

GLOBAL SUPPORT CENTER FOR CLIENT HOST COMPANY

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Abstract— These days IT service providers are rapidly embracing an automated services delivery model in order to keep pace with advances in technology and demanding market pressure to reduce and maintain quality. Application development and maintenance is a good example of a service system in which a sizable volume of tickets are raised every day for different issues to get resolved with a view to deliver uninterrupted service. An issue is captured as summary on the ticket and once a ticket is resolved, the solution is also noted down on the ticket as resolution. It will be beneficial to automatically extract information from the description of tickets to improve operations like identifying critical and frequent issues, grouping of tickets based on textual content, suggesting remedial measures for them etc. In particular, the maintenance people can save a lot of effort and time if they have access to past remedial actions for similar kind of tickets raised earlier based on history data. In this work we propose an automated method based on background knowledge of tickets for recovering resolutions for fresh tickets using unsupervised learning and the traditional FULL TEXT SEARCH algorithm.

I. INTRODUCTION

Nowadays IT service providers are rapidly embracing an automated services delivery model in order to keep mobile phone users are increased day by day. Service providers are facing a stiff competition in a rapidly increase industry requirements which dictates a efficient and cost efficient service delivery and support. In production support reloaded application development and maintenance project, the incident data in the form of tickets are used for different purpose such as SLA calculation. Dozens of tickets are raised by the user on the ticketing system for the purpose of resolving their problem while using different support system.

Normally a ticket is recorded on the system with a summary which describes the related issues. Manual screening of such a huge volume of ticket is would be laborious and time consuming. One need to extract information automatically from the description of ticket based on textual content. The ticket data would be argued which the concept using PHP codeigniter which is leads to the system in a domain independent manner. The ticket data in a spread sheet format contains a large amount of structured information. The tickets like user id, user name, category, sub category etc. Easy translate the entire system by modifying one translation files. Allow user and switch between a language of their choice using one unique language switcher. The sending tickets to be aligned together with basis of time with higher probability.

II. Related Work

Some of tickets are raised by the user on the ticketing system for the purpose of resolving their problems while using different support systems. Normally a ticket is recorded on the system with a summary which describes the related issue. The maintenance team examine the ticket, exchanges a couple of mails with the user possibly seeking an

explanation of the issue and indicating the possible solution and provides remedial actions on the ticket, after writing a short note on the resolution steps.

Manual screening of such a huge volume of tickets would be laborious and time-consuming. One needs to extract information automatically from the description of tickets to gain insights in order to improve operations like identifying critical and frequent issues, grouping of tickets based on textual content, suggesting remedial measures for them. Any prior knowledge which can be obtained by mining ticket data can help identifying resolutions for new tickets. These tickets usually consist of two kinds of fields, fixed and free form. Fixed-fields are customized and generated automatically. Once a new ticket is raised one can extract keywords and the corresponding concepts from the summary of the ticket using Full Text Search. Tickets are not easy to mine, because they basically contain the human description of a problem in free text. Classification of tickets that aims at minimizing the manual labelling effort while achieving good-quality predictions.

III. PROPOSED METHOD

In our proposed system we developed social network inbuilt to use clear the errors.

- In proposed system we can Change site name, logo and other settings.
- Able to login to social network.
- User can change their user settings, including name, email and password.
- Custom fields system allows you to add extra fields to registration form.
- A lot of people working on request, it keeps tracking of information for easier.
- We don't like sharing our email inbox with others but we can use the social network everyone can view and edit tickets in a tracking system.

Software is divided into separately named and addressable components called modules that are integrated to satisfy problem requirements. Modularity is the single attribute of software that allows a program to be intellectually manageable.

Client view

- Client View is the default page client logged in users and logged out users see.
- Allows them to view all their tickets they have created and made.
- Can view the Knowledge Base and categories.
- Users can purchase plans that add Premium time to their account.
- Users can change their user settings, including avatar, name, email and password.

TICKET CREATION

- Users can create tickets either by registering an account or creating as guests.
- Guest Ticket creation can be turned off in Admin Panel.
- Create categories and sub-categories (1 level) to help organise your tickets better.
- Assign staff to particular categories so they only see tickets created in those areas.
- Get notifications of newly created tickets with the notification system (includes email alerts).
- Tickets can be rated by users; you can view rated tickets in the Reports section.

- Your Tickets section shows all tickets that have been created in categories you are added to.
- Your Assigned Tickets section shows all tickets you have been assigned to.
- Create Custom Fields for tickets to collect extra information. Have custom fields appear for only certain categories.
- Attach files to Tickets. Can be disabled in the Admin Panel.
- Admin Notes allow staff to put notes on tickets that the client cannot see.

KNOWLEDGE BASE

- Create rich and detailed articles that users of your system can view.
- Uses Creditor which allows you to use a special text editor to insert Images, links and other media easily. Also has HTML view.
- Create categories to organise your articles.
- When a client types in the Ticket title, related articles will be shown next to the ticket based on article title.
- Search for articles using search system.

