

Project Presentation

PRESENTED BY

Md Golam Muktadir Asif

Management Trainee Officer

Information Technology

Hameem Group

Project

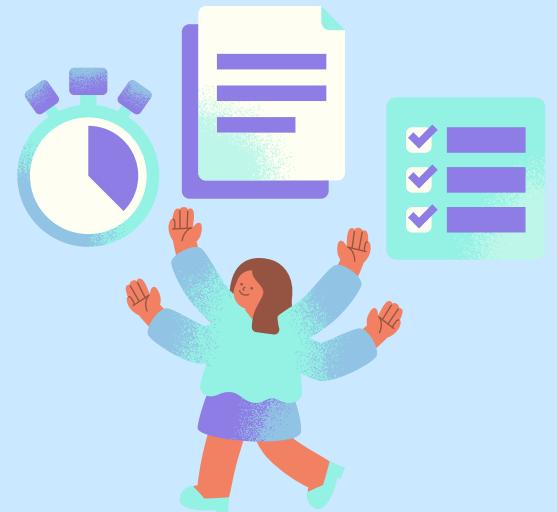


HELP DESK TICKETING SYSTEM

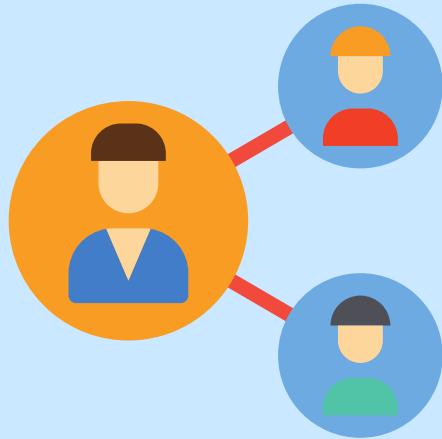


**What is a
Help Desk
Ticketing
System ?**

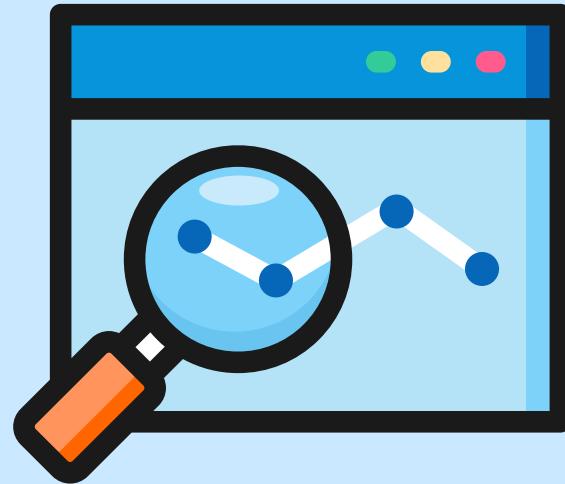
It Is A System Designed To:



