Web Based Help Desk System for UUM CAS Postgraduate Help Desk Department Based On Problem Tracking Technique

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ABSTRACT

The current traditional help desk mechanisms used in UUM CAS postgraduate help desk department at UUM are no longer enough to support the increase of the interactions between the users and the technical support employees because there is no standard and organized process for handling the users' requests. This paper proposes a technical support system that can help students, staff and even lecturers at UUM CAS Postgraduate department to freely interact with the customer service employees by sending their requests and inquiries through a web-based help desk system. In the other side, this proposed system also helps to increase the productivity of the employees in the customer service department since each specific ticket or problem is received by a specific group of the technical support employees. In order to achieve that, we suggest to use a problem tracking technique. This technique enables the users to send their inquiries to the proper person in the customer service department. Moreover, this technique aims to track the problem or ticket until it gets their direction to the proper person of the customer service employees who have the ability to solve it within a convenient time.

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LIST OF APPREVIATION

BLL Business Logic Layer

CLR Common Language Runtime

DLL Dynamic Link Library

FAQ Frequently Asked Questions

JIT Just-In-Time Compiling

IL Intermediate Language

IDAL Interface Data Access Layer

OOP Object Oriented Programming

SQL Structured Query Language

T-SQL Transaction-Structured Query Language

UML Unified Modeling Language

CHAPTER ONE

INTRODUCTION

1.0.Background

Nowadays, a technical support service plays a main role in a University's ability to assist their students who really need some information and technical support guides. In the meanwhile, Educational institutions face the challenge of providing technical support to faculty, staff, and students for answering their questions and responding to their inquiries and problems with a suitable solution and within a convenient time (Cruess, 2002 and Niedzwiecki & Peterson, 2002). Moreover, the main goal of customer service is to provide better overall service to the customer when they contact the customer service employees, either through email, or a phone call. The most important thing is to make sure that everyone is satisfied with the first answer they receive with a correct solution in a timely manner. In addition, technical support employees should be proactive and resolve as many issues as they can before the customer even notices that something may have gone wrong. The customer should notice an improvement in the turnaround time when a help request is submitted, as well as a reduction in the number of times they have to ask for help until he/she gets the solution (Schauer & Thompson, 2004).

This proposed study makes an enhancement in the current technical support mechanism used by the UUM Postgraduate technical support department. It is conducted based on Problem Tracking Technique which helps to ensure consistent and quality support, tracks the information and problems that come into the Help

The contents of the thesis is for internal user only

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