

Final Year Project Report

Project Name

“Automatic query processing system”



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Dedication

First of all we would like to thanks ALLAH ALMIGHTY and dedicate this project to our family, friends and especially to our teachers, whose encouragement and support helps us to complete this Project. We were not able to do this task but just because of the hard work of our respectable teachers help us to complete this project.

Final Approval

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Acknowledgment

First of all we would like to thank our Almighty Allah who gave us courage and passion and prayers of our parents and teachers to achieve the goal that was necessary for the degree. Although it was not an easy task, with the useful direction, kind supervision and co-operation of Mr. Muhammad Asif Subhani, it becomes easy for us to complete the project work. We are really grateful to our project supervisor because of his encouragement throughout the project work. We would like to acknowledge Dr. Yaser Daanial Khan Chairperson of computer science department, university of management and technology Lahore for encouraging and providing us all the facilities throughout the project. Last but not the least we will be very thankful to our families for their incredible support and their love which means a lot to us.

Project Title “Automatic Query Processing System”

Objective

The main objective of this project is to provide systems which handle all complains of customers online instead of manually and more effienctly. This system will work very fast and less costly amd also less time consuming.Lack of paper movements provides complaint operations a speed which was never envisaged in manual mode at all. Software allows a booking operator to book and lodge complaints and automatically schedules and prompts operators to source complaint to concerned engineers

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Starting Date

10th Nov 2016

Completion Date

17th Jan 2017

Tools Used

Automatic Query Processing System (AQPS) is one of very modern productivity enhancement tools used widely by all organizations wherever there is a need of booking of Queries via operators and analysis of complaints which are made.

- .NetFramework
- Sql Server
- Visual studio

Operating System

- Windows

Abstract

Automatic Query Processing System is online web based project. There are four modules Administrator, Customer, Engineer and System. First of all Admin can log-in in the system than view all the details of customer, engineer and can give all updates to customer about complaints and also view resolved and pending complaints. Admin can also add, edit or delete customer and engineer. Customer sign-up and log-in in the system customer can register its complaints and can also view its profile and the status of complaints. Engineer can view the assigned queries and close the complaint and give status to complaint which is visible to admin or customer. When customer registers its complaints system can automatically assign to its relevant engineer by observation of work load balancing and expertise. Our system is playing main role in this project by its automation.

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Definitions and Acronyms

Term	Description
➤ System	A should give automatically suggestions to the admin
➤ Admin	A person who manages the system or site, or may be owner.
➤ Customer	A person who creates the complaints or user.
➤ Engineer	A person who maintains the complaints or employees.

Table 1: Table of Acronyms and Definition

Acronym	Definition
SQL	Structured Query Language
DFD	Data Flow Diagram
CFD	Context Flow Diagram
ER	Entity Relationship
IDE	Integrated Development Environment

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1. INTRODUCTION

1.1 Motivations

Before this web based project the customer should go to the customer-care to register their complain where they get a receipt that your complain is registered and then they have to wait that when their query will resolve so now we decided to make online complaint system where customer's don't need to go in any center they can easily register their problems and can get all updates by the time and as the admin gives all the update to the customer. And second main reason is there is no other project in which system can automatically assign complaints to engineer by the observation of engineer's work load and expertise.