International Journal on Applications in Engineering and Technology
Volume 3: Issue 2: April 2017, pp 14 –17. www.aetsjournal.com ISSN (Online) : 2455 - 0523

ISSUE MONITORING SYSTEM

A.Poornisha devi, S.Neelambal, S.Ramkumar, R.Surya, S.Nithya Roopa

Abstract— The manual storage process of issue details and employee details of a BPO (Business Process Outsourcing) company will have some difficulties. In order to overcome such things Issue Monitoring System has been developed. The entire system contains four modules namely Customer, Employee, Issues and Tracking where each and every module has its own functionalities as explained below. The access to those functionalities will be controlled according to the user roles. For instance if user role is admin, complete access will be provided. The proposed systematic approach will have quick response, easily manage the large amount of stored data and creates good customer satisfaction.

Keywords— systematic Issue monitoring, user roles, customer, Employee, Tracking.

I. INTRODUCTION

It is popular to use the Internet and its applications widely in modern life. In the existing system, records of employee and customer are stored in files manually which needs more storage space and careful maintenance. The difficulty increase as larger number of issue increases for monitoring process. Even though the files are maintained properly, searching for any specific customer or particular employee information takes more time. Compared to existing process, proposed system can deal with larger amount of data. The below figure 1 is the homepage of Issue Monitoring System. Because of having vast work in monitoring system, entire responsibility belongs to admin who will take care of all events such as issue solving process, employee's working status and customer satisfaction

The website will have login page alone and not the register page. Because account for users will be registered with user role by admin and the login details like username, password will be sent to user's email account.

Poornisha devi . A , UG Scholar in the Department of Computer Science and Engineering in the Kumaraguru college of Engineering and Technology.
Neelambal . S , UG Scholar in the Department of Computer Science and Engineering in the Kumaraguru college of Engineering and Technology.
Ramkumar . S , UG Scholar in the Department of Computer Science and Engineering in the Kumaraguru college of Engineering and Technology.
Surya . R , UG Scholar in the Department of Computer Science and Engineering in the Kumaraguru college of Engineering and Technology.
Nithya Roopa .S , Assistant Professor in the Department of Computer Science and Engineering in the Kumaraguru college of Engineering and Technology.

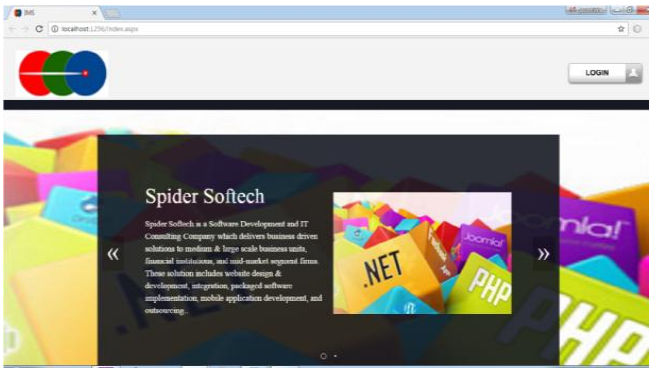

Figure 1. Home Page

II. ISSUE MONITORING SYSTEM

The proposed system has been developed using the tool Microsoft Visual Studio 2012 with asp. Net c# as front end and SQL Server Management as backend.

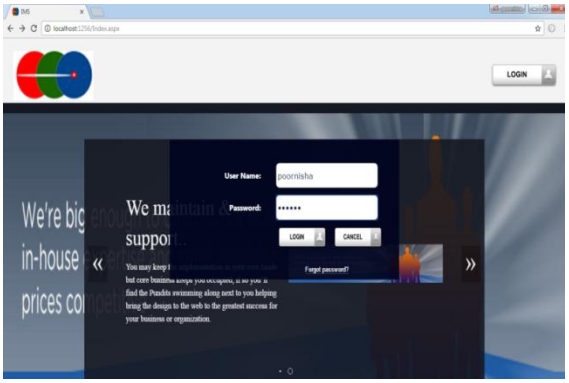

Figure 2. Admin Access.

