ABSTRACT

Bangkok Bank PCL is the largest commercial bank in Thailand. It has over 600 branches and offices operate in every regions of the country. Recently, the bank has initiated the department project called Office Automation Project to design and implement the computing environment to facilitate the flow of information between every business units in the bank. The project was highly success and now every business units can communicate with one another by using Microsoft Outlook XP and other file sharing facilities.

To support its users, the Office Automation project has setup a Helpdesk to assists the user to correct their problems by phone and on site(head quarter only). Due to the rapid expanding of the newly rolled out branches, the business units that are using an OA platform has overwhelmed the capacity of the Helpdesk to provide and efficient support the users. Pending Case number is rising and the lost of problem case tracking has become inevitable because, the current existing Helpdesk System performs everything manually from problem solving to report preparing.

To elevate the mentioned problems, OA has decided to implement the new computerized Web-based Helpdesk Information System, which will improves the support operations and corrects the problems from the existing system performing every support tasks via the Web-browser and centralized database system. The new system provides faster query process to allow the Helpdesk officer to access to the knowledge Base to assists them to solve the problem. In addition, because every problem case must be registered to the system, status tracking of the problem case can be done easily and efficiently. The new system will be implemented on ASP technology and Microsoft SQL Server2002.