Title: TechDesk: An Android-based Application for I.T. Service Provider Using CodeIgniter with Rating Feature Based on Kano Model and Location Tracker

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EXECUTIVE SUMMARY

The main purpose of the study is to provide a dedicated mobile application for public users in finding a trusted person who can fix their personal computers and other devices. The application would also help and provide an extra income for those people who have knowledge in computer troubleshooting and show their skills by getting an offer to the client and make job services that are related to their skills. The researchers utilized android studio to compile the entire project and created an APK file. Also, the researchers have also used Google Map API for getting the client's location so that the troubleshooter can easily locate the client. The researchers have also used the Kano Model method in getting customer satisfaction through survey and to provide a rating feature for the troubleshooter. For the project development, the researchers have utilized the Agile development methodology that is suitable in place and easy to use if in case there are any possible changes that can be incorporated in the future.