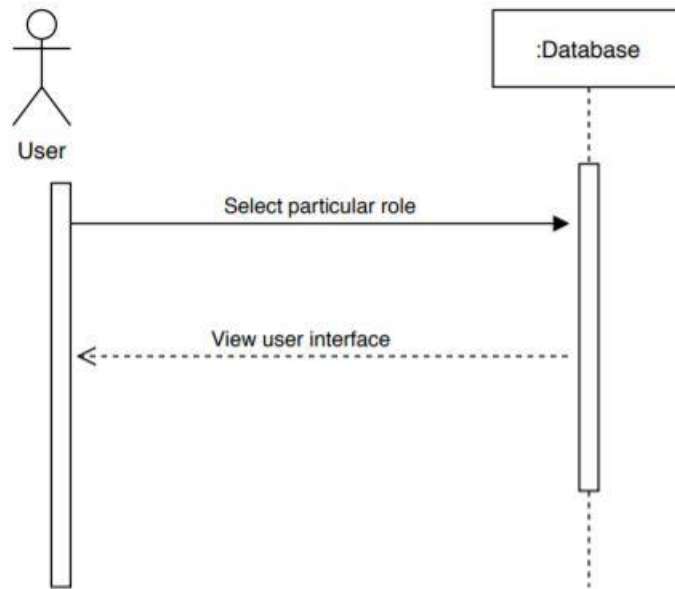


Figure: 13

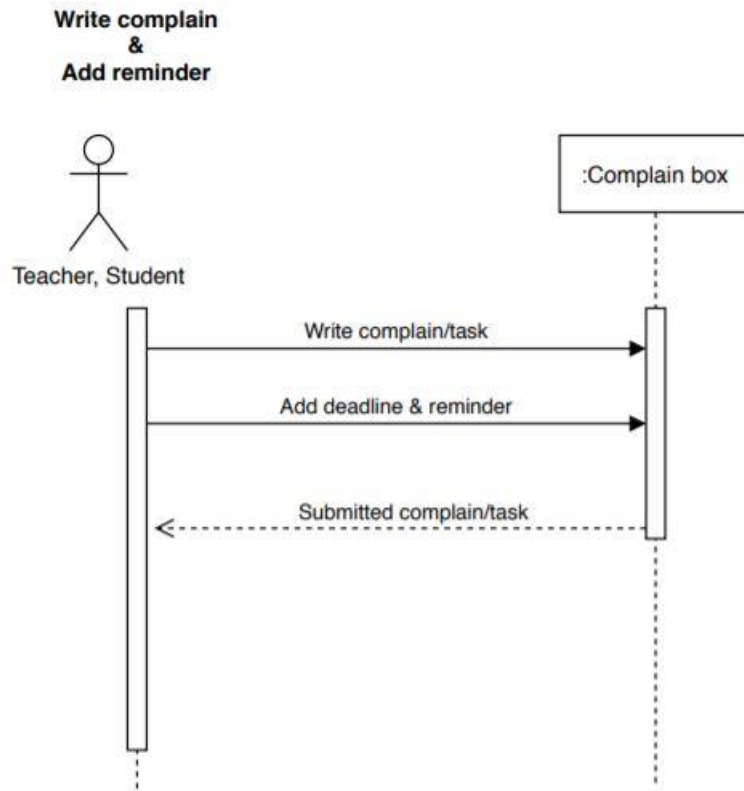


Figure: 14

Check progress

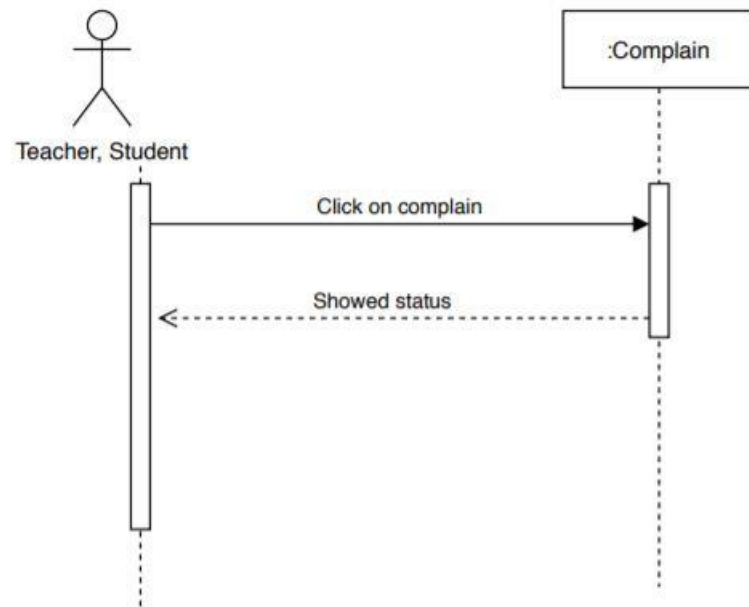


Figure: 15

View complain

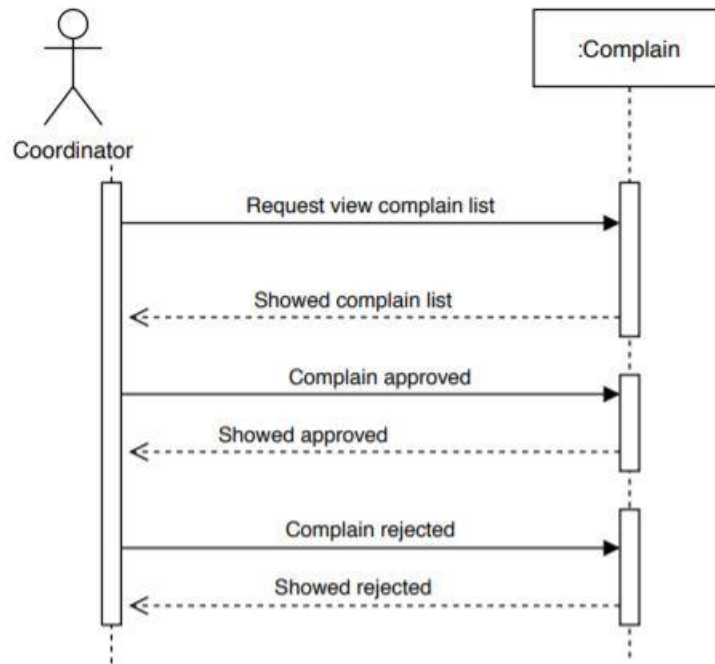


Figure: 16

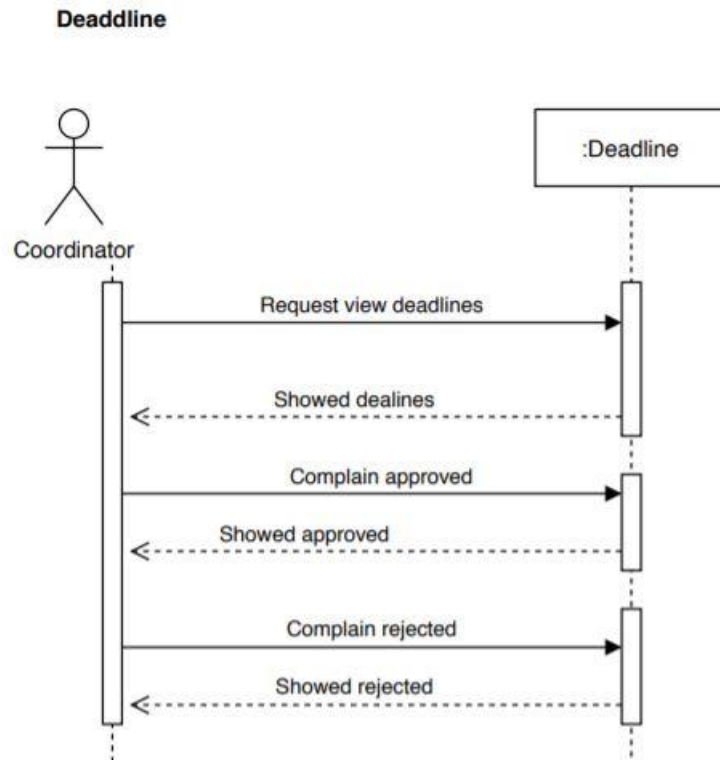


Figure: 17

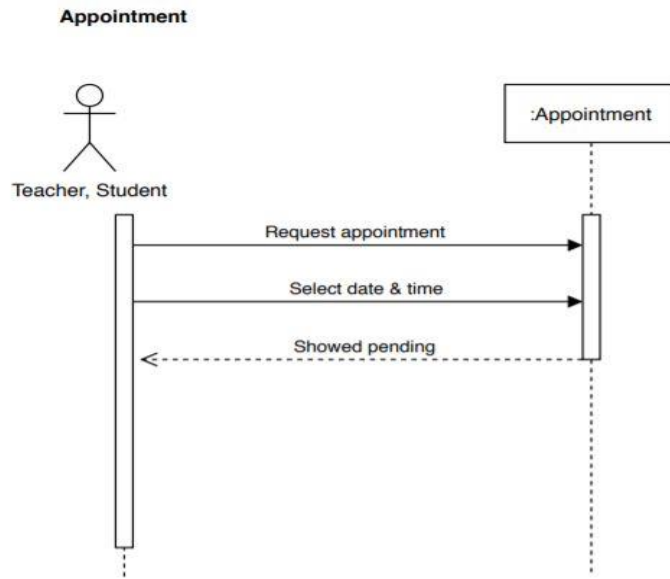


Figure: 18

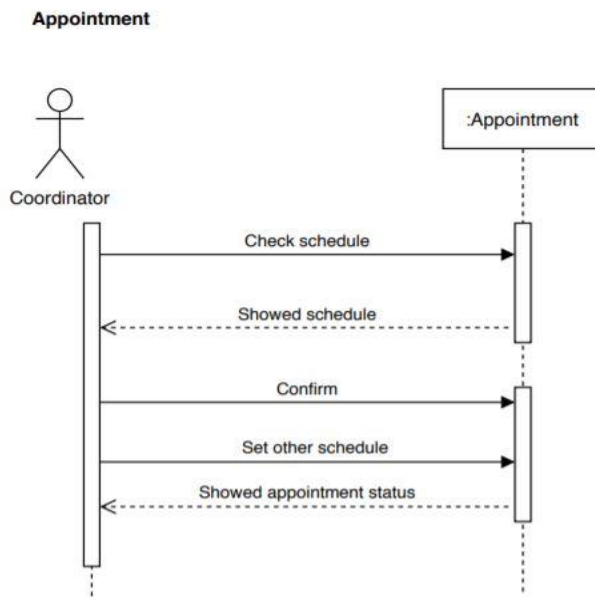


Figure: 19

CHAPTER 4: SYSTEM DESIGN SPECIFICATION

4.1 Class diagram

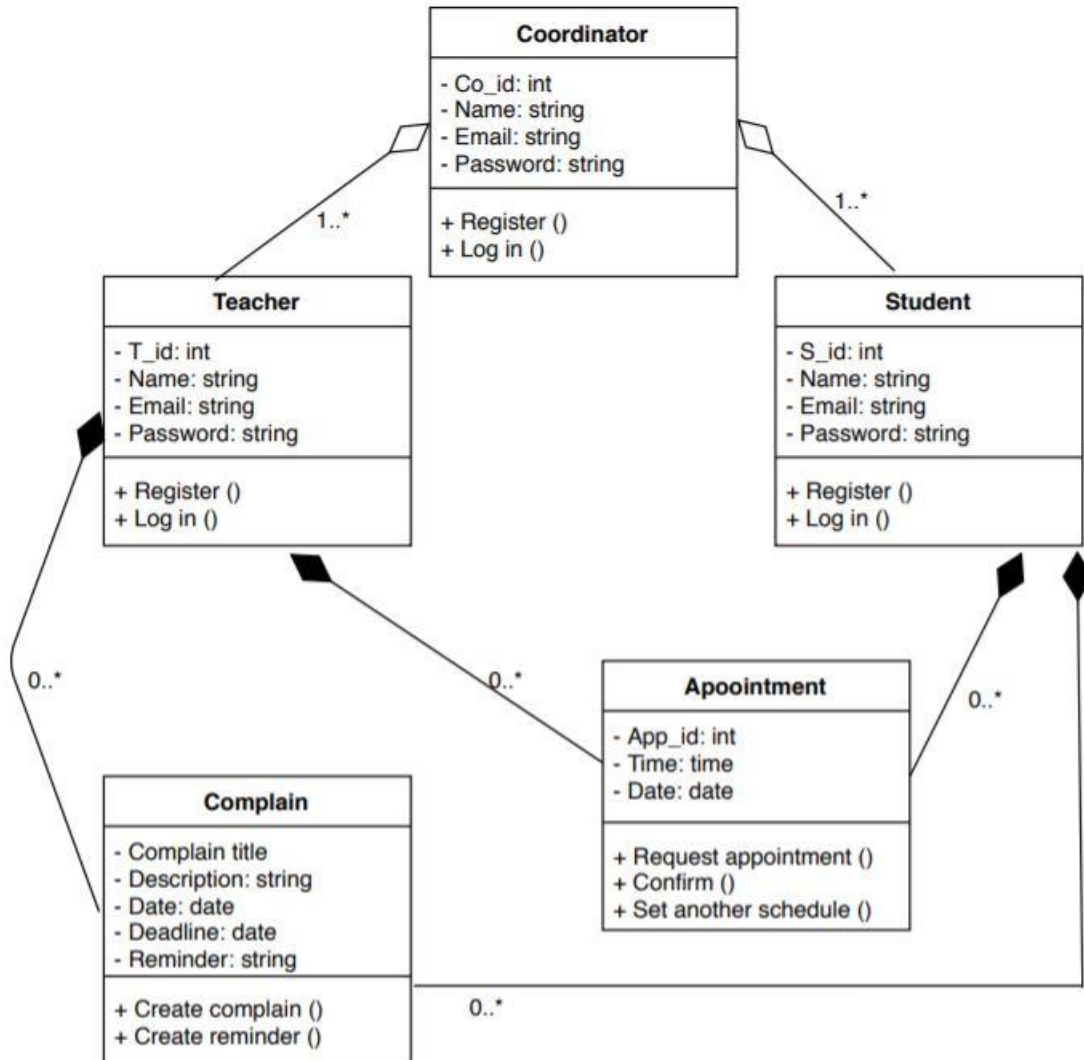


Figure: 20

4.2 ER diagram

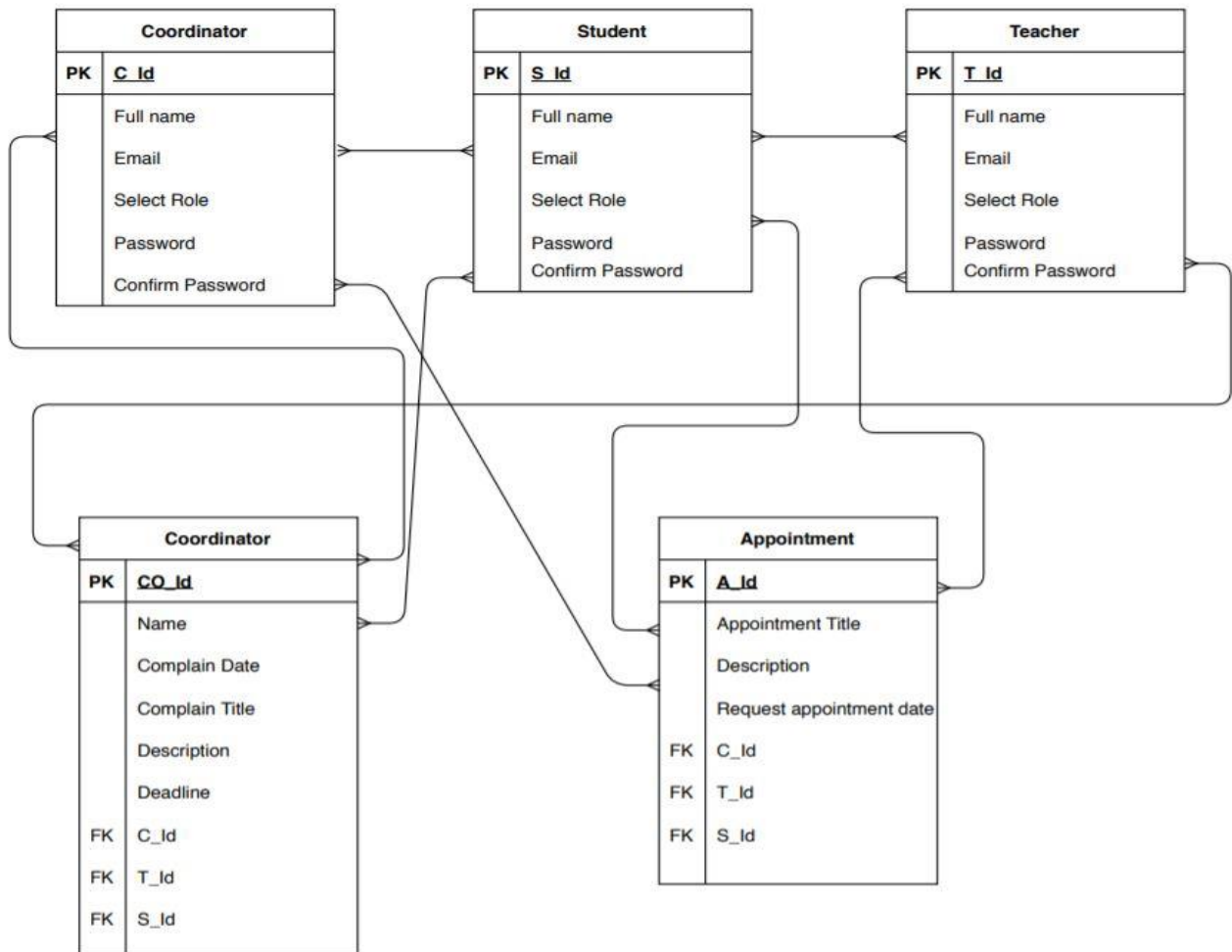


Figure: 21

4.3 Development tools & technology:

4.3.1 User interface technology :

HTML, CSS, Bootstrap, Java script

4.3.2 Implementation tools & platforms:

Framework : ASP.NET Core
Database : Mysqli
Back-end: C#

CHAPTER 5: SYSTEM TESTING

5.1 Testing Features:

5.1.1 Features to be tested:

- Registration
- Login
- Create complain
- Deadline
- View complain
- Appointment

5.2 Testing Strategies:

Test Strategy is a document that defines the proper approach for software testing. It is a static document that sets the standards for the testing and not updated often. It helps us to define the test cases which are suitable for the project.

