project Understanding Document

***TELEPHONE BILLING SYSTEM***

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# 1. introduction

 The purpose of the project is to present the requirement of the Computerization of Telephone Billing System. The project thus calculates the telephone bills automatically. It does almost every work which is related to automatic telephone billing connection system via- new connection, customer record modification, viewing customer records in addition to bill calculation, bill generation and bill payment.

 “Telephone Billing System” is new software has been proposed to reduce manual work, improving work efficiency, saving time and to provide greater flexibility as the system previously followed was totally manual one with lots of errors.

**Benefits of the Project:**

Following are the major Benefits of the system:

* Addition, deletion, and modification of records.
* Connection (New customer, valid user)
* Automatically generated bills.
* Customer Record (custname, custadd, custphno)
* Call rates (Local, mobile, STD, ISD, Monthly rental)
* Customer meter reading (custphno, mlocal, mmobile, mSTD, mISD)
* Bill Record(custname, custphno,)
* Login (Login\_ID, login\_name, login\_password)

# 2. project And Product Overview

Telephone billing system is specially designed to prepare billing slips for their customers.

It’s one of the most user friendly telephone billing system which can be easily understand by its admin personnel.

This new telephone billing system having some useful features like: generating bills, displaying balance for particular customer, getting call rates details and total bills for their total durations.

Document customization facility by which they can give a look to their printable billing report. It’s a telephone billing management system with inbuilt accounting facility to make billing process easier.

**Module 1: Site Administrator**

This module is responsible for maintaining the overall system based on defined business rules and it perform the following functions:

1. It can remove user.
2. It can modify the user details.
3. It can update user details.
4. It can add new connection.
5. It can view bills of customers.
6. It can generate the bills of customers.

**Module 2: USER**

User is an important part of the billing system, since user can determine and check all the required functionalities of the project

Following functions of the user are as-

1. User can access the entire bill of the billing system.
2. User can make payment for the respective bill.
3. User can check the duration for its usage.
4. User can also check its broadband usage.
5. User can check the respective call and data rates.

**MODULE 3 : Security and Compliance**

1. Since, this system will store useful information of customers, so proper security measures has been taken to keep free from any fraud.
2. Login and sign-up is made to authenticate the user.
3. The user is authenticated via its PHONE-NO.

# 3.Scope

## Objectives

Even the best system developed has some flaws or others. There always exists scope of further improvement in the system. The effect of implementations of new computerized system is found remarkable. The following are the major improvement of the new system over the existing system.   
  
  
A fully menu driven user-friendly computerized system has been developed where the user can perform task like entering data, deleting and updating the information with great ease.

All the operations would be carried automatically preventing a lot of manual work.

Additional checks would be incorporated into the system to avoid duplications of data as far as possible.

## High-Level Requirements

The following table presents the requirements that the project’s product, service or result must meet in order for the project objectives to be satisfied.

| Req. # | I Requirement Description |
| --- | --- |
| Login | To authenticate the new user. |
| New customer/sign-up | T To add the new customer details. |
| Call Calculation | Processing of bills for different types of calls |
| Generate Bill | To generate bills. |

## Business Rules and Special considerations

1. Users are allowed to access the system only if they are a valid member.
2. Users can make the online payment, view bill, and view the tariff plans as well.
3. Access will be given for allotted time period after which payment has to be done again. In exceptional cases the administrator has the rights to take any actions if necessary.
4. Any anonymous user to access the system has to sign-up and become a registered user.
5. The user should have a credit or a debit card to make online payments.
6. The user should have a valid email-id.
7. The user should have a proper access to its respective bill.
8. In the long run Billing System would be more cost effective when compared to a manual one.

# 4.Duration

## Timeline

System Development

Completed

Logical and Conceptual

System Design

Requirements Analysis

Completed

Project Plan Completed

System Development

Completed

Requirements Analysis

Completed

Project Plan

28/06

30/.06

05/07

10/07

# 5.project understanding approval

The undersigned acknowledge they have reviewed the **Project Understanding Document** forthe **TELEPHONE BILLING SYSTEM** project. Changes to this document will be coordinated with and approved by the undersigned representatives.

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