AP2K: An Autonomous Suggestive Solution for Service Industries

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Abstract - *Now days, every organization uses computers and other hardware devices in their organization and also the individuals need it for their personal use. So if any problem occurs in computers then the work may be organizational or personal then they need to be solved. So, the people will contact the specialist person so that problem can be solved and people will continue their work. But till the people come and solve the problem the tasks of people and the organizational work will get stopped. Sometimes the specialist said that the device should be replaced by other or should by the new one. To solve all these complicated processing we are designing the website that solve these entire problem efficiently and effectively. If the non-technical person does not understand it then we are providing the chatting facility as well as image and video uploading options. The problem is solved by a company named as "Trideo System" in which the employee's in organization are the specialist in different problem solving types. If required, the company will provide products according to the requirement of user. So the website provides the best service to the organization as well as individuals.*

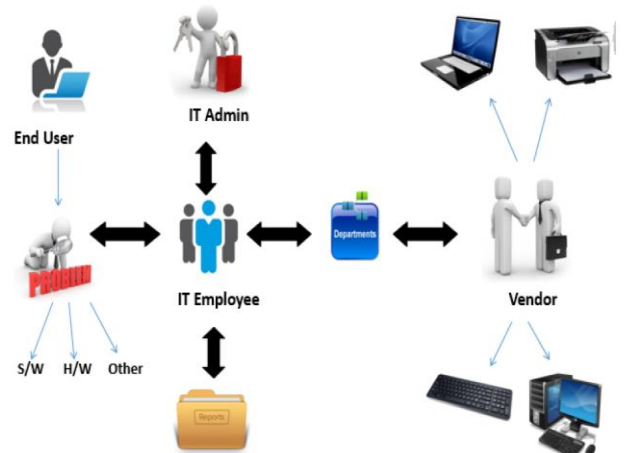***Key Words***: *CSS, Problem solving, SQL and PHP*

1. INTRODUCTION

Now days, every organization uses computer and hardware devices. Individual also need it for their personal used. So if any problem occurs then people always contact to expert person and expert solved that problem. But sometimes it may happen that expert says that device should be replaced by another device. Then this is very time wasting Process. Hence to reduce time we design framework that help to people. Immediately solve their computer hardware and software problems and in some cases if product is required then it will also provide.

This proposed system is working for the peoples who have the problems in their pc hardware and software and provide the products. User logging into system and user should able to register their problems as well as upload images and videos of computer related problems. That collected complaints which are registered by user that are solved by IT employee. If any products are required then they will give by department. All kind of IT employee data are handled by IT Admin. IT Admin have data such as which employee solved complaint immediately. According to this it will give rank to employee. There is no risk of data mismanagement at any level while project development is under process. It provides high level of security with different level of authentication. User friendliness is provided in the application with various controls.

2. THE OVERALL FRAMEWORK OF AP2K SYSTEM

Fig-1: Overall framework of AP2K system.

This section gives overviews site map of the web site. There are four typical periods in a web site, including user, IT Admin, IT Employee, vendor and department. Accordingly, this web site is composed of five components, as shown in Fig. 1.
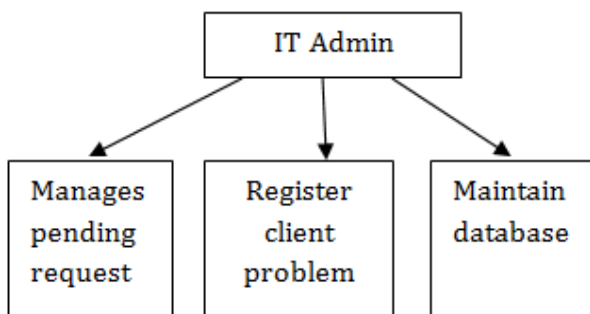
2.1 THE DESIGN OF AP2K SERVER

There are different sections for the server side:

1. Department
2. IT admin
3. IT employee

Server accepts the request from the client and response gives as generate report, it fulfill the request of the clients.

2.1.1 IT ADMIN FUNCTIONALITIES

Fig-2: Functionalities of IT Admin

The report is send to the IT Admin, which having control on all modules. IT Admin have the exact and detail information about every employee and their work. IT Admin gets the user's registered problems and manage the information of the employees. Some functionality of IT Admin are shown in fig.2

1. Manages pending request

IT admin checks the any pending request of client in their database. If any client request pending then admin check the work experience of the employees. How much amount of time it fulfill the client problem with large number of success then IT admin allocate employee as handle the pending request.
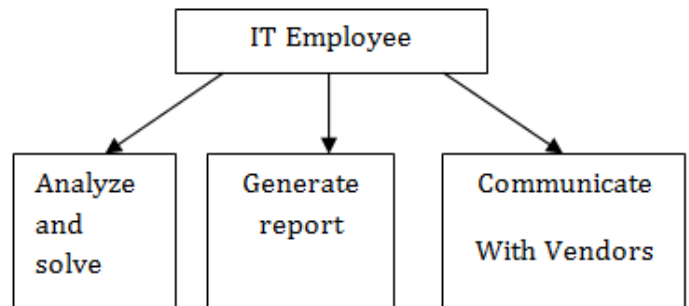
2. Register Client problem

After the successful login of the client then client has to select which type of the problem occur in his system. This problem register into the client account it maintain by IT admin.

3. Maintain Database

Administrator is the main core of system. Admin maintain databases for client, IT Employee and the vendors.

2.1.2 IT Employee Functionalities

There any various employee work under the company. Employee may technician or software engineers. They are actually solve the problem are working according their skills they will perform their task. Some functionality of IT employee are shown in fig. 3

Fig-3: IT employee functionalities

1. Analyze and solve

IT employees are analyzing the problem. When the clients are define their problem on website after the login into the website. Employee identifies the problem by using the different categories of problem clients are going to select. The different categories of problem:

1) Hardware Problem

2) Software Problem

3) Other Problems

2. Communicate with Vendors

Client request for any hardware devices then vendor come into scenario. IT employee establishes communicate with the vendors.

3. Generate Report

After the fulfill the client request then employee generate report client purchase any hardware then according device amount bill report will be generate. Employee sends this report to admin.

2.2 DESIGN OF AP2K CLIENT

In client side design, Client logging into the website and if client have any problem related to computer they can registered their problem on website.

3. CONCLUSIONS

The AP2K is of great value in use and vast potential for future development. The AP2K system based on the website is convenient, flexible and can provide more help for people's daily lives. This paper has realized the basic framework of the problem analyzing and detecting system. In the future it can be added more function like solve laptop, mobile, printer and other hardware and software problem on this basis.
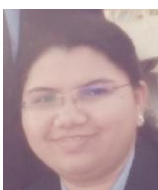
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