The admin will login and create new employee or new customer account which contains basic information like name, phone number, email id, address, state and city. Once if admin has created the user account, corresponding username and password will send to the respective email, using which user can login and continue the functions. The user can even use forget password option provided in the login phase , when the user password will automatically get regenerated with alphanumeric characters and sent to the user's email account.

III. MODULES OF ISSUE MONITORING SYSTEM

As explained earlier, the system contains four modules named as customer, employee, issues and tracking which are all explained as follows.

A. CUSTOMER

The admin will create and save customer details as shown in the figure 3, where username and password has been sent to the customer's email id. Along with the basic information of customer, details like project name and project domain is also obtained.

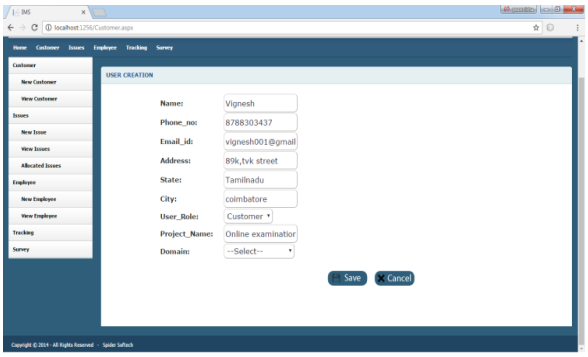

Figure 3.Customer creation by admin.

For the user role of customer, sessions like issue intimation, tracking of the issue and feedback page will only be accessible. On the Issue intimation page, as shown in the below figure 4, the customer can able to mention and describe the issue with its domain. Along with that, the customer must select the priority level of solving the issue, which may be high, medium or low.

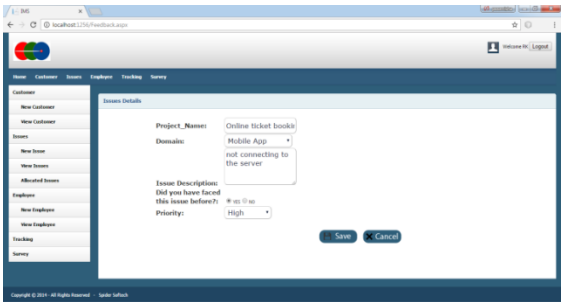

Figure 4.Issue description by Customer.

Apart from those details, customer should also mention about previously occurred state of issue. It will make the work of employee as simple to deal with monitoring tasks. If it is a previously occurred issue, then employee can able to check with the solution used for solving that issue before. These are all the tasks that can be done by the customer. Apart from that, the customer module also contains the page in which complete details of whole customers will be displayed and such a session has full visibility to admin and partial visibility to employee. Apart from these customer module tasks and functionalities, user also has the option of updating details in case of any change, as shown in the below figure 4 a.

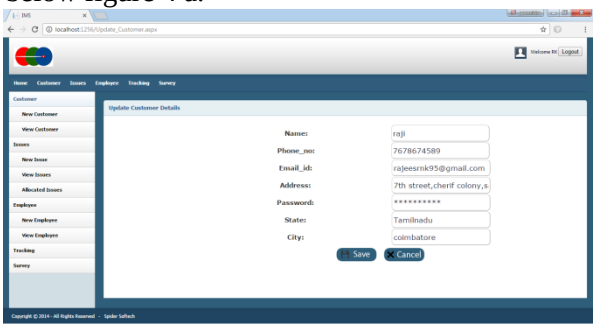

Figure 4 a. Update Customer.

B. EMPLOYEE

The employee module is partially similar to that of the customer creation page. For such a user creation, admin will enter some basic details like name, phone number, address, state and city. Then after selecting the user role as employee, the domain area in which user is working will be selected. After the completion of user creation, the new user name will be listed in the view employee page. Then for each and every employee there will be performance grid, which is to be filled by admin on verifying the employee.

