GMS Database Consulting, Inc.

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Problem Description

Industry: Customer Service

Company: WPI Technology Helpdesk

Problems:

- No centralized database for tickets

- No organized way of tracking which employees worked on what tickets

- No meaningful data on queues, tickets per month, times at which tickets were logged, etc.

Our Solution

- Created a database that includes:
  - Which employee(s) worked on a ticket
  - Queue times
  - Ticket description
  - Time a ticket is logged into the database
  - If ticket was received by e-mail, phone, or walk-in
- Key Features:
  - Database Maintenance (ability to view and modify)
  - Reporting (view meaningful metrics)
  - Online Dashboard to monitor trends (by month, issue, etc.)

Entity-Relationship Diagram
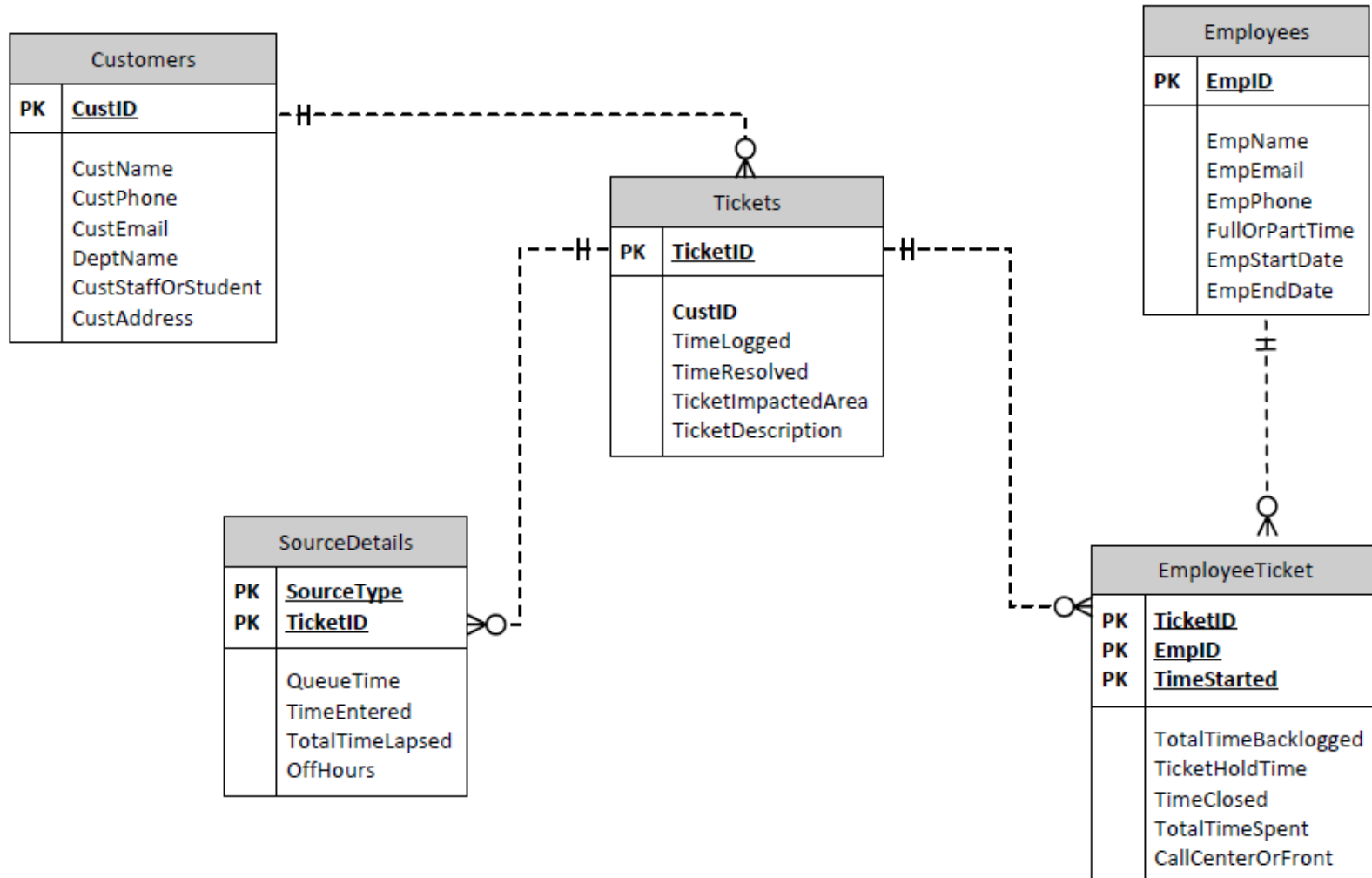
Database User Interface

1. View employees, modify employees
2. Add a Customer
3. Use online dashboard features
4. Export Reports
5. Analyze reports