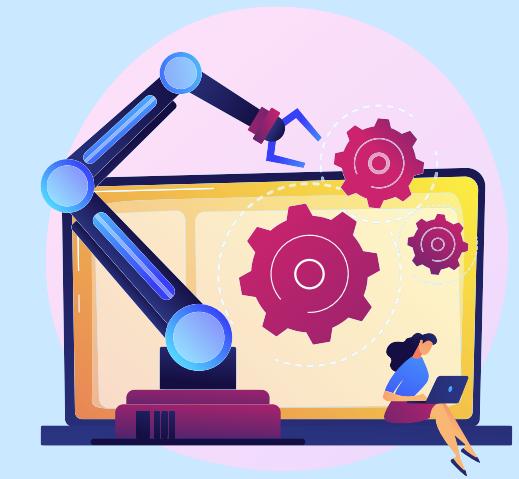
Manage And Track



Systematically Coordinate

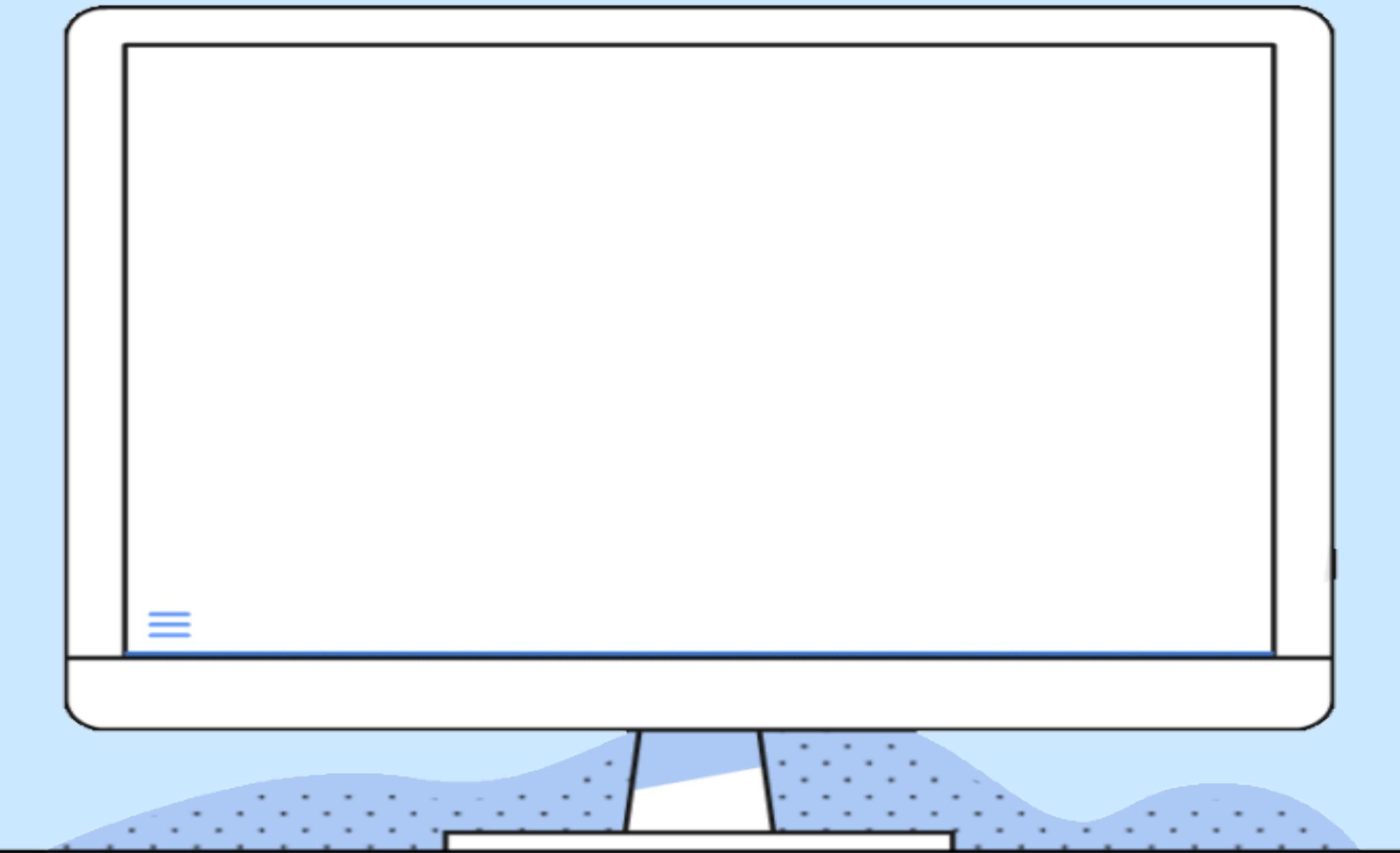


Record And Analyze

