Abstract

Sharp Thai Company Limited is seller all of electrician machine example Home Entertainment : AQUOS LED, Audio, Home Appliances: Refrigerator, Air conditioner, Plasmacluster air purifier, Microwave oven, Washing machine and Water filtration system, Business Solution: Multifunction al copier, Professional display, Projector, Facsimile, Calculator and Cash register and Solar system: Crystalline and Thin film. Most of System manage by MIS including System and Device . When User have a obstruction User will call to MIS or walk in MIS for solving problems but MIS staff not enough for service. It make a slower of work because user wait MIS service. I see this problem. Then I make MISHelpdesk to help user to solving a basic problem and take it in a sharp network .it can make help user to resolving a basic problem to easily and conveniently.

Keyword : MISHelpdesk/Sharp Network