Automation Of Information Help Desk System

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Abstract: **Automation of Online help desk information system has made the enquiries or making a suggestion of general public more easy. This type of retrievals significantly varies in different factors like immediate retrieval and attention of officials and users with one or more public sector entities. Automated help desk systems should retrieve exactly the information required to assist a user as quickly and as easily as possible either for a user who knows little about the system or for an advanced user who requires more specific information. It should be easily maintainable as knowledge in domains changes very rapidly. The main aim was to develop a helpdesk information retrieval process for every user in such a way it should user friendly. Using this automated online help desk system must fulfill every requirement of particular organization. The prototype developed for use over the WWW combines keyword search and case based reasoning to provide both rapid focusing on a part of the help information and guided interaction when the user is unclear about appropriate keywords. The maintenance distributed environment should be created for further issues.**

Keywords: **Automation, Online help desk information system, Public sector entities, Automated help desk systems.**

I.   INTRODUCTION

Customer care is a crucial element of business success. Every time you have contact with your customers you have an opportunity to improve your reputation with them and increase the likelihood of further sales. From your telephone manner to the efficiency of your order-fulfillment systems, almost every aspect of your business affects the way your customers view your business. There are also specific programmers you can put in place to increase your level of customer care. This guide outlines what customer care involves. It explains how you can use customer contact, feedback and loyalty schemes to retain existing customers, increase your sales to them and even win new customers. It also covers how to prepare for receiving a customer complaint. Customer care involves putting systems in place to maximize your customers' satisfaction with your business. It should be a prime consideration for every business - your sales and profitability depends on keeping your customers happy. Customer care is more directly important in some roles than others. For receptionists, sales staff and other employees in customer-facing roles, customer care should be a core element of their job description and training, and a core criterion when you're recruiting. But don't neglect the importance of customer care in other areas of your business. For instance, your warehousing and dispatch departments may have minimal contact with your customers - but their performance when fulfilling orders has a major impact on customers' satisfaction with your business.

A huge range of factors can contribute to customer satisfaction, but your customers - both consumers and other businesses - are likely to take into account:

- ❖ How well your product or service matches customer needs the value for money you offer.
- ❖ Your efficiency and reliability in fulfilling orders.
- ❖ The professionalism, friendliness and expertise of your employees how well you keep your customers informed.
- ❖ The after-sales service you provide.

II.   SYSTEM ANALYSIS

Statement of Problem:
Owing to:
- ❖ The difficulties people face in transferring information/data.
- ❖ Unwillingness attitude of some Caritas University staff when checking their customers' information.
- ❖ Fragile nature of customers' information.
- ❖ Difficulties people encountered when checking their customers information
- ❖ Time wasted in manual processing of students' information.
- ❖ Important nature of students' information in the business world. The need arise for the development of an online help desk to alleviate these problems.

Purpose of Study:
The main purpose of this study is to put to an end the difficulties people encountered when checking their

customers information. This is actualized by designing computerized CAMPUS ONLINE HELP DESK which is user friendly and interactive. By the time this software is designed and implemented, the difficulties encountered with manual method of checking customers' information will be eliminated.

Significance of Study:

With the growth in information technology, the study offers numerous benefits to the Caritas University and to any organization that deals on customers' information. Manual method of checking customers' information will no longer be there again because it will be done by the computer with the help of the computerized CAMPUS ONLINE HELP DESK. Because of the easy to use nature of the CAMPUS ONLINE HELP DESK, any organization can easily buy it to make use of them.

Aims and Objectives:

The aims and objectives of this project are listed below:

- ❖ To develop software called CAMPUS ONLINE HELP DESK that will replace the manual method.
- ❖ To develop, promote, and provide adequate and efficiently CAMPUS ONLINE HELP DESK.
- ❖ To maintain an efficient system of collection, sorting and delivery of customers information.
- ❖ To demonstrate increased motivation to the Caritas University workers.
- ❖ To eliminate the error involved with the manual method of checking customers' information.
- ❖ To save the time wasted with manual method of checking customers' information.

