

## SCOPE OF WORK (SOW)

<b>Title</b>	<b>Konark Call Log Management System</b>
<b>Type</b>	Web Application
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<b>SOW No.</b>	TG-

### • **Konark Call Log Management Application**

- Multiple User Login System with Different 3 level of Authority that User can Access as Admin, Manager and Service engineer.
- Admin can create multiple Manager.
- Manager can create multiple Service Engineers.
- Manager attempt call from client and assign that call to respective Service engineer.
- Service engineer can view the call assign to him with call details by login into the system.
- Admin/Manager can track the call status (Pending, Completed, In process), view total calls attempted by service engineer and so on.
- Email is send to Client, Manager and Admin when service engineer submit work completion information into the system. Email contains all the information of the call.
- Admin/Manager can fetch client call history by selecting one/more search parameters.

## ❖ Features of Web Application

- Easy to handle customer/client calls.
- Mobile, Computer platform independent.
- Centralized system to maintain client/customer call log information.
- Easy to track service engineer total call lead status.
- Graphical representation of call log system.

## ❖ Description of Admin side

- The system has 3 Dashboard.
  1. System Admin
  2. Manager
  3. Service Engineer

## ❖ Admin Section:

1. Admin is the highest authority of the system.
2. Dashboard with information about pending calls, today's ongoing calls, completed calls, total client etc.
3. Admin can create or update client record with company name, company mail, contact person name, email, contact no.
4. Admin can track client call with current call status and due date and assigned service engineer.
5. Admin can create or edit one/more manager and service engineers with their login credentials.
6. Admin can get graphical representation of the total call log system.
7. Admin get an Email contains details about the call.

### ❖ **Manager Section**

1. Manager can create one/more service engineers with their login credentials.
2. Dashboard with information about pending calls, today's ongoing calls, completed calls, total client etc.
3. When manager get call from client he submit call information like client name, call category, area, complaint and assign that call to available/respective service engineer.
4. Manager can track client call with current call status and due date and assigned service engineer.
5. Manger can see list of client/customers with total call leads.
6. Manager get an Email contains details about the call.

### ❖ **Service Engineer Section**

1. Service engineer can view total calls assign by manager.
2. Also can view details about that call and take necessary action.
3. After completion of work at client site, service engineer can submit relevant details like visit result, customer comment and remark, recommendations from client, do customer need manager visit at site etc.

## ❖ Masters

- Client
- Call Category
- Area
- Complaint
- Unit
- Company
- System users
- Login credentials

## 🔧 Technical Aspects

Technologies	PHP – An open source platform
Framework:	Codeigniter – A MVC framework
Database	MySQL – Open source database
Domain URL	To be defined
Domain and Hosting provider	To be defined