A project report on

PROACTIVE STIMULATION WITH ATOMICITY RULES

Submitted in partial fulfillment of the requirement For the award of the degree

MASTER OF COMPUTER APPLICATIONS

Of



Visvesvaraya Technological University Belgaum, Karnataka By

PAVAN KALYAN S

1CY18MCA61



CMR INSTITUTE OF TECHNOLOGY 132, IT Park Road, Kundalahalli, Bangalore-560037 2019-2020

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Under the guidance of

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CMR INSTITUTE OF TECHNOLOGY 132, IT Park Road, Kundalahalli, Bangalore-560037

2019-2020

CMR INSTITUTE OF TECHNOLOGY Department of Master of Computer Applications Bangalore - 560037



CERTIFICATE

This is to certify that the project work entitled

PROACTIVE STIMULATION WITH

ATOMICITY RULES

Submitted in partial fulfilment of the requirement for the award of the degree of Master of Computer Applications of the

Visvesvaraya Technological University, Belgaum, Karnataka bonafide work carried out by

Pavan Kalyan S 1CY18MCA61

during the academic year 2019-2020.

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Signature with date

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Name of the Examiners

1.

2.

DECLARATION

I, Pavan Kalyan S, student of 6th sem MCA, CMR Institute of Technology, bearing the USN 1CY18MCA61, hereby declare that the project entitled "Proactive stimulation with atomicity rules" has been carried out by me under the supervision of External Guide Mr. Ajay Kumar, Project Lead, and Internal Guide Ms.Varsha pawar, Assistant Professor, Dept. of Master of Computer Applications and submitted in the partial fulfillment of the requirements for the award of the Degree of Master of Computer Applications by the Visvesvaraya Technological University during the academic year 2019-2020. The reports has not been submitted to any other University or Institute for the award of any degree or certificate.

Place: Bangalore

Pavan Kalyan S (1CY18MCA61)

Date:

ACKNOWLEDGEMENT

I would like to thank all those who are involved in this endeavour for their kind cooperation for its successful completion. At the outset, I wish to express my sincere gratitude to all those people who have helped me to complete this project in an efficient manner.

I offer my special thanks to my external project guide Mr. Ajay Kumar Project Lead, Global Inquest Pvt. Ltd., Bangalore, and to my Internal Project guide Ms.Varsha pawar, Department of MCA, CMRIT, Bangalore without whose help and support throughout this project would not have been this success.

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Pavan Kalyan S (1CY18MCA61)



CERTIFICATE

This is to certify that the project titled "Proactive stimulator with atomicity rules" is submitted to global inquest corporation in fulfillment of the requirement for the final semester degree of MCA from CMR Institute of Technology, Bangalore.

The project is a bona fide record at work carried out by Mr. PAVAN KALYAN S (1CY18MCA61) under the supervision and guidance of Mr. Ajay, Project Lead global inquest corporation, Bangalore between the periods from 23/12/2019 to 27/5/2020. The source code of the Project and executable file setup is not issued to the trainee as per the policy of the company.

Best Regards,

Recha

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CHAPTER 1

INTRODUCTION

1.1. Project Description:

Critical perspective that have needed to be undertaken for in numerous client base which is associated Global perception is required to be optimized so the system has been designed for multiple proactive activity with the help of a convertible panel design. Multi references that have included within the system will be utilized for filtering the references by each client those who will be provided with the accessibility so that the assistance can be organized according to the requirements and visibility of that particular client. The system provides authority with pin point references which will be helpful for the real-time collaborative associations and regulation design.

Multiple aspects that are associated with the system can be derived with different types of affiliation features that are provided for the conceptual outline. As the outline references are included the system can be utilized as a central control for multiple intelligent collaboration and business intelligence activity. Multi references of the utilities which are the basic requirements for performing different types of activities are also inclusive and can be assemble by the account holder themselves. The account holders will operate different behavioral aspects the system is designed to provide intelligent references for the working consideration they require.

The associated response system for the regulations in assignment is included within the system so that perplexing can be reduced and this is helpful for the cogent control. As the indexing of different types of activities are included various types of permission associations of individual space working is also provided within the system in this way the work can be recognized with individual factors. Multiple factors of incidences that arise can also be acknowledged with the convertible that things which are associated with automation based on the reviews the associations in the related communication.

Acknowledgement of the automated content tags is also provided with reciprocal references when multiple elements are used for the generation and for the substantial relational set. As the setups are included multiple categorical conditions can be also included which will help manage the preferences according to the work criteria that are accomplice with those specific managements. Multiple indicator hierarchies can be associated with the system so that various types of teams can be generalized for different types of activities as when the Global consideration of the clients are undertaken the company has to deal with multiple types of operation.

Detailed profile set have sent it held categorical setups with detailed permissions will be located where the uses will be having the accessibility for a particular working page which day will be associated with for the working. The client's notifications and auto Communications will be organized with the abetment of dissimilar variety of setup criteria alike have provided within allied organizational version setup to the administrator.

Various steps of response system is also included which will be automatically loaded by the system. For having a differential optical reference the system is also provided with multiple distributions and with different types of optic generation reports. As the reports are generated different types of prominent performance references can be checked with detailed proximity and each reference would be obtained by using the filter option.



