

DEVELOPMENT OF SERVICE DESK APPLICATION FOR BETTER CUSTOMER SUPPORT

ANITHA KUMAR

B.S ABDUR RAHMAN CRESCENT INSTITUTE OF SCIENCE AND TECHNOLOGY, Chennai

Customer to raise their repair request is much user friendly and technician can easily accept it and progress with the repair. Predetermined cost for Visiting, Install/Uninstall is maintained, so that overpricing is not allowed. Part prices can be seen by customer itself. Customer can easily schedule their calls. Approval/Reject of invoice in between customer and technician is available in each stage. There are visiting/Onsite/ Work shop which will be done only through customer acceptance Photos before and after service is always accessible by customer.

The digital age has amplified the importance of computer systems in both personal and professional spheres, making their uninterrupted functioning crucial. However, when issues arise, timely and efficient repair services become imperative. The system is built upon cutting-edge technology, integrating advanced algorithms and user- friendly interfaces to facilitate seamless communication and task management. For customers, the system offers a straightforward platform to log repair requests, track the progress of ongoing repairs, and receive updates in real-time. This ensures transparency and keeps customers informed at every step of the repair process.

On the other hand, technicians benefit from a comprehensive dashboard that prioritizes and organizes repair tasks based on urgency, location, and technician expertise. Automated scheduling, routing, and inventory management features optimize efficiency and reduce downtime, whether the repairs are conducted onsite or offshore.