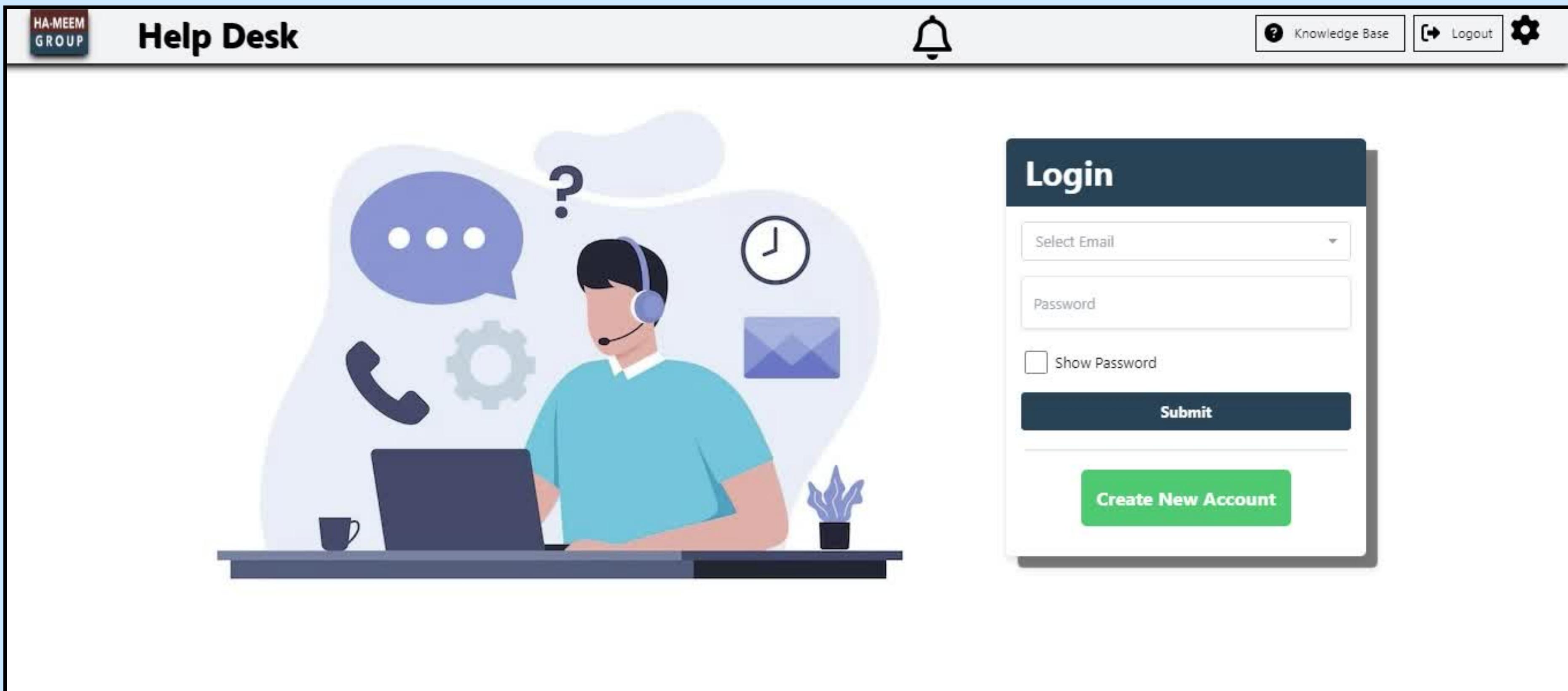


Automate

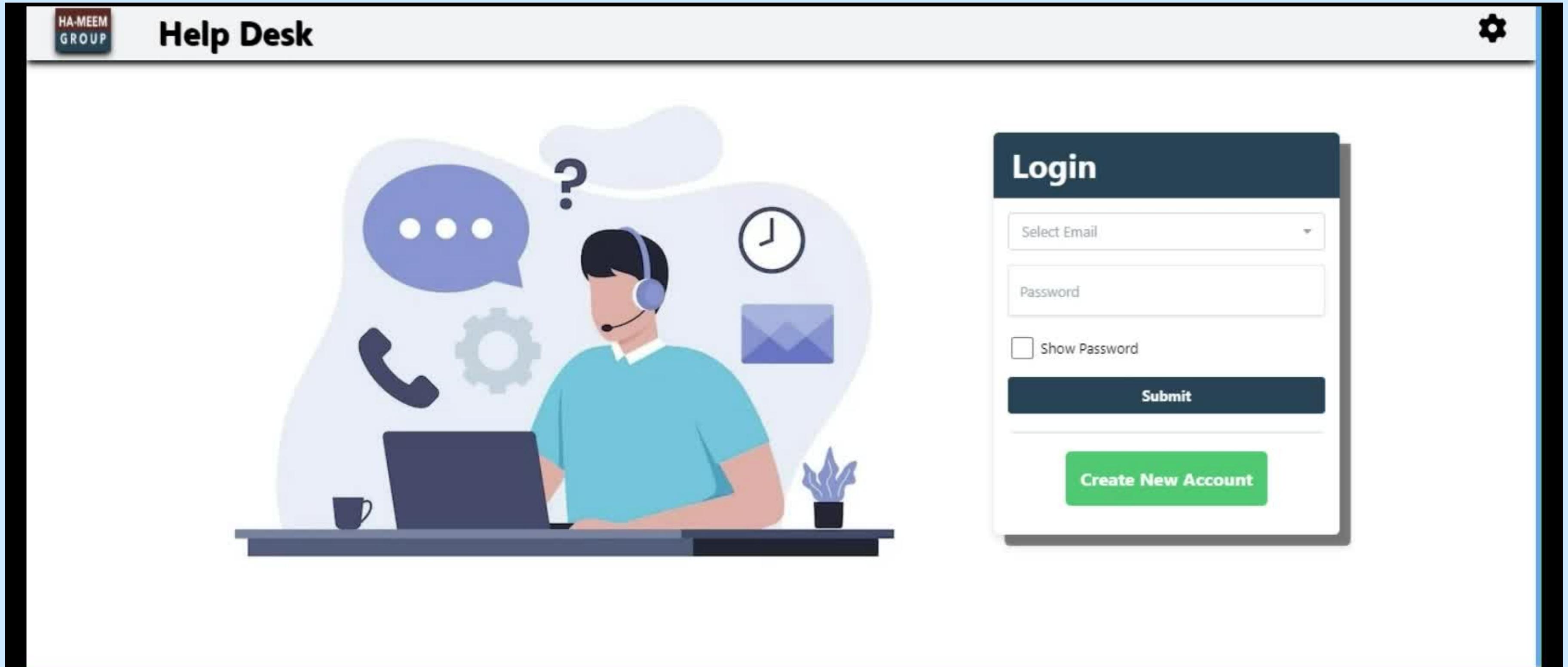
A Demo



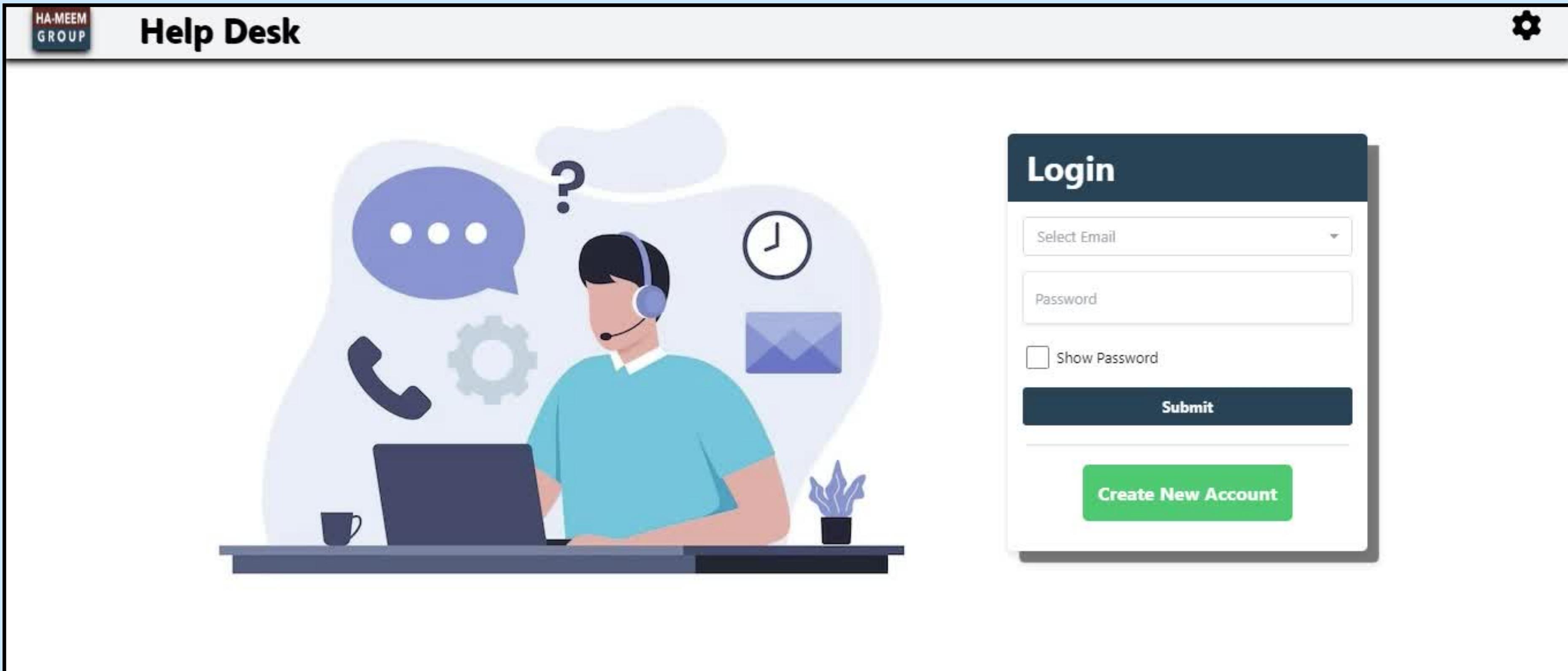
Creating A Department Service



Raising A New Ticket



