

Mobile Care Project

OBJECTIVE:

Mobile Care is easy-to-use, web-based customer support software that improves productivity and efficiency of the Support Team, thus lowering IT costs and administrative expenses. It tracks the concerns and issues including customer requests and problems. This system enables you to manage an increase in customer support queries without increasing staff count. It automates customer support process, enabling the support staff, to be more efficient.

Customers and support staff can easily access Mobile Care through an Internet browser, when and where they need to. To store and retrieve information related to customer accounts and individual contacts who would request support from these accounts. It becomes a base to provide holistic solutions to customer requests. The efficiency of the customer support system will help to plan the customer support process to focus on enhancing the user services.

Proposed System

The Customer Care System eliminates the problem, as it requires claiming an ownership over a trouble ticket before ever starting to compose an answer and ensures that no ticket may be assigned to more than one operator.

The problem tracking system ensures also that no ticket ever goes unanswered: if an inquiry was not taken by an operator for a predefined period of time, the ticket escalation rules will promote such request to the attention of upper service tier members.

For a virtual business it is important to ensure that your website is aesthetically pleasing and easy to use so, the customizable interface allows you to choose what information you want to see while browsing tickets and customer accounts thus providing easy navigation. Physical store on website allows customers find what they need and is there sufficient information. Integrated customer database allows easy tracking of customer details like contact info or service options.

Application Benefits

Customer Care System software has many advantages for the end-user.

When a client has an issue that needs to be addressed, they have a common point-of-call that they can

contact - the helpdesk. They know that their issue is being correctly logged, assigned and actioned within a specialized computerized system, instead of being lost in paper-work, or verbally "handed" around the office. Additionally, the client gets the benefit of staying in the communication loop via the power and ease of automated email correspondence that a helpdesk system can provide. Their personal history is recorded for future reference so that trends and trouble areas can be quickly identified and addressed.

With the Client Access Module, clients are also able to log-on to an internet site and then log their own issues, check on their progress and resolve them if they are no longer a problem. Clients can do this from any location where they have access to an internet browser. This means supporting clients in remote locations just got a whole lot easier.

BACKGROUND:

Customer care management system is being developed with a single goal in mind i.e., to listen to a customer's inquiry and provide a solution quickly, efficiently and with the highest courtesy possible. Helps to build effective customer relationships and deliver a higher standard of customer service.

Customer Care System is powerful management software that automates many features of a company's help desk environment. Typical functionality includes call management, call tracking, knowledge management, problem resolution, and self-help capabilities. The software is shared by all members of a support area, including the first point of contact for the helpdesk, and the staff that receive job requests for later resolution.

Existing System with Limitations

Help Desk System generally referred to call centers to handle queries of the customers or we can say it as a support system designed to assist end users with technical and functional questions and problems. This project mainly deals with automating the task of the customer care system that helps many mobile users to know the solutions for their service based requests within no time.

However the option of providing remote customer care service was available through email option i.e., an end user happened to be getting the response to the request he made through emails. By the time the HD user writing an e-mail reply to a customer inquiry and hit send button, another member of your team has already dealt with the problem? It happens all the time because generic email system is not intended to operate in a "groupware" mode.

Still earlier to email, customer care management system is done manually but there may be

problems that have to be faced such as If the system is maintaining the list of all the details of end users manually retrieving or deleting single information becomes very difficult task.

The updations for the list such as creating a new end-user details and including the details of the categories 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 and Leeds to time delay in information tracking & giving solutions, inconsistency, redundancy etc... so, we automate the system to overcome all such difficulties.

Benefits for Helpdesk Staff

This system allows helpdesk staff to have all the necessary tools to log, analyze and assist in the resolution of helpdesk issues. The central database allows all staff to monitor other "job queues" as well as being able to report on client helpdesk history.

Summary of benefits

- Central database of client details and helpdesk history
- Action log to record every event in a helpdesk job history
- Structured workflow for all helpdesk activity
- Assist in timely support

FUNCTIONAL REQUIREMENT:

Customer care management system user roles:

- Super user
- End user
- Core Technical team
- Support team
- Product Developers

a. Super user:

- ✓ Creates User

- ✓ Creates Categories
- ✓ Creates Employees
- ✓ Assigning Categories to Employees
- ✓ Activate/Deactivate Users

A Super User is a designated person who is in charge of overseeing all activities in customer care management system for all HD Users. This person will be responsible for assigning usernames and passwords, as well as assigning user access levels. The Super User will also have the ability to view profiles, and tasks associated with the support team or product developer's team or core technical team. Super user has all the privileges to set or alter the workflow entities like activate or deactivate the user accounts, creation of categories, assigning members to different levels along with these responsibilities he has the right to change the password's of all the employees under him.

b. End user:

- ✓ View FAQ's
- ✓ Call Support Team By Phone
- ✓ Contact Customer Care
- ✓ View/Update Profile
- ✓ Change Password

If a user encounters a problem regarding any service or have a question he can use one of the following two methods to contact customer care management system.

➤ **Telephone support information:**

For questions regarding an open query he may contact the customer care. His call is answered by the core technical team. If he has the solution to the problem he will assist the user by solving the problem. Otherwise he will direct the call to the support team or to any other person specializes in the area of solving that problem.

➤ **Online problem/query submission:**

Any user who wishes to post the query online, he needs to be registered with the system. The system provides an online registration form. After submitting the form he will get a user id and password to his email-id from the customer care. Here he has an option to change his password by entering the valid information into the login form. If he is a valid user he can post his query to the customer care by selecting the appropriate query category. After successful submission of the query he will receive a solution to his login.

c. Core technical team:

- ✓ Respond to Queries
- ✓ Search for Solutions
- ✓ Forward Unsolved Queries to Support Team
- ✓ View/Update Profile
- ✓ Change Password

Whenever a query is posted by the end user the core technical team will respond to the query by searching the database and finds the solution for the problem to that query and delivers it. If he is not able to find the solution he will post the query to the concerned person. If the problem is new then the query will be added into the database.

d. Support team:

- ✓ Respond to Phone Calls
- ✓ Search for Solutions
- ✓ Contact Product Developers for Further Help
- ✓ View Profile
- ✓ Change Password

The support team will use the database which contains the details of the customers and few add on solutions whenever a customer calls by means of telephone for any support, the call is received by the support team and search for the required solution. If he finds the solution he will assist the user online. If he doesn't find any solution he will communicate with the product developer while the call is in progress with the customer to get the additional information on the products or service.

e. Product developer's team:

- ✓ Create Solutions for New Queries
- ✓ Update Repositories
- ✓ View Profile
- ✓ Change Password

Product developer's team is a high end technical team whose job is to assist core technical team or support team when they are not in a position to solve the queries. If the problem is new he will create a solution to that problem and updates the solution repository.

NON-FUNCTIONAL REQUIREMENT:

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

Availability – This software will be available always.

Reliability – The package will pick-up current transactions on line. Regarding the old transactions, User will enter them in to the system.

Security requirement - The web server and database server should be protected from hacking, virus etc.

Economical – No addition hardware and softer infrastructure is needed. Since the operations are simple and easy to handle no special training is needed. The system finally provides an extensive customer support package.