CT 1312 - Project

1- Develop a context diagram and level-0 diagram for the Help Desk System described in the following narrative. If you discover that the narrative is incomplete, make up reasonable explanations to complete the story. Supply these extra explanations along with the diagrams.

Maximum Software is a developer and supplier of software products to individuals and businesses. As part of their operations, Maximum provides an 800 telephone number help desk for clients who have questions about software purchased from Maximum. When a call comes in, an operator inquires about the nature of the call. For calls that are not truly help desk functions, the operator redirects the call to another unit of the company (such as Order Processing or Billing). Since many customer questions require in-depth knowledge of a product, help desk consultants are organized by product. The operator directs the call to a consultant skilled on the software that the caller needs help with. Once a consultant answers the call, he determines if this is the first call from this customer about this problem. If so, he creates a new call report to keep track of all information about the problem. If not, he asks the customer for a call report number, and retrieves the open call report to determine the status of the inquiry. If the caller does not know the call report number, the consultant collects other identifying information such as the caller's name, the software involved, or the name of the consultant who has handled the previous calls on the problem in order to conduct a search for the appropriate call report. If a resolution of the customer's problem has been found, the consultant informs the client what that resolution is, indicates on the report that the customer has been notified, and closes out the report. If resolution has not been discovered, the consultant finds out if the consultant handling this problem is on duty. If so, he transfers the call to the other consultant. Once the proper consultant receives the call, he records any new details the customer may have. For continuing problems and for new call reports, the consultant tries to discover an answer to the problem by using the relevant software and looking up information in reference manuals. If he can now resolve the problem, he tells the customer how to deal with the problem, and closes the call report. Otherwise, the consultant files the report for continued research and tells the customer that someone at Maximum will get back to him, or if the customer discovers new information about the problem, to call back identifying the problem with a specified call report number.