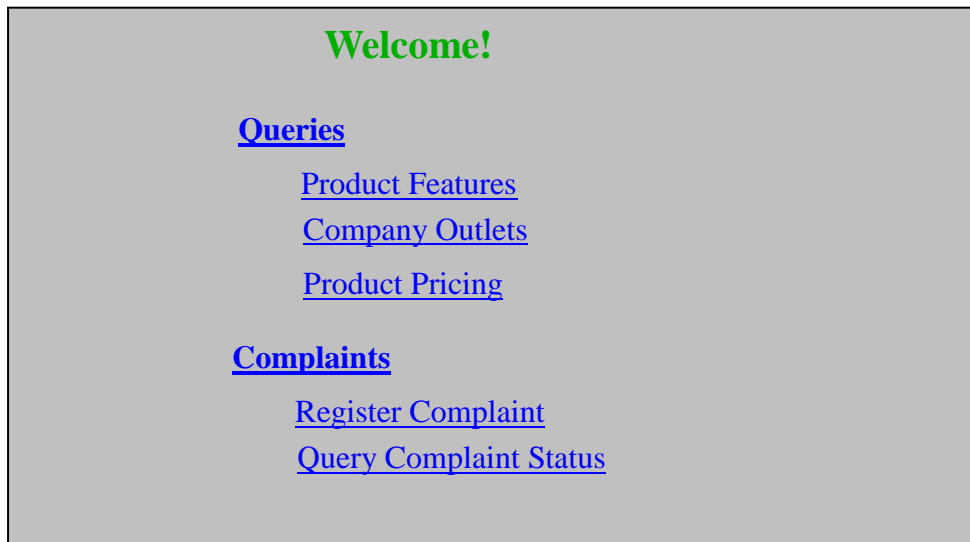3 Edge
SOLUTIONS
Building careers

Screen Design

1. Welcome Screen

   This is the initial screen displayed when the application is launched by the customer service representative (CSR).

   <div style="border:1px solid black; background:#c0c0c0; padding:1em; text-align:center;">

   Welcome!

   Queries

   Product Features
   Company Outlets
   Product Pricing

   Complaints

   Register Complaint
   Query Complaint Status

   </div>

   Processing

   a) Based on the link selected, navigate to the respective screen.

2. Query Product Features

On clicking of 'Query Product' from Main menu, the Product Selection Screen is displayed. CSR uses this screen to select the required product to view the Product Features & Details.

Query Product

Select Product   *   [   ]   Dropdown

| Show Product Details | | Back |

Product Features

Product Code   ——————————

Description   ————————————————

Features   ——————————————

————————————————

————————————————

Base Price   ————————————————

Warranty   ————— **Years** ————— **Months**

Launch date   ————————————————

| Clear | | Back |

Processing

a) The product field should be populated with all product names, from which the user can select one product.
b) When Submit is clicked, features for the selected product are displayed.
c) If Clear button is clicked, clear all the fields and remain in same page.
d) If Back is clicked, return to the Welcome screen.

3. Query Company Outlets

When a customer calls for details on the company's sales and service outlets, this screen is used.

Query Company Outlets

City :   * [   ]   Dropdown

Outlet Type :   ◯ Sales   ◯ Service

[Submit]   [Back]

List of Company Outlets in --------------------

No.	Address	Telephone Number	Outlet type
1.			
2.			
3.			
4.			

[Back]

Processing

a) The city field should provide a list of all cities where the company has either a sales or a service outlet.
b) If outlet type is selected, the list will be filtered to the selected type. Otherwise, all outlets are displayed.
c) Address Details Table (Outlet details) is displayed after Clicking the Submit Button.
d) If Back is clicked,
   - Return to the previous screen

4. Pricing Screen

This screen is used to calculate the price of a product. Base price is the cost of UPS or Inverter made by the company. Additionally, the customer can purchase the following with the product –

  a. Battery
  b. Service at customer premises. This is charged as a percentage of the product cost + battery cost
  c. Additional warranty (beyond the normal product warranty). This is charged as a % of product cost + battery cost.

