iJRASET
International Journal For Research in Applied Science and Engineering Technology



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 6 **Issue:** V **Month of publication:** May 2018

DOI: ttp://doi.org/10.22214/ijraset.2018.5269

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International Journal for Research in Applied Science & Engineering Technology (IJRASET)
ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 6.887
Volume 6 Issue V, May 2018- Available at www.ijraset.com

IT Company Help Desk

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Abstract: Help Desk Management System is basically a central point where problems or issues are reported and consequently managed and coordinated. Due to the importance of high-quality customer service, many companies use intelligent helpdesk systems to improve customer service quality. IT Service Help Desk offers a set of best practices for managing IT services and is one of the most widely accepted approaches to IT service management in the world. Organizations should take proper measures in building a mature Service Desk to ensure successful implementation of IT Service Help Desk. This system is network based and established for every employee having its access (authorization) in IT department for the IT related services provided to customer. The help desk project provides users with the answers they need for their technical issue. By bringing Help Desk Process to the digital medium and onto computers, finding what you are looking for has been easier. PHP ticket system is an advanced free ticketing system, written in PHP with a MySQL backend, and includes user management through sessions, a search function and several other functions to simply ticket system management. A professional support ticket system built on the Bootstrap framework. This system will hence provide a fully automated system for IT department hence will increase the efficiency of the work services provided will be smother faster.
Key Words: Network based system, Bootstrap, web application, encryption, IT services.

I. INTRODUCTION

Help Desk systems take a large place along with developing Information Systems. These systems are usually, where internet users obtain information of the system's over all structure after entering the system and step by step solutions for frequently asked questions. IT Help Desk is a web application intended to provide the customer or the end user with information or support related to company software product. An ideal help desk can effectively perform an several functions.

Help Desk system should allow all users of the system to get support for encountered problems or questions and access to the user documentation. A user could be a non-technical user using the system. It is a web based helpdesk system incorporating PHP, JavaScript and MySQL. The Help Desk administrator will take care of the utility and will control the efficiency of the method trying to improve it as much as possible.

A. Issues in Existing System

1) Inadequate IT support for small scale business.
2) Lack of control of overseas sites.
3) Inadequate security measures.
4) Inadequate management of problems.
5) Poor ability to provide the solution by consuming less time.

B. Benefits of System

1) Integration of Business strategy with IT services.
2) Improves the ease of implementing and managing the services for rapidly changing business needs.
3) A web based system which does not require any installation.
4) Improvement in the satisfaction rate of the users.
5) Manages FAQs.

II. SYSTEM ANALYSIS AND DESIGN

The different users of the systems i.e. customer, departmental employee, admin carry out different activities. Use Case Diagram provides an insight in specifying the roles of the user perform.

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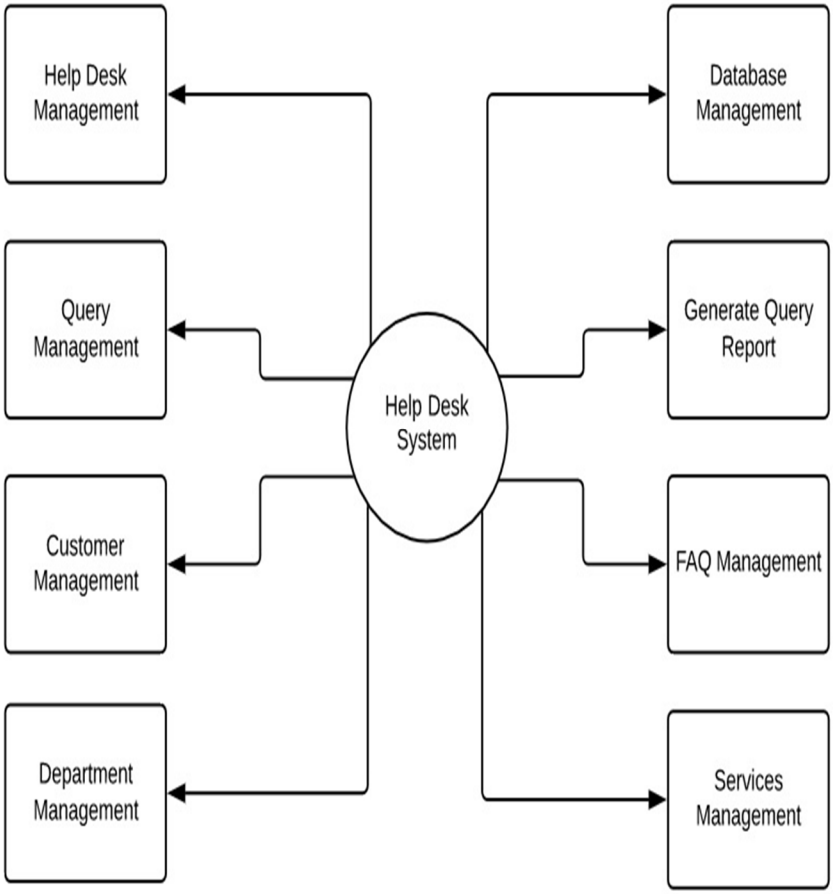


