

Online Service Help Centre of Customer

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Abstract: *The main aims in developing an Online Application to maintain all the daily work of Service Center. There has many features which are generally not available in normal Online systems for service management that track products and parts, send invoices to customers, etc. Additionally, it contains a feature that allows administrators to log in and monitor the entire system. You can utilise this system to look up things like Assign Work, Add/Remove Technicians, Add/Remove Products, etc. The administrator can generate a number of reports after logging into his account, including the Product Sell Report and the Service/Work Report. Overall this paper describes of ours is being developed to help the Service Center to maintain the Service Center in the best way possible and also reduce the human efforts. This paper also discussed designed and developed online helpdesk system to support customer service system related to the customer satisfaction, complaint, and solve problems within 24 hours.*

Keywords: Help Desk, Internet, Technology, Service

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