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Basic Support System

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Abstract: *The purpose of this* ***BASIC SUPPORT SYSTEM*** *is to make a platform that helps in settling the issues related to an organization's function or infrastructure and report it to the admin. The admin notifies the respective department, resolves the issue and marks it as solved. This process makes it efficient for the organization to look out for issues and fix them effectively. The Basic Support System is developed to eliminate the existing method of using word of mouth or e-mails used to resolve the issues.*

BSS is not only used as a user centric platform, it also provides a perfect platform to the administrator who can resolve the issues. Basic Support System can include complaints on the electrical, infrastructure, Bus and other issues in an educational organization.BSA lets youprioritize, assign, track, report and audit your 'issues' , from software bugs and help desktickets to actual issues in your organization. More than just an issue tracker, BSA is an extensible platform that you can customize to match your organization processes. BSA improves productivity by cutting down on time wasted on tracking issues and coordination.

BSA improves quality by ensuring all tasks are recorded down with all the details and followed up till completion.

I.INTRODUCTION

A complaint system is a set of procedures used in organizations to address complaints and resolve disputes. Complaint systems in the US have undergone several innovations especially since about 1970 with the advent of extensive workplace regulation. Notably in many countries, conflict management channels and systems have evolved from a major focus on labor-management relations to a much wider purview that includes unionized workers and also managers, non-union employees, professional staff, students, trainees, vendors, donors,customers, etc. There is also a major need to collect, review and understand the nature of conflictmanagement and complaint systems around the world. Studies and citations are needed about how complaint systems work for women as well as men. Research is needed as to how systems work for many different national groups, for people of different socio-economic classes, and different ages, and different religions, and especially for contract workers and immigrant workers, in every country. Studies (and citations) are needed about complaint systems in health care, in faith-based organizations, in schools, in political organizations, in the military and in many specialized occupations. Studies are needed about important specialized issues like free speech. A number of Artificial Intelligence technologies are helpful in complaint resolution process, understanding the attitudes of involved parties and reasoning about them, in particular, based on Belief–desire–intention model. Concept learning is an adequate formalism to reason about complaints

II.RELATED WORK

Modelling The Relationship Between Perceived Value, Student Satisfaction, AndCollege Loyalty In Youth College: An Empiricalstudy

The existing Complaint Management system, In Existing System Customers or in this case, the students, staffs of the Organization has to Visit the Organizational heads Whenever they haveany Complaints regarding the services and infrastructure of the Organization.

This wastes a lot of time. Whenever a student/staff of the institution requires a service from the institution he/she is required to report to the respective head and then he is required to submit thecomplaint to the specified officer. The problem is written in paper and will be submitted at the bank. Then the manager will look after it and then he will take care of the customer's problems. After that the manager will enquire and allocate the problem to the specified person in that department. The person will enquire about theproblem and then rectify it.

Existing System

The current system is manual, requires a lot of effort, and takes a lot of time to use. The current system allows us to apply online for hostels, but the allotment procedures are carried out manually.Corruption in the allocation process and the calculationof hostel fees may result. The calculationof mess and the registration of complaints are not handled by the current system. As a result, computers are used for that work. The current system is manual, requires a lot of effort, and takesa lot of time. Corruption in the allocation process and the calculation of hostel fees may result. Thecalculation of mess and the registration of complaintsare not handled by the current system.

- More human power is required
- Manual labor requires more strength and exertion
- The same procedure must be repeated.

- Lack of safety
- Data duplication
- It's hard to update the data
- Creating backup data is simple

Proposed System

There are numerous advantages to the proposed system over the current one. It works very well and requires less overhead. The proposed framework manages the wreck estimation and distribution process proficiently. should make it easy for the user to change, delete, and view any particular record. In order for officials to keep track of the records, the system should have the necessary security features. All reports, which are created for managerial purposes, ought to contain the necessary data.

- Keep the students on the waiting list and those on the hosteller list separate
- Each approved student can receive an email notification of the approval from admin.
- When the allotment is confirmed by the administrator, the student's information is automatically added to the hosteller's record
- and deleted when vacation is taken or after the course ends.
- Understudies can enroll their protests.
- Administrator can alter notice board and every understudy can see it.
- The hostel secretary has the ability to edit the mess menu and calculate the hostel fee
- Hosteller shave access to the status of each month's hostel fee.

File Design

The menus for various operations are located in this system. For the purpose of displaying information about the Remote Monitoring System, menus and files are created. The command buttons are also part of the user interface on this system. The process of designing a machine- oriented format for the various inputs is called file design.

The primary objective is to avoid operator errors and create an intuitive input layout. The expandeddata flow diagram identifies logical data flows, data stores, sources, and destinations during the system design phase. The program's flow is specified in a system flowchart. The input data are gathered and grouped into similar groups. After that, suitable input media are chosen for processing.

Output Design

The output design is an additional crucial aspect that separates the screen for each purpose. Check the appendix. Data entry ismade simpler and more accurate by the screen's separate design, preventing confusion and errors. The purpose of the outputs has been established, and the usefulness of the information contained ought to be evaluated and adapted. The majorityof these guidelines are applicable to both paper and screen outputs. Because the client views the output asthe system, output designis frequently discussed before other design aspects. When a client pays for a development project, they are buying output.Outputis provided by processes, databases, and inputs.

The framework gives the Guaranteed Intentional Result and it significant to client. Additionally, it guarantees timely delivery and appropriate quantity. Login form If the username and password are entered incorrectly, the login procedure will fail. If bothare correct, it indicates that the login is successful only for those two.