Figure-1: user and system interaction

This diagram gives us a clear idea of the system and the things we discussed earlier about our system in a pictorial manner which is very easy to understand.

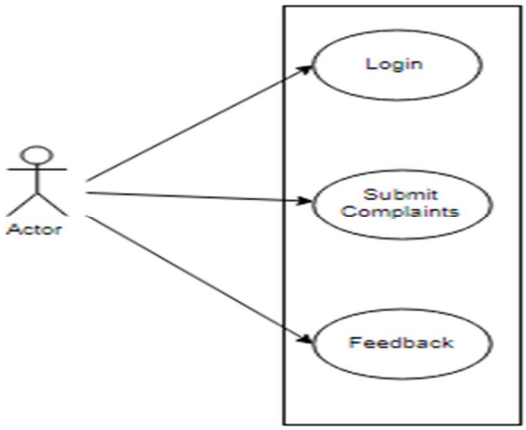


Figure-2: represents activity diagram of the user

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The interaction of the admin with the system and the way it solves the users complains by assigning the complains to the different departments.

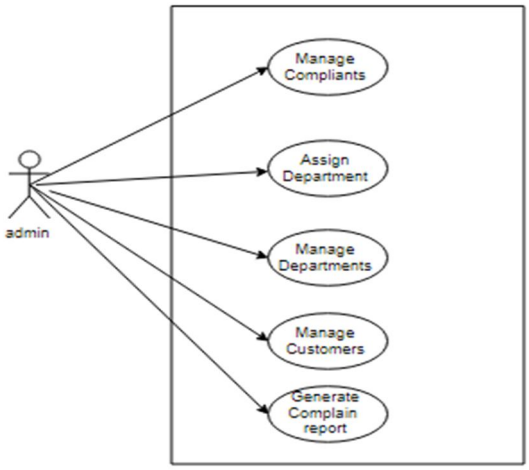


Figure-3 Represents the admins interaction with the system

III. SYSTEM FLOW

It comprises four distinct component subsystems, each of which implements the following functionalities, respectively: Management of Users, Query Registration, Query solving and providing solution, feedback and performance analysis. These activities are integrated together to form the overall Helpdesk system.

A. Management of Users

In this all users including the department user, software user validation will done. This module will include 5 sub modules: registration, Login, forgot password, reset password. All the user details will be saved in Database.

B. Query Registration

In this module User can register the query related to the software and expecting to be solved by a technician. And can register the additional information about the query. Using the credentials provided during registration user can know the status of his/her query.

C. Query Solving and Providing Solution

In this module main focus will be solving query. This query will be assigned by the admin dependent on type of department, this module includes two sub modules assigning query and solving query. This is important phase of the system. Admin is able to know the status of the complaint/query. As soon as the query is solved the same solution will be provided to the customer.

D. Feedback and Performance analysis

This module includes two sub modules: Feedback system and Performance analysis. After receiving solution, the customer provides a feedback whether the solution is satisfying or not. Then based on the feedback for the department user and the other data admin will can get the analysis of the department user. This will help admin to choose better business strategies.

