Bpo management system

```
                              ●
                              │
                              ▼
                    ┌──────────────────┐
              ┌────▶│  purchase product │
              │     └──────────────────┘
              │              │
              │              ▼
              │    voice call ◇ non voice call
              │         ┌────┴────┐
         no   │         ▼         ▼
              │     ┌────────┐  ┌────────┐
              │     │ oncall │  │ onchat │
              │     └────────┘  └────────┘
              │         │           │
              │         ▼           │
              │    if available     │
              │         │           │
              │       yes           │
              │         ▼           │
              │     ┌────────┐◀──────┘
              └────▶│ product │
                    └────────┘
                         │
                         ▼
                    ┌─────────┐
                    │ payment │
                    └─────────┘
                         │
                         ▼
                    ┌─────────┐
                    │ deliver │
                    └─────────┘
                         │
                         ▼
                         ●
```

Dealer
- Name : string
- Availability : string
+ Payment() : string
+ Delivery() : string
+ dealer() : string

customer1
- name : string
- purchase product : string
+ Payment() : string
+ Feedback() : string
+ customer() : string

central system1
- store : string
- update : string
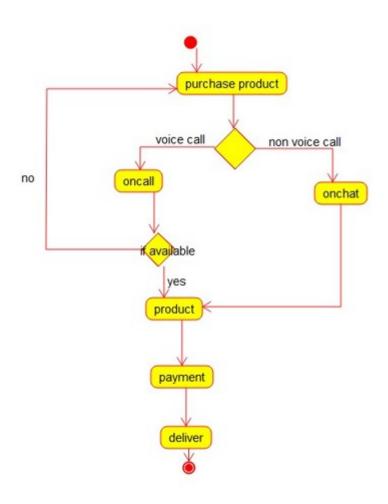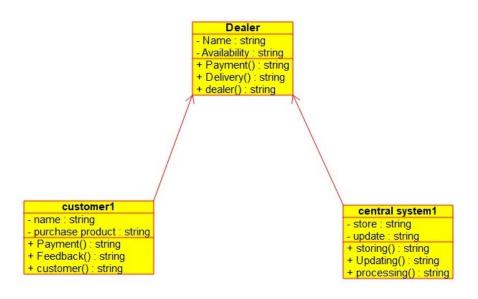+ storing() : string
+ Updating() : string
+ processing() : string

m4
m2

7: request payment
12: request feedback
6: request purchase
13:regards

: customer   : dealers

1: purchase product
2:enter option   5: if valid customer
3: voice call   9: deliver product
7: order product   4: enquiry customer details
11:payment   8: enter product
13: feedback
                              m3

: central system2

BPO management syatem

customer   **central system**   **dealer**

BPO management system

customer

central system

Dealer

Use Case Diagram

- product
- central system
- voice
- leader
- oncall
- non voice
- customer
- server
- indian office
- employee
- feedback

Activity Diagram

● → login → products → voice → indian office → ◎

Sequence diagram with lifelines: : Customer2, : dealer, : central system

- purchase product()
- enter option() : string
- enquiry customer details()
- valid customer()
- voice call()
- request purchase()
- order product()
- enter product()
- deliver product()
- request payment()
- payment()
- request feedback()
- feedback()
- regards()