Managing and Assigning Tickets

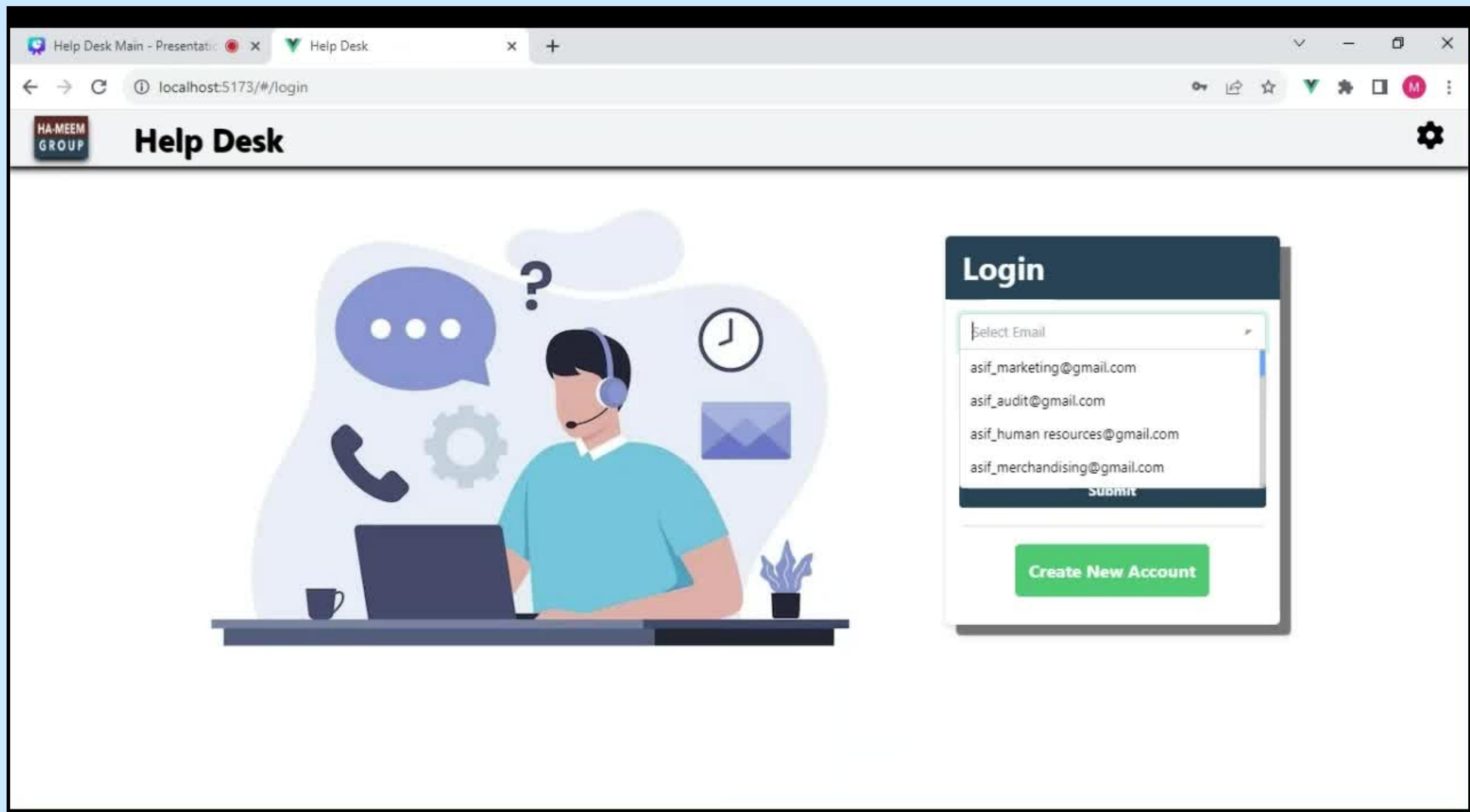


Handling a Ticket

The image shows a web browser window with the following details:

- Browser Tabs:**
 - Help Desk Main - Presentation (Active)
 - Help Desk
 - Help Desk
 - calculator - Google Search
- Address Bar:** localhost:5173/#/login
- Page Header:** HA-MEEM GROUP Help Desk
- Content Area:** An illustration of a customer service representative wearing a headset, sitting at a desk with a laptop, a coffee cup, and a small potted plant. Various icons (speech bubble, gear, envelope, clock, question mark) are floating around the character.
- Login Form:**
 - Header:** Login
 - Input Field:** asif (with a dropdown menu showing suggestions)
 - Suggestions:** asif_marketing@gmail.com, asif_audit@gmail.com, asif_human resources@gmail.com, asif_merchandising@gmail.com
 - Buttons:** Submit (dark blue button), Create New Account (green button)

Ticket Closure and Rating



Analytics and Monitoring

-MEEM
ROUP

Help Desk



The illustration shows a support agent wearing a headset and working on a laptop. A thought bubble above him contains various icons: a speech bubble with three dots, a gear, a question mark, a clock, and an envelope. On the desk next to him is a small potted plant and a coffee cup.

Login

Select Email

Password

Show Password

Submit

Create New Account

A gear icon is located in the top right corner of the slide.

Benefits For



Normal Employees



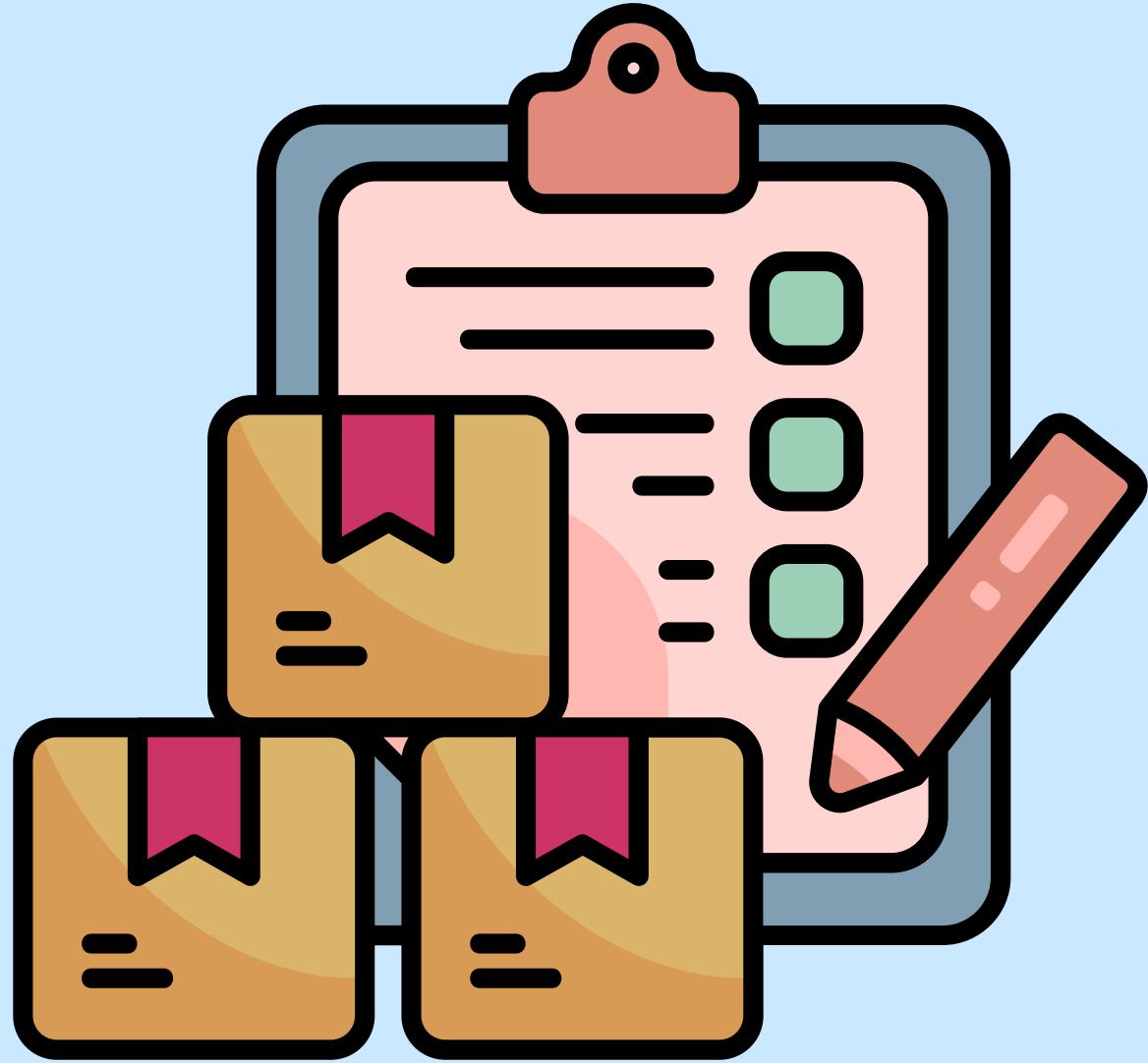
Service Providers



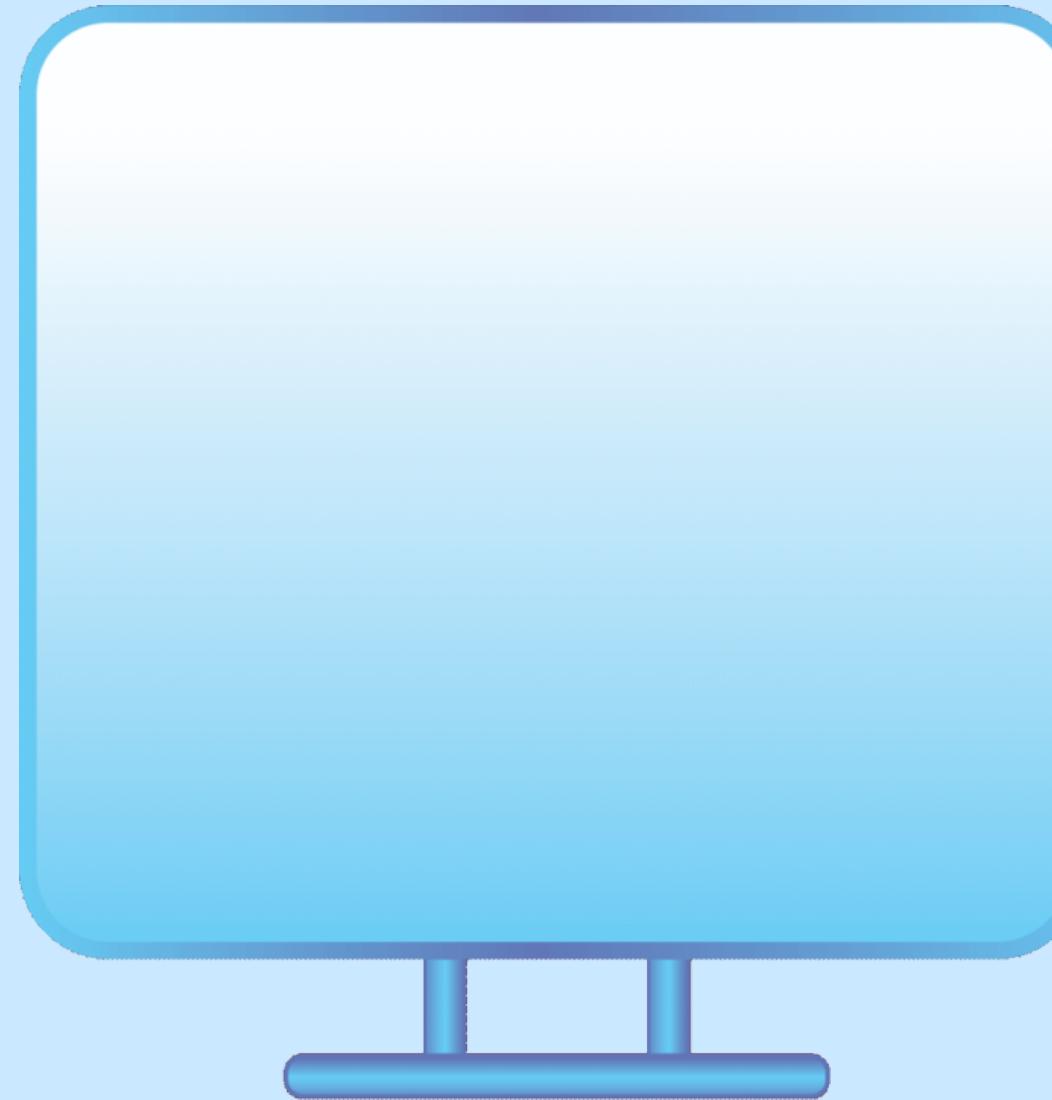
Top Management