Figure

Figure shows a structural reference of the service contributed.

The system is also associated with different types of compatible control where any type of modification required in terms of customization will be supported and even a distributed tracking is provided in terms of logging activities which provide a detailed control over the working associations. Business intelligence that is associated with the system will help the users to associate multiple types of activities making it easier for the Global client referential activity processing.

When the system is utilized for the automation preferences this helps the companies to attain more flexibility the reason why the system is included with different types of broadcasting, collaborative, problem solving etc. based triggers which will be helpful to setup different types of conditions. The conditional setups wool provides the simulations of the working with intelligence in the real time. Multiple types of references for fact finding in real time is also associated with the system this will help to evaluate the working process that are undertaken in more appropriate way. All types of conditional references in exploratory activities can be done at the same time this helps to manage and supervise the working properly.

1.2. Company Profile: Global Inquest Corporation



Profile

The framework incorporates improved arrangement and system usage that must be situated for all around characterized organizing and customer needs discernment. Efficient directing of the work with the arranged philosophy and Standards will have ideal working contemplations for the clients. For high advantages and affiliations different ability and Technology related work flawlessness is given to the customers. Worldwide discernment with various work direction is given by the association so an appropriate advantage diverting can be given as far as the administrations and redid working. The organization is into numerous views of market direction and new item advancement vital plan where different kinds of association will be focused on.



The key definition will be all around characterized with the assistance of the examination situated groups that will be related with multistage working and bolster that is required by the customers. Different Technology consolidated stage configuration has been given to fuse worldwide working consummations for increasingly characterized understanding and working with cost adequacy. We help our customers to make custom programming applications and help them all through the entire programming development Life Cycle,

including wander affiliation, structures assessment and graph, change, execution, getting ready and application upkeep.

A part of the major regions of working-

Programming change.

Introduced structure.

Plan and system.

Implementation and Integration of RFID.

Process re-planning.

Practical evaluation.

CHAPTER 2

LITERATURE SURVEY

2.1 Existing system and Proposed system:

Existing system

Existing system we have seen that controlling all types of technological working based on different references of clients on a global reference is difficult and the intelligent collaboration requirements are not fulfilled. Multiple types of drawbacks are being referenced when we have interview different types of clients and we have taken the arbitration that even the required convertibility that is needed is not associated for the large-scale working.

Important considerations are outlined which is listed as follows-

- In the existing scenario we have acknowledge that self-controlled convertible panel which is needed for referencing different types of proactive activities for multiple types of group clients and processes is not supported which indeed requires more provisional usage of the utility by the clients.
- In the existing reference we have also knowledge that the collaboration intelligence that are required to have different types of assistant activities and operational activities based on the client is not supported so each type of collaboration handled manually.
- In the administrative system we have also seen that the type of Intelligence to overcome different types of contrived working is not associated which is a major part what the companies are facing lots of problem with as each reference has to be organized in Manual considerations.
- In the existing scenario we have also acknowledged that proactive activities in different references cannot be mediated from a single system so each and every distributed working that is required for trailing different references of working requirements has to be managed with different types of resources.
- In the existing system the related assignment response and associations that are required to be handled based on workforce is also quite distractive because centralization is not supported.
- In the existing system even the centralization in terms of different types of visual optic generation is not supported.
- ✤ Various types of relational solutions that are required to be undertaken requires multiple collaterals so multiple type of configurations and investments are required.
- Reference even the filtered information and tracking with different types of data shielding references is also difficult to be carried out because multiple types of assignments in user Association has to be handled.

The proposed system

To sustain multiple collective measures required for the comprehensive intelligent communication and for different types of market preferences the proposed system is designed. As we have seen multiple optical that is faced by the organizations for the overruling workability show various types of references are being included by proper study of the existing system problems and more references are provided. The proposed references are being utilized for the apprehension references analysis so we can say that propose system functionalities are purely refined and then add so that all the requirements can be fulfilled when the use will be utilizing it.

Some of the important preferences that are being provided in the proposed system are listed as following-

- The propose system is provided in a convertible format with self-controlled panel and can be achieved with multiple types of reference for setting up different types of proactive activities which is helpful for the references of multi-client orientation.
- In the proposed system the collaboration intelligence is undertaken for different types of assistant activity, all types of collaborative activities that are related with multiple clients can now be redirected from a single system.
- Controlled working with centralized administrative intelligence perception is provided so the proposed system is designed with multiple intelligence factors so that multiple manual considerations can now be automated.
- All types of resources can be trailer from a single system making it more appropriate for the organization as with the help of distributed references the type of resource required can be selected whenever needed and can be utilized.
- The workforce in the propose system can be handled easily because assignment response and allocation system is undertaken with the help of the system intelligence.
- Visual optic centralization is also supported in the proposed system which is very much helpful for the complex identification of the matrix references related to the working
- Various types of proactive activities can be channeled in parallel reference with multi operational and behavioral references provided in the proposed system.
- Filtered information and different data Shield options are provided which can be utilized for more secured working by the organization using the system. Multiple types of filters and multiple types of shielding options are included for the selection based usage.

