

ABSTRACT

AIS is a large company which has used many application use to support customers. This causes AIS to have many problems from existing application such as application problem, network problem, computer client problem (Hardware and Software), server problem, process problem, authorization problem, etc. Therefore AIS must have the efficiency “IT Helpdesk” to support and solve every problem of existing application. IT Helpdesk will receive problems from users that compose of AIS employees, ACC Call Center, Telewiz Shop, Dealer Shops and some content partner. When receiving a problem, Helpdesk Agent will record it in the helpdesk application to stamp time that receive problem and input the details of problem to solve it together. If Helpdesk Agent cannot solve problems by themselves, they will escalate the problems to another department (Tier 3) that involves each problem type such as Server Problem will be escalated to “System Admin”, Network Problem will be escalated to “Network Department”. After Tier 3 has solved the problem they will respond to Helpdesk to inform the user that the problem can be solved and then close the problem.

The proposed system will be adapted to improve some Helpdesk Process for more efficient work and calculate proper agent-number in each shift for support users.

Users will contact Helpdesk by Phone and E-Mail. When users call Helpdesk, incoming calls will be passed to the Telephony System (IVR) then IVR will separate the call to the agent and pop up some information that users press during in IVR process. The Helpdesk Application are web based, use for record and query problem. Furthermore Helpdesk have a Report System used to run report for summary call, summary problem that are useful to assess the problem trend and find methods or processes to reduce some routine problem.