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NUMBER	1821221025
TOPIC	WEB DESIGN AND PROGRAMMING MIDTERM HOMEWORK
SUBJECT	CALL-CENTER

ANALYSIS DOCUMENT:

My Homework topic is that Call-Center. In this project, there are five data models.

1)Department: This table stores department and department name data. A department can have more than one Customer representative. However, customer Representatives can work for only one department. There is a one-to-many relationship between them. You can update, create, and delete departments. Also, you can see which representatives work in which departments from the details page.

2)CosRepresentative: This table refers to customer representatives. The table stores the CosRepresentativeId, FirstName, LastName, country, and department of data. A department can have more than one Customer representative. However, customer Representatives can work for only one department. There is a one-to-many relationship between them. Cause of this situation DepartmentId is a foreign key. Also, customer Representatives can have more than one customer. But each customer can have only one representative so that it is many to one relationship to like department and CosRepresentative. You can add, delete, and update representatives. Also, you can see which representatives have how many customers and the customer's name from the detail page.

3)Customer: The table stores Customerid, FirstName, LastName, age, phone, country, point, and cosrepresentativeid of data. There is a many-to-one relationship between representative and customer cause of that CosRepresentativeId is a foreign key. Likewise, customers can access their own representative information. And also, they can give points to their representative, These points are collected and included in the created score table. A score table was created from this table. You can update, delete, create and also Show details of customers. Also, you can add requests or Complaints from the Customer page.

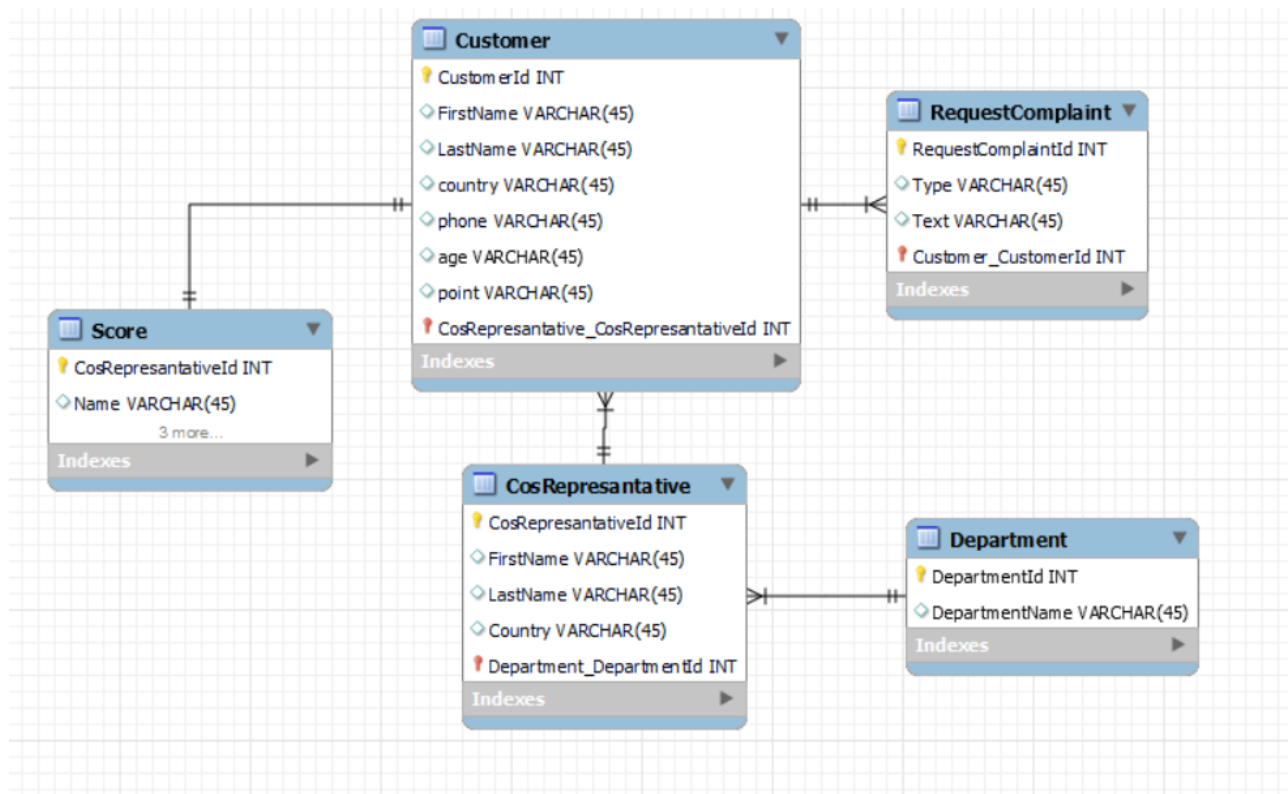
4)RequestComplaint: In this table store that, id, type for request or complaint, text, and costumed. Customers can add more than one request or complaint but each Request Complaint has only one customer. So that there is a many-to-one relation between them and the customerid is a foreign key. You can add complaints and requests and also delete them.

