



Case Study



Icreon

Ticketing System

An online call logging application

AF IT & Consulting Services Ltd. an Ireland based consultancy service provider required a web based application which would enable it to manage all its clients from a central location. They wanted to provide their clients with an online platform to log and view status of calls. The solution developed by Icreon provided AF Consulting with an online ticketing system which included a front-end interface wherein their clients could login and enter details regarding their queries and problems. Back-end interfaces were developed, using which, AF IT administrators and staff could easily track and manage these problems and queries logged by clients. An extensive reporting module was integrated with the application.

Customer Profile

AF IT & Consulting Services Ltd. is an Ireland based company providing consultancy services in the fields of IT, Internet and Telecommunications. They started operations in 2003 with the aim of improving the business processes, of small and medium sized companies, through effective use of technology. Some of the services offered by them include: Network design, implementation and project management; customized IT training courses etc.

Business Requirements

AF Consulting wanted a solution which would enable them to manage clients through a central location. They required a web based application using which their clients could log calls regarding their problems into a centralized database. Provisions enabling AF Consulting clients to track and view their call status were required to be built into the application.

A support management module was required to be integrated with the solution that would enable AF Consulting to store details about the type of support packs that clients have purchased from them. Based on call details, support pack purchased and the time and effort taken to resolve the calls, calculations regarding number of hours consumed and remaining within a support pack for a client were to be made and stored for reference.

An extensive reporting module was required to enable them to generate and download reports such as Staff Performance, Call Analysis etc.

An automated web based solution to facilitate call logging

Based on AF Consulting's requirements Icreon developed an online call logging system which includes interfaces for clients to log their calls and interfaces for administrators to view and resolve calls logged by clients. The solution developed by Icreon, provides AF Consulting with a centralized database where all client calls and their resolution details can be stored. Using this data stored, an

extensive knowledge base can be created. Clients can access this knowledge base and search for resolutions.

Based on support packs purchased by the clients, call details, and resolution time, automatic calculations for numbers of hours used and number of hours remaining are performed. These calculations are used to generate alerts and warnings to both Administrators as well as individual clients.

The Call Logging System includes the following modules:

Administration Module

The administration module enables AF Consulting administrators to maintain and manage the entire call logging application. Easy to use browser based interfaces enable administrators to perform the following tasks:

- **User Management:** Through this section, administrators can create and manage other back-end users. Administrators can assign rights to restrict a back-end user's access to specific sections within the Administration module.
- **Client Management:** Administrators can create login ids for clients and store client details such as name, email id, client group, address, support pack purchased, start date of support pack, etc. Clients can use these login ids to access the front-end.
- **Call Management:** With this section, back-end users can view and reply to calls logged in by clients. Interfaces enable filling in call resolution details, for each call, such as resolution date, resolution method, duration etc. Administrators can define and set call priority levels within the application.
- **Support Management:** Through this section, administrators can manage details for various maintenance packs. Details for maintenance packs such as description and response time can be entered and stored in the system.

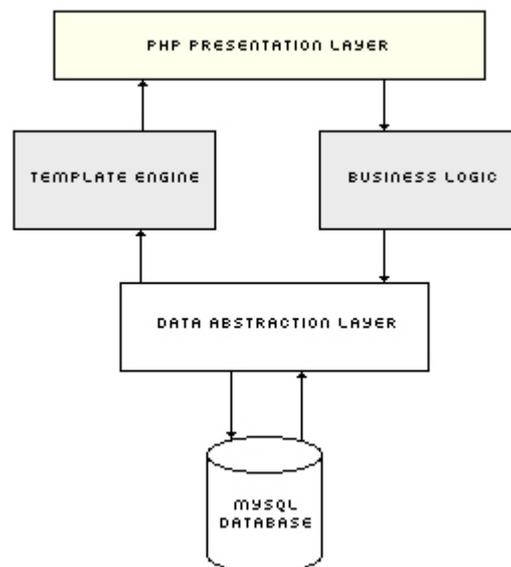
Administrators can view a list of support pack upgrade request sent by clients. Options to grant and reject the request are provided. Based on the granting of a request, the number of hours requested for is added to the clients' support pack.

- **Report Management:** A comprehensive reporting module has been developed through which administrators can download and view the following reports: Incident Summary, Incidents Resolved, Support Pack Analysis, Non Maintenance reports, Contracts Expiring and Staff Performance reports

Client Module

The client module is the front end through which clients can access the call logging system and log details of their problems and queries. To access this module, clients need a login id and password, which is generated for them by the Administrator. Through easy to use browser based interfaces clients can perform the following tasks:

- **Call Management:** The Call Management sub-module allows clients to log into the application and enter relevant details such as Call Title, Call Description. Clients can also tag these calls as “Priority”. The Call Logging System has been built such that it automatically pre-populates ancillary details into relevant fields; these details are fetched from information already entered into the system, by the Administrator, and for a Client. Clients can also track the status of calls logged by them, and view its entire history. Through this sub-module, the CLS Knowledge Base can be accessed and searched by clients.
- **Support Management:** Clients can view details of the support pack purchased. Details include date of purchase, expiry date, number of hours purchased, items covered etc. Alerts about the expiry of the support pack and overdue hours are provided to the client. Through the support management module clients can also request for a support pack upgrade.
- **Account Management:** Clients can view and edit details of their profiles created by the Administrator. The details that can be edited include client name, email-id, contact number, password and contact address. Each client can have multiple contact persons associated with them. Details such as name, telephone number and email id of each contact person can be entered and saved in the client’s contact list.



System Architecture

Technologies used in developing this application are:



Summary

The web solution developed by Icreon fulfills AF Consulting's requirement by providing them with a robust ticketing system that enables them to manage their clients in better manner. Clients can log their calls in a central location, where it can be viewed and attended to by AF Consulting staff thereby ensuring a faster resolution time for solving client problems. Detailed call resolution and staff performance reports enable AF Consulting to provide better and improved services to their clients.