**Implementation Problem Management to Achieve**

**Human Welfare Using Machine Learning**

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# ABSTRACT

The main objective of the mission is to create a mid-level customer satisfaction problem management system using RDBMS, HTML, CSS and JAVASCRIPT. Chat bots typically provide a text-based user interface where users can report any kind of problem they are suffering from and find suitable solutions provided by mentors. Problem management systems are typically stateful services that remember previous commands (and sometimes conversations) to provide functionality.[1] If problem management system technology were integrated into a popular web service, it would undoubtedly be used by more people.

# KEYWORDS

\* Problem Management System version1.0

\* Asset management.

\* Budgeting.

\* Metrics.

\* Putting together a proposal or supply chain

\* Bottom-line.[2]

\* Income from investments (ROI)

# INTRODUCTION

The College Inquiry Bot project is based on An

synthetic set of rules that analyzes customers

An synthetic set of rules that analyzes customers queries and understand user messages This machine is an internet utility that offers solutions to pupil questions. Student simply ask the bot they want to chat with. Students can chat in any format. There is no specific format that users must follow. Gadgets use built-in synthetic intelligence to answer queries. The answer is good for what the user is asking. Users can query all university-related activities through the system. There is no need to contact the university directly. The system will analyze the question and answer the user. The system will respond to the request as if it had satisfied the request.[4]The device reacts with the assist of synthetic intelligence students' questions. The system responds with an To communicate to customers, truly check in and log in to the machine. After logging in, customers can get admission to diverse assist pages. Various assist web web sites have bots that permit customers to invite questions and chat approximately college sports. The machine responds to the person with an powerful graphical person interface. With the assist of this net application, customers can inquire on line approximately sports associated with the college. Users can ask approximately college-associated sports such as:

1. Anniversaries, sports days, and other cultural activities. This system helps students stay up to date with university activities
2. **METHOD**
3. The writer's methodologies are given as a stage in the study, as well as the strategy. Research stage. The method should demonstrate that the proposed method uses both qualitative methods and a broad range of methods such as literature review, expert opinion, focus groups and content sharing.

B] The following stress reactions will be incorporated into the current scheme: Enquiry Online:

C] Students could inquire regarding amenities and ask questions concerning tests, courses, and cost structures, among other things.

Student may also inquire about assessment programs.Bots on the internet:The outcome can be shown in the form of graphics, cards, or text. The request will be responded based on the queries requested, the word embedding developed, and the response media created.Users which have questions regarding the institution during the admissions process or a contest hosted at the school can ask the conversation.

This chat-system bots structure is as follows:

The fundamental algorithm that will be used to run this suggested system is as follows:

Step 1: Start.

Step 2:Get a person's login request. The query is prepossessed in

Step 3. Suppose you have a question about the project domain for the Year 4 CSE major project. Therefore, we use prepossessing to remove certain stop words such as are and the.

Step 4:Get the remaining keywords of the query. Step 5:the found term terms and answer accordingly.

Step 6: It then makes use of the database engine to name the ideal carrier primarily based totally at the object info and retrieve the ideal data.

Step 7: The keywords are matched using a phrase matching technique.

Step 8: The search response is returned to the bot.

Step 9: This information is packaged by the chat bots.The Kano model, a theory of product innovation and service quality proposed by Professor U Kano in the 1980s, classifies customer preferences into five categories.Fascinating, one-dimensional, essential, indifferent. turn back. Kano models provide insight into product features that buyers consider important. Kano also developed a system for translating customer perceptions in surveys on the framework. SERVQUAL, also known as RATER, is a vendor paradigm introduced in survey responses (such as the updated Norwegian Customer Satisfaction Index) to uncover gaps in customer expectations and experiences. Known for its J.D. Top Box methodology and rankings in the automotive sector, Power and Partners provides another measure of customer satisfaction. J.D. Power and Associates conducts market analysis primarily through customer surveys and is known for the monetary value of product prices.

