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Multi-layered Alert Filtration and Feedback Cycle Using Brahms Model (Conference Paper)

Ghaffar, A.^{ab}, Wahiddin, M.R.^a, Shaikh, A.^{cd}, Ahmad, A.^{ae}

^a Department of Computer Science, Kulliyah of Information and Communication Technology, International Islamic University Malaysia, Malaysia

^b Department of Computer Science, Foundation Year Program, Umm Al-Qura University, Makkah, Saudi Arabia

^c Department of Computer Science and Information Systems, Najran University, Najran, Saudi Arabia

^d Faculty of CS and IT, Institute of Business and Technology, Korangi Creek Karachi, Pakistan

^e College of Engineering and Islamic Architecture, Umm Al Qura University, Makkah, Saudi Arabia

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Abstract

Customer service improvement is directly related with organizational standards and productivity. Employees' activities have certain objectives to be followed but sometimes outcomes are different than expected. Human error while performing regular job activities cause sufficient losses and difficult to address. Management faces real challenges while dealing with employee related issues and sometimes becomes unproductive. We propose **Brahms Model** with **multi layered alert filtration** and **feedback cycle** which would address the human error in the system and generate the filtered alerts in the form of sms or by emails. This is especially useful for Human-Computer Interfacing (HCI) Scenarios. Controlling human error and addressing real issues may protect any institution from severe damage and losses. Efficiency of a customer service department can be improved and maximized by **multi-layered alert filtration** system using **Brahms Model**. © 2015 IEEE.

Author keywords

Alert Generation and Filtration; Brahms Model; Context Aware Applications; Customer Service Improvement; Human Computer Interfacing; Organizational behaviour

Indexed keywords

Engineering controlled terms: Sales

Context aware applications; Customer service departments; Customer services; Feedback cycle; Filtration systems; Human computer interfacing; Organizational behaviour; Organizational standards

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