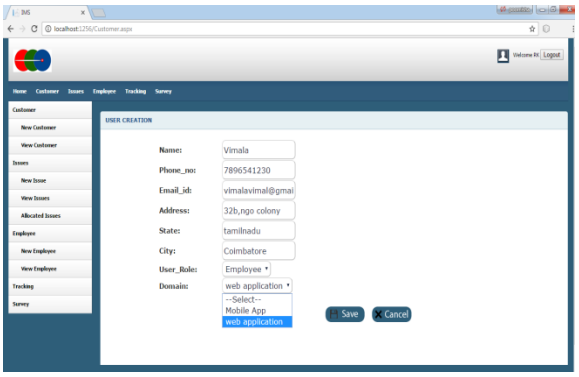

Figure 5.Employee creation by the Admin.

The view employee page will list the user as per higher to lower priority order depends upon the number of issues handled, number of experience years and success rate based on customer feedback. If any new issue comes, it will assign to employee with higher performance value according to the user domain. Then if second issue comes with medium or low priority, it

will assigned to the same employee if the first issue's priority is high, else it will get assigned to the employee with second higher performance value and continues till all user get assigned with issue.

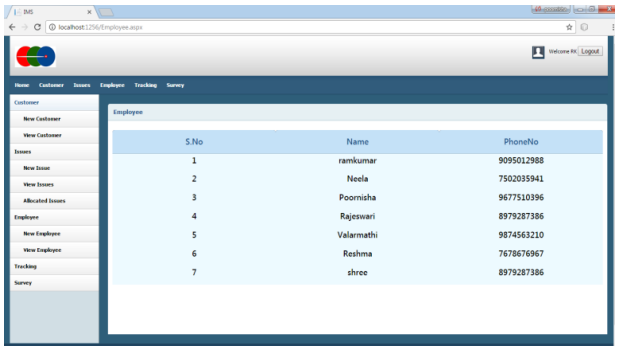

Figure 6. View Employee.

In employee module, view employee page will display entire availability of employee in the industry which contains information like name, phone number and performance values. This complete employee session pages will have access only to the admin. These are all the functionalities of employee module.

C. Issues

The Issues module on the Issue Monitoring System will have three pages as new issue, view issue and allotted issues.

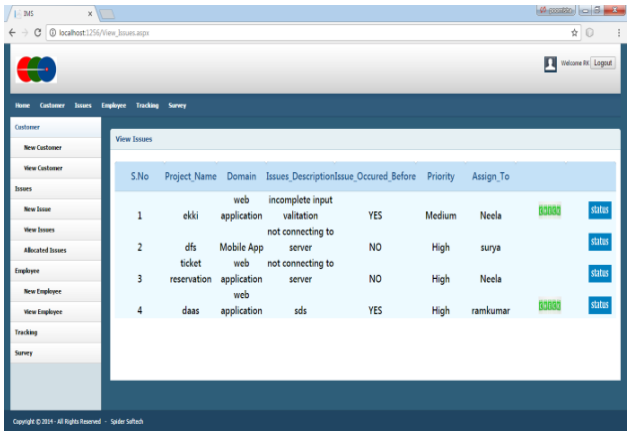

Figure 7. View Issues.

The first page of issue module will be new issue page Where issue is described as said earlier in the figure 4. Then the second page of issue module will be view issues, which displays complete issue counts and details like project name, domain, and issue description, issue occurrence in previous time, priority and assigned employee. It also have two buttons as status and check, where the status button will enable admin to know about level of process going on with that issue and the check button is visible only if it is previously occurred issue. If that check button is clicked once, then the previously used method and solution can be known.