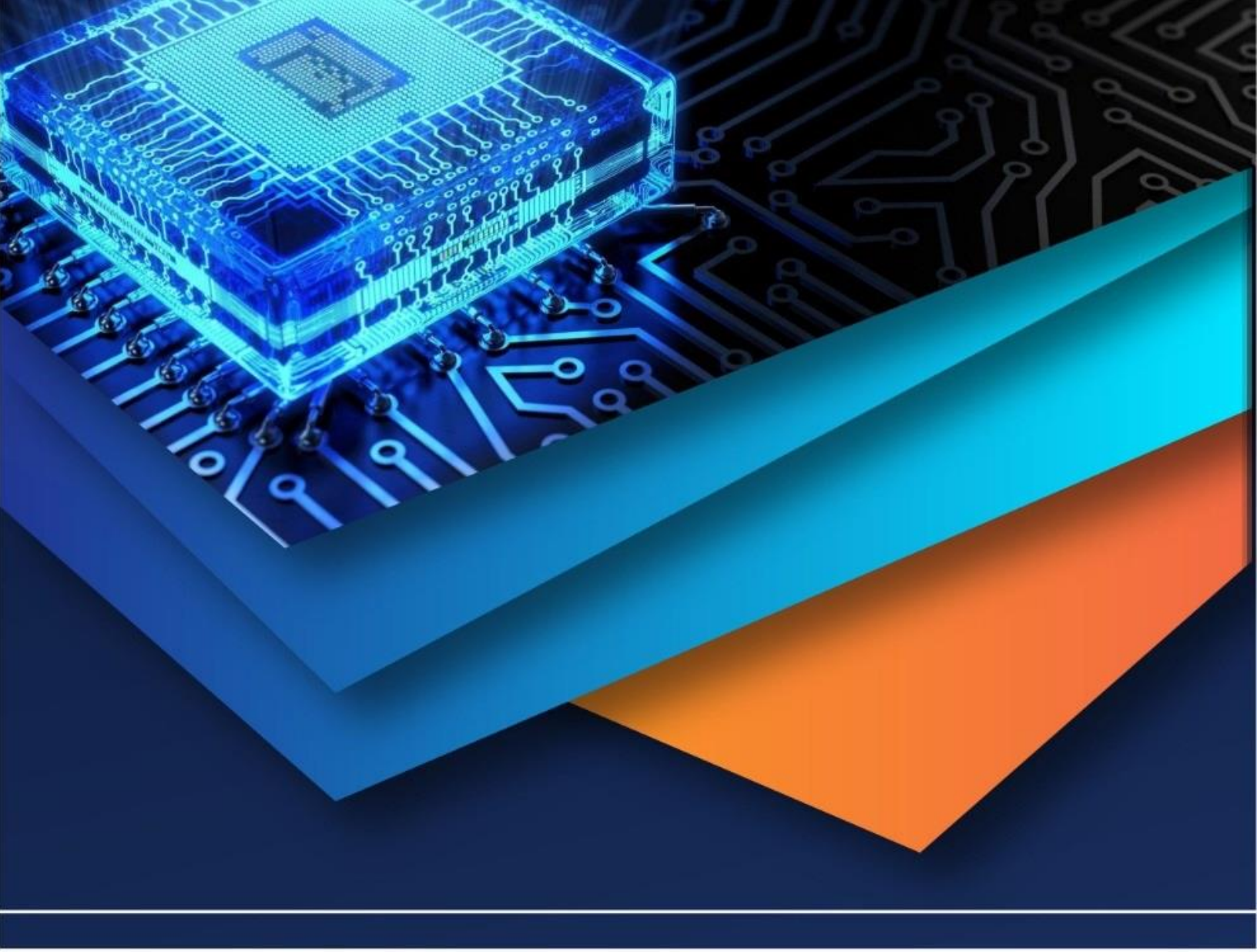
IV. CONCLUSION

We can conclude that this web application will set of best practices for managing IT services and is one of the most widely accepted approaches to IT service management in the world. This will also helpful for reducing wastage of time of users and company employees as well.

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