

# 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

## I. INTRODUCTION

In current situation Customer service representatives currently sit in front the office where complaints, problems, and queries from customers are received and stand in front of the counter where customers are served. The largest network of multi-brand electronic and electrical service shops in India offers a wide range of services. Offering best repair services for electronic appliances is how we work to improve users' experiences. Our only goal is to "provide care services for electronic appliances to maintain the devices in good condition and the customers satisfied." We offer best services with amazing packages that are created to provide you with significant well-equipped Electronic Appliances service centers and highly qualified mechanics.

Through computers organization, IT Firms, Universities and Businesses etc. can transact to their clients in a convenient way using advance technologies and specially the Web Application, The Web Application is created for Service Centre functions through this. Administrators (Managers) can reduce errors and effort in all customer support processes, transactions, and report creation. It is Web Application which is developed in HTML, CSS, PHP & MySQL. The purpose of this Web Application is to manage the activities of service centre. Even a person can handle very easily; it means Web Interface is user friendly.

## II. RELATED WORK

C. Cassandra, S. Hartono and M. Karsen, "Online Helpdesk Support System for Handling Complaints and Service," 2019 International Conference on Information Management and Technology (ICIMTech), 2019, pp. 3 14-319, doi: 10.1109/ICIMTech.2019.8843726.[1]

Wooten [2] described "Helpdesk is a formal organization that provides support function to users of the company's product, services, or technology". The utilities of helpdesk are described as follows: (1) provide a quick solution for the problem from the customer; (2) Improving efficiency of the company in solving problems; (3) saving time and cost; (4) accurate report concerning to customer complaint and easily learned from the past interaction between customer and service center.

[3]The technology acceptance to give customer service experience are growing in order to fit the changing needs of customers, such as self-service information seeking, live chat feature, and web personal assistant[4]. In offline customer service, a person has interaction with another person. But in online customer service, the interaction among person is limited [5]. Business has to respond faster and make sure managerial efforts are realized for the customer. The continuous and positive impact of responsive companies creates strategic value to manage customer [6].

The specific purposes of this study are described such as the following:

1. Design an online helpdesk system that can be used easily both from the representatives (customer service) and customers
2. Effectively and efficiently performing in solving problems requested by the customer
3. Shorten the service time due to lot of complaint from the customers.
4. Tracking customer dissatisfaction, learning the problem, and improve quality of services.

### III. METHODOLOGY

#### A. Dataset

Data collection is the systematic process of gathering and analysing information from various sources in order to obtain an accurate and detailed picture of a certain domain. A person or organisation can analyse results, come up with predictions regarding probabilities and trends, and respond to important queries by collecting data. Accurate data collection is essential to maintaining making management decisions, ensure the integrity of research, and maintaining quality assurance.

#### B. Research Method

Data collection for this project was accomplished through a review of the relevant literature. System analysis and design methodology were also used. A. Data Collection The activities included in this research's initial step, data collection, are: Research literature Look for previous research that is relevant and theories that support the investigation, such as those pertaining to the helpdesk itself and the development of helpdesk applications in other organizations or institutions.

#### C. Proposed System

To help users obtain necessary services like plumbing, electronic repair, gas stove repair, RO servicing, and electrical maintenance, our planned work is a web application designed with PHP as the front end and for backend using SQL server. Home service providers can register on this website and provide their contact information and basic information. By supplying the necessary information, such as name, age, gender, address, mobile number, and email address, a user can register with this website. After this they can login by providing their username and password. By providing the location, the customer can look a service provider. The user can send a request whenever they require a specific service. Once the user needs any particular service, they should send a request. Once the request sent by the user admin can received their request. Here, the administrator acts as an interface between the service provider and the user. The administrator contacts the specific provider, who then mails the clients to let them know how their desired service is progressing. This allows the users to obtain services faster and more easily of third parties who may not be familiar with the service providers. The administrator has access to the posted reviews and can view the complaints to take the appropriate action. Users may utilise the chat feature to ask questions if they have any

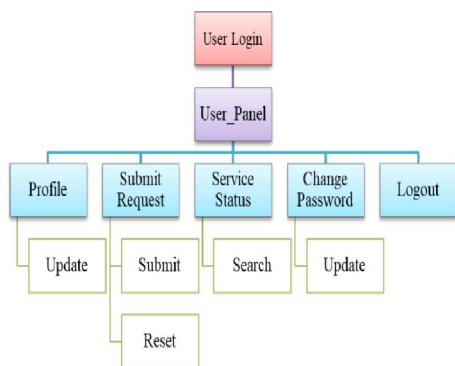


Fig 1. User Panel Diagram

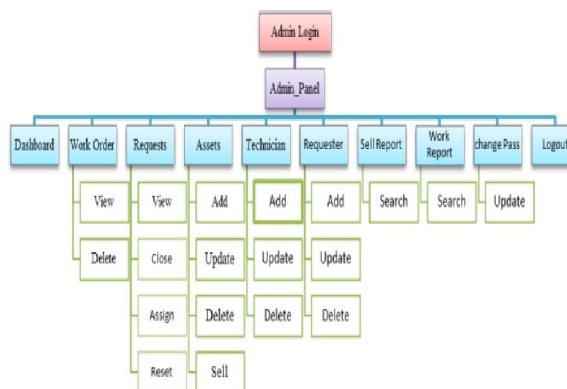
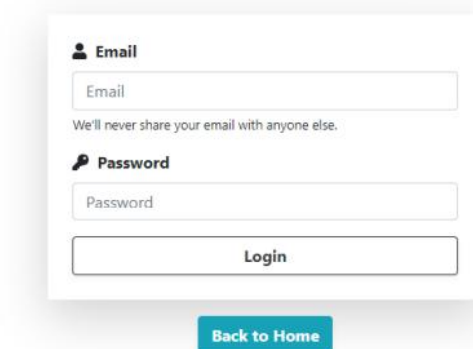


