HIGHER TECHNICAL INSTITUTE

COURSE IN COMPUTER SCIENCE

USER MANUAL

DESIGNING A WEB-BASED HELP-DESK SYSTEM

CS/325

JUNE 2004

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Project Supervisor: Mr. Christos Makarounas
Mr. Sotiris Avgousti
External Examiner: Mr. Andreas Kattos
Bsc, Msc in Computer Science

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About this Manual

This manual is a reference to the Help-Desk program, a system capable to hold as well as manipulate data about clients of a company and their requests as a first thing. Afterwards it can hold and manipulate data about the company's employees as well as other useful information.

This manual was developed and conceived in company with the system itself for guidance and explanation in the needs of the Diploma Project for the Computer Studies Department of the Higher Technical Institute.