

# Technical Support Through Ticket Control Using ERP System

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**Abstract** - Technical support through ticket control is an ERP system to make calls more efficient in hardware store.

This System is a software application developed to manage most of the activities or tasks running in a hardware store. This system has divided into three main modules that are Ticket control Enquiry and Stock management, Replacement and maintenance of various products. This application will provide features such as Call and Time management, stock management to control stock availability, staff information management to handle employee details, supplier information management for purchasing order and generate report.

**Key Words:** Ticket, ERP, Data Analysis, Replacement, Enquiry.

## 1.INTRODUCTION

Enterprise Resource Planning (ERP) is business process management software that allows an organization to use a system of integrated applications to manage the business and automate many back office functions related to technology, services and human resources. We are using ERP system to provide technical support in the hardware store. Our system will provide solution for ticket planning, enquiry management and replacement section. In ticket planning our system provides solution for customer call management so as to increase profit. Here, call record as well as employee status is present hence assignment of employee to ticket becomes easy.

Also notification is send to employee indicating assigned ticket. While working on ticket employee will set the required time, because of which more number of tickets will complete in one day and profit is increased as well as satisfaction of customer takes place.

In hardware store each day lots of calls are coming to ask for particular product but only few of them is useful as those customers buy that product. Remaining calls are only for enquiry purpose. Our system will manage those enquiry calls so that more customers will actually buy the product and not only ask for that product. Hence profit is increased.

We also focus on stock and replacement management. In case of replacement if product is within warranty period then it is passed to company for replacement. Our system will record entry of those products so that after it is replaced by company it will become easy to check the customer and send to it.Hence customer is satisfied

Ticket control Through Technical support is software which can be used by hardware vendors, manufacturing units, and other merchants across different businesses. It is used for managing Tickets (calls) of customers, stock of products in their warehouse or in the shops.

In existing system, a shop owner used to manage all his calls, sales and accounts on paper.

## 2. EXISTING SYSTEM

As we know manual system are quite tedious, time consuming and less efficient and inaccurate in comparison to the computerized system.

Following are some disadvantages of old system-

1. Time consuming
2. Less accurate
3. Less efficient
4. Lot of paper work
5. Slow data processing
6. Not user friendly environment
7. Difficult to keep old records

## 2. SYSTEM OVERVIEW

The main objective of this project is to maintain daily calls of customers so that maximum number of calls can be done in a day and customer satisfies company's service. System also maintains all the stocks in the company by recording all the details of the product so that in future company can find all the reports for the products. In Replacement management the system has all the records of the product so that admin can easily find the details of the product which has to replace.

There are main 3 modules in the system:

1. Ticket Control
2. Enquiry and Stock Management.
3. Replacement management.

### 2.1 Ticket control

#### 2.1.1 What is ticket?

Customers can visit the company for various reasons either he wants service from the company or he may want to buy a

new product from the company or in some cases customer want to replace a product which was purchased earlier from the same company. When the customer wants a service from the company for his work, company assigns employee for that work, and this is called as "Ticket".

### 2.1.2 Role of Admin

#### Ticket Assignment

Admin records all the details of employee and then according to area and address of customer he assigns the employee for particular Ticket.

#### Notification to employee

Notification is send to employee indicating assigned ticket. While working on ticket employee will set the required time, because of which more number of tickets will complete in one day and profit is increased as well as satisfaction of customer takes place.

### 2.1.3 Role of Employee

At the employee side employee can see all the Tickets assigned to it. And he can manage tickets according to his convenience. When he starts to work for a particular ticket he enters start time and time required for a ticket to complete. And when he finishes the ticket employee enters the end time and finishes the ticket.

## 2.2 Enquiry and Stock Management

### 2.2.1 Enquiry

This sub-module is used to handle daily enquiry calls. In hardware store each day lots of calls are coming to ask for particular product but only few of them are useful as those customers buy that product. Remaining calls are only for enquiry purpose. Our system will manage those enquiry calls so that more customers will actually buy the product and not only ask for that product. Hence profit is increased.

### 2.2.2 Stock

This sub-module is used for adding new products to the system. Whenever stock items are used then it is removed from system. From the report it will become easy for company to plan for new products.

#### Add Product

This sub-module is used for adding new products to the system. It will require some basic details like Product Category, Product Name, cost price, selling price, its quantity.

#### List Product

This sub-module lists all the items present in the database of the Stock Management System. It will have options to edit the details of each item or delete a particular item from the list.

When he starts to work for a particular ticket he enters start time and time required for a ticket to complete. And when he finishes the ticket employee enters the end time and finishes the ticket.

## 2.3 Replacement Management

### 2.3.1 Record entry

We also focus on stock and replacement management. In case of replacement if product is within warranty period then it is passed to company for replacement. Our system will record entry of those products so that after it is replaced by company it will become easy to check the customer and send to it. Hence customer is satisfied.

## 3. SYSTEM ARCHITECTURE

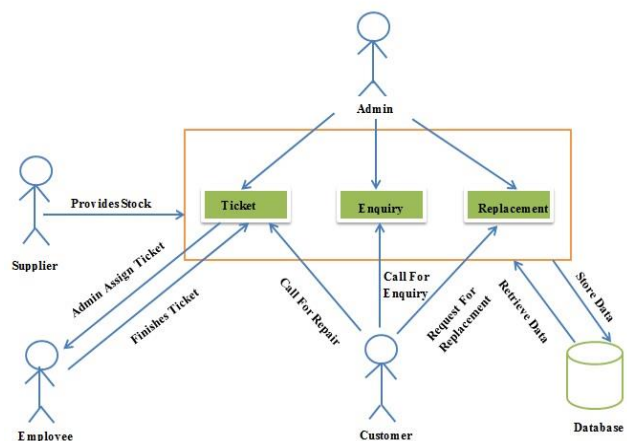


Fig -1: System Architecture.