Fig 2. Admin Panel Diagram

#### IV.RESULT AND ANALYSIS

The goal of our project is to build a user-friendly web application which will help the customer and user, so a web application named 'Techno Point Service' is developed.

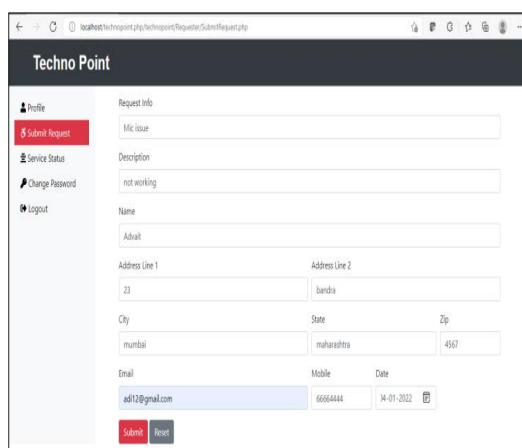
#### Techno Point services



The login page features a white card with a light gray border. At the top, there's a user icon and the label 'Email'. Below it is a text input field. A message 'We'll never share your email with anyone else.' is displayed. Underneath is a key icon and the label 'Password', followed by another text input field. A 'Login' button is at the bottom of the card. Below the card is a blue 'Back to Home' button.

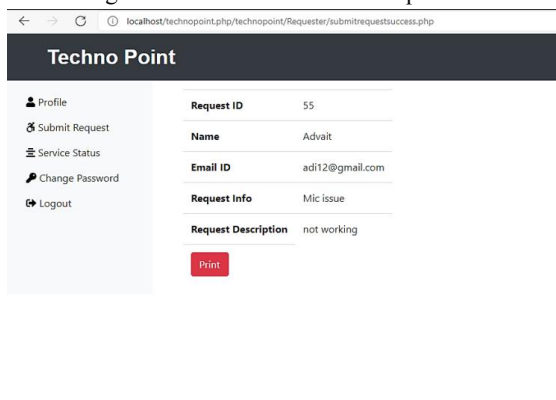
Fig 1. User Interface: LogIn Page

On the Login page, users must enter their email ID and password and then click on the Login button to redirect to the next



The 'Techno Point' customer details form is shown in a browser window. It has a sidebar with links: Profile, Submit Request (highlighted), Service Status, Change Password, and Logout. The main form area contains fields for: Request Info (Mic issue), Description (not working), Name (Advait), Address Line 1 (23), Address Line 2 (bandra), City (mumbai), State (maharashtra), Zip (4567), Email (adi12@gmail.com), Mobile (66664444), and Date (31-01-2022). There are 'Submit' and 'Reset' buttons at the bottom.

In the Customer Details, customers have to fill in each field like name, address, contact details, etc. and mention any issues in the details so that the admin can get the customer's details and provide the best possible services.



This screen shows the confirmation of the submitted request. It includes the same sidebar as the previous form. The main area displays the following information: Request ID (55), Name (Advait), Email ID (adi12@gmail.com), Request Info (Mic issue), and Request Description (not working). A red 'Print' button is located at the bottom.

After filling in the customer details, the customer has to print their issue details for the proof.

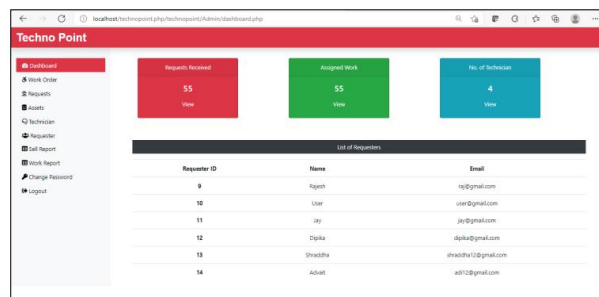


Fig. 4: Admin Dashboard

We also have an admin page in which the admin can view customer issues and provide them with well-educated technicians. The admin can also add, remove, and edit the system and provide the customer's requirements products.

## V. CONCLUSION

Instead of waiting for customer service to resolve the issue, the use of a helpdesk system can decrease tasks, problems, and improve customer satisfaction. The system may be used by the client to resolve issues without having to visit the service centre, which saves on the time it takes customer service to resolve issues. This was shown by a comparison between the current situation and the optimised situation. As you can see, the advantage of this online helpdesk system for this service organisation is that client complaints and wants will be handled more simply by using a single system, which will have the result of raising customer satisfaction

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