

LITERATURE SURVEY

TEAM ID : PNT2022TMID07931

TITLE : CUSTOMER CARE REGISTRY

DEPARTMENT : B.E-COMPUTER SCIENCE AND ENGINEERING

COLLEGE NAME : ADHIYAMAAN COLLEGE OF ENGINEERING, HOSUR

TEAM MEMBER -1 : BARATH KUMAR S - AC19UCS013 (TEAM LEADER)

TEAM MEMBER -2 : ARUN KUMAR S - AC19UCS008

TEAM MEMBER -3 : BALAJI S - AC19UCS012

TEAM MEMBER -4 : DEEPAK K – AC19UCS021



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OBJECTIVE

The main objective of this project is to develop a cloud application to provide a better and conclusive solutions to the users for their raised complaints by ticketing method. The Users can view the status of the ticket till the agent service is provided.

LITERATURE REVIEW

1) INFORMATION TECHNOLOGY HELPDESK SURVEY: TO IDENTIFY THE CLASSIFICATION OF SIMPLE AND ROUTINE ENQUIRIES

Reference:

Leung, Nelson K. Y. & Lau, Sim. (2007). Information technology help desk survey: To identify the classification of simple and routine enquiries. Journal of Computer Information Systems. 47. 70-81.

Tasks and tools:

- ☐ In this project, Help Desk provides the technical support to the users under IT sectors.
- ☐ Most of the problems are common, simple, and routine technical enquiries.
- ☐ Follows three levels to categorize the problems.
- ☐ It solves the problem by Remote control technology.
- ☐ Web interface is the common tool used in Help Desk.

Advantage:

- ☐ Standardized support through Online.

Disadvantage:

- ☐ The user has to wait for his time until the other one is completed.

2) WEB-BASED TICKETING SYSTEM HELPDESK APPLICATION USING CODEIGNITER FRAMEWORK (CASE STUDY: PT COMMONWEALTH LIFE)

Reference:

Rachmawati, Eka, M. Kom, and M. Kom. "Web-Based Ticketing System Helpdesk Application Using CodeIgniter Framework (Case Study: PT Commonwealth Life)." *International Journal of Computer Science and Mobile Computing* 7.12 (2018):29-41.

Tasks and tools:

- ☐ Ticketing systems are used for raising the queries by the users through the web.
- ☐ The problems are analysed by the IT helpdesks and moves the ticket for solving user's problem.
- ☐ E-Ticketing techniques are used to satisfy the customer.
- ☐ Trouble ticketing automation technique is used for improving the information system.
- ☐ The tools used are MySQL, PHP, and CodeIgniter Framework.

Advantages:

- ☐ Quick and gives the solution in the short period of time.
- ☐ User can monitor the raised ticket by notifications.

Disadvantage:

- ☐ Difficulties in managing the complaints made by the user, since many complaints are in queue.

3) COMPLAINT HANDLING TICKETING APPLICATION WEB BASED USING CODEIGNITER FRAMEWORK (CASE STUDY AT PT INDOSAT OOREDOO TBK JAKARTA)

Reference:

Sadewa, Baghaskara, S. Suhendra, and M. Kom. "Complaint Handling Ticketing Application Web Based Using Codeigniter Framework (Case Study at PT Indosat Ooredoo Tbk Jakarta)." (2018).

Tasks and tools:

- ☐ It is a web based ticketing system integrated with SMS gateway.
- ☐ The complaints through the SMS is reflected in the web application ticketing system through SMS gateway.
- ☐ The SMS gateway system uses the GSM services.
- ☐ The tools used are HTML, CSS and CodeIgniter framework.

Advantage:

- ☐ Easier to raise complaints through the SMS.

Disadvantage:

- ☐ The raised tickets cannot be tracked.

4) ONLINE HELPDESK SUPPORT SYSTEM FOR HANDLING COMPLAINTS AND SERVICE

Reference:

C. Cassandra, S. Hartono and M. Karsen, "Online Helpdesk Support System for Handling Complaints and Service," *2019 International Conference on Information Management and Technology (ICIMTech)*, 2019, pp. 314-319, doi:10.1109/ICIMTech.2019.8843726.

Tasks and tools:

- ☐ It is development of online Help Desk supporting system in which customer can solve the common queries by themselves.
- ☐ It is has Live chat feature and web personal assistant.
- ☐ The notification for the status of complaint can be viewed.
- ☐ The tools used are HTML, CSS for the web interface.

Advantage:

- ☐ Reduce the complexity of the customer through online self service.

Disadvantage:

- ☐ Limited time for the online self services.

5) HELPDESK TICKETING SYSTEM FOR A SMALL - SIZED COMPANY

Reference:

Sorsa, Jani. "Helpdesk ticketing system for a small-sized company-selection and deployment.“ (2021).

Tasks and Tools:

- ☐ A ticketing system that allows the agent to view and handle the tickets raised by users.
- ☐ It supports requests from through e-mails, phone, or social media.
- ☐ Ability to log time spent on tickets and data about incoming and closed ticket.
- ☐ Allows to keep track of agent's time to resolve the raised ticket.
- ☐ It is a cloud based service.

Advantage:

- ☐ Easy to raise tickets and offers scalability.

Disadvantage:

- ☐ It is impossible for agents to keep track of tickets from multiple channels.

REFERENCES

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- 2) Foo, S., Hui, S.C., Leong, P.C. "A Web-based Intelligent Help Desk Support Environment". International Journal of Systems Science, 33(6). 2002. p.389-402. In press
- 3) Dingding Wang, T.L. "iHelp: An Intelligent Online Helpdesk System". IEEE Transactions on Systems, Man, and Cybernetics". 2010. In press

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4) H. H. Thimm, "Supporting Environmental Compliance Managers by Ticket Systems-An Industry Survey, Deployment Options and a Reference Business Process," Int. J. Environ. Sustain., vol. 6, no. 1, 2017.

5) Help Desk Software by Jitbit. 2021. Help Desk Software by Jitbit. [online] Available at: [Accessed 13 November 2021]



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