Customer satisfaction solutions are available from other research and consulting firms. when.[6] One example is Carney's approach to auditing customer satisfaction. Combined with the Transition of Excellence model, it defines a company's reputation based on eight well-defined characteristics. Information question fields can be used in business-to-business (B2B) surveys. Used in over 110,000 interviews since 1989 (as of November 2009) with an average response rate of 72.74%. Boxes target the "most important" customers, eliminating the need for general research. Research is the art of scholars seeking new facts in any field of study. It's a transition from the familiar to the unexpected. The starting point for each course is always a topic or question. Your goal is to find solutions to problems using analytical techniques. This is a systematic and comprehensive study aimed at obtaining a more complete understanding

**CUSTOMER SATISFACTION MEASUREMENT**

Software product user interfaces come in a variety of formats, including command line, graphics, web applications, and speech. Visual and web-based programs are the most common user terminals, but sometimes you need a different interface. The chat malware API may be appropriate due to multi threading complexity, concurrent connections, or service operation information. Virtual assistants often include a text-based user interface that allows users to submit instructions and receive text and message responses. Bots are often stateful systems that hold instructions (and sometimes conversations) to provide functionality. When chat bot technology is connected to major online services, it can be safely used by even more people.This system is a web application that effectively responds to the student's enquiry.Learners only need to question the bot that is utilized for talking.[8]Speaker speaks in any manner they like because there is no set format That the user must adhere to To respond to the enquiry, the System employs built-in machine learning.The replies are relevant to the user's query.

If the response is discovered to be invalid, the user can tell the administrator by selecting the null and void response option.

Administrator can examine invalid answers using the portal by logging in.

The software allows the administrator to either delete the erroneous response or add a particular answer to that identical query.The user is not required to visit the college in person to inquire.The system examines the query before responding to the user.The cells respond with an excellent visual user interface, as though a real individual is talking toad for the user. With the assistance of this web app, the user may inquire about university events online. This mechanism keeps students informed of college activities.

**LITERATURE SURVEY**

About customer satisfaction Customer satisfaction occurs when the transaction experience matches expectations. Customers sometimes forget experiences that meet their expectations, but customers typically notice and remember experiences that deviate from their expectations..

**CAN IT BECOME A BUSINESS**

Definitely it can become a business,its just that we are not looking for a business inside our project,but definitely this project has got some true potential as a business,because people are used too pay high fees on their psychological health,and this can be a a huge business.

**RELATED WORK**

Due to ineffective Problem Management processes, many firms experience needless suffering. This frequently occurs when IT teamster fully comprehend Problem Management's link to Change Management and confuse it with Incident Management. While both procedures complement one another, Problem Management's objective

is to assist Incident Management by using the Change Management procedure to stop occurrences before they start.

**What is Problem Management in ITIL?Concerning service quality**

Incident management is an IT service systematic process in charge of regulating the life cycle of underlying is very crucial "Problems." Success is achieved by knocking the question very quickly effectively dealing and proposing remedies or alternatives to mitigate their negative impact on the firm and prevent them from recurring. The purpose of problem management is to discover the IT system weakness that is resulting in the issue and is a contributing cause to any occurrences that users may or may not encounter. Thermostat and the IT Infrastructure Library (ITIL) offers the following definitions for usage in this and the that of the user procedure:A issue is at the foundation of one or more episodes. Error: "A flawed design or defect that causes one or more IT systems to fail; the cause is often unknown at the time a Problem Record is produced."

**Flow of the Problem Management Process**

How well does real worry work? ITIL trouble managers need to consider the entire problem life cycle, not just how incidents are handled. The process flow throughout the help desk cycle Can be configured to deal with issues to begin with pronounced as incidents through customers or provider table body of workers via the self-provider portal, phone, email, or in person. By ITSM body of workers or new technicians earlier than an incident occurs. The scope of the hassle control technique glide includes:

the following aspects:

1. **Problem identification**

To locate difficulties,Incident reports, non-stop incident analysis, automated detection with the aid of using incident control tools, dealer notification, and other ways can all be employed. A issue is typically discovered when multiple occurrences reported to the service desk have unexplained origins. But even though the support team may well have resolved the situation, it is still possible that it will occur again. As a As a result, they cause a problem. They are recording and they are unsure of the ’s core cause. In some cases, the service desk may be able to determine if a given Incidence is related to a Problem. If the Occurrence has previously been documented as a Known Problem, it can be linked to the previous Trouble record. If the Dilemma has not previously been documented, a Problem record should be created as soon as possible to assure customer service.[9]

