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E- Help Desk

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Abstract— Ehelpdesk is a system which helps in solving the complaints systematically and efficiently. The objectives are to provide a good customer service for an organization and provide responsive services on time. Moto of implementing this system is to make complaints easier to handle and monitor and can also track the status of complaints and history of complaints. Ehelpdesk is a complaint management system in which lodged complaints would be solved according to the priority also analyze the complaints and can generate reports respectively as per needs.

Keywords- *complaint, online, management, status, report, priority.*
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I. INTRODUCTION

The computer labs in colleges provide access to technological services like software installation, practical implementation of programs in different programing languages, wireless networking for use by students, faculty, and staff. As Computer Labs are comprised of software and hardware, it's logical that software gets crashed and hardware gets damaged. So, to solve this problem we have made Ehelpdesk for tendering complaint and solving it.

Now a days handling complaint on paper is more tiresome and difficult especially in day to day running life. Implementing complaints online can solve the problems easily and would save the time. Ehelpdesk is encircled by two technologies one is Android application for lodging complaints and web panel (Asp.net) for handling complaints. We have use web services like xml and soap services to integrate android and asp.net. As Ehelpdesk is platform independent one can access it from anywhere in the system. This application will reduce the problems including miscommunication, man power, loosing complaint records, data redundancy, data searching and improper management of inventories.

A. Objectives of system

- The idea is to automate the complaint process and replace from telephonic medium to digital medium for better efficiency.
- Introducing whole complaint management system online.

- Priority levels will be assigned to filled complaint.
- Computerizing all the records of complaints as well as inventories in database.
- Complaint and inventory report generation.

II. EXISTING SYSTEM

The existing system which was used in computer labs was manually. If faculty wants to tender complaint they have to call lab assistant and lodge complaint. Then lab assistant report the complaint to admin and admin then distributes the complaint to lab assistant according to their skills. Lab assistant solves the complaints and notes the status in record book manually.

A. Weakness of existing system

- There is no accountability for complaints as to when a complaint was raised and when it was resolved.
- Sometimes happens that there is no one to register complaints.
- Some complaints require high priority action which is not possible in current system.
- No proper management of complaints.
- Redundancy in data.
- Possibility of loss complaint record.
- Lots of paper work

III. PROPOSED WORK

In proposed system faculties need not have to call frequently to lab assistant regarding complaints. They simply have to register complaint from the mobile application.

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A. Facilities provided in the propose system

- Faculties can lodge complaint from anywhere anytime through their mobiles.
- Detailed description of complaint is provided.
- Categorizing complaints according to type of complaint.
- Generating complaint and inventory reports and exported to excel sheets.
- As soon as the complaint resolves the app notification is sent to faculty.

B. Flow of the system

The main purpose of implementing Ehelpdesk is to focus on complaint management and handle inventories. The system has faculty and lab-assistant module in android whereas complaint and inventory module in .Net.
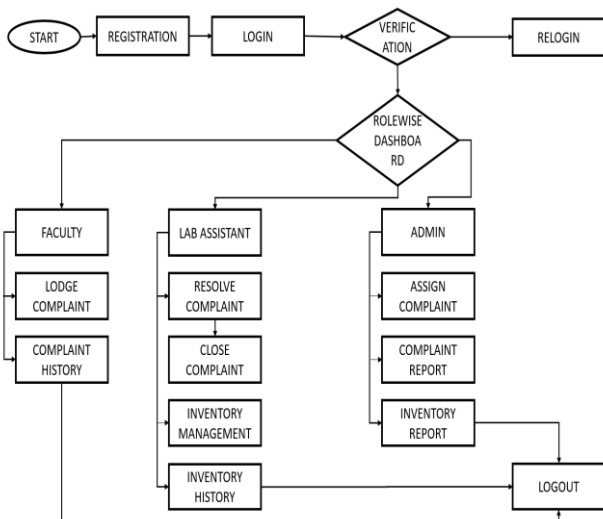
Fig.1 Flow of the system

Initially user needs to be get registered using android application and authentication is provided by admin through web panel. As soon as the user accesses, the system redirects to specific landing page, differing by the type of role membership they belong to. Complaint lodging can be done only by Faculties. Once the complaint is lodged the admin needs to update for assigning the complaint problem to the lab assistant. The lab assistant gets notification from application that he has been assigned for the particular complaint. Whenever the lab assistant accesses the system, the assigned complaints would be displayed. When the complaint gets resolved the lab assistant need to update the status of complaint from pending to resolved, if the lab assistant is not able to solve the complaint on time then again notification is send.