<table>
<tr><td colspan="2">Product Pricing</td><td>Homepage</td></tr>
<tr><td>Product</td><td>* [_____] Dropdown</td><td></td></tr>
<tr><td>Battery</td><td>* ☐ Required?</td><td></td></tr>
<tr><td>Service location</td><td>* ◯ At client place   ◯   At service center</td><td></td></tr>
<tr><td>Additional Warranty</td><td>* [____]   (1 to 2 years)</td><td></td></tr>
<tr><td colspan="3">Submit   Clear   Back</td></tr>
</table>

<table>
<tr><td colspan="2">Product Pricing</td><td>Homepage</td></tr>
</table>

Product Pricing   Homepage

Product   _____

Base Price   _____

Battery Required?   _____

Service location   _____

Additional
Warranty   _____

Final Price   _____

[Back]

Validations

a) Years of additional warranty should be either 1 or 2 years

Processing

a) The product field should be populated with all product names on Initial Page Load.
b) User can select required product and Click. When Submit is clicked

- Validate the data
- Get the Base price and Battery cost from the product table
- If service location is client place, calculate the additional % to be charged. There is no additional cost for servicing at company's service center.
- If additional warranty (in addition to the normal product warranty) is required, calculate the additional cost.
- Display the final price

c)   If Clear is clicked

- Clear all the fields on the screen.

d)   When Back is clicked,
- Return to the Welcome screen

5. Register Complaint

This is used by CSR to register customer complaints. A complaint number is generated and given to the customer for future follow-up.

<div style="border:1px solid #000;">

Register Complaint   Homepage

Customer Name * [_____]

Contact Phone # * [_____]

Product * [_____] Drop down

Complaint Description * [_____]

Complaint type * [_____] Drop down

[Submit]   [Clear]   [Back]

</div>

Validations

a) Phone number should be numeric

Processing

a) The product field should be populated with all product names, from which the user can select one product.
b) Complaint type can be any of the following
   - 1 - Equipment malfunction
   - 2 - Price charged is too high

- 3 - Service not rendered in time
- 4 - Service center not responsive
- 5 - Others

c) When Submit is clicked

- Validate the data
- Generate Complaint number
- Store the details in Complaints table with
  - Status = "Registered"
  - Status Update Date = System date
  - Complaint date = System date
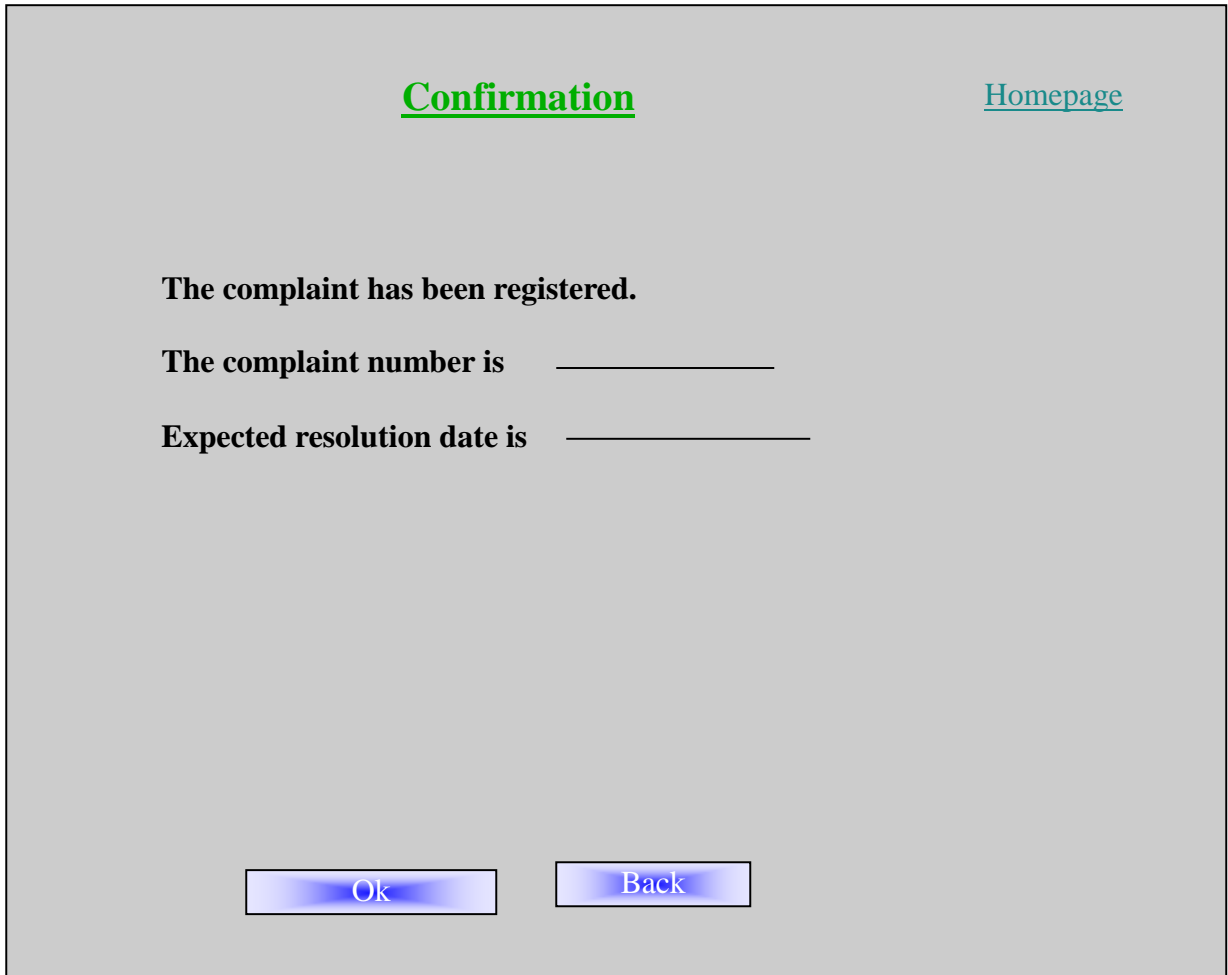- Display the confirmation screen

