**BPO MANAGEMENT SYSTEM**

**Admin**

* Login
* Add Merchant companies
* Staff registration
  + Customer care staff
  + Technical staff
* Assign staffs to desired companies
* View/Edit/Remove staff Details
* View Clients details
* View Clients calls
  + Complaints
  + Enquiries
  + Service request
  + Feedback
* View status of client calls
* Generate notification (Messaging)
  + View reply

**Company**

* Login
* Manage services
* Manage client details
  + Manage clients’ services
* View client calls
  + View call updates

**Customer care Staff**

* Login
* Update Profile
* Manage client Enquires
  + Escalate the issue to technical staff
* Check status of a client call
* View notification from admin (View messages)
  + Send reply

**Technical Staff**

* Login
* Update Profile
* View escalated complaints from customer
* Update status of client call
  + Give proper replay as update
* View notification from admin
  + Send reply

**Tables**

* login
  + login\_id
  + username
  + password
  + usertype
* companies
  + company\_id
  + company\_name
  + mode\_of\_work
  + description
  + phone
  + email
  + website
* company\_services
  + services\_id
  + company\_id
  + service\_title
  + description
  + charge\_for\_service
  + service\_duration
* staffs
  + staff\_id
  + login\_id
  + company\_id
  + first\_name
  + last\_name
  + phone
  + email
  + photo
  + gender
  + age
* clients
  + client\_id
  + company\_id
  + first\_name
  + last\_name
  + phone
  + email
  + house\_name
  + place
  + pincode
* client\_services
  + client\_service\_id
  + client\_id
  + services\_id
  + started\_date
  + current\_status
* client\_calls
  + call\_id
  + date\_time
  + client\_id
  + staff\_id
  + call\_type [complaint/enquiry/service request/feedback]
  + description
  + call\_status [escalate if it is escalated to technical team]
* client\_call\_updates
  + update\_id
  + call\_id
  + update\_description
  + updated\_by
* notifications
  + notification\_id
  + staff\_id
  + message
  + reply
  + date