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| Information Gathering |
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Project Name: TELEPHONE BILLING SYSTEM

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| **About Telephone Billing System** |

The process of telephone billing system has gained more importance in the recent time period because of increased demand for speed processing of work with a diverse working culture. The main purpose of this application is to specify the need and importance of Telephone billing system.  By using this telephone billing system, users can calculate their telephone bills in a simple and easy way. Basically telephone billing process includes different types of resources such as connection system, verifying and changing customer records, customer billing details etc. As a result, in order to support the users to save their time new software that supports telephone billing system will be developed. This application is a user friendly access which is easy to use without errors that saves valuable time of the users.

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| **Different Functionalities Of Telephone Billing System** |

Following are the major functional requirement of the system:

* Connection (New customer, valid user)
* Automatically generated bills.
* Customer Record (custId, custname, custadd, custphno)
* Call rates (Local, mobile, STD, ISD, Monthly rental)
* Bill Record(custname, custphno, Bill generation, Bill Payment)
* Addition, deletion, and modification of records.
* Login ( login\_phoneno, login\_password)

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| **Analysis of** **Existing System** |

The existing system was a manual one. Whatever be the process involved in the system were done through register (files). There were lots of complexities involved in the system. When any customer takes new connections then separate files were maintained. Updating of data was very tedious job.

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| **Challenges in existing System** |

In the existing system all the office works was done manually. The manual work processes was time consuming and slow. Following are the main drawbacks of the existing system:

* The existing system is totally manual thus there are chances of error in processing.
* The basic and major drawbacks in the existing system are the speed of retrieval of data from files, which leads to delay.
* The manual jobs such as calculation are more error prone.
* There are plenty of chances of duplicity of data and information.
* Updating is very tedious job.

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| **Proposed System** |

The new system titled “TELEPHONE BILLING SYSTEM”. Information is a vital ingredient for the operation and management of any organization. The proposed system aims at efficient and timely information for decision-making, integrate with other functions, and reduce redundant work.