**Computer technical support system**

SE-E-9

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This project develops an intelligent technical support system to enhance the customer experience in troubleshooting computer issues. The system guides users through a structured diagnostic process, distinguishing between hardware and software problems. Based on user input, it provides tailored solutions, including automated fixes. For complex cases, it directs users to a technical representative. By streamlining support, the system reduces the need for direct human intervention and speeds up issue resolution, saving time and resources for both customers and service providers. Ultimately, it delivers an innovative, efficient, and user-centric support experience that enhances customer satisfaction.

Keywords: ai-driven technical diagnostics, automation, experience customer, technical support, troubleshooting.