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```
import java.util.Scanner;
```

```
public class HelpDeskExpertSystem {
```

```
    public static void main(String[] args) {
```

```
        Scanner scanner = new Scanner(System.in);
```

```
        System.out.println("Welcome to Help Desk Expert System!");
```

```
        while (true) {
```

```
            System.out.println("\nChoose an issue category:");
```

```
            System.out.println("1. Network Issue");
```

```
            System.out.println("2. Software Issue");
```

```
            System.out.println("3. Hardware Issue");
```

```
            System.out.println("4. Exit");
```

```
            int choice = scanner.nextInt();
```

```
            scanner.nextLine(); // Consume newline
```

```
            if (choice == 4) {
```

```
                System.out.println("Goodbye!");
```

```
                break;
```

```
            }
```

```
            String answer;
```

```
            switch (choice) {
```

```
                case 1:
```

```
                    System.out.println("Is the internet not working? (yes/no)");
```

```
                    answer = scanner.nextLine();
```

```
                    System.out.println(answer.equalsIgnoreCase("yes") ? "Check router." : "Check Wi-Fi.");
```

```
                    break;
```

```

        case 2:

            System.out.println("Is the software crashing? (yes/no)");

            answer = scanner.nextLine();

            System.out.println(answer.equalsIgnoreCase("yes") ? "Restart the software." : "Reinstall
the software.");

            break;

        case 3:

            System.out.println("Is the device powered on? (yes/no)");

            answer = scanner.nextLine();

            System.out.println(answer.equalsIgnoreCase("yes") ? "Check cables." : "Power on the
device.");

            break;

        default:

            System.out.println("Invalid choice.");

    }

}

scanner.close();

}

}

```

OUTPUT :

Welcome to Help Desk Expert System!

Choose an issue category:

1. Network Issue
2. Software Issue
3. Hardware Issue
4. Exit

1

Is the internet not working? (yes/no)

no

Check Wi-Fi.

Choose an issue category:

1. Network Issue
2. Software Issue
3. Hardware Issue
4. Exit

2

Is the software crashing? (yes/no)

yes

Restart the software.

Choose an issue category:

1. Network Issue
2. Software Issue
3. Hardware Issue
4. Exit

3

Is the device powered on? (yes/no)

yes

Check cables.

Choose an issue category:

1. Network Issue
2. Software Issue
3. Hardware Issue
4. Exit

4

Goodbye!

=== Code Execution Successful ===