2.2 Feasibility study

For acknowledging the type of information that is needed to properly status system in the real time environment we will be doing a feasibility study. The feasibility study will deal with all types of distributed requirements that should be provided to the team members so that a particular system generated which includes the requirements based on technology based on different types of operation and based on different types of financial perception.

Feasibility considerations will help us to engage the working requirements in real-time properly we will be having a documentation which contributes the refined understanding about the technical requirements, operational reference and effect types of financial references. All types of considerable feasibility references will help us to generalize the working in more appropriate way and this will be having a more positional impact on to the company working.

Operational feasibility.

Technical feasibility.

Financial feasibility.



Fig-

Major feasibility reference required to be undertaken is shown above.

Operational feasibility

The usability which is needed to be apprehended for the working consolidation will be properly outline because the first reference is that user should have proper identification of the working phases that are included and how to utilize the customization variation.

Documents are the best way to make the use of understand for referential usage so multi considerations of documentations will be generated.

Multiple types of review will be detailed with the help of digital documents, as this digital document it will be appropriate to provide training that is needed to the users.

Technical feasibility

Resources that are needed and different types of solution base for the factors that are required to be included within the system will be discussed as for example the related intelligent formations which has to be established.

More references of associations of the collaborated working which is required to be acknowledged with Central control will be established within the company and government as we require that each team member should be liable for the working.

The requirements of the automation will be also understood and the exploration of the conditions that are required will be generalized so that we can understand then in which scenario the related conditions has to be set up.

Economic feasibility

Economic conditions may change so we have to reference each and every preferential economic consideration properly with all types of realization which is based on proper analysis of financial status.

Positioning the under taken as a consideration for the understanding of the financial requirements for different types of investment requirements.

Financial considerations are also associated with the profits which are required to be calculated.

2.3 Tools and Technology

Python



Python is an elevated level intelligent scripting language which is protesting focused can be deciphered in an appropriate arrangement as not very many linguistic directions must be thought of. The first is being an open source programming dialect, an enormous no. of clients take after and add to its improvement. Furthermore, the sensitive quality, adaptability, flexibility, and flexibility of refactoring code in Python revive the improvement system from the central model.

Each and every extraordinary sort of database likeness is given.

It is adaptable in nature so tremendous observations can be fittingly handle.

Python has different traits that choose it a trademark decision for prototyping. We don't need to gather before executing it and at the period of runtime it is readied.

Various libraries with cross stage closeness is connected.

MySQL

As we understand that consequent to making the set aside framework it is requested and taken care of in the database. In any case, MySQL executes set aside methodologies hardly exceptional which helps in growing the show of the applications.

MySQL Stored procedures are advantageous considering the way that when we create our set aside technique in SQL, we understand that it will continue running on each phase that MySQL continues running on, without obliging us to present an extra runtime-condition pack or set approvals for program execution in the working system.

Step 1

Download Pycharm IDE from the official web site.



Step 2

Mention a destination folder as shown below -

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Step 3

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Step 4

import settings.

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Create	Project	×
Location:	C:\Users\Radhika\PycharmProjects\demo1	
+ Project	Interpreter: New Virtualenv environment	
		Create

This is an creation of workspace that we can work for the projects.

2.4 Hardware specification and Softwarerequirements

Hardware specification

Requirements	Specifications
Processorr	4 th generation Intelcore i3 or higher
Disk Space	16 GB or More
RAM	4 GB (min)

Software requirements

Requirements	Specifications
Operating System	Windows 7 and above
Programming Languages	Python 3.8
Software/Python distributions	PIP/Anaconda
Development environments	PyCharm/Spyder/Visual Studio
Web frameworks	Django/Flask

CHAPTER 3

SOFTWARE REQUIREMENT SPECIFICATION

3.1 SRS

Users

Administrator:

Proper utility reflection that is required to be associated and different types of structuring considerations that are required to be provided for the work ability in hands mint and elaboration will be done by the administrator.

Team members:

All the team members will be added by the administrator and they will be controlled by the administrator with a proper overruling regulation that is provided within the system.

Assumptions and dependencies

We have to assume that users should be controlled and should be associated by the administrator for a proper reflex of the work to the undertaken and all the users those who are added should be having the work apprehension.

The dependency of the system is obviously that the alternative design formations for working is required first by the administrator and all working associations will be done only through the system.

Scope and objective

Scope of the system is to provide the experience of the systematic working in such a way that the system can be utilized for proper automation and for the intelligence which is needed by different types of organizations worldwide to manage multiple types of clients.

The objective of the system is to provide divine workability with all types of define consideration related to reciprocal and distributive preferences so any type of related requirements can be achieved through a single system.

Problem statement

The problem statement is referenced in terms of the cognitive intelligence in automation which is required to be included because different organizations will be having different references of the work rules setup.

Even the reference of multiple types of proclamation in different scenarios is required to the managed by the system which requires a proper implementation of Intelligence references to be operational.

3.2 Functional requirements

To understand the features we will be adding the functional requirement documentation where we will divide the vital requirements and functions in to different preferences of the post requirement and the pre requirement so that we can have detailed understanding about the workability preferences.

