MES COLLEGE OF ENGINEERING, KUTTIPPURAM

DEPARTMENT OF COMPUTER APPLICATIONS

20MCA245 – MINI PROJECT

PRO FORMA FOR THE APPROVAL OF THE THIRD SEMESTER MINI PROJECT

*(Note: All entries of the pro forma for approval should be filled up with appropriate and complete information. Incomplete*

*Pro forma of approval in any respect will be rejected.)*

Mini Project Proposal No : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Filled by the Department)*

Academic Year : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Year of Admission : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Title of the Project : CALL CENTER BASED ORDER MANAGEMENT AND INVENTORY
2. Name of the Guide :
3. Reg.Number of the Student: MES21MCA-2022
4. Student Details (in BLOCK LETTERS)

Name Roll Number Signature

MOHAMED NIHAL 22

Date:

**Approval Status:** Approved / Not Approved

Signature of

Committee Members

**Comments of the Mini Project Guide**  Dated Signature

Initial Submission :

First Review :

Second Review :

**Comments of the Project Coordinator** Dated Signature

Initial Submission:

First Review

Second Review

Final Comments :

Dated Signature of HOD Page - 1

**CALL CENTER BASED ORDER MANAGEMENT AND INVENTORY (COMI)**

MOHAMED NIHAL

**Introduction:**

The proposed system is focusing on the customer relation management (CRM) with regarding to inventory management of the orders are being processed and delivered. As so the replenishment of stock to the stock point and to increase the process flow of the management.

The application is producing a scope of automation in the field of CRM and in inventory to run the system in a fruitful and reliable way.

**Objectives:**

The main objective is to build up the application with full working functionality of a call centre on their order generation and to deliver it to the customer in a reliable manner. With the COVID-19 pandemic disrupting businesses globally, remote work-enabled solutions are more necessary today than ever. With a complete solution, the agents can connect to the centre from anywhere while maintaining an efficient and personalized delivery.

For the requirements the system is planned to build the complete detailed module for each requirement. As per the requirement and to built a web application in which consisting of taking an order from a customer to the final stage to delivering their required products to their homes. The application gives the feature to know what all stock is available in their particular location also had planned to include the order to be allotted to the particular region to where the order is being generated and to transfer it to the pointed delivery boy.

**Problem Definition:**

The motivation behind such an application on order management is that we had seen many situation in these time that even after ordering of product to tele-callers ,the products are not reached to the customers on right time ,as on this we had conducted a study what is problem happening to getting delayed of the product on right time on that study we had get know that the issue is due to lack of correct coordination, As our software system would support to make work flow into systematic manner and making the chain to a simpler as so the product are delivered on right time from the delivery boys .

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**4) Basic functionalities:**

Requirements which are related to functional aspects of software all into this category:

Gathering the data from the customer about their requirement.

Placing of the order by the customer to the Business Process Executives using proposed system.

Allocating to different data to different districts delivery agents means to deliver the materials.

**4.1) User Characteristics:**

1. Admin (for Master Entry)

* User Management – Create user, Set/Reset Password, IP Configuration
* Product Management – Create New Product, Update the product details (Name & Price)
* Campaign wise Lead Exporting
* Update order information after confirmation
* Inventory Order Management

1. Order Summary Reports
2. Inventory Reports

* BPE Performance Report
* Campaign wise summary report (Lead and Order)

1. Supervisor (Sales)

* Data Allocation
* Lead Closing Confirmation
* BPE Performance Reports
* Order Tracking (Status)
* Oder Search with order date and order number

1. Business Process Executives (BPE)
   * Lead Call Details Entry (New and Follow-up)
   * Lead Call Follow-up (Scheduled and pending)
   * Lead Call Follow-up Search
   * Lead Closing and Order Details Entry
   * Direct Leads Entry
   * Order Tracking (Status)
   * My Performance Report (Call and Order Summary)
2. Delivery Supervisor (District Level)
   * Pending Order Show
   * Order Allocation
   * Update on Delivery Remarks (If any)
   * Walk in Order Entry
   * Order
   * Inventory Report
   * Product Order Request to Admin
   * Order Tracking (Status)

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1. Delivery Boy
   * Allocated Delivery Details
   * Delivery Status Updating
   * User Feed Back Entry
   * Direct Order Entry

**Software Requirements:**

This proposal is including the works of development of the system using PHP (Backend), Laravel, Bootstrap CSS, Html and MySQL.

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