d) If Clear is clicked

- Clear all the fields on the screen.

e) If Back is clicked,
  - Return to the Welcome screen

6. Confirmation screen

This is the confirmation screen that the complaint has been registered.

<div style="border:1px solid black; padding:20px;">

<p style="text-align:center;">Confirmation   Homepage</p>

The complaint has been registered.

The complaint number is   ——————————

Expected resolution date is ——————————

           [Ok]   [Back]

</div>

Processing

 a) Display the complaint number generated in the Register Complaint screen.
 b) Compute the expected resolution date as complaint date + 2 weeks.
 c) If OK is clicked
    • Go to Register Complaint Screen

 d) If Back is clicked,
    • Return to the Welcome screen

7. Enquire Complaint Status

CSR uses this screen to answer customer queries on the status of their complaints.

<div style="border:1px solid black;">

Query Complaint Status

Complaint Number ∗ [_____]

[**Submit**]   [**Clear**]   [**Back**]

</div>

<div style="border:1px solid black;">

Complaint Status

Complaint #   _____

Product Name   _____

Complaint   _____
                         _____
                         _____

Current Status   _____

As of   _____

[**Back**]

</div>

Processing

a) If Submit is clicked
- Based on the complaint number, retrieve the complaint details from complaint table
- Using the product code in the complaint record, get the product name from product table
- Display the Details.

b) If Clear is clicked
   - Clear all fields on the screen

c) If Back is clicked,
   - Return to the Welcome screen

Tables

Table Name	Product	
Field Name	**Field Type**	
Product_code	char(10)	primary key
Product_Name	char(30)	
Base_Price	Integer(6)	
Warranty_months	Integer(2)	
Launch_date	Date	
Battery_Price	Integer(6)	
Svc_at_Client_Place	Integer(2)	
Addl_warranty_peryear	Integer(2)	

Table Name	Product_Feature	
Product_Code	Char(10)	primary key; foreign key to Product table
Feature_No	Integer(20)	primary key
Feature_Desc	char(20)	

Table Name	Outlet	
Outlet_number	Integer	Autogenerated
Outlet_type	Integer(2)	1 – Sales 2 - Service
Address1	char(50)	
Address2	char(50)	
City	char(20)	
Pincode	Integer(6)	
Contact_Number	Integer(10)	

Table Name	Complaint	
Complaint_Number	Integer(5)	Primary Key; autogenerated
Customer_Name	char(40)	
Contact_Number	Integer(10)	
Product_code	Char(10)	Foreign key of Product table
Complaint_details	Varchar(200)	
Complaint_type	Integer(2)	1 - Equipment malfunction

		2 - Price charged is too high 3 - Service not rendered in time 4 - Service center not responsive 5 - Others
Complaint_date	Date	
Complaint_status	Char(20)	
Status_date	Date	