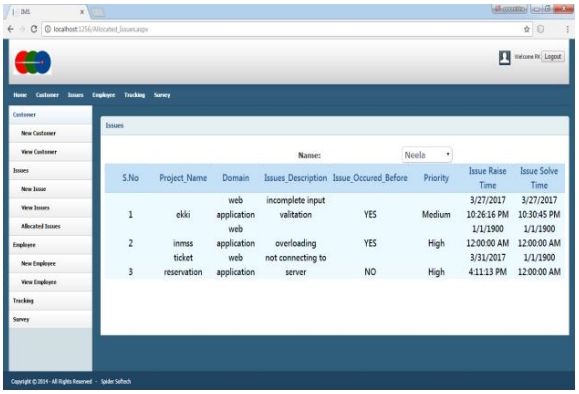

Figure 8. Allocated Issues.

The third page of issue module is the allotted issue page which can be accessed only by admin .This page contains a single dropdown box holding the list of issue allotted employee names. If any of one is selected, then issues allotted to that particular employee will be displayed, as shown above in the figure 8, with information such as project name, domain, issue description, issue occurrence and priority level.

D. Tracking

The final module tracking will be accessed by the customer in order to know the current level or status of issue raised. After completion of the issue solving process, customer can provide feedback, which decides the performance values of employee. The feedback may contain the satisfactory levels like very satisfied, satisfied, good, dissatisfied and very dissatisfied. Thus the four modules functions and tasks have been explained.

IV. FEATURES OF THE APPLICATION

The system has been developed for reducing the work of an employee from maintaining many manual records and also for the comfort of customer. The employee need not care about all documents every time for storing and searching. In this application every user has option to update with basic details in case of having any changes in it. The customer who bought product from the company, alone can able to complaint about issues using user account. Thus either unregistered customer or illegal persons cannot give such an issue complaint. In this application, the admin can able to intimate lazy employee or degrading employee with a warning. Other than that performance of the employee

will be updated with feedback collected from customer for showing better progress.

V. CONCLUSION AND FUTURE ENHANCEMENTS

The Issue Monitoring System has been developed because in now-a-days the Informational technology field has reached to greater heights with Internet facilities and there is wide usage of websites. And therefore considering the future, reach of websites will have no limit. This system can be beneficial in many ways. At first, there will be generation of transparency between the customer and the company. Secondly, it will reduce the efforts of an employee which makes quick response to issue allocation and completion. Thirdly, the system will save valuable time of employee and customer. The overall issue monitoring process will be under the control of admin hence can manage and maintain the system easily.

REFERENCES

[1] Benedikt, M., Freire, J., Godefroid, P., VeriWeb: Automatically Testing Dynamic Web Sites, In proceedings of the 11th International Conference on the World Wide Web (Honolulu, Hawaii, May 2002).
[2] Ricca, F., Tonella, P. Analysis and testing of web applications, In ICSE '01 Proceedings of the 23rd International Conference on Software Engineering, pages 25–34, 2001.
[3] Van Deursen, A.,Mesbah , A., Research Issues in the Automated Testing of Ajax Applications. In Proceedings 36th International Conference on Current Trend in Theory and Practice of Computer Science (SOFSEM), pp. 16-28. Lecture Notes in Computer Science 5901, Springer-Verlag, 2010.
[4] Health issues monitoring system: http://www.hsa.ie/Work_safely/ Safety_and_Health_Monitoring
[5] Water resource organization: http://www.oregon.gov/owrd/Pages /GW/gw_monitor_well_form.aspx
[6] Network and site reliability system: http://www.site24*7.com
[7] Introduction: Web Application Recipe, Steven A. Gabarro, Web Application Design and Implementation:Apache 2, PHP5, MySQL, JavaScript, and Linux/UNIX, Year: 2007.
[8] International Journal of Engineering Trends and Technology (IJETT) – Volume4 Issue5- May 2013, Web-Server based Student Attendance System using RFID Technology, Abdul Aziz Mohammed#1, Jyothi Kameswari U # 21. Research Scholar, ECM Department, K L University, A.P., India 2. Assistant Professor, ECM Department, K L University, A.P., India.