

Template for Project Scenario

OBJECTIVE:

Helpdesk technology is customer care management system. Helpdesk technology is called as E-desk or Help Desk System. It is so called as Help Desk System because it tries to solve all the HD (helpdesk) problems, which are coming from the users of Helpdesk technology. Helpdesk technology will take care of every request coming from their users and try to solve and produce the solution of the particular request. Helpdesk technology also will store the responses for the future use.

Proposed System

Proposed system are those that are automated, so that it is easy to retrieve the responses from the system fastly and updating the details once the response or services are provided to the end-users upon their request without any difficulty and saves time.

Advantages of Proposed System

Many small businesses wonder if they should have an IT help desk or just rely on tech-savvy individuals to solve problems. The answer typically depends on the size of the company, and there are reasons to consider each.

Here are some of the advantages of an IT help desk:

1) Its a single place to report issues

The IT help desk provides a centralized location to deal with technical issues. Employees don't have to wonder if they should call a particular engineer or programmer or member of the support team. They simply dial the IT help desk with the knowledge that they are trained to handle complex problems.

2) Ticket generation

An IT help desk can make sure that issues are handled in the order they are received by generating tickets for employees. This also provides a time frame for when the problem should be resolved – if there's just two other tickets for the help desk to deal with, the employee will know the IT staff will be coming by soon.

3) It provides a systematic approach

The staff of an IT help desk can be trained on a common set of procedures. This provides a systematic approach for when they have to handle technical issues – they'll start with the most common solution, and move on from there. This tends to solve problems much better than trying out different things at random to see if they work.

4) Historical logs

The IT help desk can create a historical log of all the different problems they encounter at the company. This documentation can then be used as a reference point if the issue should pop up again, since they'll know how the problem was resolved. Historical logs are also useful if an employee is having an ongoing problem and needs to contact the IT department multiple times to settle the issue.

5) Proactive prevention

The IT help desk can use the information they gather on a daily basis to run performance reports. These can then show which computer systems and pieces of hardware are consistently experiencing bottleneck issues. The company can then be proactive about replacing them (provided it's within the budget) and not have to worry about the system suddenly going at an inopportune time.

6) Performance surveys

It can often be difficult to accurately judge job performance. An IT help desk can manage this issue by sending out automatic surveys after an issue is concluded. If the IT staff took too long to solve the problem or behaved in an unprofessional manner, the survey will reflect that.

BACKGROUND:

Existing System

This project mainly deals with automating the task of the E- care system that helps many end-users to know the solutions for their request within no time. Helpdesk technology can be done manually but there may be problems that have to be faced so to overcome such problems we need to automate the Help Desk System.

If the system is maintaining the list of all the details of corporate users and corporate clients manually it will take a lot of time to retrieve even single information such as retrieving or deleting single information becomes very difficult task.

The updations for the list such as creating a new creating new end-user details or creating new corporate client details and including the details of the categories and the modules that are

created newly by the super user becomes very difficult manually. Once all information is provided manually it become quit difficult for updating the records with new information manually, so we automate the system to overcome all such difficulties.

Problems in Existing System

This project mainly deals with automating the task of the Helpdesk technology system that helps many end-users to know the solutions for their request within no time. Helpdesk technology can be done manually but there may be problems that have to be faced so to overcome such problems we need to automate the Help Desk System.

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Helpdesk technology, which is developed manually, is the existing system. This system generates and delivers the services to the end-users, which depends on the response provided by the support team who actually message the responses to the corporate users for their requests.

FUNCTIONAL REQUIREMENT:

Helpdesk technology [help desk system] is a customer care management system. The following are the modules related to Helpdesk technology [help desk system] are as follows: -

- User module
- Super User module
- Administration module

User Module

In this module user can register themselves to the Helpdesk technology if they are new users, otherwise they can login directly and can then post their queries to Helpdesk technology or e-desk. First user has to register with corporate client. In order to send request the end-user has to login and the login details are stored in the database maintained by Helpdesk technology system. Database checks the details of the user, if he is valid then allows the user to access the help desk system.

Super User module

In this module Super user is the chief head of the Organization who assigns 1st level and 3rd level administrators. The super user is responsible for all the three levels administrators including the corporate clients. The super user is the sole person who is responsible for creating categories, modules and support team.

Super User will take all the registration details of the Corporate Users so as to check with the queries which in turn consist of the query and also the userid. Super user has the right to remove any level or add any level and also responsible for creating modules and categories .

Administration module

Depending upon categories and modules created by super user the three levels are allotted. They are three types of administrator:

Level 1 Administrator: the first level administrator is the one who can add HD problems to a category created by the super user.

Level 2 Administrators: The second level administrator is the one who can add HD problems to the modules.

Level 3 Administrators: The third level administrator is a member of the support team who provides services to the corporate clients and corporate users.

Corporate Client user: A corporate client user is the one who buys e-desk products. He can create corporate users for his product.

Corporate User: Corporate user is the one who registers himself with the corporate client and who is the actual end-user of the product/service.

The product features are as follows:

- Create & maintain levels
- Create & maintain categories
- Create & maintain administrators
- Create sub category
- Create support team
- Assign 1st level administrator to a category
- Assign 2nd level administrator to a sub category
- Assign 3rd level members to support team
- Create corporate client

- Activate or inactivate all e-desk members
- Check for HD problems submissions
- Check solutions in repository
- Scheduling of tasks.

NON-FUNCTIONAL REQUIREMENT:

Scalability - The system can be scalable from small to a large business.

Availability – Flexible and extensible Help Desk Action Rules allow your team to create automated escalations based on virtually any service ticket related field and SLA due date.

Performance – Track performance in real-time. The Help Desk Dashboard increases business metrics visibility for faster, more informed decisions that improve performance and efficiency.

With Help Desk's robust graphic reporting tools you can easily monitor technician performance, customer support needs by location, real-time billing data, and incidence frequency.

Usability – Whether your operations are 24/7 or 9 to 5, Help Desk tracks your Service Level Agreement due dates and times relative to your specific business hours.

Security requirement - Tracking on your assets' physical location has multiple advantages, from ticket assignment to ticket entry. Help Desk allows end users to select their current room or lab and then provides a list of all assets in that specific location for their ease of use.