5.2.1. Test Approach:

- Helping System for Coordinator will test the software according to their need.
- The whole system will be tested manually.
- System testing based on User acceptance.

5.2.2 Pass/Fail Criteria:

- Pass criteria- The test will pass if the case meets the object design requirement.
- Fail criteria – The test will fail if the case does not meets the object design architecture requirement.

5.3 Test case:

Test case 1

Test case:01	Test case name: Registration
System: User registration	Subsystem: N/A
Design By: Susmita Saha	Design Date:10-04-2020
Execute By: Susmita Saha	Execution date:11-04-2020

Step	Action	Expected System Response	Pass/fail	Comment
1	New user	Display successful message	Pass	Fields are required
2	When a user clicks only Registration button without a fill-up any field	Fill up the required field	Pass	Fill up the Required field
3	When a user enters email like abc.com	The system will display the email field is invalid	Pass	The valid email needs to register
4	When a user enters email like wuc@email.com	System should display	Pass	

Test case 2

Test case:02	Test case name: Log in
System: User Log in	Subsystem: N/A
Design By: Susmita Saha	Design Date:11-04-2020
Execute By: Susmita Saha	Execution date:12-04-2020

Step	Action	Expected System Response	Pass/fail	Comment
1	Registered user	Display successful message	Pass	Fields are required
2	When a user clicks only Log in button without a fill-up any field	Fill up the required field	Pass	Fill up the Required field
3	When a user enters email like abc.com	The system will display the email field is invalid	Pass	The valid email needs to register
4	When a user enters email like wuc@email.com	System should display	Pass	

Test case 3

Test case:03	Test case name: Create complain
System: Create complain	Subsystem: N/A
Design By: Susmita Saha	Design Date:13-04-2020
Execute By: Susmita Saha	Execution date:14-04-2020

Step	Action	Expected System Response	Pass/fail	Comment
1	User logged in into the system	Display successful message	Pass	Fields are required
2	When a user clicks Submit button without a fill-up any field	Fill up the required fields	Pass	Fill up the Required fields
3	When a use fill up all fields properly	The system should show successful	Pass	Successful

Test case 4

Test case:04	Test case name: Deadline
System: Deadline	Subsystem: N/A
Design By: Susmita Saha	Design Date:15-04-2020
Execute By: Susmita Saha	Execution date:17-04-2020

Step	Action	Expected System Response	Pass/fail	Comment
1	User logged in into the system	Display successful message	Pass	Fields are required
2	User click on Deadline	The tasks that have deadline today will show up together.	Pass	
3	User click on Deadline	The tasks that have deadline today will not show.	Pass	

Test case 5

Test case:05	Test case name: View complain
System: View complain	Subsystem: N/A
Design By: Susmita Saha	Design Date:17-04-2020
Execute By: Susmita Saha	Execution date:17-04-2020

Step	Action	Expected System Response	Pass/fail	Comment
1	User logged in into the system	Display successful message	Pass	Fields are required
2	User click on complain	System will show details of complains with Approve and Reject option	Pass	
3	User click on complain	System failed to show details of complains with Approve and Reject option	Pass	

Test case 6

Test case:06	Test case name: Appointment
System: Appointment	Subsystem: N/A
Design By: Susmita Saha	Design Date:18-04-2020
Execute By: Susmita Saha	Execution date:20-04-2020

Step	Action	Expected System Response	Pass/fail	Comment
1	User logged in into the system	Display successful message	Pass	Fields are required
2	User click on Appointment	System open the Appointment window	Pass	
3	User click on Appointment	System failed to open the Appointment window	Pass	

CHAPTER 6: USER MANUAL

Home page

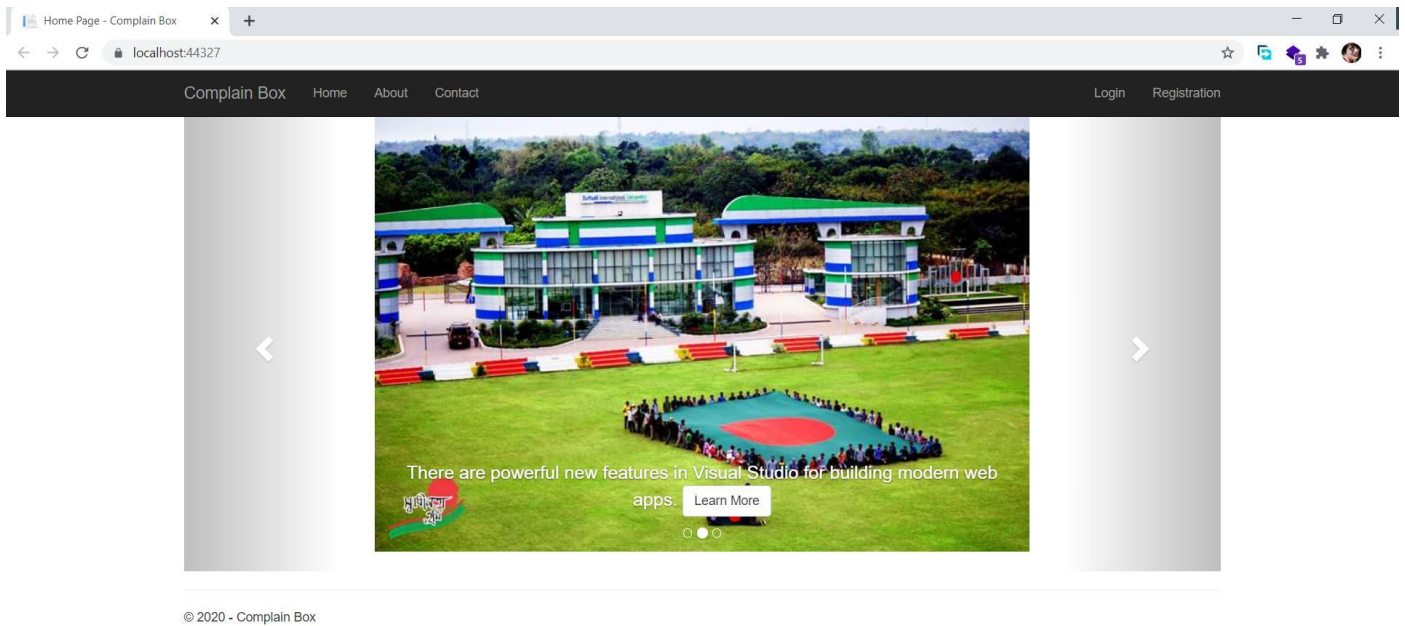


Figure: 22

Registration (Coordinator, Teacher, Student)

Registration - Complain Box x +

localhost:44327/Complains/Registration

Complain Box Home About Contact Login Registration

Registration

ID:

Full Name:

Email:

Select Role:

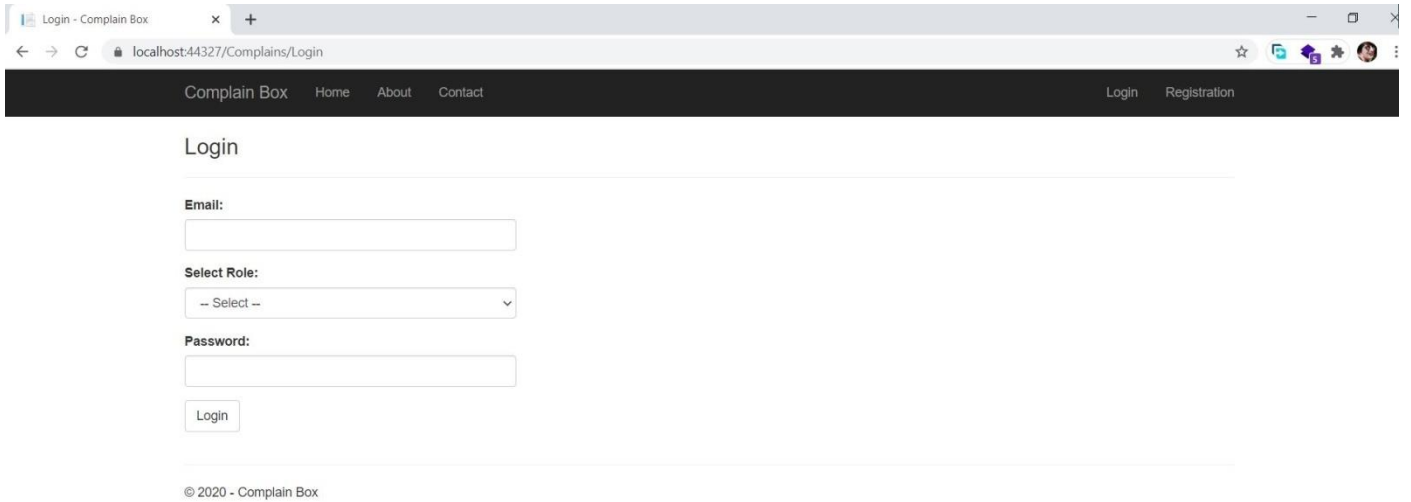
Password:

