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INSTITUTE OF ENGINEERING AND TECHNOLOGY

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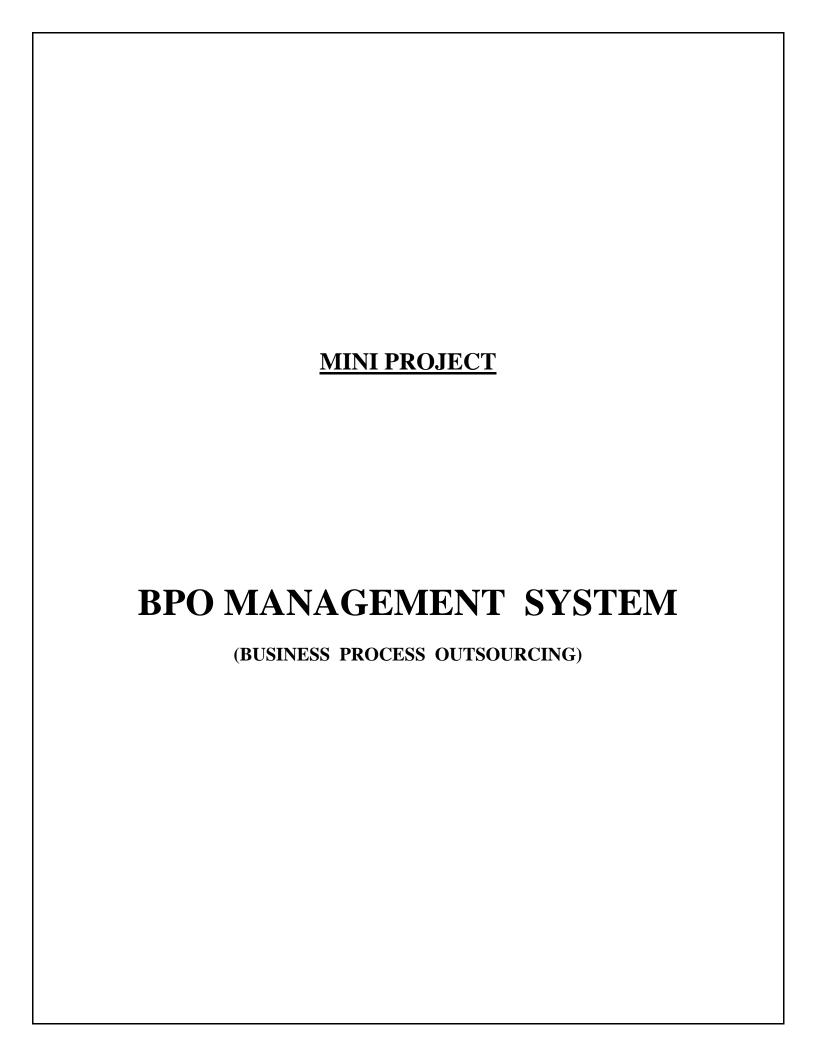
DEPARTMENT OF INFORMATION TECHNOLOGY

MINI PROJECT

ACADEMIC YEAR (2023-2024)

NAME : _____

REGNO : _____

YEAR/SEM : **III/VI**

MINI PROJECT

BPO MANAGEMENT SYSTEM

(BUSINESS PROCESS OUTSOURCING)

ABSTRACT

The BPO Management System is a sophisticated software platform designed to revolutionize the operations of Business Process Outsourcing companies, offering a comprehensive suite of tools and functionalities to streamline every aspect of their business.

From seamless client management, contract handling, and SLA compliance to robust workflow automation, resource optimization, and performance monitoring, the system ensures unparalleled efficiency and productivity.

Through advanced analytics, real-time insights, and intuitive dashboards, BPO enterprises can closely monitor agent performance, service quality, and operational metrics, empowering them to make informed decisions and drive continuous improvement. Moreover, with built-in quality assurance mechanisms, stringent data security protocols, and adherence to regulatory standards, the system guarantees the highest level of service excellence and compliance.

Its scalable architecture, flexible configuration options, and seamless integration capabilities further enable BPO companies to adapt swiftly to evolving market demands, expand their service offerings, and stay ahead in the competitive landscape, ultimately fostering long-term success and client end satisfaction.

Introduction:

Business Process Outsourcing (BPO) has emerged as a vital component of the global economy, enabling companies to delegate non-core tasks to specialized service providers while focusing on their core competencies. In this dynamic landscape, the efficient management of BPO operations becomes paramount for companies seeking to maximize productivity, enhance service quality, and maintain a competitive edge. The BPO Management System represents a groundbreaking solution designed to address the diverse needs and challenges faced by BPO enterprises. By providing a centralized platform equipped with advanced tools and functionalities, this system empowers BPO companies to streamline processes, optimize resources, and deliver superior services to clients. This introduction sets the stage for exploring the key features, benefits, and significance of the BPO Management System in revolutionizing the BPO industry and driving operational excellence.

