MOBILE EVENT VIEWER
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ABSTRACT
Cognito Limited, being recognized as largest supplier of Mobile Workforce Management solutions to the UK field service sector, hosts a network of PDAs (mobiles), which have to be constantly monitored and any discovered faults have to be resolved. This process is currently manual, error prone and inconsistent. The aim of this project is to create a web-based application that simplifies and automates the process of PDA support/diagnostics at Cognito Limited. It has been achieved with three independent, working in parallel software layers deployed onto an Application Server. The application interacts with the user through the User Interface, which communicates with other layers in order to acquire relevant information from Microsoft SQL database. Mobile Event Viewer adds value to the business by automating the process of Mobile Events collection, reducing time between discovering and fixing errors as well as ensuring no diagnostic information is lost when requested by the user.