Confirm Password:

© 2020 - Complain Box

Figure: 23

Log in (Coordinator, Teacher, Student)



The screenshot shows a web browser window with the address bar displaying 'localhost:44327/Complains/Login'. The page has a dark navigation bar with links for 'Complain Box', 'Home', 'About', 'Contact', 'Login', and 'Registration'. The main content area is titled 'Login' and contains the following form elements:

- Email:** A text input field.
- Select Role:** A dropdown menu with the text '-- Select --' and a downward arrow.
- Password:** A text input field.
- Login:** A button.

At the bottom of the page, there is a copyright notice: '© 2020 - Complain Box'.

Figure: 24

Create complain (Teacher, Student)

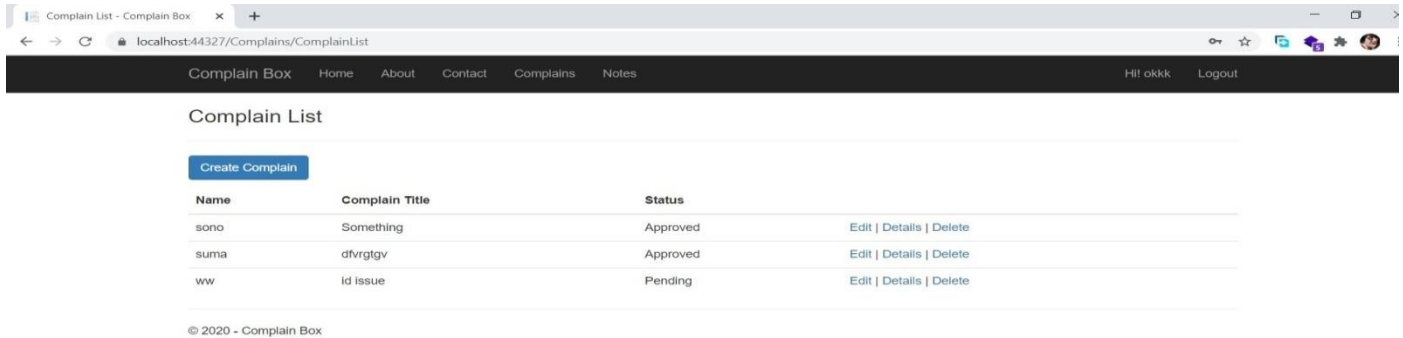


Figure: 25

Create complain (Teacher, Student)

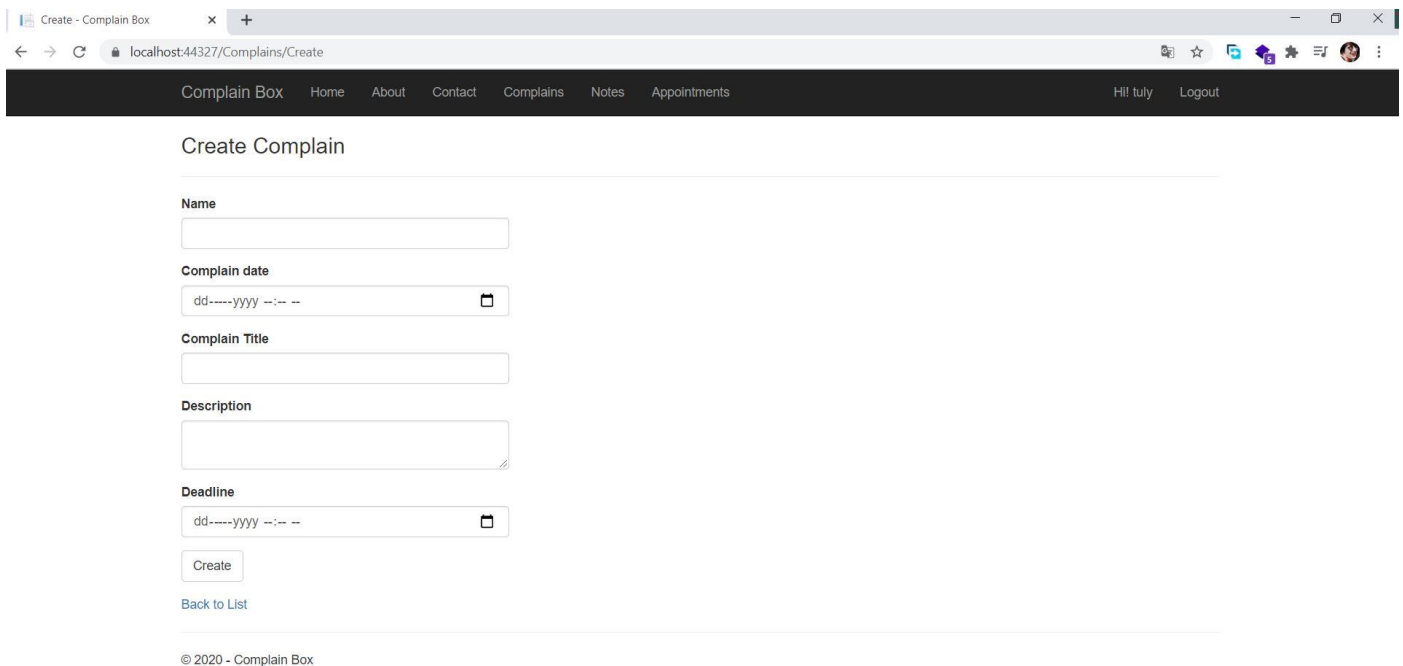
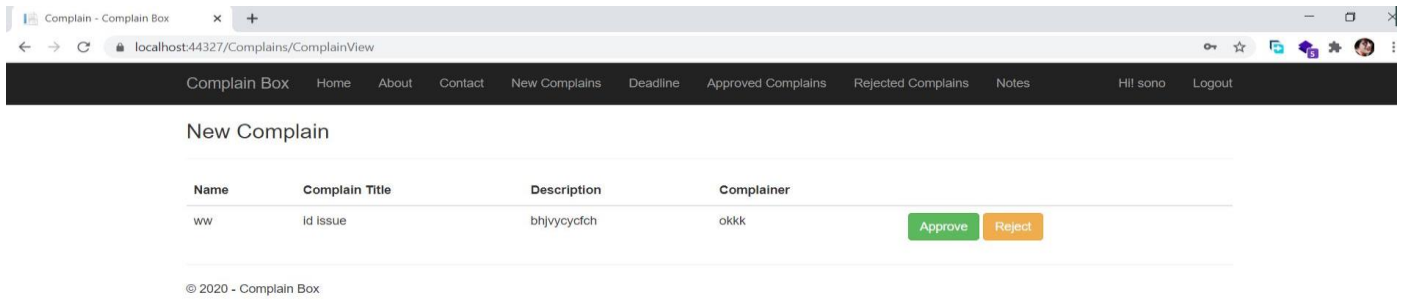


Figure: 26

View complain (Coordinator)



The screenshot shows a web browser window with the URL `localhost:44327/Complains/ComplainView`. The page has a dark navigation bar with links: `Complain Box`, `Home`, `About`, `Contact`, `New Complains`, `Deadline`, `Approved Complains`, `Rejected Complains`, `Notes`, `Hll sono`, and `Logout`. Below the navigation bar, the page title is `New Complain`. A table displays the following data:

Name	Complain Title	Description	Complainer	
ww	Id issue	bhjvycfch	okkk	Approve Reject

At the bottom left of the page, there is a copyright notice: `© 2020 - Complain Box`.