Categorical conditions:

Use Case Name	Categorical conditions
Trigger	Settings
Precondition	Control login required
Process	Categorical conditions are associated in such a way that uses will have their own preference for the appropriate working medium setup so with the help of this functionality the administrator then divide the system into multiple factors of working with improved control and enrichments of navigation features. The system provides the selective categorical services for the custom usage and in accordance to the setup the references will be saved for the operations.
Post-condition	Added preference is saved

Automation:

Use Case Name	Automation
Trigger	Settings
Precondition	Login required
Process	Automation of different activity are provided with settings which has to be first apprehended according to the requirement so if the incident references are required to be associate the

	related setup will be included whereas if any type of related communicate required then the related setups based on condition will be provided by the system likewise for any type of automation detailed preferences are provided which has to be set up forgetting the related outputs.
	Processing respond that is provided will be accurate and this will be done as the inbuilt selections will be saved for the priority working by the users when automation settings will be undertaken
Post-condition	Revised settings provided

Associations:

Use_Case_Name	Associations
Trigger	Inputs
Precondition	Admin login
Process	Associations is a bigger reference in terms of the system default Global client based on the utility services and multiple group members from the company has to be added. The system provides a detailed set up for the association fair related to the topology and the related work consideration the regulations for the administration and accessibility will be provided. Each setting options will be controlled in such a way that proper view and control on to the related Associates can be achieved through the system.
Post-condition	Added

Conditional reports:

Use Case Name	Conditional reports
Trigger	Selective
Precondition	Operations setups
Process	Conditional reports are also generated within the system to obtain proper navigation and even it can be shared with different references so the system provides a refinement option through which the requirements can be inferred and accordingly the system will process the information. Reports are generated with enforced updating so that proper identification of the working can be achieved.Reports are provided in different formats where a new report for instance activity that is required to be analyzed can be generated various all the reports that are already considered will be saved so that later in future it can be directly accessed
Post-condition	generated

Utility designs:

Use Case Name	utility designs
Trigger	Selective
Precondition	Control required
Process	The utility designs that are required for the exploration of different intended activities are also provided which can be reviewed and can be selected by the users based on the approach and consideration they want. Operations can be arranged with different types of intended working and regulations that are

	required to be applied so each work hierarchy can be designed by the administrator and accordingly multiple activities can be activated as a same time or can be organized at the same time.
Post-condition	Selective provisions provided

3.3 Nonfunctional requirements

Accomplishing all types of approach required for proper Administration and executive services to the users will be acknowledged with the help of non-functional requirements where different types of classifications will be understand so that we can properly reflect that what type of real time condition options should be provided to the users.

Interoperability

The operation that are related with the system is provided in such a way that different types of organization will have their own consideration of setting and acknowledgements of assembly so the system provides free hand in terms of operations which can be organized in parallel.

Data integrity

Data integrity validations are provided in such a way that any type of real situation that arises some problem in terms of acknowledging the data input the system will provide related notification and even all the related data that is generated will be associated with different heads of security references. Various types of cloud data center will be included and even algorithms for the security is provided.

Scalability

The system is based on scalability where each consolidated working can be increased when it is required or we can say that system provides the working in such a way that extended work support can be properly established. More clients and more references of working utilities are required to be added can be organized through the system.



Fig_3

The figure shows all categorized important factors associated.

Documents

Documents play important role so for making the use of understand about how the intelligence of the system can be utilized for how the related reports can be generated we have to make different example and is required to be provided. The documentations are acknowledged with detailed work reference where each functionality will be described so that more working can be obtained.

Maintainability

The septum reference design is in such a way that any type of change in the environment which requires modification can be acknowledged by the providers. The administrator will be having multiple references of consolidated settings which are required to be generalized for the optimal control.

CHAPTER 4 SYSTEM DESIGN

4.1 System Perspective

A conceptual model is been designed so that the structure behavior and view of the system can be properly recognized this is what we call the architecture diagram.



4.2 Context diagram

Context diagram can help the stakeholders and analysts to understand the context of the system which is been designed without any technical knowledge.



Context diagram.

4.3 Data flow diagrams

Data flow diagram represent the flow of data and it will be done by referencing different types of components based on function database input output and flows.



4.4 Level 0-dfd diagram



4.5 Process design



Process design.

CHAPTER 5

DETAILED DESIGN

5.1 Use case diagram

Use case diagram shows all types of interactions and relationships between the user and different types of use cases where the user is involved for the referential usage.





5.2Sequence diagram

Sequence diagram shows different types of task that will be done between the user and the system.



Sequence diagram



Sequence diagram

5.3 Class diagram

Class diagram is divided into three main compartments where all types of class name attribute and operations of execution will be included.





Class diagram

Case	Problem	Task
caseID : String	- problemID : String	- taskID : String
caseTitle : String	- problemTitle : String	- taskTitle : String
accountID : String	- caseID : String	- problemID : String
accountName : String	- caseTitle : String	- problemTitle : String
severity : String	- engineerName : String	- status : String
domain : String	- status : String	. description : String
userName : String	- description : String	- dateRaised : String
engineerName : String	- dateRaised : String	- dateModified : String
status : String	- dateModified : String	- userName : String
description : String	- userName : String	- engineerName : String
dateRaised : String	+ unlock()	- caseID : String
dateSLA : String	+ lock()	- caseTitle : String
dateModified : String unlock() lock() save() editFields() clearFields() addDate()	+ save() + editFields() + clearFields() + checkCaselD() + addDate()	+ unlock() + lock() + save() + editFields() + clearFields() + checkProblemID() + addDate()

Class diagram

5.4 Entity relationship model

Entity relationship model is a high leveloconceptual modelowhich helps us to analyze data requirements and it is helpful for well-designed database.