**2) logging issues**

All issues, regardless of how they are identified and reported to the service desk are identified by Date and Time, Consumer Information,Description,Related Configuration Objects from CMDB, Related Incidents and resolutions. be identified. It should be logged with all relevant information including details. , and closing information.Categorization - When an issue is reported, you must select the appropriate categorization to accurately assign, escalate, and track issue trends and frequencies.Task Scheduling – Choosing priorities is critical to determining when and how employees will work on issues. Impact is determined by the number of incidents involved. This will give you an idea of ​​how many users are impacted and the impact on your business.

**3) Analysis and Diagnosis**

root-cause analysis will be performed based-on the relevance, severity, and immediacy of the specific Issue. The Known Error Database (KEDB) review, the process of replicating the failure to determine the cause, and some other investigation approaches are common.

**4) Alternative**

Under certain cases, it may be able to give a relatively brief fix or alternative to the person who is experiencing the Incident connected with the Problem. Therefore, it is critical to seek a loon solution to the underlying issue that Problem Management discovered.

**5) Creating a record of knowingly errors**

It is important to create a "Contains Malicious" entry after investigation and diagnosis is complete. To more quickly identify and resolve future events and problems, the Service Desk Engineer under investigation uses Known Error Database (KEDB) and associated workarounds.

**6) Concluding**

If an issue is Once resolved, solutions can be implemented, tested, and validated through standard change approaches to ensure continuous improvement. However, before the solution to the problem is implemented, a related Request for Change (RFC) is created and approved. routine alteration was required.Roles and Responsibilities in Problem Management good Problem Management approach must be executed with clearly defined roles and responsibilities. The following individuals make up the problem management team:

**1) A problem solver**

A issue A supervisor is a chosen individual who might also additionally or might not be chargeable for different organizational tasks. The trouble control system proprietor manages all elements of reconciliation.such as:

1.Acting as a point of contact for people in charge of problem resolution Monitoring that concerns are resolved within the scope of their SLA.

2. command and control of the Known Error Database (KEDB)

3. Issue Resolution

4. Coordination of an examination of a critical problem

5. Due to the possibility of conflicting execution priorities,Problem Manager and Incident Manager no longer need to be the same.Team for Problem Solving A member of our inner technical guide crew or an outside dealer or seller can be accountable for trouble resolution. In the occasion of a vital or vital issue, a trouble supervisor can create a devoted trouble control crew of human beings with concern depend expertise.

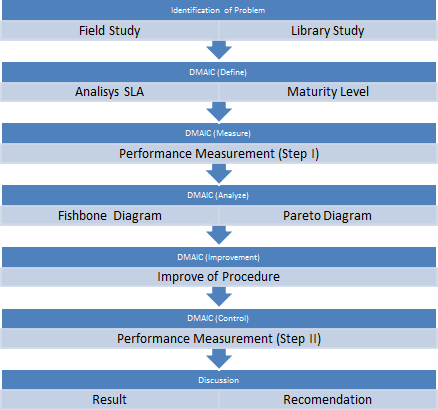
**KPI (Key Performance Indicators)**

Key Performance Indicators should help users, engineers, and stakeholders (KPIs) alike. Although these metrics are useful for self-assessment, we recommend limiting the number of metrics to 7 or 8 in your problem management process. This is because doing it too often can lead to an erroneous view of the process itself. Regardless of the field problem, using different combinations of methods will yield different results KPIs depend on how your organization functions, and there is no single list of metrics relevant to every business. The user should decide which KPIs are the most important to track. Below are some mitigation strategies that I consider important.The volume of issues reported, the types of issues resolved, the number andpercentage of issues with root causes identified, the number and percentage of issues for which workarounds are available, the average age of issues, and the impact of each issue. Percentage of incidents related to (or caused by) the problem out of all incidents for the specified time period, frequency of open problem updates I like regular updates the most, especially in the early phases of Incident Command deployment. It demonstrates the consistency with which problem researchers work. If the activity is to be fruitful, it cannot be left forever. It usually happens when company employees are concurrently busy with other night before going to bed tasks. Many companies might afford to hire full-time problem solvers and/or analysts. It may be difficult to inspire individuals to focus on the work at hand if you do not have a KPI to monitor it, because Problem Management priorities the accuracy of the research and over duration necessary to complete it.