Figure: 27

Approve complain (Coordinator)

The screenshot shows a web browser window with the URL localhost:44327/Complains/ComplainView. The navigation bar includes links for Complain Box, Home, New Complains, Deadline, Approved Complains, Rejected Complains, Notes, Appointments, Hi! coco, and Logout. The main content area is titled 'New Complain' and features a table with the following data:

Name	Complain Title	Description	Complainer	Deadline	Hour Remaining	Approve	Reject
as	boy	ok	demo	03-Oct-20 7:27:00 PM	20	Approve	Reject
ygvyv	tfygyh	gvygtygfytv	tuly	02-Oct-20 9:00:00 PM	Expired	Approve	Reject
hgctvjy	jgvhgvj	fcjtfvuygbh	tuly	02-Oct-20 10:00:00 PM	Expired	Approve	Reject
abc	miss	miss something	tuly	03-Oct-20 1:00:00 AM	2	Approve	Reject

© 2020 - Complain Box

Figure: 28

Reject complain (Coordinator)

The screenshot shows a web browser window with the URL localhost:44327/Complains/RejectedView. The navigation bar includes links for Complain Box, Home, About, Contact, New Complains, Deadline, Approved Complains, Rejected Complains, Notes, Hi! sono, and Logout. The main content area is titled 'Rejected Complain' and features a table with the following data:

Name	Complain Title	Description	Complainer	Delete
sono	nhjdbhb	cndhbhb	pp	Delete

© 2020 - Complain Box

Figure: 29

Check progress (Teacher, Student)

Complain List

Create Complain

Name	Complain Title	Status	
sono	Something	Approved	Edit Details Delete
suma	dfvrgtgv	Approved	Edit Details Delete
ww	id issue	Pending	Edit Details Delete
moni	boy	Pending	Edit Details Delete

© 2020 - Complain Box

Figure: 30

Deadline (Coordinator)

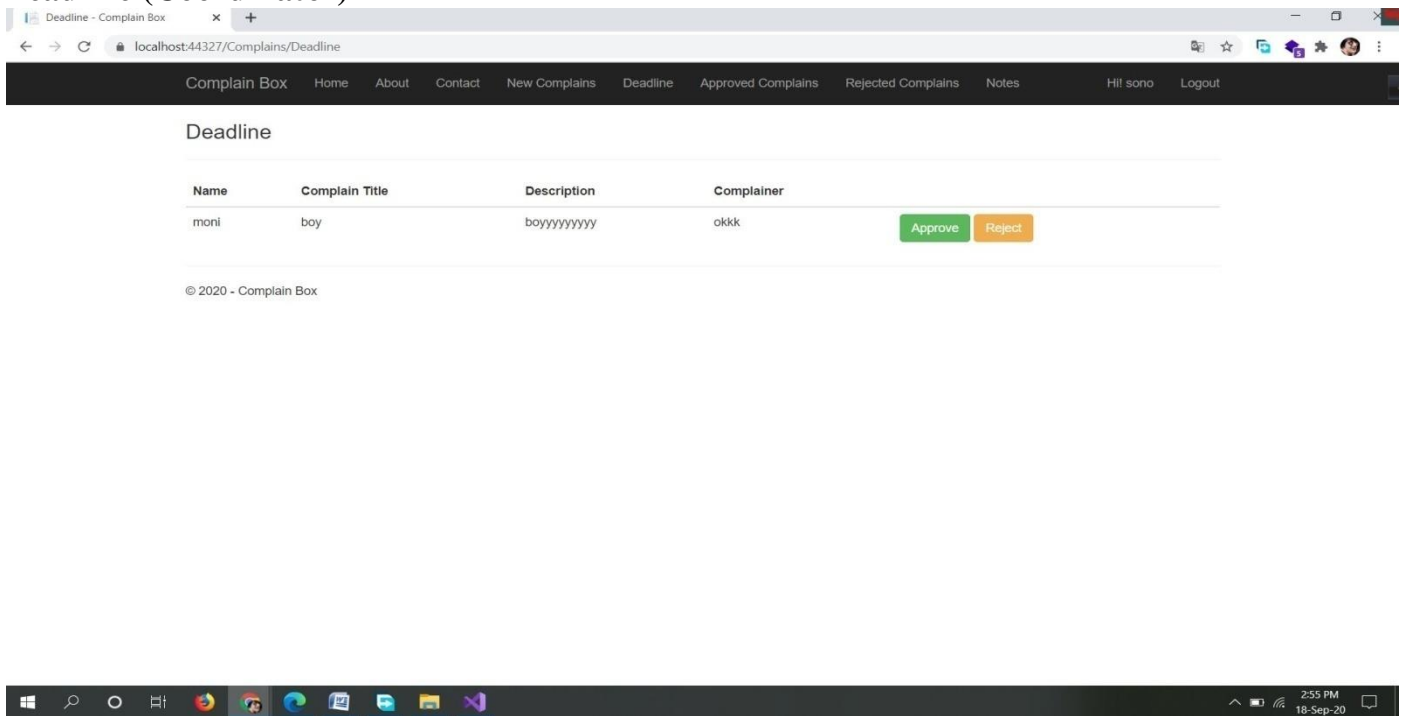


Figure: 31

Notes (Coordinator, Teacher, Student)

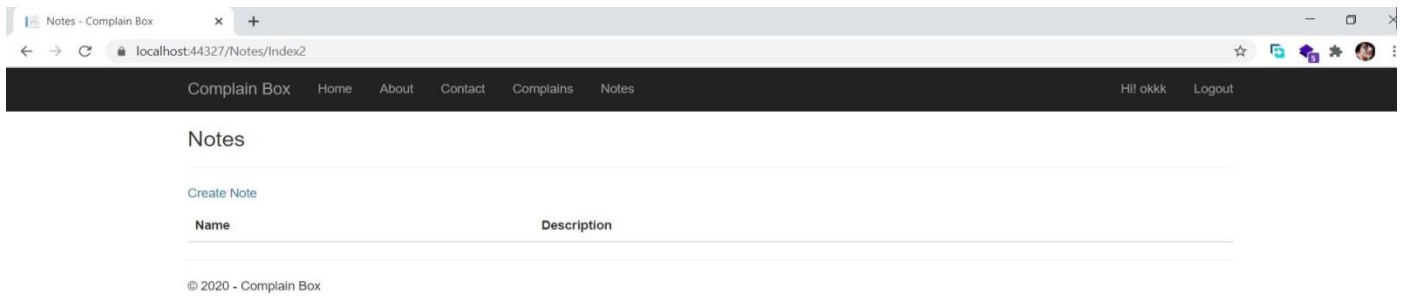


Figure: 32

Create note (Coordinator, Teacher, Student)

Note

Name

Description

Create

© 2020 - Complain Box

Figure: 33

Appointment (Teacher, Student)

Appointment

Create New

Appointment Title	Description	Request Appointment Date	Appointment Date	Status
arib	sjhdbfcjdfnrkdjyknvfnhrdjf	10/7/2020 4:30:00 PM		Pending Delete

© 2020 - Complain Box

Figure: 34

Appointment (Teacher, Student)

Appointment

Appointment Title

Description

Request Appointment Date

Create

[Back to List](#)

© 2020 - Complain Box

Figure: 35

Appointment (Coordinator)

Appointment

Appointment Title	Description	Request Appointment Date	Appointment Date	Full Name	Status	
overlap	Test			susmita	Pending	Accept Reject
arib	sjhdbfcjfnrvkdjvknvfnhrdjf	10/7/2020 4:30:00 PM		arib	Pending	Accept Reject

© 2020 - Complain Box

Figure: 36

Appointment-accept (Coordinator)

Appointment-accept (Coordinator)

complainbox.azurewebsites.net/Appointments/Accept/1

Complain Box Home New Complains Deadline Approved Complains Rejected Complains Notes Appointments Hi! akira Logout

Accept

Appointment Date

dd----yyyy --:-- --

Accepted

[Back to List](#)

© 2020 - Complain Box

Figure: 37

CHAPTER 7: PROJECT SUMMARY

7.1 Github link: <https://github.com/susmitasaha44/Complain-box>

7.2 Limitations:

Here we are trying to fulfill all requirements as soon as possible, but all the requirements we cannot fulfill in first realize date we are trying to complete all our feature step by step.

7.3 Obstacles & achievements:

We all know, this year is affected by Corona pandemic. So for the government lockdown I also have to go my village. As in Bangladesh internet network is so bad outside of city, it was very tough to complete the work. Moreover day by day technologies are updated. And Dot net framework is updating every day. It is quite tough to work with new technology. There are so many errors while am developed the software.

7.4 Future scope:

- Add message box.
- Mobile notifications.

