Corporate Automated Processes Resolver Clubbed With KB

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Abstract: Application is a customer relationship management system. You can also generate custom lists of data to add to each ticket or specific help topics for clients to choose from when creating a ticket. Custom Fields , Lists and Forms can be added to each web ticket formed or only show up when a definite help topic will be chosen. They can be configured as perfect suits your business needs.

The major components of the product include a ticket system with email integration, knowledgebase, teamwork tools and extensive reports and statistics features.

The main screen of our System characteristics a great grid-view showing all the information about your existing tickets. You can simply able to sort and filter tickets, review the current statistics and also you can execute mass operations without exit from the page, like assigning the tickets to agents, merge, close, delete tickets and many more. Different view modes also possible for example switch between 'all', 'in progress' and 'unanswered' ticket queue. Addition to that, you can also view tickets that are assign to you, tickets from a specific company, for a specific customer etc.

Keywords: Database, Client, Schedule, My-Sql Server, Analysis, Implementation and Testing.

Introduction

Application is a cloud-base help desk service that permits organizations to keep track of issues, decrease manual effort in resolve problems and recover service quality. This software helps progress customer service perception and satisfaction, Increase accessibility through a single point of contacts, communications, and information's, Increase efficiency of support staff by automating processes, policies, and tasks, Decrease IT support costs.

Application is more reasonable, easy to setup and use, and planned for your company — no matter the size. It's everything you want in an IT help desk, without the bother of hardware.

Application is a few software application that is used to provide customers with

technological information on a product or service, while also supplying them with a relationship to a support representative. The aim of this software is to increase a company's efficiency and their productivity

Scope

-Deals with the problems.

-Setup and maintaining of the computing equipment in academic and administrative office.

-Installation and troubleshooting for the use of the office standard software and providing briefing

-Promoting of the computing equipment.

-Purely knowledge base management.

-SLA management system.

Module Description:

Reports

Custom-application allows you to create custom reports based on the different modules like Tickets, Clients and Staff. Build instant custom reports get insight of your help desk, measure and examine the metrics that are important for your organization.

Overview – Simple stats to show you the grade of your escalation

Trends – View trend data; see how your escalation of data is changing

Report Builder – Advanced tool for answering any data questions

Agent Activity – View a supply of your agents work

Agent Hours – Sign of the time your agents work within the application

Feedback – View tickets feedback ratings and comments

Hub-Application provides private social hub for staff members to communicate, share knowledge, files, presentations, videos, team up on ticket issues.

Multi-channel-Application allows you to handle various channels like E-MAIL, WEB PORTAL, TWITTER, FACEBOOK, PHONE CALLS everything under one roof.

Knowledgebase –Application will allows you to add multi-level categorized knowledgebase articles, file downloads, add pre-defined replies, setup question and answer tool, allows the customers to insert suggestions and even create forum boards and lot more. Knowledgebase articles are grouped into categories, and also an article can be listed in numerous categories. Application supports having infinite depth of knowledgebase categories, will be particularly useful for big databases. By using this it is also possible to define the arrange the categories are displayed in.

Sso- application is intended to work well with other stores of user account information. Out of the box, application can be authenticate against:

LDAP / Active Directory

Any MYSQL database

Any MSSQL database

A collection of other party software and services

company, department, ticket status, and custom folder like new, assigned and overdue tickets.

Management

Track Issues Online, Ticket making using web interface and Email Parsing. Fetch the email using Email PIPE, POP3, IMAP, POP3 SSL, IMAP SS, are Google Hosted Emails.

Parser-Converts e-mail messages into tickets or tickets responses. Fetching emails using Email Piping, POP3, IMAP, POP3 SSL and IMAP SSL

SLA-Automate your tickets work with rule base criteria and choose what action system have to take on matching the specific criteria conditions. Setup SLA's and it offers timely response to tickets.

Search-Quick global search option also allows you to fetch tickets and client results as you type in the search box, Filters to fetch advance ticket search results with one single click, Ticket tags to reach appropriate tickets in anytime.

Alerts-Stay updated on ticket action by creating event and criteria based on ticket alert rules. The alert rules can be configured to send emails or even SMS.

Queues-Browse rapidly to right ticket list using ticket queues and folders based on

Tracker

Invoice -You can also add multiple items in invoice and also add Tax rules. Invoice can also be set to auto create based on the billing rules that you have set. You can also able to send invoice copy to customers registered in email.

Time-You can set billing settings either the ticket based or time based. In ticket based billing is a flat fee you can able to setup and in time based you can able to setup time in minutes.

Currency-You can easily setup billing settings department wise – that is apply different billing settings for different department. In several company environments you may want to add billing settings with various currencies – this can be easily finished.

Export- Agents can view a list of tickets in a huge window. This will be helpful if they need to see a long list of properties for tickets. These tickets can also exported to a CSV for additional processing.

Existing system

Business software basically understands the needs, requirements and constraints specific to tiny business and helps them to solve these problems. Ultimately it should help to manage and track requests in easily convenient centralized ticketing systems with automation features that saves valuable resources, time and also money. As with any other business, acquiring a software system to handle all the main operational procedures in business is time consuming and it needs a lot of your commitment and money. Purchasing or installing software that will enable your business to assume a strong symbiotic relationship with one another through efficient communication system, then there is a lot to look into the system.