The success of your Mending activities should be measured against the given KPIs. Just like the police should be concerned if they discover a few infractions, you should have been anxious if you cause a few issues. The only question is whether or not you can see him. If a KPI appears to stray significantly from its highs or lows, you should also take action. If this occurs, you can usually find out what's going on by examining the other KPIs. a few issues resolved? Evaluate the frequency by which your issue is upgraded..The connections among character levels permit studies sports to be higher deliberate and dependent greater systematically (Fig. 1.)

# 4. RESULT AND DISCUSSION

By studying statistics, we discovered that large amount of people are struggling with problems, and going into depression and stress because of the pressure these people are handling.[Fig 1]For example, in Mental health we are making people fall in comfort zone and making them get contacted by Psychiatrist and Psychologists, so that they can cope with stress and anxiety and make their lives more blissful and Happier.People who are facing financial issues are getting helped by Financial Advisors, because of which people can invest, think and move in the right direction and can live stress free People who are getting problems in their personal relationships are getting advised by proper Counsellors ,who are making their relationships trust worthy and Enjoyable. These Counsellors are hired by us and get paid by us

**Figure 1. Stages of research activities**

**STRESS**

1. Stress is defined as a state of emotional or physical pressure caused by events or thoughts that make I get irritable, angry, and afraid. The body's response to challenge or demand is called stress. For short spurts, pressure is beneficial. B. When it helps you avoid or plan for risks. However, long-term stress can be detrimental to your health. 2. Heart disease - 2. Researchers have long suspected that Type A people who are stressed are more prone to coronary heart disorder and excessive blood pressure. i do not know why. Stress can cause heart rate and blood flow, lipids and triglycerides in the blood, and stress may be associated with the following:

B. It tends to be smoked and obese, and increases the risk of heart disease.

**3. Asthma:**

-The number of studies show that stress can worsen asthma. Some studies have shown that the stress of constant parent has increased the possibility of children's asthma.

4. Improves Aging:

- There is evidence that stress can slow the aging process. One study compared the DNA of a woman who has experienced a lot of stress from the care of a child with a chronic disease, with the DNA of a mother who is not. Researchers have found evidence of accelerated aging of certain human chromosomes.

**FINANCIAL PROBLEMS**

Financial struggles arise for a variety of causes. They frequently develop as a result of individual or professional issues. We might lose sight of our financial status when we are trying to fix these challenges. Financial troubles may cause the matter to become out of hand before a solution can be found.

1.Inconsistent or limited cash flow

2.Not Using a Budget

3.No Planning for Large Costs.Inadequate Capital Raising

4.Inadequate Fund Raising

5.Ignoring Required Data

6. Poor Tax Compliance

7. Failure to pay invoices on time.

8. Combine business and personal finances

9.Poor Advertising Campaigns

**EMOTIONAL HEALTH**

Mental health depends on how we think and feel. It's about our well-being, our ability to cope with life's events, and how we perceive our own and others' emotions.relationship problems It seems that intimate relationships rarely last these days. They survive only when people can find common ground, engage with each other, and overcome challenges. Relationship problems are common, and there are some best practices for dealing with them.Relationship problems can be of various types:-

1. Expectations
2. Communication
3. Unsupported partner
4. Finances
5. Cheating and other form of Infidelity
6. Not enough time spent alone
7. Intimacy
8. Not Consulting each other

**HEALTH PROBLEMS**

Health problems are one of our main concerns, because there are many serious health issues in the world which can be devastating for any human, It can mentally, potentially damage a human.

# CONCLUSIONS

At the end I want to thank our guide Mr. Ajay Kumar SahoFor asining us this wonderful and informative project for which we came to know a lot about the problems that people go through they are roughly mentioned bellow

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