References

- <https://www.w3schools.com/> [04.04.2020]
- <https://docs.microsoft.com/en-us/aspnet/core/tutorials/first-mvc-app/start-mvc?view=aspnetcore-3.1&tabs=visual-studio&fbclid=IwAR3IITZ09ni0OGRVWXu0Xtjmx9d3qLfhtPLmZiTr9dAIDSdcumvxoPS66oU> [05.04.2020]
- https://www.youtube.com/watch?v=Fhfvbl_KbWo [06.04.20]

Turnitin Originality Report

Processed on: 08-Oct-2020 11:01 +06

ID: 1408803850

Word Count: 3814

Submitted: 1

161-35-1544 By Susmita Saha

Similarity Index

26%

Similarity by Source

Internet Sources: 23%
Publications: 3%
Student Papers: 14%

4% match (Internet from 10-Jan-2020)

<http://dspace.daffodilvarsity.edu.bd:8080/bitstream/handle/123456789/3551/P13655%2823%25%29.pdf?isAllowed=y&sequence=1>

4% match (Internet from 20-Feb-2020)

<http://dspace.daffodilvarsity.edu.bd:8080/bitstream/handle/123456789/3548/P13650%20%2828%25%29.pdf?isAllowed=y&sequence=1>

3% match (Internet from 24-Feb-2020)

<http://dspace.daffodilvarsity.edu.bd:8080/bitstream/handle/123456789/3555/P13663%20%2821%25%29.pdf?isAllowed=y&sequence=1>

2% match (Internet from 06-Jan-2020)

<http://dspace.daffodilvarsity.edu.bd:8080/bitstream/handle/123456789/3547/P13646%20%2824%25%29.pdf?isAllowed=y&sequence=1>

2% match (student papers from 17-Apr-2019)

Class: April 2018 Project Report

Assignment: Student Project

Paper ID: [1113771960](#)

2% match (Internet from 28-Jul-2019)

<http://dspace.daffodilvarsity.edu.bd:8080/bitstream/handle/123456789/2940/P12395%20%285%25%29.pdf?isAllowed=y&sequence=1>

2% match (student papers from 09-May-2013)

[Submitted to Higher Education Commission Pakistan on 2013-05-09](#)

1% match (student papers from 30-Mar-2017)

[Submitted to University of Westminster on 2017-03-30](#)

1% match (student papers from 07-Apr-2018)

Class: Article 2018

Assignment: Journal Article

Paper ID: [942519732](#)

1% match (student papers from 16-Dec-2017)

[Submitted to University of Wales Institute, Cardiff on 2017-12-16](#)

1% match (Internet from 18-Jan-2020)

<http://dspace.daffodilvarsity.edu.bd:8080/bitstream/handle/123456789/3523/P13624%20%2817%25%29.pdf?isAllowed=y&sequence=1>

< 1% match (Internet from 05-Feb-2019)

<https://repository.up.ac.za/bitstream/handle/2263/29683/Complete.pdf?isAllowed=y&sequence=11>

< 1% match (student papers from 28-Jul-2020)

[Submitted to Manipal International University on 2020-07-28](#)

< 1% match (Internet from 01-Apr-2020)

<https://www.slideshare.net/RaihanMahmud5/remote-doctor-project-report>

< 1% match (student papers from 23-Jul-2018)

[Submitted to Symbiosis International University on 2018-07-23](#)

< 1% match (student papers from 19-May-2016)

[Submitted to University of Technology, Sydney on 2016-05-19](#)

< 1% match (student papers from 05-Aug-2020)

[Submitted to Ghana Technology University College on 2020-08-05](#)

< 1% match (Internet from 05-Jun-2020)

http://dspace.daffodilvarsity.edu.bd:8080/bitstream/handle/123456789/3927/P148856%20%2828_%29.pdf?isAllowed=y&sequence=1

< 1% match (Internet from 16-Sep-2018)

<http://virtual-inspire.blogspot.com/2012/06/cs504-assignemnt-no5-idea-solution-june.html>

< 1% match (Internet from 22-Aug-2018)

http://dspace.bracu.ac.bd:8080/xmlui/bitstream/handle/10361/7627/12103043_ENH.pdf?s=

< 1% match (Internet from 24-May-2020)

<https://www.hra.nhs.uk/about-us/committees-and-services/confidentiality-advisory-group/cag-group-meetings-and-minutes/>

Helping System for Coordinator By Susmita Saha (161-35-1544) This [project submitted in partial fulfillment of the requirement for the degree of Bachelor of Science in Software Engineering Department of Software Engineering DAFFODIL INTERNATIONAL UNIVERSITY](#) Summer -2020 i Helping System for Coordinator Submitted to Ms Nusrat Jahan Lecturer (Senior Scale) Department of SWE Daffodil International University Submitted by Susmita Saha ID: 161-35-1544 [This Project report has been submitted in fulfillment of the requirements For the Degree Of Bachelor of Science in Software Engineering. All right Reserved by Daffodil International University.](#) ii APPROVAL This project titled "Helping System for Coordinator (Complain Box)", submitted by Susmita Saha, ID: 161- 35-1544 [to the Department of Software Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc in Software Engineering and approved as to its style and contents. BOARD OF EXAMINERS -](#) ----- [Dr. Imran Mahmud Associate Professor and Head \(In-Charge\) Department of Software Engineering Faculty of Science and Information Technology Daffodil International University Chairman](#) -----
----- [Name of Internal Examiner Designation Department of Software Engineering Faculty of Science and Information Technology Daffodil International University Internal Examiner](#) 1 ----- [Name of External Examiner Designation Name of the Department Name of the University External Examiner](#) iii [DECLARATION](#) It [hereby declare that this project has been completed by me under the supervision of Ms Nusrat Jahan, Lecturer \(Senior Scale\), Department of Software Engineering, Daffodil International University. It also declare that neither this project nor any part of this has been submitted elsewhere for award of any degree. Name: Susmita Saha Student ID: 161-35-1544 Batch: 19 Department of Software Engineering Faculty of Science & Information Technology Daffodil International University Certified by: Ms Nusrat Jahan Lecturer \(Senior Scale\) Department of Software Engineering Faculty of Science & Information Technology Daffodil International University](#) iv [ACKNOWLEDGEMENT](#) I have [taken endeavors in this project. Be that as it may, it would not have been conceivable without the kind help of numerous people. I might want to stretch out my earnest because of every one of them. I am exceptionally obligated to Daffodil International University for their direction and steady supervision by Ms Nusrat Jahan mam and in addition for giving necessary information with respect to the venture and additionally for their help in finishing the project. I would like to express my gratitude towards our parents, our batch mate, member of DIU for their kind co-operation and consolation which help us in finishing of this task. My thanks likewise go to my associate in building up the venture and individuals who have energetically bailed me out with their capacities](#) and help me in various ways. v Abstract Helping System for Coordinator (Complain Box) is a project for coordinators. There are lot of things the coordinator has to do in the office. In the traditional way, they take the

