CMC System: Class Diagram

Customer Profile

-PurchaseLikelihoodScore
-Calls
-PurchasedProducts

+giveScore()
+addCall()
+purchase()

Target

-PotentialCustomer
-ProductProposed
-isSuccess

+success()

Outbound Call

-Target
-Guideline
-Script
-EstimatedDuration

+assignTarget()
+generateGuideline()
+estimateDuration()
+generateScript()

1.1   0.1   Uses

User Profile

UserID
Name
Surname
Age
Sex
PhoneNumber
Address
Culture

+editAddress()
+editPhoneNumber()
+editCulture()

Holiday Package

-ProductID
-Destination
-Price
-Description
-Date

+changePrice()
+changeDescription()
+changeDate()

Call

Call_ID
Customer
RM
Duration
DateTime

+assignRM()
+availabeRM()

1.1   0.*

Get purchased by   0.*

Makes

0.*

RM Profile

-LanguageProficiency
-InformedProducts
-SkillsMatrix
-SkillsScore
-TargetList

+editLanguageProficieny()
+addInformedProduct()
+giveSkillsScore()
+addTarget()
+removeTarget()

Booking

-BookingID
-RM
-Customer
-Product
-Call
-isRefunded
-isCancelled

+changeProduct()
+refund()
+cancel()

Inbound Call

-ReasonCategory
-isProblemSolved

+solveProblem()
+selectReasonCategory()
+interactiveVoiceResponse()
+interactiveMenu()

Creates
1.1   0.*

0.*

1.1

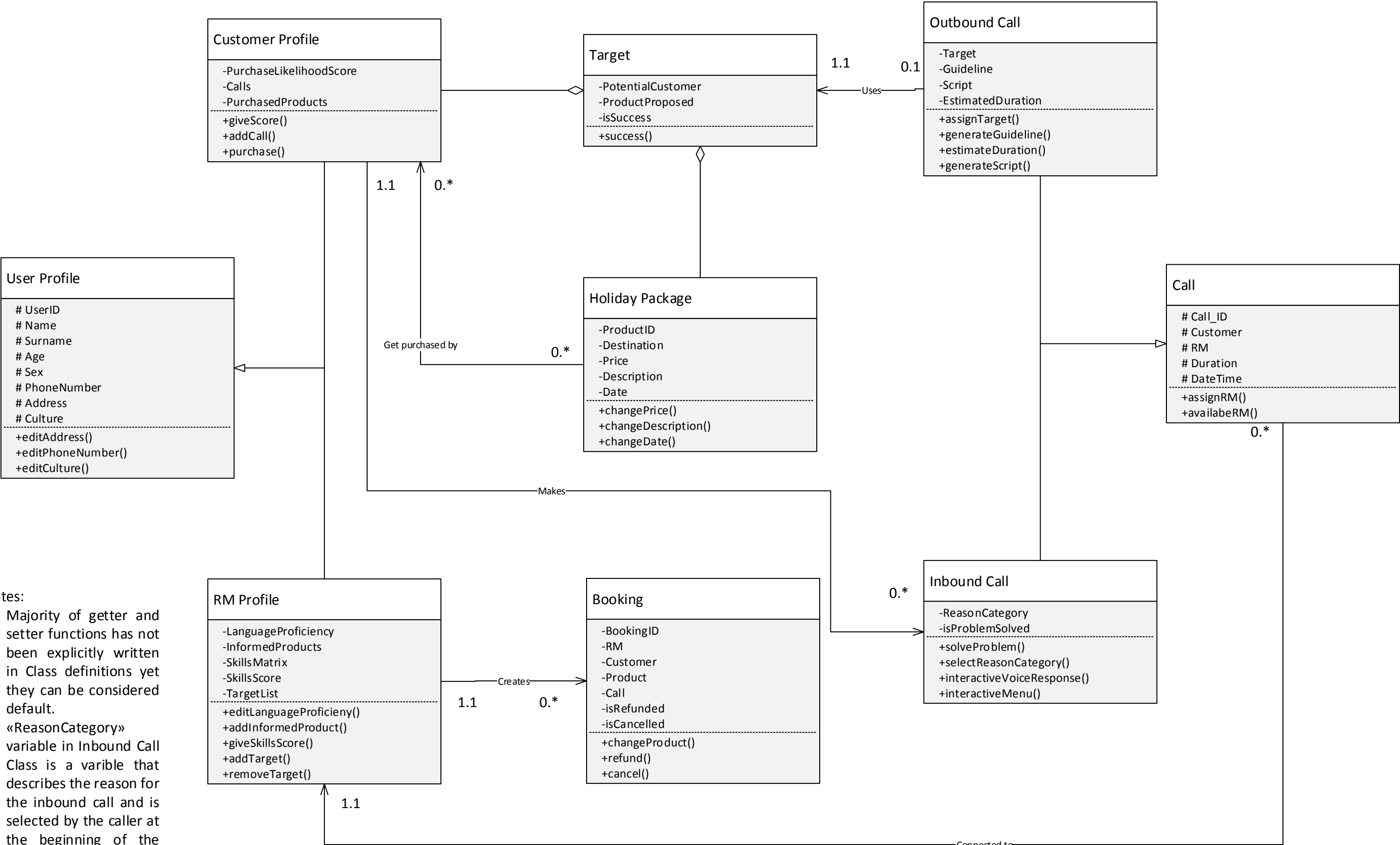Connected to

Notes:
- Majority of getter and setter functions has not been explicitly written in Class definitions yet they can be considered default.
- «ReasonCategory» variable in Inbound Call Class is a varible that describes the reason for the inbound call and is selected by the caller at the beginning of the call.