Proposed system

Application is any software application that is helpful to supply customer with technical information on a product or service, while also provide them with the connection to a hold up representative. The goal of this software is to maximize a company's effectiveness and also their productivity when using technology by supplying

workers and clients with the proper answers to their questions and relevant information that can assist them in solve their problems.

Basically, a help desk is a big and complex database that consisting of customer information, call report, information regarding hardware and software, problems and solution logs, and service level agreements. Most applications, however,

goes a step additional by supplying company representative with a means to communicates electronically with their clients and colleagues. Business intelligence and process analytics has become so vital especially for tiny business when a small tweak in the process based on data might do wonders. Application analytics provides you with key support metrics that not only helps you to test your service quality but also helps you make decisions about to optimize your support process for best.
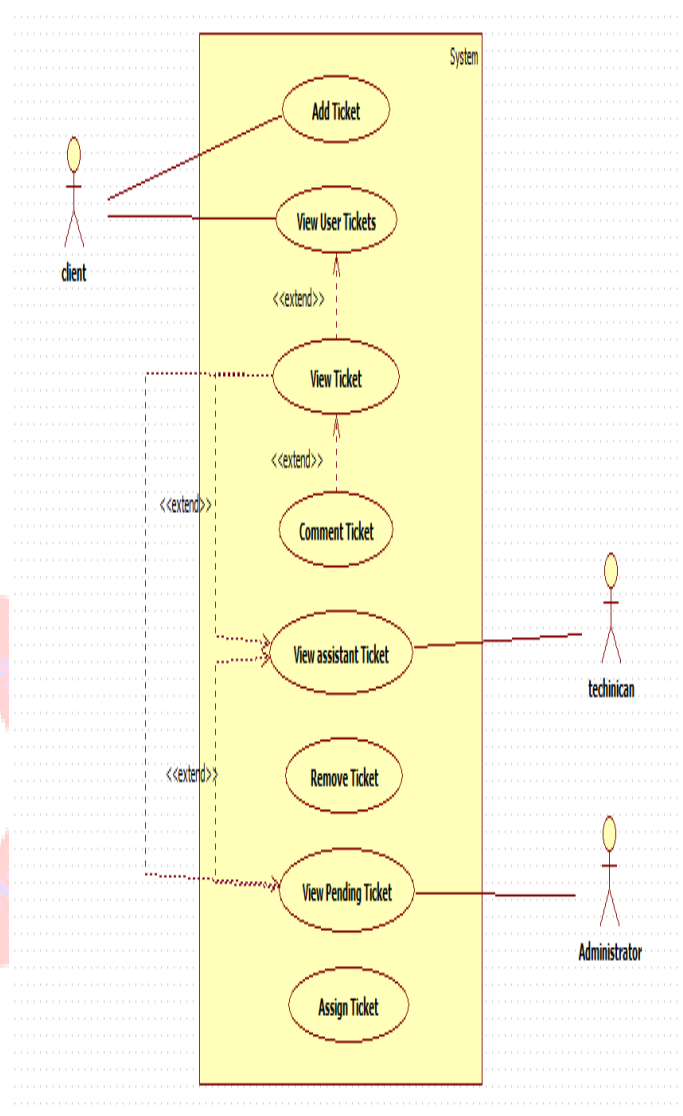
We are not having a central database contain product information that both customers and hold up agents can smoothly access it from any location at any time.

- Our clients and available products quite large or is continuously growing. Support agents do not have easy means of locating the contact details of our customers.
- Our hold up representatives is finding it difficult to locate the necessary answers to our client questions in a suitable manner.
- Maintain representative must consult with a number of unrelated resources that are located in separate locations in order to suggest a declaration.

- Our clients do not have any method allow them to crack their own problems external of contacting us or by analyzing our product manuals.
- Support agents are not having a database of response to pull from when answer to client questions.
- Agents not having a easy way to communicate fresh knowledge with each other.

ACTIVITY DIAGRAM

BASED ON CLIENT RELTIONSHIP ACTIVITY FLOW

Future Enhancements

With fast and advances in this competitive environment it is hard to predict how business will improve and expand in the coming days. Though we have some advance plans for the future enhancements in current project.

We can execute practice mode so that new or basic users can have a full plan of our help desk system, it will help user to be comfortable with the tool.We can execute branding options in the application for more flexible use. We can execute more advance billing options. Till now we have included all the required features required by the client. In future we can add more options and features as needed. All the modules are planned in such a way that we can add more features when needed in simple manner. In the bottom lines we may wrap up that the application is extensible and robust.

Conclusion

This software helps progress customer service perception and fulfillment, Increase accessibility during a particular point of contacts, communications, and informations, Increase productivity of hold staff by automating processes, policies and tasks, Decrease IT support costs. The different modules of the project are complete sufficient to manage and handle the overall process of help desk repair with the most complicated tool anywhere on the web.

This application can be used in different domain companies. Some more profit of the application are:

Single point of communication: Functions as a single point of contact for all end-user related IT support, information, questions and requests making IT communication easy and less difficult.

Extensive knowledge base: For universal customer IT support queries that considerably reduces the support load.

Highly Customizable: You can also add, remove and re-define various fields for your convenience.

Access anytime anywhere : Get access to your help desk from anyplace even when you are on the move.

High Scalability: You can scale up or scale down effortlessly based on your user-base or according to the business growth.

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