Benefits: Accountability



Benefits : Record Keeping



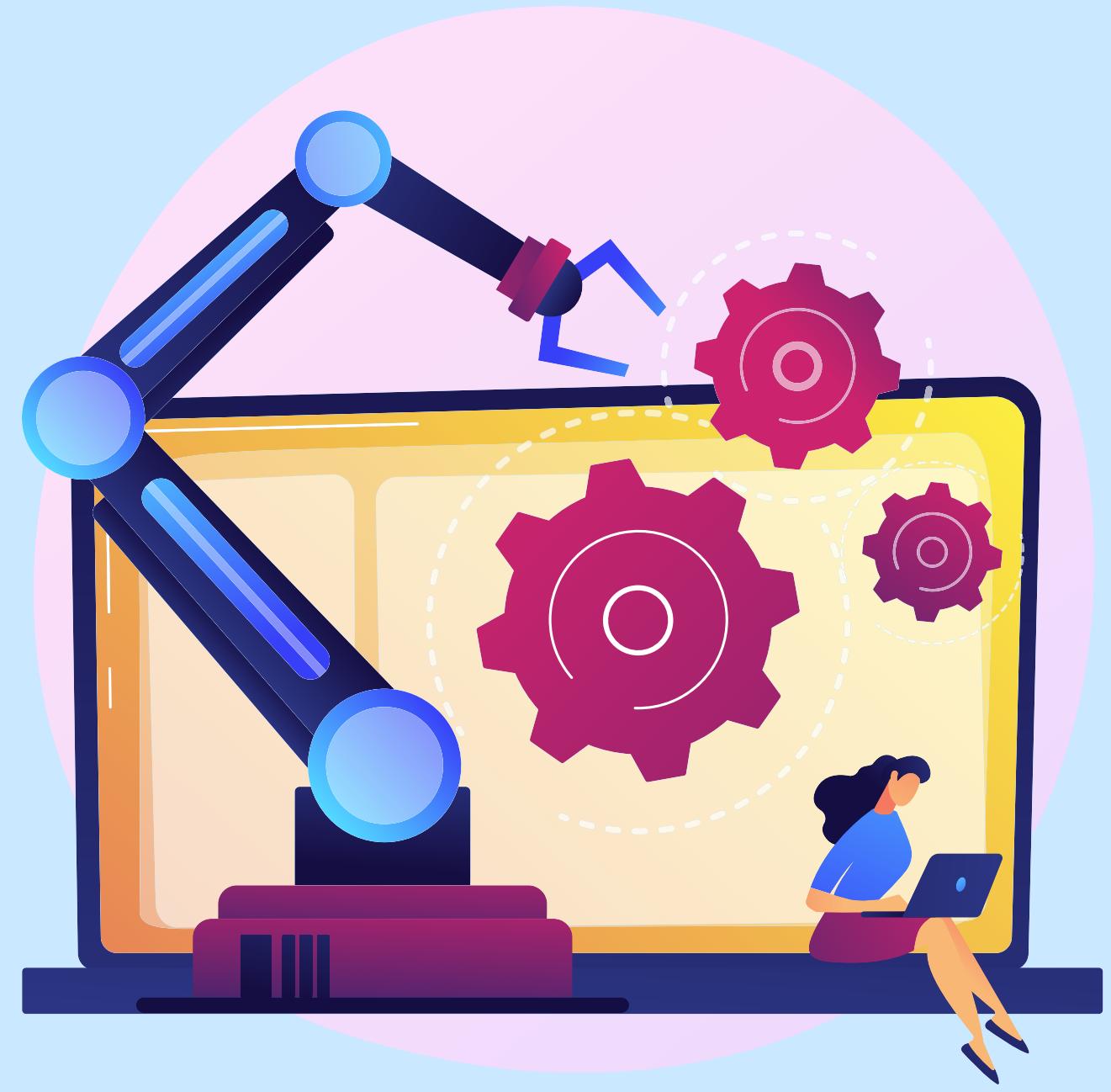
Benefits: Transparency and Monitoring



Benefits: Easier and More Systematic Coordination

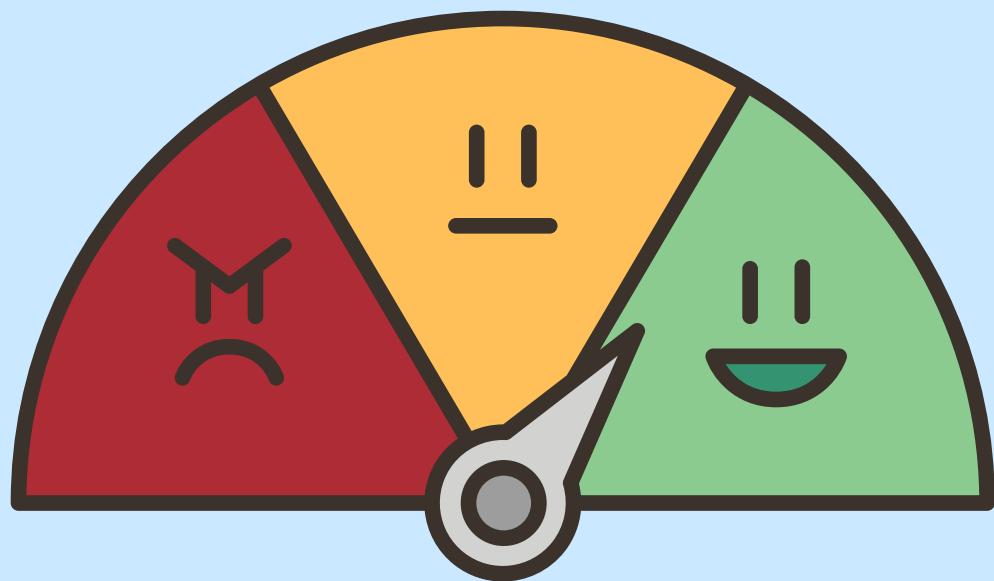


Benefits: Analytics and Insights

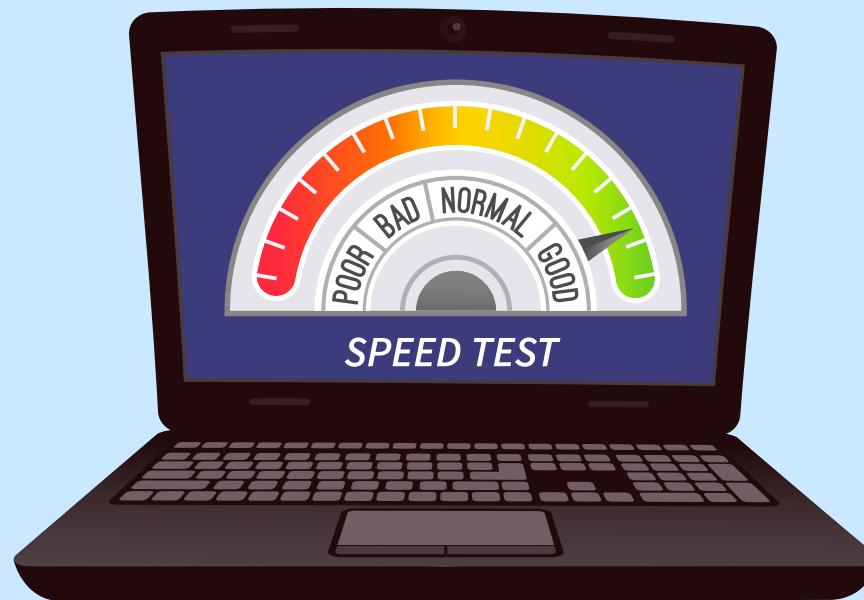


Benefits: Automation

Tests Done



User Acceptability
Testing



Stress Testing

User Acceptability Testing

Test Participants

Name	Department	Designation	Test Role
Md Golam Muktadir Asif	Information Technology	MTO	System Admin
Taif Bin Islam	Human Resources	Officer	User
Raihan Chowdhury	Admin	Officer	User
Syed Ekram Shibly	Admin	Coordinator	User
Ahmed Saleehen	Power and Energy	MTO	Support
Elahi Siam	Foreign Procurement	Officer	User
Soumik Sarker	Power and Energy	Officer	User

User Acceptability Testing

Survey Result



Ease of User: 6 / 7

Ease of Learning: 6.12 / 7

Good Interface: 6.12 / 7

Functionality: 6

Ease of Finding Information: 5.7

Overall Satisfaction: 6.14

Stress Testing: Tool Used

Apache Bench Load Tester





Stress Testing: Hardware Environment

Processor: Intel Core I3 3 GHZ

Ram: 8 GB

Stress Testing: Results

Routes	Requests Per Second (mean)
/getUsers	946.02
/getTickets	1874.27
/getCurrentRequests	1947.12
/getCurrentResquestsForAdmin	1947.57
/getLocations	1322.38
/getMyRequests	1868.60

Stress Testing: Results

Routes	Requests Per Second (mean)
/getNotifications	1927.64