C. Modules Description

1. Registration/Login Module

In this module user have to register themselves and gets authenticate from the admin so that they can access the system from their provided email id and password.
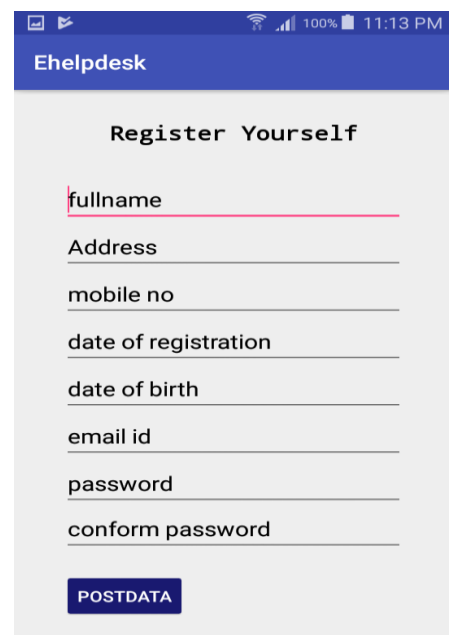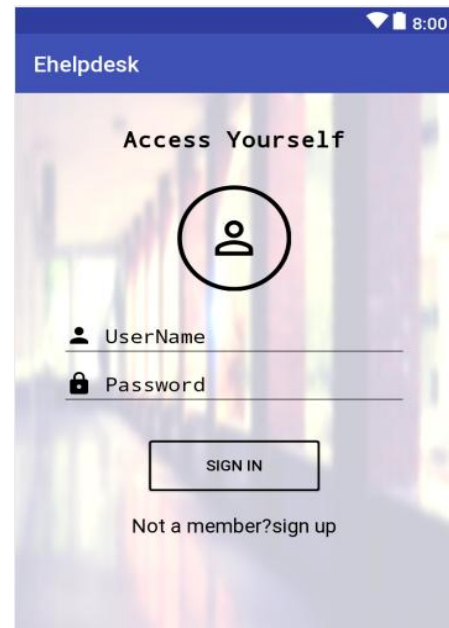
2. Faculty Module

This module is designed easy for use. For lodging complaint faculty needs to define specific lab name, device id, complaint type, subject and description. Faculty can also review complaint history.

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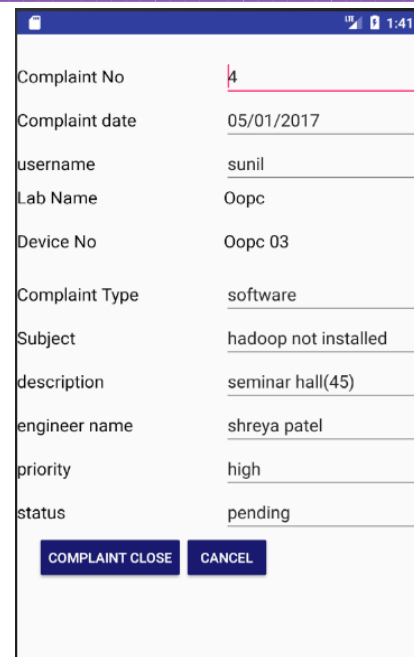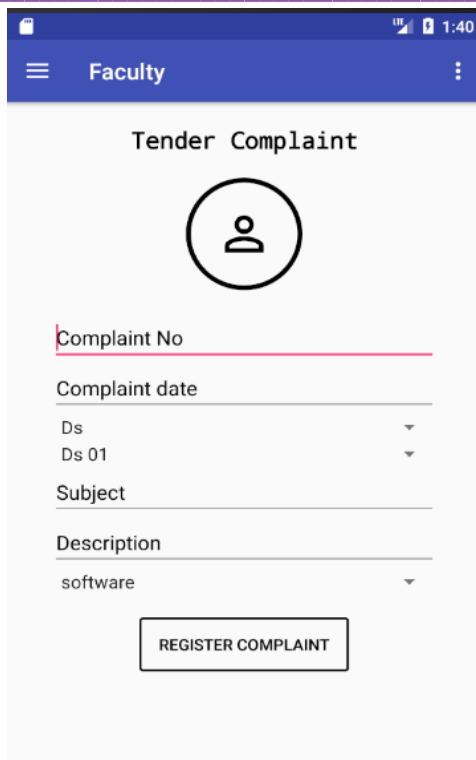
3. Admin Module

When the Admin logs in, the list of registered users will be displayed on the dashboard, from which he needs to authenticate the user by assigning the role. When the faculty lodges the complaint it will followed to admin dashboard where admin will assign it to lab assistant as per their ability and availability.

4. Lab Assistant Module

After accessing himself lab assistant will solve the complaint which is assigned to him. Show complaint fragment of application will only show the complaint assigned to him.

5. Complaint Module

All the registered complaint will be shown on the dashboard according to which the report will be generated. We can search a particular complaint by any criteria. We can separate the frequently generated complaints of same device.

6. Inventory Module

One can add inventories in the table and can generate report for the same. Search option is also available to search particular inventory.

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D. System Constraints

- An internet connection is required on mobile which is at least 1 Mbps.
- Software constraint is that android version must be 4.0.1 or up.
- Android device having lower than 4.0.1 will not be able to run our application.
- User will not be able to use the functionalities of our application without login.

IV. CONCLUSIONS

Ehelpdesk is simply automating existing faulty processes for complaints and problems faced. So our project will provide and easy management of the inventory and also lodging the complaints, and get the possible outputs regarding it. Deciding to automate must be viewed as an opportunity to renew and re-engineer the workflow, seeking to streamline or eliminate error prone and inefficient process steps, providing access controls and security is also kept in mind for the better performance of the system. As management is an important part by this application the complaint process can be solved, and management and manpower can be reduced.

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