Design Help Desk System Using GSM Modem for Call Centre in the Automobile Industry

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Introduction
This project focuses mainly on System Development Life Cycle Methodology on how to develop software that using the principles in the System Development Life Cycle. In stage of system analysis, we use the Unified Modelling Language (UML). This system provides additional functions like keeping a historical database for future and using GSM Modem as interface to the system for fast communication between the support and the help desk coordinator. Through implementing the system that records the usual problem and links to GSM Modem technologies for “SMS” that will improve the services, reduce cost and educate the users to solve their problem themselves. The support will be resolve as soon as possible since all the problems is been recorded and circulate to the support. The method of information gathering has been selected such as interview and research on the GSM Modem Product. We use the product GSM Module Siemens MC35 for the communication device for “SMS” Functions.

Methodology
To develop the help desk system we using two methodologies as stated below:-

a) Interview
   The questionnaire will be done on the top management, help desk coordinator and IT technicians.

b) Framework
   The Framework was done based on the System Development Life Cycle process. SDLC is a common methodology for system development in many organizations featuring several phases that mark the progress of the system analyst and design effort.

Result and Discussion
The main concern from the top management in automobile industry is fast response from the technician to resolve the user problems. The user problems are important to the Automobile Industry that will impact the company performance and also will impact on the lost. The
solutions that we proposed develop the Help Desk System and interface with the GSM Modem. All the problems will be alert via SMS to the technician for a fast response. During analysis phase, the first scenario the Help Desk coordinator creates a ticket based on the user particulars and the problem ticket numbers will generate by the system. The Help Desk try to solve the problem, if not the ticket will be assigned to the technician via SMS. The Help Desk coordinator will review the ticket problems.

Below is the part of VB Programming that interface with GSM Modem.

```vbnet
Private Sub Command4_Click()
    MSComm1.Output = "AT+CMGF=1" & vbCr
    delay (0.6)
    MSComm1.Output = "AT+CSMP=17,167,0,0" & vbCr
    delay (1)
    MSComm1.Output = "AT+CMGS=" & txt_asgPhone.Text & vbCr
    delay (1)
    MSComm1.Output = Form3.txt_ProblemID & ":" & Form3.txt_desc & Chr(26)
End Sub
```

**Figure 2. VB Programming interface GSM Modem**

To execute the Help Desk project it will be use the existing resource like database server, mail server and man power, the company need to buy new equipment its GSM module to support communication via SMS.

**Conclusion**

As for the conclusion, by using the SDLC although will take more times and efforts but it produce the result that meet the user requirement and also using the GSM Modem it will give fast response to the technician to response the problems.
Bibliography


