Development of Paddy Information Helpdesk System by Using Case Based Reasoning

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Abstract

Nowadays, helpdesk are especially important in providing technical information about procedures and regulations , such as answering questions about a specific problem. Case-Based Reasoning is one of the most successful methodologies copying with the bottleneck of knowledge discovery in the helpdesk applications. The system store in the case form , the experience and knowledge of the expert to solve for reasoning of the problem . This paper proposed a CBR based Helpdesk system. The terms concerning paddy information predefined in Case-based and terms are used in keyword searching. The aim is to provide the users with the knowledge of rice production and help user to get solution of their problem concerning paddy information. Agriculture is the backbone of Myanmar's economy. In order to share and reuse farming knowledge and experience among farmers and adviser we developed agriculture Case Base (ACB).