

TELEPHONE FAULTS MANAGEMENT AND POSITION IDENTIFICATION SYSTEM

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by

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Abstract

Sri Lanka is a one of the leading countries faces telephone line faults. It is estimated that there are more than 1000 complaints recorded regarding telephone line faults every day. To manage these faults and deliver a better service to customer a computerized system is preferable. The system that has developed is based on a concept of a telephone fault management system. The telephone usage has increased, because it provides a easy way to Communicate. Unfortunately there is no any consistent (or efficient) program (mechanism) available with most of the service providers in the country to telephone faults.. It is therefore important to have a plan of action for dealing with telephone faults that arises unexpectedly.

Currently location of customer is identified using a manual process. But this process is not efficient since it takes more time to identify the correct location of customer. There for it is important to have a computer application to store the customer locations and retrieve them when it is required. Then only, when a customer makes a complaint; technical officers at SLT will be able to find the geographical location of complainer as well as the shortest route to that location using this system. Shortest route will be calculated using some predefined algorithm with the help of X,Y coordinates of the location of the faulty phone. So it is possible to get necessary information to reach a destination easily and without difficulty using this implemented GIS application.