Chen's notation				Participations Cardinality can be shown or hidden			Recursive Relationship Cardinality can be shown or hidden			
Entity	Entity	Attribute	Attribute		Mandatory	1	(0:1)		,	(0:1)
					1	1	(1:1)	1	1	(1:1)
Weak Entity	Weak Entity	Key.attribute	Key attribute			N	(0:N)		N	(0:N)
[<u></u>]					1	N	(1:N)	1	N	(1:N)
Relationship	Relationship	Weak key attribute	Weak key attribute			м	(0:M)		М	(0:M)
\sim		\smile			1	М	(1:M)	1	М	(1:M)
Relationship	Identifying Relationship	(Derived attribute)	Derived attribute		Optional	!	(0:1)			
\sim					1	N	(1:1) (0:N)			
Associative Entity	Associative Entity	Multivalue attribute	Multivalue attribut		1	M	(1:N) (0:M)			
Crow's Foo	t notation		Many - to - On	e						
	Entity (with no attributes)		>	M:1		a one thro and a one	ugh many and only	notation on or one on the oth	e side of a relation	onship
	Entity (with attributes field)		>0	M:1		a zero through many notation on one side of a re and a one and only one on the other				ionship
			ж	M:1	O+ a one through and a zero or		ugh many	many notation on one side of a relationship one notation on the other		
	Entity (attributes field with colu	umns)	>0	M:1	O+	a zero thro and a zero	ough many	y notation on o otation on the o	ne side of a relati ther	ionship
			Many-to-Many							
	Entity (attributes field with coluvariable number of rows		>0	M:M	0€	a zero thro	ough many	y on both sides	of a relationship	
			*	M:M	×	a one thro	ugh many	on both sides	of a relationship	
Relationships (Cardinality and Mod	tality)		≫	M:M		a zero thro on the oth		y on one side a	nd a one through	n many
≫0		Zero or More	Many-to-Many							
*		One or More One and only		1:1		a one and and a zero	only one or one of	notation on one n the other	side of a relatio	nship
+0		One Zero or One	+	1:1	+	a one and	only one	notation on bot	h sides	



5.5 ER diagram



ER diagram



ER diagram

5.6 Activity diagram

Activity diagram captures the dynamic behavior and shows the message flow from one object to the another.



Activity diagram
IMPLEMENTATION

6.1 Screen Shots

Login			
Username			
asi 114			
Password Forgot password?			
Remember me			
Login			
	_		
		(14. 4) m	6:23 PM

Admin login for the company.

	quest							Support Logout	
	Dashboard	Tickets	Manage	Contacts	Reports	Knowledge	e Base		
	Hello,								
	Manag	e Categorie	25		C⁺ I Staff		Rebrand	Integrate with apps	
🕋 🔗 🖴									5:07 PM

Home page with different settings.

Dashboard	Tickets	Manage	Contacts	Reports	Knowledge Base				
Overview									
Hello								View All Tickets	
Tickets Ov	verview								
	2 Pendir View a	ng tickets all		1	Assigned tickets View all		0 Critical tickets View all		
Ticket Inflo	w								
3 2 1 0 Sep 01	ç	Sep 02	Sep 0	3	Sep 04	Sep 05	Sep 06	Sep 07	
	tickets	Pen	ding tickets						
Tickets by	Status				Ticke	ts by Priority			
	Ne	w: 100.00% (2)							
									40.000 lbs

Overview of the real time work is shown.

Name		Email Address		
client2		client2@gmail.com		
Email generated pa	assword to contact?			
Phone Numbers		1	Add another phone number	er
mobile 🔻	+91		00	
Add contact Res	et		Cancel	
Add contact Res	et		Cancel	
Add contact Res	et		Cancel	
	et Description	# of contacts	# of allowed	
II Groups		# of contacts		
II Groups	Description		# of allowed categories	
II Groups	Description	# of contacts dd a new contact grou	# of allowed categories	

Adding contacts.

Dashboard	Tickets	Manage	Contacts	Reports	Knowle	dge Ba	ase				
General Categorie	es Staff I	Notifications	Ticket Fields	Contact Fields	Rules	SLA	Integrations	Forum	Multi-brand		
Manage Staff											
Staff											
Active Na	me	Role	Em	ail Address				_			
♂ asi	hish	Administr	ator ur	l.com							
Add new staff											
Add new staff						_		_			
Roles		on			Membe	ers					
Roles Add and set permission	ons for Roles Descriptio		erything s/he war	nts	Membe 1	ers					
Roles Add and set permission	Description Description Can do ar		rything s/he war	nts		ers					
Roles Add and set permission Name Administrator	Description Description Can do ar	nything and eve	rything s/he war	nts	1	ers					
Roles Add and set permission Name Administrator Staff	Description Description Can do ar	nything and eve	rrything s/he war	nts	1	ers					
Roles Add and set permission Name Administrator Staff	Description Description Can do ar	nything and eve	erything s/he war	nts	1	ers					

Staff details.