problem (complaint) /any other work and do it on their own. They have to face many problems while working. They have to face the major problems to list and remember the tasks given by others. Sometimes they forget to do any of the important tasks. Keeping these in mind I have created this system so that their work would a bit easier. Here 3 sections in this system. One for the coordinator, the other for the teacher and the student. By using this system coordinators get the tasks in detail along with a reminder. On the other side teachers and students can add their task/complaint with a possible deadline from anywhere. vi [Table of Content](#) APPROVAL iii [INTERNSHIP DECLARATION](#) iv [ACKNOWLEDGEMENT](#) v [ABSTRACT](#) vi [CHAPTER 1: INTRODUCTION](#) 1 [1.1 Project Overview](#) 1 [1.2 Project Purpose](#) 1 [1.2.1 Background](#) 1 [1.2.2 Benefits](#)&Benefic 1 [1.2.3 Goals](#) 1 [1.3 Stakeholders](#) 2 [1.4 Proposed System Model \(block diagram\)](#). 2 [1.5 Project Schedule](#) 3 [1.5.1 Gantt Chart](#) 3 [1.5.2 Release Plan/Milestone](#) 4 [CHAPTER 2: SOFTWARE REQUIREMENT SPECIFICATION](#) 5 2 [.1 Functional Requirements](#) 5 2 [.2 Data Requirements](#) 5 2 [.3 Performance Requirements](#) 5 2 [.3.1 Speed and Latency Requirements](#) 5 2 [.3.2 Precision or Accuracy Requirements](#) 5 2 [.3.3 Capacity Requirements](#) 6 2 [.4 Dependability Requirements](#) 6 2 [.4.1 Reliability Requirements](#) 6 2 [.4.2 Availability Requirements](#) 6 2 [.4.3 Safety-Critical Requirements](#) 6 2 [2.5 Maintainability and Supportability Requirements](#) 6 [2.5.1 Maintenance Requirements](#) 6 2 [5.2 Supportability Requirements](#) 6 [2.6 Security Requirements](#) 6 [2.6.1 Access Requirements](#) 6 [2.6.2 Integrity Requirements](#) 6 [2.7 Look and Feel Requirements](#) 7 [2.8.1 Appearance Requirements](#) 7 [CHAPTER 3: SYSTEM ANALYSIS](#) 8 vii ©Daffodil International University [3.1 Use Case Diagram](#) 8 [3.2 Use Case Description \(for each use case\)](#). 9 [3.3 Activity Diagram \(for each use case\)](#). 15 [3.4 System Sequence Diagram \(for each use case\)](#). 23 [Chapter 4: System Design Specification](#) 31 [4.3 Class Diagram](#) 31 [4.4 Database Design Diagram](#) 32 [4.5 Development Tools & Technology](#) 32 [4.5.1 User Interface Technology](#) 32 [4.5.2 Implementation Tools & Platforms](#) 32 [CHAPTER 5: SYSTEM TESTING](#) 33 [5.1 Testing Features](#) 33 [5.1.1 Features to be tested](#) 33 [5.2 Testing Strategies](#) 33 [5.2.1 Test Approach](#) 33 [5.2.2 Pass/Fail Criteria](#) 33 [5.4 Test Cases](#) 34 [CHAPTER 6: USER MANUAL](#) 37 6 [.1 User Manual \(type A user\)](#) 6.2 User Manual (type B user) 6.3 User Manual (type C user) 6.4 [CHAPTER 7: PROJECT SUMMARY](#) 46 7.1 [Github Link](#) 46 7 [.3 Limitations](#) 46 7 [.4 Obstacles & Achievements](#) 46 7 [.5 Future Scope](#) 46 viii [CHAPTER 1: INTRODUCTION](#) [1.1 Project overview](#): Helping System for Coordinator is established to help the coordinator as well as to build up good communication with the teacher and student. The given task/work of teachers and students will reach the section of the coordinator. So that coordinator could know about the work and keep it complete. By using this website coordinators can do their work properly. [1.2 Project purpose: The main purpose of the Helping System for Coordinator](#) is to make a spontaneous work environment for the coordinators. For that coordinator do their work somewhat stressless. [1.2.1 Background](#): There is a lot of pressure on the coordinator in the office. A coordinator has to handle almost everything. In the traditional way they take the problem (complaint) / any other work and do it on their own. They have to face many problems while working. They have to face a major problems to list and remember the tasks that given by others. Sometimes they forget to do any of important tasks. It takes time to maintain tasks. Keeping these in mind I have created this system so that their work would a bit easier. [1.2.2 Benefit & beneficiaries](#): Benefits: • Coordinators get all the information about their work with a reminder. • Teachers and students receive their services from the coordinator in a timely and accurate manner. • It will reduce the complexity and time. • It helps to do work faster than the previous way. • It will also give security. Beneficiaries: • Coordinator • Teacher • Student [1.2.3 Goals](#): • Main goal of our project to ensure better work environment for coordinator. • The coordinator receives reminders so that he does not forget any work. • Teachers and students can add their needs from anywhere and set up an appointment to solve their needs. ©Daffodil International University 1 [1.3 Stakeholders](#): • Coordinator • Teacher • Student [1.4 Proposed system model \(Block diagram\)](#): Figure: 01 ©Daffodil International University 2 [1.5 Project schedule](#): [1.5.1 Gant chart](#): Task/Date Start Date End Date Status Jan Feb March April Proposal 28-04- 2020 08-05- 2020 Complete Requirements 09-05- 2020 23-05- 2020 Complete Design 25-05- 2020 08-06- 2020 Processing Implementation 09-06- 2020 19-07- 2020 Incomplete Testing 20-07- 2020 30-07- 2020 Incomplete Total working days 28-04- 2020 30-07- 2020 Incomplete [1.5.2 Milestone](#): Phase Proposal and SRS Requirements Collection and Analysis Start Date Planning submission Working Days Date 28 April, 2020 08 May, 2020 10 days 09 May, 2020 23 May, 2020 14 days Project Plan 25 May, 2020 Implementation 09 June, 2020 Testing and Result 20 July, 2020 Total working days 28 April,2020 08 [June,2020](#) 19 [July,2020](#) 30 [July,2020](#) 30 [July, 2020](#) 14 days 40 days 10 days 88 days [CHAPTER 2: SOFTWARE REQUIREMENT SPECIFICATION](#) [2.1 Functional requirement](#): • User have to registration before login. • User can login with their valid user id and password. • User have to select their role. • User have to fill required field and attached document (if needed). • Have to add a reminder with complain. • Coordinator will view the complains. • Teacher and student will set a deadline for complain/task. • Teachers

and students can see the complaint progress. • Coordinator can approve complain/ task. • Coordinator can reject complain/task. • Teacher and student can request for an appointment. Coordinator will confirm appointment or give another schedule. 2.2 Data requirements: • User should have to insert the login credentials accurately otherwise system will show failed message. • User have to select role accurately otherwise system will show error message. 2.3 Performance requirement: To maintain performance of a software system it is very important. To ensure performance, as a developer we need to manage and maintain some steps. Now, I try to discuss about perspective by going to enhance the performance of this system project. 2.3.1 Speed and latency requirements: • The system should load the data from server in maximum 2 second. • The system should upload the data to the server in maximum 1 second. • The system must have a high speed of manipulation data and reply to the user request. 2.3.2 Precision or accuracy requirements: Input data must store in database with actual format. So that system could provide desired result. 2.3.3 Capacity requirements: We must develop a system which be capable to handle all user, provide accurate information, handling database, manage http request etc. 2.4 Dependability requirements: 2.4.1 Reliability requirements: Data must need to save in actual format. 2.4 .2 Availability requirements: • This system should work 24 hours a day. • This system must be updated all time. 2.4.3 Safety-Critical requirements: Data must need to save in database with actual details. 2.5 Maintainability and supportability requirements: 2.5.1 Maintenance requirements: • The system maintenance should be quick. • This system helps to update any kind of information at any time. 2.5.2 Supportability requirements: Web server should be authentic where the website is going to be uploaded. 2.6 Security requirements: 2.6.1 Access requirements: To get access to the system, the system provides Authorization/authentication. 2.6.2 Integrity requirements: To protect credentials of user from being stolen, all passwords are stored in encrypted form. 2.7 Look and feel requirements: 2.7.1 Appearance requirements: • The user interface must be attractive and interactive. • The user interface must be user friendly. CHAPTER 3: SYSTEM ANALYSIS 3.1 Use case diagram: Figure: 02 3.2 Use case description: Use case Registration and Login Goal For using the system user have to complete registration then logged in into the system. Preconditions Have to be unregistered user. Success end condition When it completes it shows successfully Login Failed end condition Failed to logged in the system. Primary actor Coordinator, teacher, student. Trigger Registration Main success Step Action scenario 1. 2. 3. 4. Click Register. Fill up information and submit. Give email, password and select role. Logged in the system. Alternatives flows Step Action 1. 2. 3. 4. Info is not correct. Retry again. Forget password. Reset password. Quality requirements Step Action 1 Check authentication Use case Select role Goal Select the role to complete log in. Preconditions Have to be registered user. Success end condition When it completes it shows successfully Login Failed end condition Failed to select the role. Primary actor Coordinator, teacher, student. Trigger Log in Main success Step Action scenario 1. 2. 3. 4. Click Log in. Give email, password. Then select role. Logged in the system. Alternatives flows Step Action 1. 2. 3. Select role drop box not showing roles. Retry again. Check internet connection Quality requirements Step Action 1 Use case Write complain and add reminder Goal Write complain/task in the complain box with reminder. Preconditions Have to logged in into the system. Success end condition When it completes it shows complain submit. Failed end condition Failed to submit complain/task. Primary actor Teacher, student. Trigger Create complain Main success Step Action scenario 1. 2. 3. Click Create complain. Fill up complain box with a deadline and reminder. Submit complain. Alternatives flows Step Action 1. 2. 3. Any field is empty. Check all fields. Fill all required fields. Quality requirements Step Action 1 Maintain procedure. Use case Check progress Goal Complain status will shown. Preconditions Need to go complain section into the system. Success end condition When it comes it will show the complain status. Failed end condition Failed to show complain status. Primary actor Teacher, student. Trigger Complain Main success Step Action scenario 1. 2. Click Complain. System will show the complain status (approved/rejected) with the complain description. Alternatives flows Step Action 1. Otherwise system will show pending status of the complain. Quality requirements Step Action 1 Showing accurate data. Use case View complain Goal System will show the list of complain/task. Preconditions It will show only for coordinator. Success end condition Successfully see the complain list. Failed end condition Failed to see the complain list. Primary actor Coordinator Trigger Complain Main success Step Action scenario 1. 2. 3. Click Complain. System will show the complain/task list with deadline. Coordinator can approve/reject complain here. Alternatives flows Step Action 1. Quality requirements Step Action 1 User friendly Use case Check deadline Goal The tasks that have deadlines today will show up together. Preconditions It will show only for coordinator. Success end condition Successfully see the tasks that have a deadline today. Failed end condition Failed to see the tasks that have a deadline today. Primary actor Coordinator Trigger Deadline Main success Step Action scenario 1. 2. 3. Click Deadline. System will show the tasks/complain that have a deadline today will show up together. Here