Scope of Study:

This project work is narrowed to Caritas University. It deals with the development of CAMPUS ONLINE HELP DESK to help in the checking of customers' information.

Limitation of Study:

Owing to the scope of this project work as stated above, this project work is limited to CAMPUS ONLINE HELP DESK. It is important to mention here that time was a major constraint in the course of fact finding. It is also wise to mention here that some information we need to work with was not collected because of the unwillingness of the staff to review such information.

Analysis of the Existing System:

The existing system is a system that is been carried out in terms of manual operation, A system in which all the methods of checking customer customers information is of a manual approach. Critical analysis of this system reveals that it is a system prone to a lot of errors and it is not effective. Searching for somebody's information is time consuming and boring. Careful analysis also shows that because of the complexities of the manual system, information stored is difficult to retrieve. Also because of the inconsistency of the manual system, at times files and items are lost because of mismanagement. Another problem of this manual method of checking customer customers' information is prone to attack by fraudulent.

Fact Finding Method Used:

Personal Interview: Some of the staffs were interviewed to share their feeling and experience about the manual system of checking customers' information. Their respond was that manual system is highly cumbersome and boring. They stressed that the manual system has not helped them much.

Observation: A situation whereby the customers' information of few customers will be check for day is annoying. Having observed that searching for pupils record are time consuming makes the manual method ineffective.

Browsing Method: I visited internet to browse for information concerning computerized CAMPUS ONLINE HELP DESK

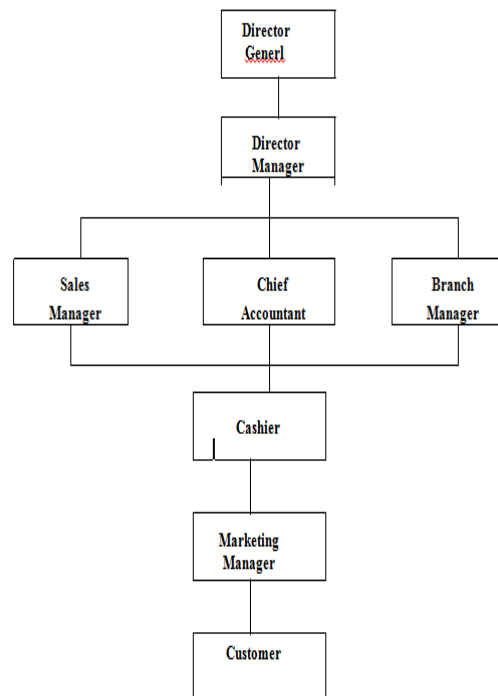### Organizational Structure:

Fig 1 : Organizational Structure

Input Analysis:

This deals with the process used to feed data to the system for processing. Here the inputs to the system are through registration and payment form. All these are through which data are supplied to the system which are Name, address, local govt. area, state, complain, occupation, sex, next of kin, phone number, account number, rate of interest, date.

Output Analysis:

This involves the resultant documentation generated after processing of data/information supplied to the system. The output here can be Displayed Reply and Balance sheet.

Process Analysis:

Once the inputs are collected, the obtained data are processed properly for effective use. The data/information processed is stored in the computer for subsequent use.

Data Flow Diagram:

The trend of information starts from the Managing director when he gave instructions to the staff on how to carry out their duties. The staffs have to attend to the people (customers).
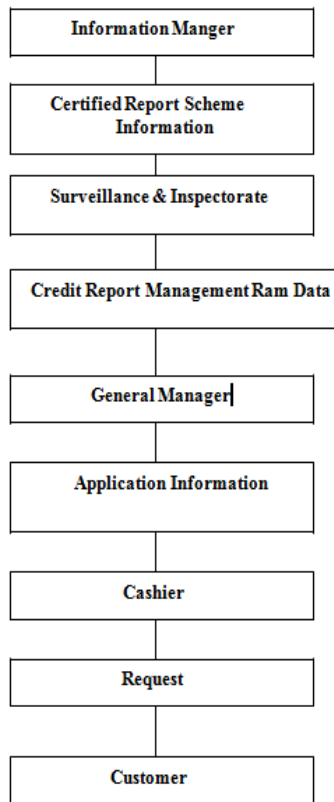

