Emerway Requirements

**Emerway Call Center Module**

**Call Center User Authentication**

* Call Center User Can Login with following fields
  + Mobile Number
  + Password

**Dashboard**

* Counters
  + No. of call received
  + No. of ambulance bookings by call
* Graphs (Month/Year wise Graphs)
  + No. of ambulance bookings

**Get User Information**

* Call Center User can check first if Mobile Number is present then call center user can view information of user on the basis of Mobile Number.

**Add User Information**

* Call Center User can check if Mobile Number is not present in database then register information of user.
  + First Name
  + Last Name
  + Mobile Number
  + Gender

**Get Location Information of User**

* Call Center User can get current location of user after mobile number entering.
* Call Center User can get also Near By location or landmark of User.

**Emergency Request**

* Call Center User can do emergency request.
* For
  + Self
  + Family
  + Other
* If User can choose emergency request for Family/Self then add information of family member.
  + First Name
  + Last Name
  + Mobile Number
  + Gender
* Add the details of emergency request process into database.
* After inserting data there will be Search Ambulance after emergency request is made whether ambulance is present or not.