



VIT[®]

Vellore Institute of Technology

(Deemed to be University under section 3 of UGC Act, 1956)

**Software Engineering and
Methodologies (CBS1005)**
(L29+L30)

Course: B. Tech (BBS) Year: II

Semester: IV Date :30/10/2020

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Manish CP

Scenario:-

"Call Centre Gamification System"

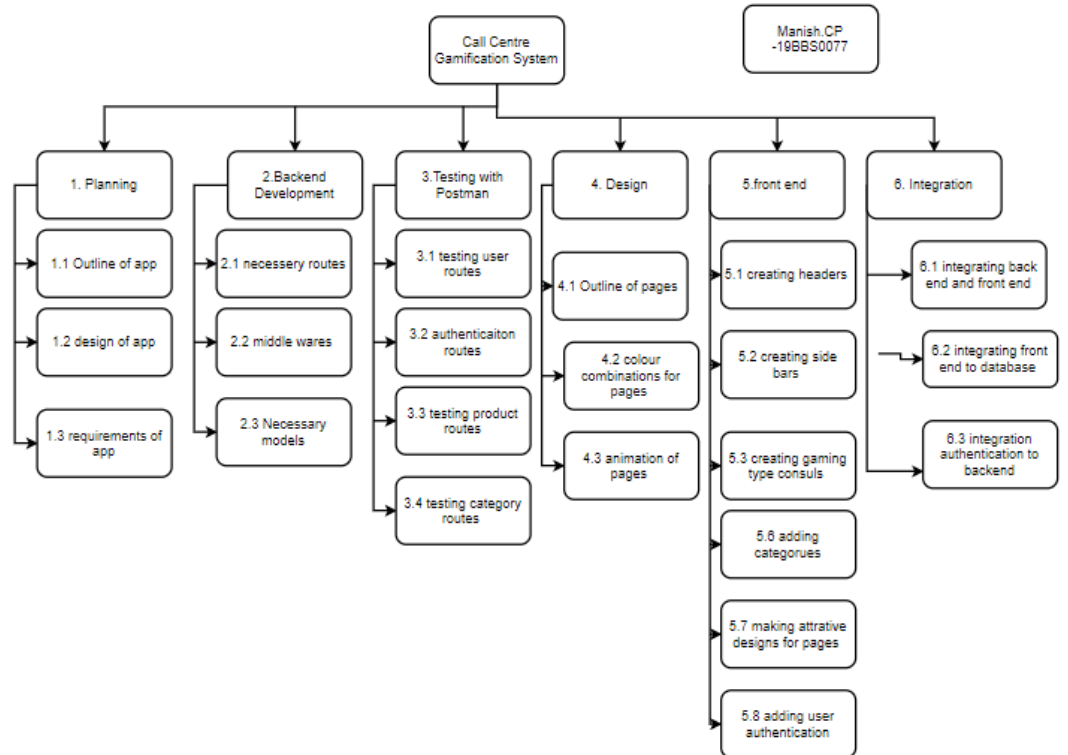
The purpose of this gamification is to improve efficiency & engagement at the same time, thereby keeping staff motivated & making managers life easier. Also it is to encourage agents and also get new ideas from them. By appreciating agents every month or week, they get inspired to present new ideas which streamline business process. This technique of gamification ensures an enjoyable, healthy & productive environment.

a) Draw a hybrid work Breakdown structure for the system given
⇒ we are using "draw.io" software

b) Draw the GUI interface for the two modules of the system given.

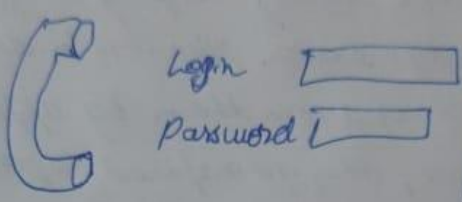
a.

b.



Software not working.

Call Center



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