Dashboard Tickets	Manage Contacts Reports	Knowledge Base	
General Categories Staff M	lotifications Ticket Fields Contact Fields	Rules SLA Integrations	Forum Multi-brand
Manage SLA			
Setup SLA Setup SLA			
Active Name	Description	Goal	
	No SLAs present. Add a new S	LA	
Add new SLA			
New SLA Create new SLA			
Name			
SLA1IndiaSoft			
Description			
software India			

Automation rules-1(details input).

Active Yes •	Work Schedule Default Work Schedule	
SLA Objectives	be less than 30	
Time taken to respond to . • anoun	Minutes T	
Match all of these conditions	Add another condition	
Priority	ls 🔻 High 🔻 😋 🚭	
Match any of these conditions	Add another condition	
Subject •	Is v software crash	
Should meet this SLA condition		
100 •		
Associate Categories :	Select all	
Default Category		
Save Settings Reset	Cancel	
		. 🖓 🚯 🕶

Automation rules-2(details input).

quest		Logout
Dashboard Tickets	Manage Contacts Reports Knowledge Base	
New Ticket		
Look Up Existing Contac	t Create New Ticket	
Name or Email or Phone	Contact details	Clear Clear All
	Full Name *	
	cient2	
	Email Address * cle	
	Phone Number	
	+91	
	Ticket details	
	Category *	
	Default Category - DC •	
	Priority	
	Normal •	2 4 40 P 554 PM

Adding tickets/problems-1(details inputs required).

	^
Priority	
Normal 🔹	
Add CC Add BCC Attach another file	
сс	
Choose File No file chosen Remove	
Subject *	
server crash FG234	
Message *	
server crashed while connected with PR lines	
server crashed while connected with PK lines	
Create Ticket Reset Cancel	
	- 14 al a Barriera 5:55 PM

Adding tickets/problems-2(details inputs required).

	Sort by	tegories T 1-2 T
#0C00000002 server crash FG234 (1) NEW server crashed while connected with PR lines		last updated 32 seconds ago
	Priority Normal Category	due date: Not Set
#DC00000001 A349 (1) NEW quest-58067		last updated 50 minutes ago
← \\ Client1	Priority Category Default Category	due date: Not Set
Actions •	Sort by	tegories 🔻 1-2 🔻 🖝

List of problems listed with details.

Dashboard Tickets Mana	ge Contacts <mark>Rep</mark>	oorts Knowledge Base	
All Reports			
Manage Reports			New Report
Available Reports			
Name		Created by	
All Tickets		ashish	
Pending Unassigned Tickets		ashish	
Tickets created in last one week		ashish	
Add new Report			J
🔊 🥖 😁 🖪	4		, ເປັນ 🚛 🏣 6:09 PM

Reports.

All Tickets					Edit Report
Filter tickets by tim	e of Ticket Creation	•			
Overview					
2 Tickets		1 Assigned Tickets	1 Unassigned Tickets	2 Pending Tickets	O Completed Tickets
Number of Tickets				View by	Status Assignment Priority
2					
0	2	3		5	6 7
Al	Pending	Completed			

Report generation shown.

Dashboard Tickets Manage Contacts Reports Knowledge Base	
Browse Sections Articles	
Articles	Back to Articles
New Article Add new article by entering its details	
Title	
3g Slug Text	
39	
Contents	
B I U S E E E E Paragraph ▼ Font Family ▼ Font Size ▼ I ▼ 1 ♥ ♥ ▼ X 2a C E E E F F 4 @ @ D C E E E F F 4 @ @ D C E E	
3G, short form of third Generation, is the third generation of mobile telecommunications technology. [1] This is based on a set of standards used for mobile devices and mobile telecommunications use services and networks that comply with the International Mobile Telecommunications-2000 (IMT-2000) specifications by the International Telecommunication Union.[2] 3G finds application in wireless voice telephony, mobile Internet access, fixed wireless Internet access, Niedo calls and mobile To.	
3G telecommunication networks support services that provide an information transfer rate of at least 200 kbit/s. Later 3G releases, often denoted 3.5G and 3.75G, also provide mobile broadband access of several Mbit/s to smartphones and mobile moderms in laptop computers. This ensures it can be applied to wireless voice telephony, mobile Internet access, fixed wireless Internet access, video calls and mobile TV technologies.	

Content-generation-1.

		4.
Section	Visibility	
Default •	Internal article - visible only to staff	
File Attachments		
Tags		
mobile, software, <u>3g</u> tech		
Publich Asticla Pacat		Cancel
Publish Article Reset		
roblish Addree Reset		_

Content-generation-2.

SOFTWARE TESTING

Testing is important consideration and has to be properly re-engineered based on the personalities that has to be implemented within the system can be checked for the working. Consolidated techniques should be implemented so that multiple references can be included within the system and all types of dimensional and all types of related proficiency that is required for the workability can be properly analyzed. Analysis of the working is very much important because it should match with the related workability requirements that have been discussed with the clients at the time of requirement references and all types of shared and collective working should be associated.