Fig 2 : Data Flow Diagram

Problems of the Existing System:

A lot of problems are associated with existing system. The existing system involves the use of manual way to check customers' information and store data/information. The system has proved defective as the objective of the system has also failed. Among the problems associated with the existing system include the following: Prone to fraudulent attack, Data redundancy, Time wasted in checking customers' information, searching/ sorting for information, Dullness and boring experience of the staff, Poor security and protection, Misplacing and mismanaging of pupils data.

Justification for the New System:

CCS provides full accountability. All incidents can be tracked at all times and customers can view information including where their incident has been sent and who (users) is responsible for resolution. Incident resolution deadlines (set according to incident nature) are most likely to be adhered to since system issues automated reminders if deadlines are passed without action. The entire system is more efficient since submissions can be both accessed and transmitted far more quickly than would be the case for a paper-based system. The benefits for students with access to their incidents and the ease with which they can track progress.

III.   SYSTEM DESIGN

Design of the New System:

The major factor taken into consideration in the design of the new system is the issue of storing and ordering for data/information in a electronically format. The new system has sections things that can be ordered or mailed and order form.

Output Specification and Design:

The output of the design is a comprehensive report of the program. It is a personnel management information system for a higher institution. The output here is the reply given to the customer containing the detailed information about things their ordered for. We also have ordered form that contains: Name, address, local govt. area, state, complain, occupation, sex, next of kin, phone number, account number, rate of interest, date.

Input Specification and Design:

The word input entails the various data supplied to the system which are processed to give out an output. The input is supplied to the system using keyboard and mouse. The inputs to the system are: Name, address, local govt. area, state, type of credit, occupation, sex, next of kin, phone number, account number rate of interest, date.

Registration Form Customer:

Registration Form Customer:

Name _____ _____ _____
    First name   Middle name   Surname

Sex ____Age _____ Marital Status ____

Type of Account _____ Amount _____

Rate of interest _____ Expiry Date _____

Account Number _____ Occupation _____

Address _____ Phone Number _____

Email Address _____

Local govt area _____ State _____

Next of kin Name _____

Address _____ Email _____

Phone number _____

Date _____

Fig 3 : Customer Registration Form

Complain Form:

Complain Form:

Name _____ _____ _____
    First name   Middle name   Surname

Complain _____ Account Number _____

Date _____

Fig 4 : Complain Form

File Design:

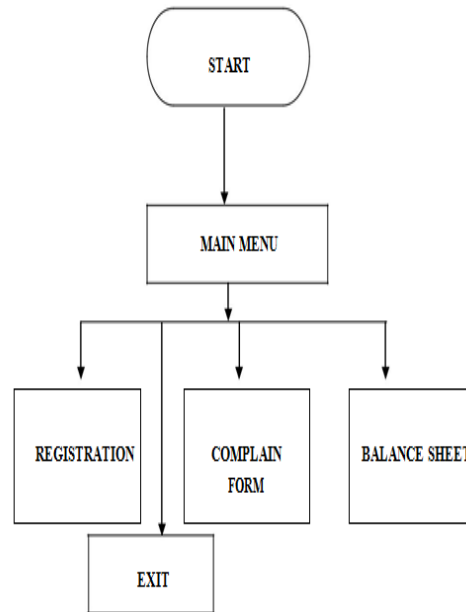| FILE DESIGN:				
SN	Field	Field Type	Field Abbrevation	Field Width
1	FIRST NAME	TEXT	FN	20
2	MIDDLE NAME	TEXT	MN	20
3	SURNAME	TEXT	SN	20
4	ADDRESS	TEXT	A	50
5	LOCAL GOVT. AREA	TEXT	LGA	20
6	STATE	TEXT	ST	20
7	SEX	TEXT	S	20
8	AGE	TEXT	A	50
9	MARITAL STATUS	TEXT	MS	20
10	COMPLAIN	TEXT	C	15
11	PHONE NUMBER	TEXT	PN	13
12	ACCOUNT NUMBER	TEXT	AN	13
13	OCCUPATION	TEXT	OCC	30
14	DATE	DATE/TIME	D	8