PURPOSE:

- Huge reduction in printing, dispatch costs.
- Seamless process that is fully integrated ensuring better quality of service to customers.
- Cost reductions by automation of upload processes from clients; automatic routing of documents to operators using OCR.
- Documents as well as the status of process is accessible quickly and from anywhere to BPO management as well as customers.
- Security of documents as they are stored in digital form.
- Enriched experience for users as they can search for documents and process online.

SCOPE:

- As part of BPO, documents need to be managed between the outsourcing company and the offshore company.

- Multiple clients need to be managed by the BPO Company.
- Security of the documents has to be ensured so that there is no unauthorized access of the documents to other organizations.
- Quick turnaround times have to be managed.
- Appropriate process flow of the documents has to be present in the system to check the status of the documents at any point of time.

SYSTEM FUNCTIONS:

- BPO has been designed with the base product to suit the BPO vertical requirements.
- This is a complete web based solution, which enables the BPO Organization's clients to store documents manually on the server.
- Clients can scan documents from multiple locations and user can be scheduled manually uploads the documents.
- Documents uploaded are manually routed to specific users based on the rules definable by the admin user.
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- Data Entry and Quality check users can manually download the documents in a web-based interface to do their respective operations on the documents uploaded

USER CHARACTERISTICS:

- BPO Organization They are the people who desire to obtain the outsourcing job from various clients and submit the information to the database.
- Client He has the certain privileges to outsource their jobs and to approve the issue of document. He may contain a group of persons under him to verify the documents and give suggestion whether or not to approve the dispatch of job.

SOFTWARE INTERFACE:

- **Front End Client -** The online interface is build using HTML , JSP and CSS
- **Webserver -** Apache Tomcat Server
- **Backend –** Mysql database

TECHNOLOGIES USED:

FRONT END:

- HTML
- CSS
- JAVA SCRIPT
- JSP
- BOOTSTRAP

BACK END:

- PHP
- MYSQL
- JAVA SCRIPT

DESCRIPTION:

The BPO management system use cases are:

Search for client/job

1. Negotiate the project

2. Upload input data

3. Perform required conversion

4. Quality Check

5. Shipment

6. Payment

ACTORS:
1.BPO Organization

2.Client

Actors Documentation:

1.BPO Organization:

- Searching the client
- Downloads the input document
- Views images and enters data in accounting package
- Checks the quality or images, output of operators
- Uploads the output to the clients

2. Client:

Clients can scan documents from multiple locations and an automatic uploader module that can be scheduled automatically uploads the documents.
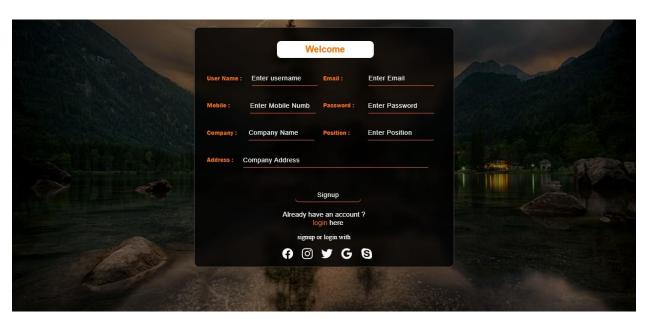
- USE-CASE NAME: Search for client/job BPO organization searches the outsourcing job.
- USE-CASE NAME: Negotiate the project Once job has been found then negotiate with the client for doing that project.
- USE-CASE NAME: Upload input data After finalizing the negotiation client uploads the input to the BPO organization through
- FTP USE-CASE NAME: Perform required conversion BPO organization starts the required conversion process.
- USE-CASE NAME: Quality Check
- This usecase is used to ensure that the quality of the product. Randomly audits the outcome of the project to ensure the quality. This process is continued until we achieve the required quality.
- USE-CASE NAME: Shipment After QC, upload the output to the client.
- USE-CASE NAME: Payment Get the pay ment for the project from client
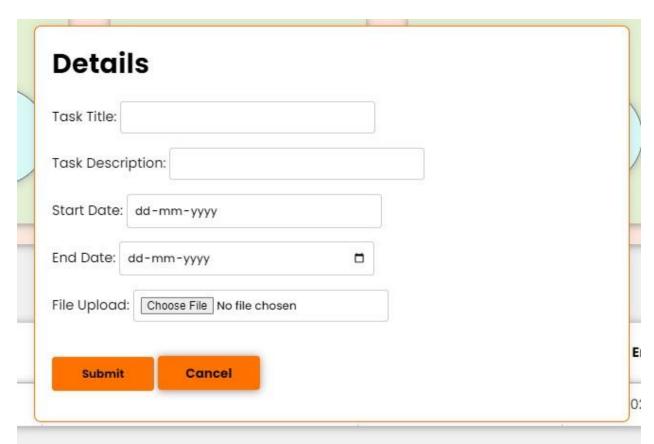
OUTPUTS / SCREENSHOTS :