Database Design

A database management system, also known as a DBMS, is made up of programs that can accessa collection of related data. When it comes to retrieving and storing database data, DBMS providesan environment that is not only user-friendly but also highly effective. Databases change over timeas new data is added and taken away. An instance of the database is a collection of information stored in the database at a specific time.

- Simple to learn and use
- Independence from data
- More data at lower cost
- Truthfulness and honest
- Coming back from failure
- Protection and security
- Efficiency

The main thought in planning the data set is the manner by which data will be utilized. The following are the primary goals of database design

Integration Of Data:

Information from multiple files is coordinated, accessed, and processed in a database just like it isin a single file. Although the data are logically centralized, they may physically be distributed across a variety of devices connected by data communication facilities.

Integrity Of Data:

Information uprightness implies putting away all information in one spot just and how every application to get to it. One update is sufficient to change the record status for all applications thatuse it, resulting in more consistent information. As a result,

there is less redundant data; duplicatedata items are not required; a decrease in the need for storage with direct access.

Modules Description admin

The admin profile contains the username, password, email ID, registration date, and date of profileupdate. Students' registration and management of the students' lists and log rooms are details thatthe admin can add, and you can edit and view the details in the reports.

User Module

The user module of the hostel management system contains the profile of each individual student,which can be viewed in the dashboard of the user module under room details. The total number ofstudents, rooms, and courses are listed in the dashboard menu.

Reports

The reports show that the admin's details, as well as other details like the student's name, regno, contact number, room number, and staying details, can be viewed and uploaded. Other features include the ability to change the password and update the user's personal information. The user can also view room details like room number, please per month, and food status duration. The reports are utilized to profit from the subtleties refreshed by the administrator.

System testing is the most crucial phase of the system development life cycle. The system specifications and the design time frame both influence the number and nature of errors in a newlydesigned system.

Although each subsystem functions independently, a newly designed system should have all subsystems working together. During this phase, all of the subsystems are combined into a singlepool and tested to see if they meet the needs of the user.

There are two levels of testing: testing of individual modules and testing of the system as a whole.The system is experimented with during system testing to guarantee that the software will functionas intended and in accordance with the specifications. Each test case is created with the intention of detecting system processing errors.

Because testing is so crucial to determining software's reliability and effectiveness, it is a crucial stage in software development.There are multiple levels of software testing. Integration testing and acceptance testing make up these two types of testing:unit testing and system testing.

Acceptance Testing, System Testing, Unit Testing, and Integration Testing Unit Testing is the initial level of testing. The integration-generated specifications are compared to the various modules. This is finished to test the inward rationale of everymodule. Those subsequent from thecollaboration between modules are at first kept away from. In addition, the received input and theproduced output are examined to see if they fall within the anticipated range of values. Beginningwith the smallest andlowest modules, unit testing is carried out one module at a time.

The modules and routines that are assembled and integrated to perform a particular function are the units that make up a system. The logic used in the programs is checked for accuracy, and coding errors are found. Every one of the modules was tried and mistakes are redressed. After that,it was found that they worked as intended.

Errors that were missed in previous tests are found during system testing. This includes validationof the entire system as the user uses it in the operational environment and forced system failures. Low transaction volumes are typically based on live dataduring this testing. This volume is increased until each transaction type reaches its maximum level. In addition, after a numberof major failures, the system as a whole is tested for recovery to ensure that no data are lost

Acceptance Testing

The acceptance test aims to inform the user of the system's validity and dependability. It checks tosee if the system works as intended and maintains the integrity of crucial data. For the system to work well, user motivation is very important.

Every one of the modules were tried exclusively utilizing both test information and live information. After every module was discovered that it was working accurately and it had been "coordinated" with the framework. Once more, the whole system was put to the test. We are testingthe system with a variety of users. To ensure that the software functions properly, acceptancetesting is carried out using actual data supplied by the client. The system's external behavior is theprimary focus of this test. After entering the data, acceptance testing was carried out.

TABLE NAME: Log Details
PURPOSE OF THE TABLE: It is used to login in the application
PRIMARY KEY: Login

III. SYSTEM TESTING

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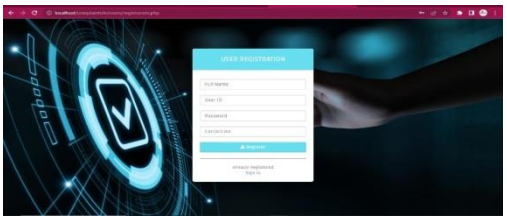

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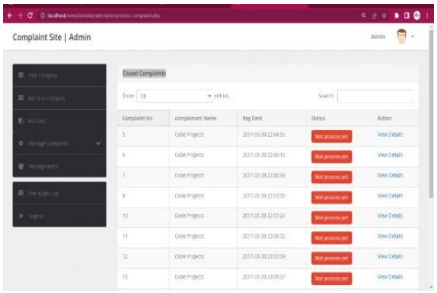

Incorporation Testing

In coordination testing, the tried modules are consolidated into sub-frameworks, which are then tried. The purpose of integration testing is to determine whether modules can be properly integrated by focusing on the interfaces between them.The various modules were connected together and mix testing done on them

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IV.FUTURE WORK

The application can be improved further so that the website functions in a more attractive and useful manner than it does now. In the future, we will develop software that can change the communication between the reception section and the internal office into wireless communication and store the conversation between the visitor and the internal officer as video streams

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