Table 1: File Design

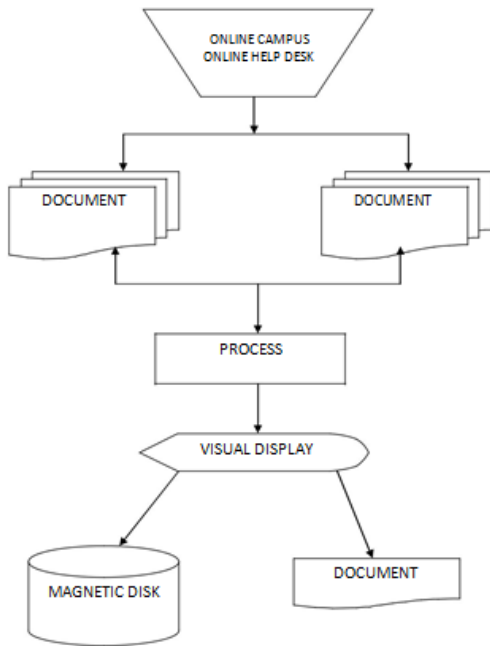*Procedure Chart:*

Fig 5 : Procedure Chart

System Flowchart:

![IFERP logo](connecting engineers... developing research)

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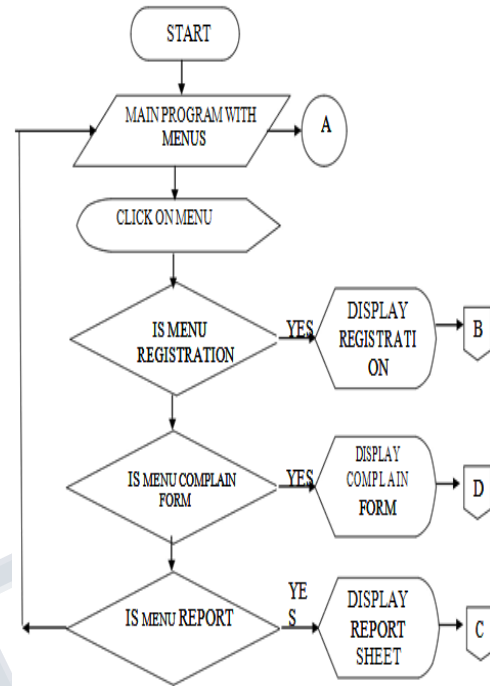
Fig 6 : System Flowchart

Program Design:

Having considered the old system, the structure of the new system was being prepared on paper. This involves a segmental designing method applied to the structure for the new system.
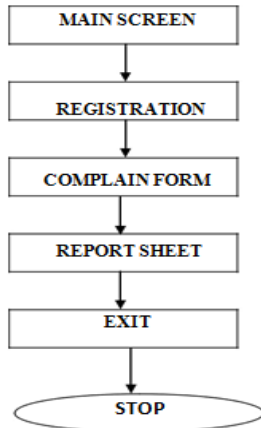

Fig 7: Program Design

Program Flowchart:

During the online customers' information design, a modular designing approach was used to design the program for the system. The design of the new system was carefully developed into paper considering the old system. Flowchart was used as an effective graphical representation of the program, as well as a design tool and it is aided in the evaluation of a logical correct program.
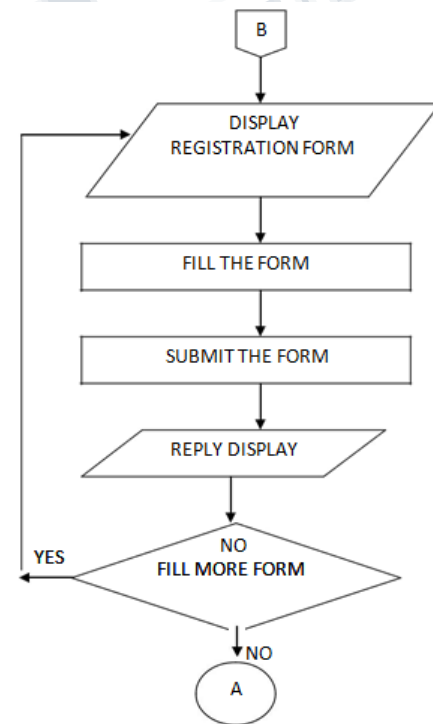

Fig 8: Main Form Flow chart

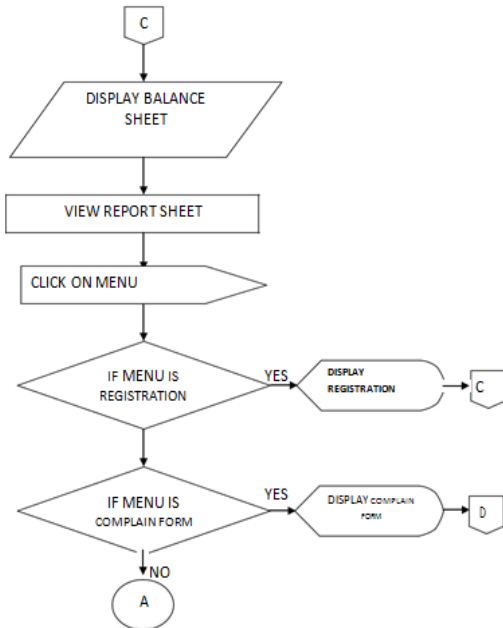*Fig 9: Registration Form Flow chart*
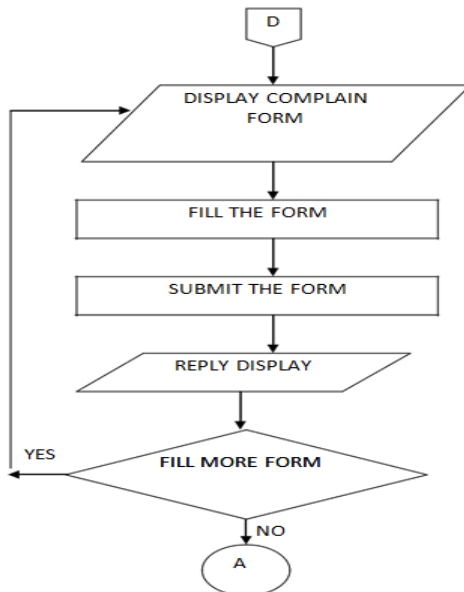
Fig 10: Balance Sheet Form Flow chart