HOME AND LOGIN:

CLIENT SIGNUP:

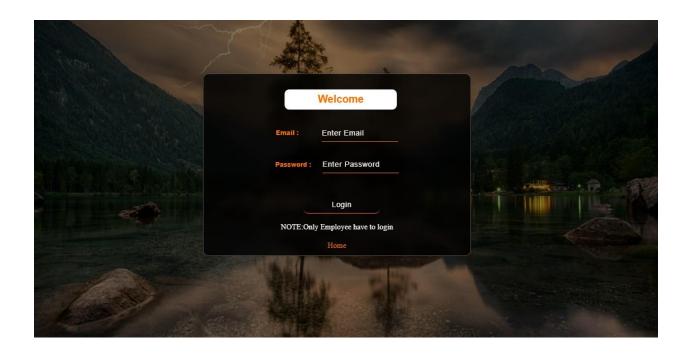**CLIENT DASHBOARD:**

TASK ASSIGNING:

EMPLOYEE LOGIN:

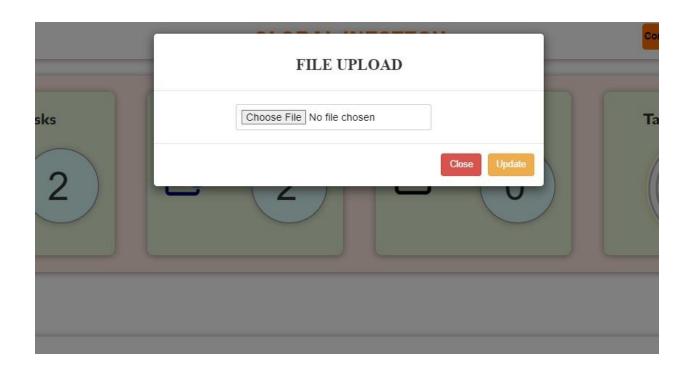**EMPLOYEE DASHBOARD:**

DOWNLOAD FILES:

UPLOAD FILES:
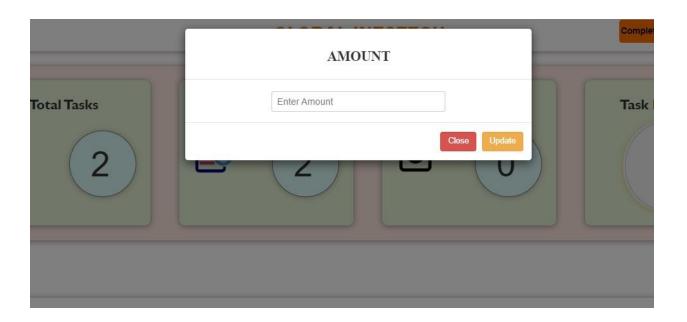
STATUS UPDATE:

AMOUNT UPDATE:

COMPLETED TASKS:
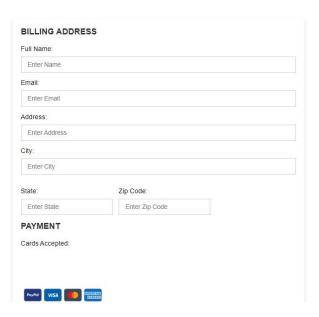
Task List   Back

Task Id	Task Title	Task Description	Start Date	End Date	Status	Payment

PAYMENT:

Back

BILLING ADDRESS

Full Name:

Enter Name

Email:

Enter Email

Address:

Enter Address

City:

Enter City

State:

Enter State

Zip Code:

Enter Zip Code

PAYMENT

Cards Accepted:

PayPal   VISA   MasterCard   AMERICAN EXPRESS

Conclusion:

In conclusion, the BPO Management System stands as a cornerstone in the evolution of Business Process Outsourcing, offering a comprehensive solution to enhance operational efficiency, client satisfaction, and business growth. By integrating advanced technologies, automation capabilities, and robust security measures, this system enables BPO enterprises to navigate complexities, mitigate risks, and capitalize on opportunities in today's competitive landscape. With its emphasis on client management, workflow optimization, performance monitoring, and compliance assurance, the BPO Management System not only facilitates seamless operations but also fosters innovation and continuous improvement. As BPO companies strive to adapt to changing market dynamics and exceed client expectations, investing in a sophisticated management system like this becomes essential for driving sustainable success and achieving organizational excellence in the dynamic realm of BPO services.