also coordinator can approve/reject any complain/task. Alternatives flows Step Action 1. Quality requirements Step Action 1 Systematically arranged Use case Appointment Goal Fix an appointment for task purpose. Preconditions Have to logged in into [the system](#). [Success end condition Successfully](#) fix [an appointment](#). [Failed end condition](#) Failed to fix [an appointment](#). [Primary](#) actor Coordinator, teacher, student Trigger Appointment Main success Step Action scenario 1. 2. 3. Click appointment. Teacher and student request for an appointment with possible a schedule. Coordinator check appointments then confirm appointments. Alternatives flows Step Action 1. 2. Given certain possible schedule does not match with coordinator time. Coordinator set another schedule for the certain requested appointment. Quality requirements Step Action 1 3.3 Activity diagram: Registration and Log in (Coordinator, Teacher, Student) Figure: 03 Select role (Coordinator, Teacher, Student) Figure: 04 Write complain and Add reminder (Teacher, Student) Figure: 05 Check progress (Teacher, Student) Figure: 06 View complain (Coordinator) Figure: 07 Check deadline (Coordinator) Figure: 08 Appointment (Teacher, Student) Figure: 09 Appointment (Coordinator) Figure: 10 3.4 System sequence diagram: [Figure: 11](#) [Figure: 12](#) [Figure: 13](#) [Figure: 14](#) [Figure: 15](#) [Figure: 16](#) [Figure: 17](#) [Figure: 18](#) [Figure: 19](#) **CHAPTER 4: SYSTEM DESIGN SPECIFICATION 4.1 Class diagram** Figure: 20 4.2 Database design diagram Figure: 21 4.3 **Development tools & technology: 4. 3 .1 User interface technology** : HTML, CSS, Bootstrap, Java script 4.3.2 Implementation tools & platforms: Framework : ASP.NET Core Database : Mysqli Back-end: C# **CHAPTER 5: SYSTEM TESTING 5.1 Testing Features: 5.1.1 Features to be tested**: • Registration • Login • Create complain • Deadline • View complain • Appointment **5.2 Testing Strategies: [Test Strategy is](#) a document [that](#) defines [the](#) proper [approach](#) for software testing. It is a static document that sets the standards for the testing and not updated often. It helps us to define the test cases which are suitable for the project. 5.2.1. Test Approach: • Helping System for Coordinator will test the software according to their need. • The whole system will be tested manually. • System testing based on User acceptance. 5.2.2 Pass/Fail Criteria: • [Pass criteria- The test will pass if the case meets the object design requirement.](#) • [Fail criteria – The test will fail if the case does not meets the object design architecture requirement.](#) 5.3 Test case: [Test case 1 Test case: 01 Test case name: Registration](#) [System: User registration](#) [Subsystem: N/A](#) Design [By: Susmita Saha](#) Design [Date: 10 -04- 2020](#) Execute By: Susmita Saha Execution date:11-04-2020 [Step Action Expected System Response Pass/fail Comment 1 New](#) user [Display](#) successful message Pass Fields are required 2 When a user clicks only Registration button without a fill-up any field Fill up the required field Pass Fill up the Required field 3 When a user enters email like abc.com The system will display the email field is invalid Pass The valid email needs to register 4 When a user enters email like wuc@email.com System should display Pass Test case 2 [Test case: 02 Test case name: Log in System: User Log in](#) [Subsystem: N/A](#) Design [By: Susmita Saha](#) Design [Date:11-04-2020](#) Execute By: Susmita Saha Execution date:12-04-2020 [Step Action Expected System Response Pass/fail Comment 1 Registered](#) user [Display](#) successful message Pass Fields are required 2 When a user clicks only Log in button without a fill-up any field Fill up the required field Pass Fill up the Required field 3 When a user enters email like abc.com The system will display the email field is invalid Pass The valid email needs to register 4 When a user enters email like wuc@email.com System should display Pass Test case 3 [Test case: 03 Test case name: Create complain](#) [System: Create complain](#) [Subsystem: N/A](#) Design [By: Susmita Saha](#) Design [Date: 13 -04- 2020](#) Execute By: Susmita Saha Execution date:14-04-2020 [Step Action Expected System Response Pass/fail Comment 1 User logged in](#) into [the system](#) [Display](#) successful message Pass Fields are required 2 When a user clicks Submit button without a fill-up any field Fill up the required fields Pass Fill up the Required fields 3 When a use fill up all fields properly The system should show successful Pass Successful Test case 4 [Test case: 04 Test case name: Deadline](#) [System: Deadline](#) [Subsystem: N/A](#) Design [By: Susmita Saha](#) Design [Date: 15 -04- 2020](#) Execute By: Susmita Saha Execution date:17-04-2020 [Step Action Expected System Response Pass/fail Comment 1 User logged in](#) into [the system](#) [Display](#) successful message Pass Fields required are 2 User click on Deadline The tasks that have deadline today will show up together. Pass 3 User click on Deadline The tasks that have deadline today will not show. Pass Test case 5 [Test case: 05 Test case name: View complain](#) [System: View complain](#) [Subsystem: N/A](#) Design [By: Susmita Saha](#) Design [Date: 17 -04- 2020](#) Execute By: Susmita Saha Execution date:17-04-2020 [Step Action Expected System Response Pass/fail Comment 1 User logged in](#) into [the system](#) [Display](#) successful message Pass Fields required are 2 User click on complain System will show details of complains with Approve and Reject option Pass 3 User click on complain System failed to show details of complains with Approve and Reject option Pass Test case 6 [Test case: 06 Test case name: Appointment](#) [System: Appointment](#) [Subsystem: N/A](#) Design [By: Susmita Saha](#) Design [Date: 18 -04- 2020](#) Execute By: Susmita Saha Execution date:20-04-2020 [Step Action Expected System Response Pass/fail Comment 1 User logged in](#) into [the system](#) [Display](#) successful message Pass Fields required are 2 User click on**

Appointment System open Appointment window the Pass 3 User click on Appointment System failed open Appointment window to the Pass CHAPTER 6: USER MANUAL Home page Figure: 22 Registration (Coordinator, Teacher, Student) Figure: 23 Log in (Coordinator, Teacher, Student) Figure: 24 Create complain (Teacher, Student) Figure: 25 Create complain (Teacher, Student) Figure: 26 View complain (Coordinator) Figure: 27 Approve complain (Coordinator) Figure: 28 Reject complain (Coordinator) Figure: 29 Check progress (Teacher, Student) Figure: 30 Deadline (Coordinator) Figure: 31 Notes (Coordinator, Teacher, Student) Figure: 32 Create note (Coordinator, Teacher, Student) Figure: 33 Appointment (Teacher, Student) Figure: 34 Appointment (Teacher, Student) Figure: 35 Appointment (Coordinator) Figure: 36 Appointment-accept (Coordinator) Figure: 37 [CHAPTER 7: PROJECT SUMMARY](#)

[7.1](#) Github [link: https://github.com/susmitasaha44/Complain-box](https://github.com/susmitasaha44/Complain-box) [7.2](#) Limitations: Here we are trying to fulfill all requirements as soon as possible, but all the requirements we cannot fulfill in first realize date we are trying to complete all our feature step by step. 7.3 Obstacles & achievements: We all know, this year is affected by Corona pandemic. So for the government lockdown I also have to go my village. As in Bangladesh internet network is so bad outside of city, it was very tough to complete the work. Moreover day by day technologies are updated. And Dot net framework is updating every day. It is quite tough to work with new technology. There are so many errors while am developed the software. 7.4 Future scope: • Add message box. • Mobile notifications. References • <https://www.w3schools.com/> [04.04.2020] • <https://docs.microsoft.com/en-us/aspnet/core/tutorials/first-mvc-app/start-mvc?view=aspnetcore-3.1&tabs=visual-studio&fbclid=IwAR3IITZ09ni0OGRVWxu0Xtjmx9d3qLfhtPLmZiTr9dAIDSdcumvxoPS66o> U [05.04.2020] • https://www.youtube.com/watch?v=Fhfvl_KbWo [06.04.20] ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University 3 ©Daffodil International University 4 ©Daffodil International University 5 ©Daffodil International University 6 ©Daffodil International University 7 ©Daffodil International University 8 ©Daffodil International University 9 ©Daffodil International University 10 ©Daffodil International University 11 ©Daffodil International University 12 ©Daffodil International University 13 ©Daffodil International University 14 ©Daffodil International University 15 ©Daffodil International University 16 ©Daffodil International University 17 ©Daffodil International University 18 ©Daffodil International University 19 ©Daffodil International University 20 ©Daffodil International University 21 ©Daffodil International University 22 ©Daffodil International University 23 ©Daffodil International University 24 ©Daffodil International University 25 ©Daffodil International University 26 ©Daffodil International University 27 ©Daffodil International University 28 ©Daffodil International University 29 ©Daffodil International University 30 ©Daffodil International University 31 ©Daffodil International University 32 ©Daffodil International University 33 ©Daffodil International University 34 ©Daffodil International University 35 ©Daffodil International University 36 ©Daffodil International University 37 ©Daffodil International University 38 ©Daffodil International University 39 ©Daffodil International University 40 ©Daffodil International University 41 ©Daffodil International University 42 ©Daffodil International University 43 ©Daffodil International University 44 ©Daffodil International University 45 ©Daffodil International University 46 ©Daffodil International University 47 ©Daffodil International University 48 ©Daffodil International University 49