Vision Document of Call Management System

**Introduction**

Call management system will be suitable for all kinds of things about calls , including telemarketing , telephone survey , telephone notification . The process of all the work is automatically generated , which can maximize the work efficiency . And the administrator can monitor and administer the process of all the task . The aim of this system is simplify the affairs which used to be done by people and make users comfortable to deal with something about calls .

**Functional Requirements**

For Users

1. Registration and login : visitors can register the system account in the initial interface of the webpage to become a system user and log in the system account.
2. Check call records : users can check all the call records of their outgoing calls.
3. Add contacts : users can add contacts by filling in information.
4. Delete contacts : users can delete contacts by deleting key.
5. View all contacts : users can view all added contacts in the save contact interface.
6. Quick search for a specific contact : users can quickly search for a specific contact.
7. View the specified label : the user can view the specified label provided by the system.
8. Appeal : users can fill in the appeal form and upload it to the system for the administrator to handle the appeal form.
9. View help information : users can view help information.

For Administrators

1. Register and log in : the administrator uses the specified id to register the system account as the system administrator and log in the system account in the initial interface of the webpage.
2. View user information : administrators can view all information of any user.
3. delete the designated user : after handling the complaint form, the administrator can delete the designated user.
4. modify help information : the administrator can modify and improve help information.
5. Query appeal form : the administrator can query all submitted appeal forms.
6. Reply to appeal form : the administrator can reply to the appeal form submitted by the user.
7. stop all users’ access : to maintain a website

**Non-Functional Requirements**

1. Security and reliability : The system is not easily modified illegally by others.
2. Interoperability : The system is easy to operate and has good visual effects.
3. Maintainability : The system is easy to maintain and doesn't take a lot of time when it goes wrong.
4. Reusability and extensibility : The codes to create this system should follow the principle of easy reuse , and the code style should be good.