Abstract: Student Aid System acts as an interface between the students and the management in an organization. The overall application is categorized into two categories. They are Complaint Portal and Stationary Ordering. The application permits the new person to enroll and listed person is permitted to login. Complaint gateway includes complaints concerning class room, transport and hostels. Stationary ordering is carried out by the user to order the accessories required by them. The users need to pay the amount based on the bill generated by the portal. Impressive advances, even breakthroughs, have been made during the last decades in understanding the relationship between knowledge and growth. The principal theme of this paper is therefore to shed lightweight on using recent advances i.e. service-now to be simple and interactive.

Keywords: interactable, knowledge, Service now.

I. INTRODUCTION

The draw of autonomy, benefit and opportunity lead numerous to select entrepreneurial interests. Just because there are plenty of opportunities do not mean that starting a profitable business is easy. Entrepreneurship is the pursuit of opportunity beyond resources controlled. High tech entrepreneurs rely on cloud platforms such as Service Now to develop new products. Service Now allows companies to manage processes and create custom applications using a single system of record framework - meaning every application and all data stored in the platform follows the same framework and basic structure [1]. Service Now is a SaaS platform offered by Service Now, Inc. and used by global corporations. Service Now platform comprises key product features such as Service Management: [1] Offers features used by your IT Service Desk to manage ITIL processes such as Incident Management along with features like reporting and administration, which extend across other features as well. IT Operations Management: [2] Supports to ensure consistency, reliability and quality of service through ITOM services and infrastructure to execute the necessary tasks.

II. EXISTING SYSTEM

[5] An application will be engendered utilizing any of this programming languages like C, Java, Python, etc. the scholar avail portal is to boot associate degree application that needs many modules to be designed to engender a consummate user interface, but utilization of those programming languages could be a long method, instead of utilizing a package implement ameliorates potency and ends up in higher results. [6]The existing system act as a bridge between the users and the management to solve their problems within an organization by writing a manual letter.

On the other hand visiting the store for buying their needs requires more time and lots of efforts on the absence of all the connected sources.
III. PROPOSED SYSTEM

[10] The student avail portal sanctions students to pose their complaints by filling their details in the form associated with their domain and injunctively authorizing the stationary items through a network, this is achieved by utilizing an accommodation catalog. This approach may be accepted by the institutions and firms. This approach is reliable and preserves the user time and costs.

IV. MODULE DESCRIPTION

A. Signup/Login
In this component, the user has to register as a new user by providing the basic details they are First Name, Last Name, and Email and by default the state field value is pending denotes that the user creation is in pending. Once the user submits the user registration form, the administrator needs to approve the user and an email will be set to the registered mail id of the user given at the time of registration. The email contains the username and one time password which is encrypted. By using the credentials given in the email, user needs to change his/her password. This is carried out by utilizing the user registration plugin.

B. Homepage
[7] Next to the Successful logon, the user might be redirected to the main page, which comprises of widgets. Widgets are reusable components that define the content in the portal page. The homepage consists of following widgets

Homepage Search: Add a search bar to a homepage to configure your own search spaces.
Announcements: Users can view all active announcements.
Icon Link: Link to any other item.
Report: [8] Displays the report in graph by using the performance analytics and reporting plugin

Connect Support: Connect Support allows IT Service Desk members to monitor customer chat queues and provide live support.

C. Requests and Approvals:
[9] The user will submit a request by submitting a form where all the field values are filled once the form loads. This is achieved by writing the on change client scripts and by using ui policy and ui actions in servicenow. The form contains respective complaints whose initial values are pending where the user need get approval from the complaint by validating his/her request. When the complaint manager approves and assigned to the particular department head and the field value will be set to approve otherwise it will be set to reject. If their request is rejected then a notification to their registration mail is sent to user. The user can monitor his/her requests and approvals from homepage.

D. Automating
[11] A progress provides a drag-and-drop interface for automating multi-step processes across the platform. Every progress consists of a sequence of activities, like generating records, notifying users of unfinished approvals, or running scripts. As soon as when the user submits the form, the request will be flooded to the complaint manager. Then the process of approvals begins as stated in the request and approvals module. The complaint will be solved once after the respective worker approves and completes it.

E. Notify the users
To ease the tracking process by user instead to logon the portal and visits approvals section in the homepage, a notification is send to the user by using his/her registered mail. Notification will also be sent to the user when any department head or worker has rejected his/her approval saying that the complaint you posed is not valid.

F. Reports generation
The last step is to generate the report based on the number of records that belongs to each problem in the field complaint. The generated report is grouped by the fields complaint and complaint regarding. Display able is also generated with the columns like count of records and percentage of the records. To increase the interaction with the end user a live Chabot is also integrated to the application using service now.

G. Stationary
There are three main tasks in this component, they are selecting the required item, order the required amount of items and check the amount. This functionality is implemented by using the Service Catalog. Order the item if the user will have the comments wrote them at the comment section. It helps the users to order their needs without visiting the store directly.

V. FLOW DIAGRAM

![Flow Chart](image)

Fig: 5.1 Flow Chart

This flow chart gives detailed information about the implementation and its actions.

VI. RESULTS

The Login page for the portal is shown in Fig: 6.1 where the end user will logon to access the homepage.
After Successful Login the end user can able to see the dashboard as shown in Fig: 6.2

After workflow executed successfully then notification is sent to the student stating that his/her problem is solved.

For User interactions connect support is used to connect the group of people for communication to send their queries.

Report generated by the list of records that are submitted for solving their problems. The report is generated in the form of graphical representation. This Pie chart describes the percentage of the complaint regarding and complaint fields.

The user can select the item and order the items based on their choice.
After the ordering of the items by the user then the request id is generated and the email notification is sent to the registered mail.

![Fig: 6.9.Order Message](image)

**VII. CONCLUSION**

[13] An application should be built in such a way that it consummates all the requisites designated by the client.[14] There is no rule that it should be built utilizing only the programming language there is an abundance of technology that is being evolved and Servicenow is one of them. Thus, utilizing this implement Student Avail Portal has acquired efficiency in every aspect.

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**AUTHORS PROFILE**

Dr PVRD Prasada Rao received his Ph.D.in Computer Science from Acharya Nagarjuna University in 2014 and M.Tech in CSE from Andhra University in 1998. He is a Professor in the Computer Science & Engineering Department at KL University. His research areas include data mining, bioinformatics,IoT, Sensor network and big data analytics. Dr PVRD Prasada Rao has published 70+ research papers in the leading international journals and conference proceedings. In addition he is a Associate Dean(P&P)/Reviewer/Member of several international conferences/workshops.

V Kartheek Reddy is pursuing B.Tech degree in department of CSE in Koneru Lakshmaia University. His research area is Computational Intelligence. He is servicenow certified application developer and currently working on many servicenow projects. His interested subjects are Software Engineering, OOPs using Java and Machine Learning.

V Nandini is pursuing B.Tech degree in department of CSE in Koneru Lakshmaia University. Her research area is Computational Intelligence. She is service now certified application developer and currently working on many servicenow projects. Her interested subjects are DBMS, OOPS using Java and Artificial Intelligence.

K Sri Sushma is pursuing B.Tech degree in department of CSE in Konner Lakshmaia University. Her research area is Computational Intelligence. Her interested subjects are DBMS, OOPS using Java and Artificial Intelligence.