5)Score: This table's values come from the Customer table. In this table store the Cosrepresentativeid, name, and total score. Customers can give points to their own representatives. The sum of these scores makes up the total score. And also there is a CosRepresentativeId in the customer table as a foreign key. In this way, the score table can access representatives' information.

Business Rules

- Only representatives who have customers and have received points can enter the score table.
- A department is not required to have a working representative.
- Each table must have an id and must be unique.
- If there is a representative working in a certain department, that department cannot be deleted.
- If the customer representative has a customer, it cannot be deleted.
- If there is a representative working in a certain department, that department cannot be deleted.
- If the customer representative has a customer, it cannot be deleted
- To add a request or complaint, the customer id must be have.


Data Model:



Project Pictures

Here is the entry page all the buttons are work and redict to required page.


[CALL-CENTER](#) [Departments](#) [CosRepresentatives](#) [Customers](#) [RequestComplaints](#) [Score Table](#)



Departments

Here you can access the department table so you can create, delete and update new departments in the database.


[>>View<<](#)



Representatives

You can reach the customer representatives from here, so you can see the customer representatives in the database, add, delete or update new customer representatives.

[>>View<<](#)



Customers


Here you can access the Customer table. So it can view the customers in the database. You can add new customers, delete or update them.

[>>View<<](#)

Customer Representative of the month is selected based on customer point.

Our company works with high quality. The opinion of our customers is very important to us. For this reason, we ask all our customers to choose their own customer representatives and also to give a point to the customer representative after the service they receive. These points are summed up and the points of our customer representatives are calculated. In this way, we see which of our employees are satisfied or dissatisfied, and necessary warnings and rewards are made.

[Look at Table](#)



Customers can add Requests or Complaints.

Our customers' problems are always our problems. That's why we have an indicator

COMPLAINTS AND REQUESTS

1)Departments: Here you can add departments and search by name. Also, there is a deletion, update and detail view section. On the detail page, you can view the number of employees and the names of the employees in this department.

DEPARTMENTS

[Create New Department](#)

[Search Department](#)

DepartmentId	DepartmentName	
1	HR	Edit Add Delete
2	Admin	Edit Add Delete
3	IT	Edit Add Delete
4	Finance	Edit Add Delete

[CosRepresentatives](#) [Customers](#) [RequestComplaints](#)

Details Departments

Department Name: IT
This Departments's Employees ;

- AHMET AK
- MUHAMMED YILDIZ
- KEVSER ÇELİK

Total Customer count is that : 3

[Back to the Table](#) | [Edit](#)

[Departments](#) [CosRepresentatives](#) [Customers](#) [RequestComplaints](#)

Details Departments

Department Name: HR
This Departments's Employees ;

- MERVE ÇINAR

Total Customer count is that : 1

[Back to the Table](#) | [Edit](#)

2)Representatives: Here you can add representatives and search by First name. Also, there is a deletion, update and detail view section. On the detail page, you can view the number of customers and the names of the customers who work with these representatives. Also, when you create a Representative can choose a department from the combo box with the department name.