Multi associations will be generalized because the system is based on detailed communications and representations of different types of activities that can be performed from a single system. Software testing is also associated with the working strategic perception that are vital for the organization so the organization will be dependent on the system so the allocation should be properly check which will be done with the help of different types of unit testing perceptions and different types of automation references within the system. Multiple types of associated consolidations will be generated and these consolidations are associated with the processing of the channels and mediums which are acknowledged.



Figure-

Shows the concept of unit testing considerations.

Unit testing

The execution of the programs will be analyzed so that static code analysis can be understood.

Unit testing will be based on all types of preferences of the vital associations that are included within the system with the help of implementation and working rules.

All references which is provided in terms of getting the knowledge of the information is also check for different types of divisional aspects of the contents which will be associated.

Various types of references which will be inclusive in terms of the administration send executions of multiple activities in a contrived reference will be undertaken.

Under the unit testing we will be also checking the intensive online collaborations which would be generalized with the help of the system as we require that incorporation should be properly satisfied.

The vicinity of different types of directions that will be provided by the system is associated in such a way that we have to check that according to the condition of static the system should revert accordingly indifferent accounts that will be used.

Automation testing

Automation references are important because it will give us pure clear idea about different types of consideration for which the system reacts because multiple type of conditions can be checked with the help of a software.

QTP and Selenium software is utilized for the references to be generalized and the detail report will be checked.

Consolidation of the work is very much important and each reference that is required should be properly summarized with the help of Automation Testing because the software will check the criteria and detail about menu of the report will be presented.

Test cases

Serial	Test case	Test Input	Results	result	Test Stat	Severity
					us	
1	Admin access	Admin credential provided	Reference of the control provided	Settings provided	Pass	Critical
2	Associated	Details	Details added	Options	Pass	Critical
	users	provided		saved		

	manageme nt					
3	Utilities	Controlled selections	List of reference provided	Details added and selective usage provided	Pass	critical
4	Operations	Settings	Multi-operations added	Defined operation s used	Pass	Critical
5	Draft usage	Space definition	Rules added	Condition s setups	Pass	Critical
6	Content	Different type support	Options provided	Format design support seen	Pass	Critical
7	Automatio n	Settings	Rules settings undertaken	Behavior al reference seen	Pass	critical
8	Issues	Settings	Details added	Reference issue considera tions provided in details	Pass	Critical
9	Reports	Selective	Filters	System defines different types of reports	Pass	Critical

CHAPTER 8 CONCLUSION

We can conclude that all types of usefulness that is required for the scattered working is provided within the system and is acknowledged with detailed attainment of the references. We have utilized the references and all types of models that are included within the system and are found that multi references of the workability are inclusive. Multi considerations that are required to be obtained are referenced in the system with multi behavioral working so the system is controlled and optimized with different types of environment setup. Multiple responses we have designed for undertaking the considerations of the proximity based on the clients and we found that all types of consolidations are properly elaborated.

All the elaborative references that can be acknowledged within the system is also associated with different working consolidation so at the same reference we have established multiple types of working which is helpful as the system can be used as a dominant reference for multiple types of operations. Main references that are provided in terms of business intelligence which is included is also quite important as it provides the users to have more directed working and even more reference of standards can be established.

When we have utilize the reports we found that it is more apprehended in terms of the design so any type of Differential information that was required to be generated can be also properly acknowledged with the help of the system which is helpful in terms of control. So at the end we can conclude that all types of workability and viewable references which are needed for a perfect control based on multiple client oriented activities can be generalized with the help of the system.

FUTURE ENHANCEMENT

Enhancements dominations are the aspects that are required to be included in the future for which a proper analysis of preference is required to be designed and according to the new requirements that arises it should be fulfilled. Some important consideration selected as following -

In the system we can add more references of the movements related to the activities of the organizations so the system can be more collaboratively used.

We can also review more commodities onto the system so that more elaborated workability can be operational.

More advanced report substance with more automation and generations can be included.

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USER MANUAL



Different settings associated with working (add various working categories, users, view details and different working apps

	Dashboard	Tickets Manage	Contacts Report	s Knowledge Ba	ie		
	Overview						
	Hello						View All Tickets
	Tickets Ove	erview					
		2 Pending tickets		Assigned tickets <u>View all</u>		0 Critical tickets	
	Ticket Inflo	w					
	3 2 - 1 -						
	0 de Sep 01	Sep 02 iokets Pendi	Sep 03 ng tickets	Sep 04	Sep 05	Sep 06	5ep 07
	Tickets by S	Status		Tiel			
		New: 100.00% (2)					
6					-		

Working summery shown

Add new ontact membe				
Name		nail Address		
client2		ient2@gmail.com		
Email generate	id password to contact?			
Phone Numbers		Ad	d another phone number	
mobile •	+91		00	
Add contact	Reset		Carel	
All Groups				
Name	Description	# of contacts	# of allowed categories	
	No Groups found. Add a	new contact group		
- Add new contact	group			
T and new contact				

Screen shows to add the new contacts(groups can be defined)