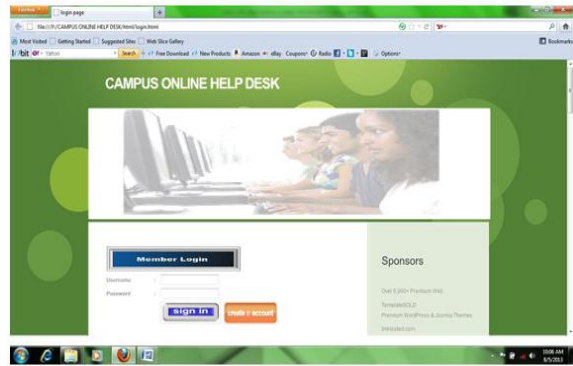Fig 11: Complaint Form Flow chart

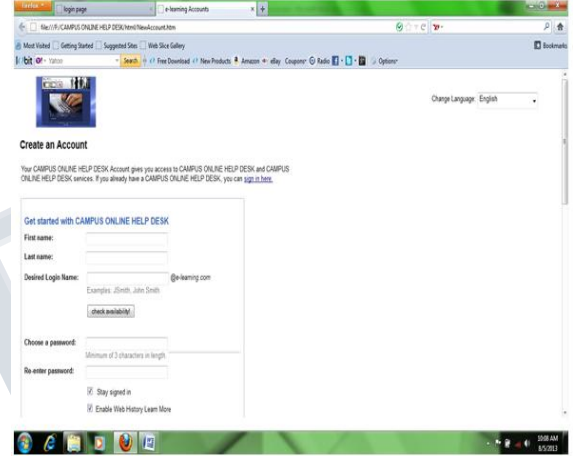**Screen shoots:**

Fig 12 : Login Page
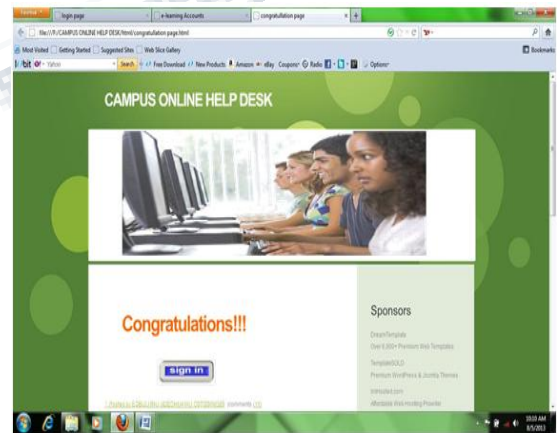

Fig 13 : Create Account

Fig 14: Congratulation Page

IV. SUMMARY

The primitive manual ways of checking customers' information are being replaced by the online customers' care system. Most organization now employs it because of unprecedented profit derived from online customers' care system. When the new customer comes on board your service they will automatically receive a thank you email. The use of auto responders from this point onwards is

critical in. getting your message in front of your customers. Not only to sell to them but to keep in contact with them. This is very important. Send them your messages with a contact email address, phone number or your mailing address if they wish to get in touch with you. You cannot afford not to do this because the next merchant will if you don't, and that's the merchant who will gain a loyal customer. Many times as a result of nothing more than a minor misunderstanding I have upgraded clients to a better deal at no extra cost. The clients love to see that you are not mainly after their money. And really you are not. Or at least you should not be. You are after a successful business that will supply your wealth over a period of time when you have worked at it, not before hand. Surveys suggest that service driven companies are able to charge up to 9% more for the goods and services they offer and grow twice as fast as the average. These are powerful incentives for becoming the best customer-service company in any industry. Equally, poor service has a cost penalty. It costs up to five times as much to go out and get a new customer as to retain those we have.

V. CONCLUSION

The importance of good customer care are good customer care matters because keeping existing customers is easier than finding new ones and satisfied customers will do a lot of our advertising for us. Most people consider doing business with a certain company because of a recommendation by a friend or acquaintance. Dissatisfied customers spread the bad news and undermine your business, which ultimately threatens everyone's jobs. So, objective must be to provide the highest standard of Customer Care possible and to always aim for excellence. A customer who feels good doing business with you and through you, the company is more than likely to stay with you and recommend you to others. People react to the way they are treated and act accordingly. With this in mind, think about why a customer is rude/angry/uncommunicative and ask yourself: Am I getting the customer-reactions that I deserve?, Is my treatment of the customer at fault?, Why is the customer acting that way and what can I do to improve the situation. Giving first is essential to your growth so put the client first every time, even if it costs you more now. The value of getting the customer in the first place must never ever be overlooked. Always try to answer any questions from your customers as soon as possible; this will create a feeling of professionalism immediately with your clients, so remember first impressions do.

VI. RECOMMENDATIONS

For the computerized customer information to be effective, I recommend having access to internet, having a well-designed website, Strong and reliable database, I. T inclined staffs, Government should ensure necessary infrastructure, Masses should be educated on the use of information technology.

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