REPRESENTATIVES

[+ Create New Cosrepresentative](#)

CosRepresentativeld	FirstName	LastName	Country	DepartmentId	
1	MERVE	ÇINAR	Türkiye	1	Edit Add Delete
2	AHMET	AK	Türkiye	3	Edit Add Delete
3	MUHAMMED	YILDIZ	Kanada	3	Edit Add Delete
4	AYŞE	FIDAN	Ukrayna	2	Edit Add Delete
5	KEVSER	ÇELİK	Polonya	3	Edit Add Delete

Create

CusRepResantative

CosRepresentativeld

12

FirstName

Büşra

LastName

Araz

Country

Türkiye

Select Your Department

No Choosen yet.

No Choosen yet.

HR

Admin

IT

Finance

Details

CusRepResantative

FirstName

AHMET

LastName

AK

DepartmentId

3

This Representantive's Costumers ;

1. Emre Çınar

2. Ceren Hanagasi

Total Customer count is that : 2

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3)Customer: Here you can add a customer and search by the First name. Also, there is a deletion, update and detail view section. Also, when you create a customer you can choose a representative from combo box with the first name and you can give him or her a point. Also on this page, you can add requests or complaints directly.

CUSTOMERS

[+ Create New Cosrepresentative](#)

CustomerId	FirstName	LastName	age	phone	country	
1	Nurdan	Çınar	55	+905303413739	Türkiye	Edit Add Delete
2	Gamze	Sezgin	32	+595324124154	Belçika	Edit Add Delete
3	Emre	Çınar	28	+4854241154154	Rusya	Edit Add Delete
4	Yusuf	Can	22	+1254554155412	Yunanistan	Edit Add Delete
5	Ceren	Hanagasi	25	+1554145412242	Suriye	Edit Add Delete
6	Ethem	Kırmaz	33	+5455412454111	Fransa	Edit Add Delete

[Add - Request or Complaint](#)

Create

Customer

CustomerId

22

FirstName

MERVE

LastName

ÇINAR

country

Türkiye

phone

+905303413739

age

22

Select Your Representative

No choosen yet

No choosen yet

MERVE

AHMET

MUHAMMED

AYŞE

KEVSER

Representative; 1

Select Your Representative

No choosen yet

Create

[Back to the Table](#)

Point for your Repesantative;

1

1

2

3

4

5

4)Request Complaint: Here you can add Request or Complaint you have to choose the type when you create from the radio button. Also, you can delete requests or complaints..

Create

Request Or Complaint

RequestComplaintId

1

Select Type:

Request: ☐ | Complaint: ☒

Text

My order is not come.

CustomerId

1

Create

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REQUEST/COMPLAINT

[Add Request or Complaint](#)

Type	Text	CustomerId	
Complaint	My order is not come.	1	
Request	Call me about price of premium	2	

5)SCORE: From the customer's point Representatives' scores are calculated. And you can see which employees are the best. Also from the details page, you can see which customers voted for it. You can select the winner as an employee of the month.

no CosRepresentatives Customers RequestComplaints Score Table

Details

CusRepResantative

FirstName EMRE
LastName ÇINAR
DepartmentId 1

This Representantive's Costumers ;

1. SALIHA SAGOL
2. MERVE ÇINAR

Total Customer count is that : 2

[Back to the Table](#) | [Edit](#)

Details

CusRepResantative

FirstName MERVE
LastName ÇINAR
DepartmentId 1

This Representantive's Costumers ;

1. AYŞE YILMAZ

Total Customer count is that : 1

[Back to the Table](#) | [Edit](#)



Scores Table Of Representatives

CosRepresentativeId	Name	totalScore	
1	MERVE	5	Detail of Representative
2	EMRE	8	Detail of Representative
3	CEREN	3	Detail of Representative