Dashboard Tic	ckets Manage Co	ntacts Reports	Knowledge Ba	ie		
General Categories	Staff Notifications Tic	ket Fields Contact Fields	Rules SLA	Integrations	Forum	Multi-brand
Manage Staff	/					
Staff						
Active Name	Role	Email Address				
2 assis	a Administrator	ur _ l.com				
+ Add new star						
Roles Add and set permissions	for Roles					
Name	Description		Members			
Administrator	Can do anything and everythin	ng sithe wants	1			
Staff	Regular Staff member.		0			
+ Ad new role						
ļ						

Adding the staff details (roles can be defined)

Dashboard	Tickets	Manage	Contacts	Reports	Knowle	edge Bas	e		
General Categor	ies Staff	Notifications	Ticket Fields	Contact Fields	Rules	S.A.	ntegrations	Forum	n Multi-brand
Manage SLA									
Setup SLA									
Active N	ame		Descriptio	'n		Goal			
		No SL/	As present. A	dd a new SL	A				
+ Add new SUA				/					
New SLA Create new SLA			/	/					
Name			_/						
SLA1IndiaSoft			_/_						
Description									
software Indi		/	/						
· .		/					-		01 du ma 340 PM
	V								

Making or adding automation rules-1

	Active	Work Schedule	
	Ves •	Default Work Schedule ·	
	SLA Objectives		
	Time taken to respond to . should b	e kess than 30 Minutes •	
	Match all of these conditions	Add another condition	
	Phoneby •	la • Hgh • • •	
	Match any of these conditions	Add another condition	
	Subject •	lis • software crash	
	Should meet this SLA condition		
	100 • 14		
	Associate Categories :	Select al	
	E Detaut Category		
	Save Semings Revet	(Carlos)	
10			- 18 di #1 18 540

Making or adding automation rules-2(different conditions provided)

Dasi	iboard Tickets	Manage	Contacts	Reports	Knowledge Base		
New	Ticket						
Look	Up Existing Co	intact	Crea	te New Tic	ket		
Nam	e or Email or Phone		Cor	tatt details		Clear Clear All	
			Full	Name *			
			cie	eG.			
			C.m.	all Address *			
			che	gmat.com			
			Pho	ne Number			
			+9	1			
			Tics	iet details			
			Cat	egory *			
			De	dauit Category -	oc •		
			Pro	rity			
6 Pa			N	ermal •			
/ B10							

Manage tickets or problems-1(Admin adds the problems and details)

Priority Normal Add CC Add BCC Attach another file CC Choose file No file chosen Banna Subject server crain PQ234	
Message Server crashed while connected with PR lines Crost Tisket Reset	Carvel

Manage tickets or problems-2(assigning the details, adding ticket subject)

Dashboard Tickets Manage Contacts Reports	Knowledge Base	
My Queue Pending All New Open On Hold Solved Closed		
Tickets showing 1 - 2 of 2	Q- Search Tickets	V SEARCH
Actions - *	Sort by All Categori	es • 1-2 • 600
server crash FG234 (1) server crashed while connected with PR lines		last updated 32 seconds ago
	Normal Category Default Category	due date: Not Set
A349 (1) NW quest-58ps7		last updated 50 minutes ago
← B th assigned to called by clarent	Priority Normal Default Category	due date: Not Set
- Actions	Sort by	es • 1-2 • @D

Different reference of problems generated is shown (all problems are defined at one place)

	Dashboard	Tickets	Manage	Contacts	Reports	Knowledge Base				
	All Reports									
	Manage Rep	orts					New Report			
	Available Re									
	Name					Created by				
	All Tickets					ashish				
	Pending Unes				ashish					
	Tickets create		eek			ashish				
		1					/			
							609 PM			
Reports for tracking (new reports can be generated)										

	Dashboard	Tickets	Manage	Contacts	Reports	Knowledge Base				
	All Reports Sch	eduled Report	s Life cycle Rep	ports New Rep	ont					
	All Tickets Filter tickets by	time of T	icket Creation	۲					Edit Report	
	Overview									
	2 Tickets			1 Assigned Tic	kets	1 Unassigned Tickets	2 Pending Tickets	O Completed	Tickets	
	Number of Tick	ets	/				v	ew by: Status Assign	ment Priority	
		2	/	3			5	6	_ ,	
	All	/	Pending	Com	oleted					
	Export Cav Excel									
	ε <u>τ</u>									91 do em 192, 600 PM
Report ge	neration	with c	harts							

Dashboard Tickets Manage Contacts Reports Knowledge Base	
Browse Sectors Arboles	
Articles	flieth to Artocles
New Article Address which by ensuing its ansain Take 30 Stug Text 30 Contents A / · · · · · · · · · · · · · · · · · ·	Ratk to Adodes
telecommunications use avec of a very standards used for indice evolves and indice telecommunications. 2000 (2MT-2000) specifications by the international Mobile Telecommunications. 2000 (2MT-2000) specifications by the international Telecommunication terms of the specification is unversioned to the specification of the sp	615 PM
Details of content generation-1	

Section .	Visibility internal a	rticle - visible only to staff		i
File Attachments Isaih a file Bags mobile, software, 30 tech]			
 Publish Article Reset		Cencel		l
				ļ
		/	-nµ ≉:-ann ann. 6:13.9%4	

Details of content generation-2(for the visibility of the document different tags and visibility option has to be highlighted)