## 4. OBJECTIVES OF SYSTEM ARCHITECTURE

1. security-message is passed to customer indicating identity of employee which prevent from fraud to occur.
2. Message of bill is send to employee as well as customer so that system becomes reliable.
3. By using our system more number of calls will be completed so that profit is increased and time is saved.
4. Reports are generated which helps in buying more demanded products hence stock will be managed properly.
5. Inward and outward stocks record is maintained which help in managing stock.
6. As message is send to customer regarding id of employee, generated bill and delay customer will be satisfied
7. Performance of employee is checked and according to its specialization work is assigned hence management of ticket becomes easy and efficient.

### 5 .BENEFITS OF PROPOSED SYSTEM-

1. security-message is passed to customer indicating identity of employee which prevent from fraud to occur.
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### 6. RESULT AND OUTPUT

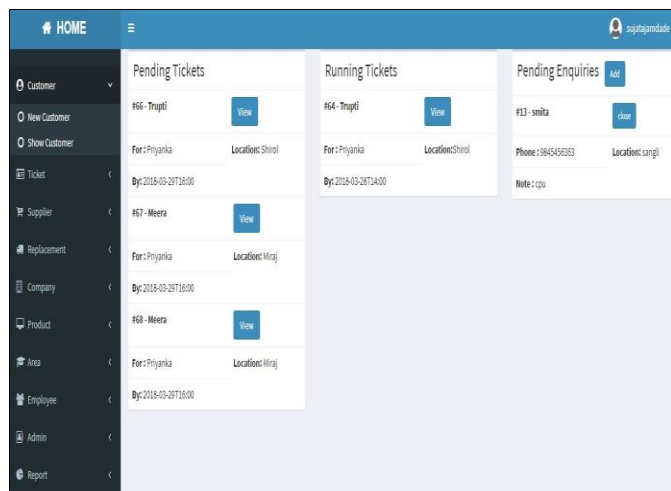


Fig -2: Home Page (Admin)

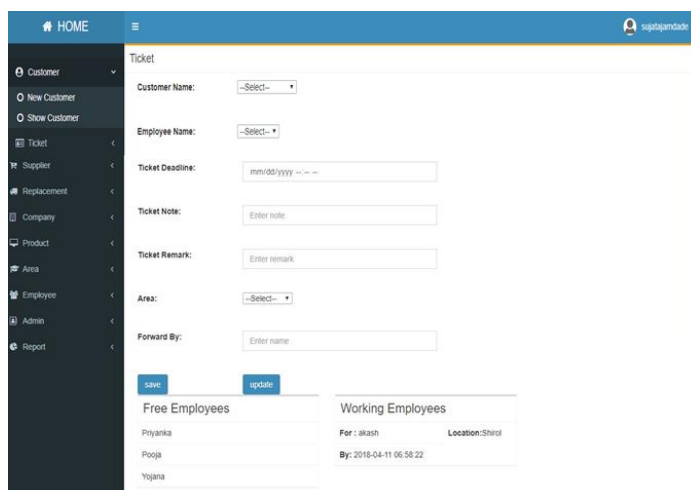


Fig -3: Ticket assignment.

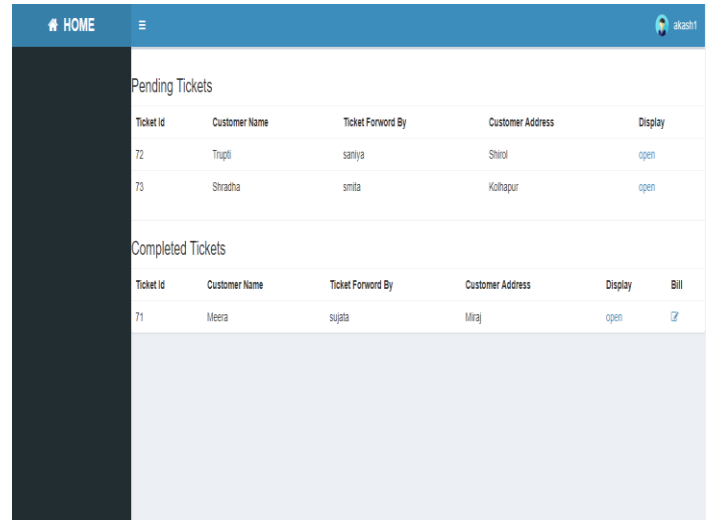


Fig -4: Home Page (Employee)

### 7. CONCLUSION

In this project we have implemented modules of ERP which are beneficial to increase company’s profit. The system helps to manage all the tickets more efficiently and efficiency of the work increases. And also all the stock of company is recorded into system which helps to generate reports properly. System also helps to give security to the customer by passing message to the customer with employee’s details. System generates report for purchasing products in future based on the number of products sold.

In this project we have implemented module stock and replacement which is beneficial to handle all product related information. It generates bill according to stocked and purchased quantity of product.




In this project we maintain all the enquiries of customer, by using these enquiries admin negotiates with the customer. In this way it increases the number of customers.

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