MEMBERS

- Manage members allows you to edit, delete and view members information such as their IP address, email and when they last logged in.
- Apply user groups to ticket categories to restrict who can view tickets.

REPORTS

- View a detailed graph of open and closed tickets for a specific date range.
- View recently rated tickets.
- View top rated staff users and see how many tickets they have been assigned to.

ADMIN PANEL DASHBOARD

- Custom Fields system allows you to add extra fields to registration form.
- Able to disable registration.
- Able to disable Captcha.
- Option to add Google reCaptcha.
- Change site name, logo and other settings.
- Able to disable social network login.
- Manage Members allows you to edit, delete and view Member information, such as their IP address, email and when they last logged in.
- User Roles allow you to create specific permissions for your users.
- Roles include Admin, Ticket Manager, Ticket Worker, Knowledge Manager and Client.

- User Groups allow you to sort and categorize members easily.
- Apply User Groups to Ticket Categories to restrict who can view tickets.
- Admin Announcements allows you to create announcements in the client area.
- Email Templates make translating emails much more easier by using our Email Templates option.
- Email Members area allows you to send emails to all of your registered emails.
- Select by User Group, Username or All Users.
- IP Blocking system allows you to block certain IPs from registering accounts and from logging in.
- Setup Payment Plans, Payment Settings and view Payment Logs for new Micro-Transaction feature.
- Ticket Settings allow you to customise how your ticket system is handled.
- Credits automatically added to user accounts after payment has been made.
- Users can purchase plans that add Premium time to their account.
- Can force users to have Premium Time to be able to submit a Support Ticket.

ALGORITHM

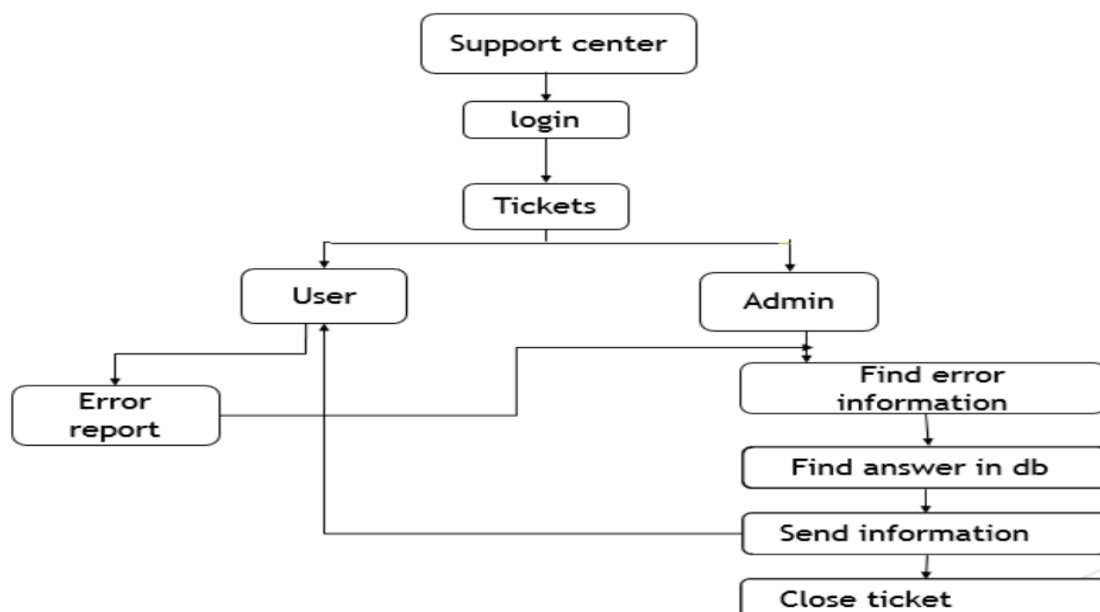
Input

- Finally all user use the searching algorithm for resolving errors, the whole information will be stored in the database and thus have full of security.

Methodology

Algorithm / steps

- Full text search for searching a single computer stored document or collecting in a full text database.
- It can be search is distinguished from searches based on metadata or on part of the original text represented in databases.
- In search engine to directly scan contents of the document with each query.
- It can be divided into indexing and searching.
- In indexing stage will scan the text of all the documents and build a list of search terms.
- In search stage when performing a specific query, only the index is referenced rather than the text of the original document.



CONCLUSION

- In this project, we propose an innovative approach to improve the user interaction design tends to be the major role in our project where a new user should be comfortable on using our environment when compared with others.
- The existing system contains a definite structure for its working process, where this could be overcome by using a user defined structure in our project.
- The security and accuracy of the project is to be enhanced in upcoming years as the security and the probability of our project is less when compare to others.

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