Flightline KnowledgeBase Project  
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Flightline Software Incorporated (FSI) is a software company that develops software for airline companies. FSI provides its customers with a helpdesk where airline employees can call in to report errors/problems that they are having with the software Flightline has created. Currently, their helpdesk system is inadequate. It has security flaws, scalability problems, and inadequate user interface.

The airline companies call into FSI call center to report problems with the software. The helpdesk technician creates a new ticket or updates an existing one. The technician records information about the person calling, the software they are using, the problem, time spent on the problem, steps taken to solve the problem, and sometimes the solution. The problem, steps, and solution are all recorded in one field. This causes some of the data to get erased to fit in the more pertinent information, and sometimes the solution is never entered at all. The help desk uses a Microsoft Access application. The current application does not allow for the technicians to easily follow up on outstanding issues or to relay information to the programming department. If a customer calls in to check on their problem and they do not talk to the same technician, the process starts all over again.

Flightline wants to create a system that tracks the details of a ticket when a customer calls in and create knowledgebase articles from those tickets once they are closed. The customer will call in to the call center, and the technician will create a call record. After collecting information about the customer’s problem, the technician will search the knowledgebase to see if an existing article exists with the solution to the customer’s problem. If an article exists, the technician will solve the customer’s problem over the phone. Searching the knowledgebase consists of searching by operating system, problem description, and keywords. Otherwise, the technician will create a new ticket and close the call. If the ticket needs to go to the programming department, it will be flagged and the software will automatically notify the programming department. The same is true for administrators/managers. When the ticket is resolved, a final statement of the problem, information about the software environment (OS, browsers, etc.), description of the solution, and keyword suggestions or other comments to help with the creation of a knowledge base article for this item are recorded.

The new system needs to have authentication for security. It should be designed as a multi-tier system. It should provide logging capabilities for the time in which tickets are created, changed, transferred, resolved, closed, and deleted and for who took those actions. FSI wants the system to be web-enabled. It requires the use of C++ technologies as it is the technology used by the company. C++ applications can be web-enabled using the Common Gateway Interface (CGI) technologies.