/getTeams	1753.06
/setLocation	1414.5
/unassign	1441.05
/reassign	1274.14
/assign	1372.21

Stress Testing: Results

Routes	Requests Per Second (mean)
/submitTicket	1429.84
/askApproval	1536.76
/askInfo	1395.63
/giveInfo	1439.41
/closeTicket	1524.27
/rejectTicket	1403.69

Stress Testing: Average



On Average The App Can Handle
Around **1545.45 Requests Per Second**

Cost Benefit Analysis



Cost of Commercial Help Desk Ticketing Softwares:

Zendesk

zendesk

Products Pricing Solutions Demo Resources **Free trial**

Monthly Annual Save with annual 5

Most popular

Suite Team	Suite Growth	Suite Professional	Suite Enterprise
\$69 per agent/month \$345/month for 5 agents	\$115 per agent/month \$575/month for 5 agents	\$149 per agent/month \$745/month for 5 agents	Talk to us for a comprehensive solution that meets all your enterprise needs.
Free trial	Free trial	Free trial	Talk to sales
<u>Buy now →</u> ✓ Ticketing system ✓ Email, chat, voice, social messaging, and more ✓ Help center	<u>Buy now →</u> ✓ Ticketing system ✓ Email, chat, voice, social messaging, and more ✓ Help center	<u>Buy now →</u> ✓ Ticketing system ✓ Email, chat, voice, social messaging, and more ✓ Help center	<u>Buy now →</u> ✓ Ticketing system ✓ Email, chat, voice, social messaging, and more ✓ Help center

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Cost of Commercial Help Desk Ticketing Softwares:

Atlassian Jira

