**HELP DESK MANAGEMENT SYSTEM**

**Objective:**

The Help Desk Management System is a set of programs which run as a software providing assistance to all the complaints, queries and services to the customers within a set of organization. It is a web based software which has made the working procedure of organization much easy.

This software will fulfill customer’s need by providing them technical support for their relevant issues as well as time period considered for solving the problems will be much shorter. All the queries and issues that will be posted in portal will be saved into the database for future reference.

The software is an intranet based software which can be used within the organization. It is basically a customer care management system. This software is very efficient in future time because it is an E-help desk system which tries to solve the problems of all the customer via internet medium and digital medium and thus reducing even the working time for the users too, to solve their problems and queries.

**Existing System:**

Every organization has at least one help desk system where are the complaints and queries can be stored, resolved and saved for future reference. But as this system is worked manually, so it will take a lot of time and labour to solve all the problems of the customers and even to handle too many customers at one time. Manually the work is increased even, just like writing the whole data, query and other requirements, apart from sending them message or replying them manually one by one. Even at the time of updating information, it gets quite risky due to the increment in chances of errors to update the information by oneself.

**Proposed System:**

This new proposed system is very efficient and is not at all time consuming. The software is designed in such a way that all the processes and steps are done automatically and information which needs to be updates can be done effectively. And thus increasing the efficiency of the company to manage their clients and give them best services throughout the time.

**Modules:**

Modules related to it are:

1. Administration Module:

This module includes adding of problems to any particular category given by the users. Also providing support to the clients for the problems and issues they are facing are also included into this module. All the end users of the organization are included in this module.

1. User Module:

In this module, the users, whether they are new or the existing one have to initially login into the system or help desk palace in order to post any query or related problems. If the user is existing one, then he just have to login into the system by username and password which had been already provided to him at the time of registration and if it is the new user than he just have to register himself first and then he will only be able to post query.

1. Main User Module:

In this module, the main head of the organization and all the relevant job related to him are included such as maintaining all the details about the users and administrators as well also collecting all the confidential data also.

**Software Requirements**

* Web Server.
* Browser.
* DBMS Software

**Technology Used**

* Java
* J2EE

**Hardware Requirements**

* Hard Disk – 2 GB.
* RAM – 1 GB.
* Processor – Dual Core or Above.
* Mouse.
* Keyboard.
* Monitor.
* Printer.