The screenshot shows the Atlassian Jira Service Management pricing page. At the top, there's a navigation bar with links for Jira Service Management, Features, Pricing, Solutions, Resources, and a prominent blue "Get it free" button. Below the navigation, a question "How often would you like to be billed?" has two options: "Monthly" (selected) and "Annually". A link "See pricing example" is also present.

Free	Standard	Premium	Enterprise
\$0 always free for 3 agents, \$0 monthly total Sign up	\$21 per agent (estimated) \$63 monthly total Start trial	\$47 per agent (estimated) \$141 monthly total Start trial	Billed annually. Switch the Billing cycle to Annual to view Enterprise pricing. Contact sales
<ul style="list-style-type: none">✓ Up to 3 agents✓ Unlimited customers✓ 2 GB file storage	Everything in Free plan, plus: <ul style="list-style-type: none">✓ Up to 10,000 agents✓ 250 GB file storage	Everything in Standard plan, plus: <ul style="list-style-type: none">✓ Advanced incident management✓ Unlimited file storage	Everything in Premium plan, plus: <ul style="list-style-type: none">✓ Enhanced data and analytics✓ Centralized security and

Estimated Cost To Do Manual Record Keeping and Data Analysis



Salaried Employee: 15000 TK / Month Per Department

Potential Time Saved Due To More Efficient Request Handling and Self Service



Around 3000 Minutes Per Department Service



Future Goal

Chatbot Service Provider



The end