



**FATİH  
SULTAN  
MEHMET**  
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NUMBER	1821221025
TOPIC	WEB DESIGN AND PROGRAMMING FINAL 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.

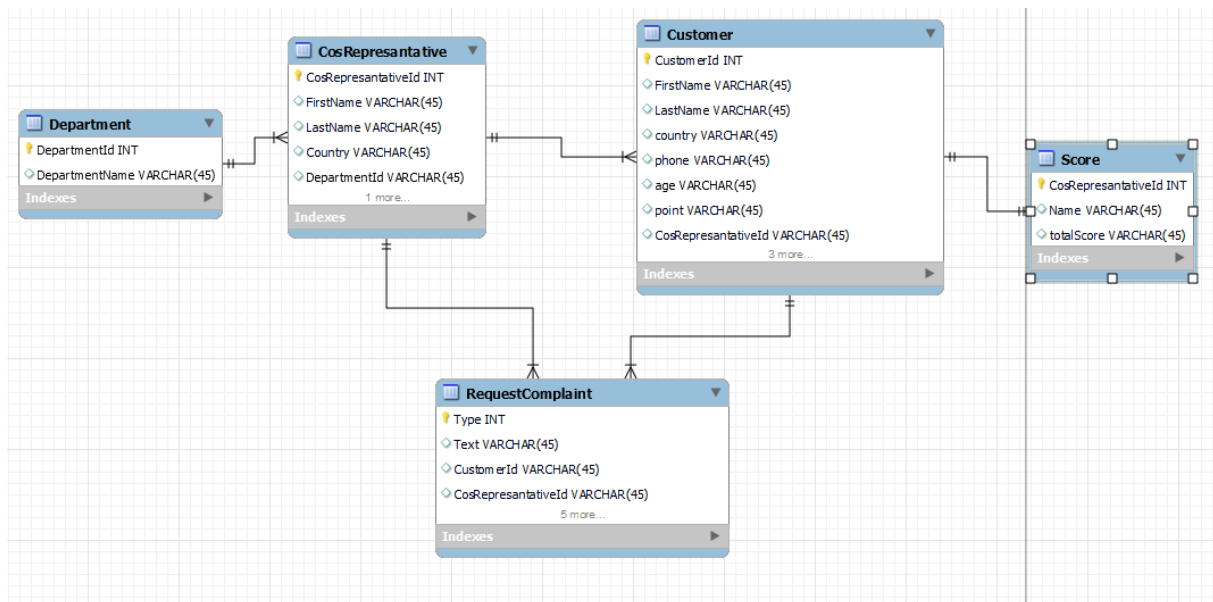
**4)RequestComplaint:** In this table store that, id, type for request or complaint, text, and costumed. Customers can add more than one request or complaint but each Request Complaint has only one customer. So that there is a many-to-one relation between them and the customerId is a foreign key. You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

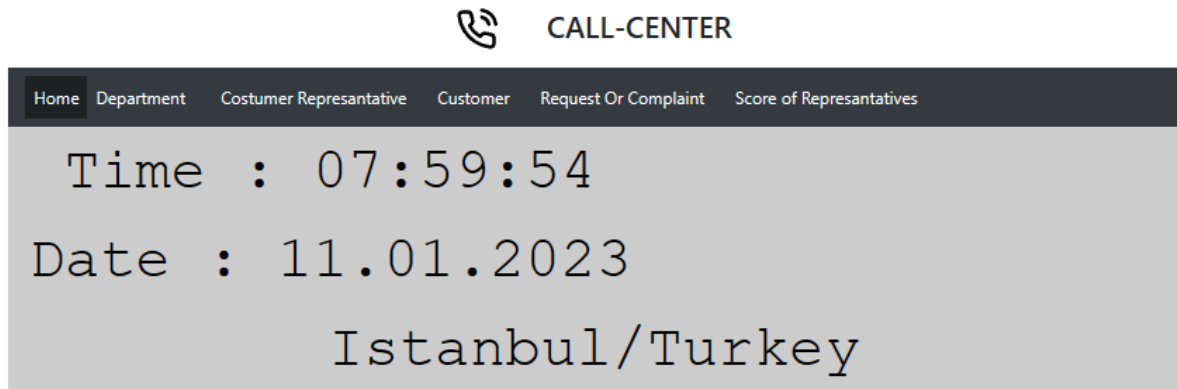
- Only representatives who have customers and have received points can enter the score table.
- A department is not required to have a working representative.
- Each table must have an id and must be unique.
- If there is a representative working in a certain department, that department cannot be deleted.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

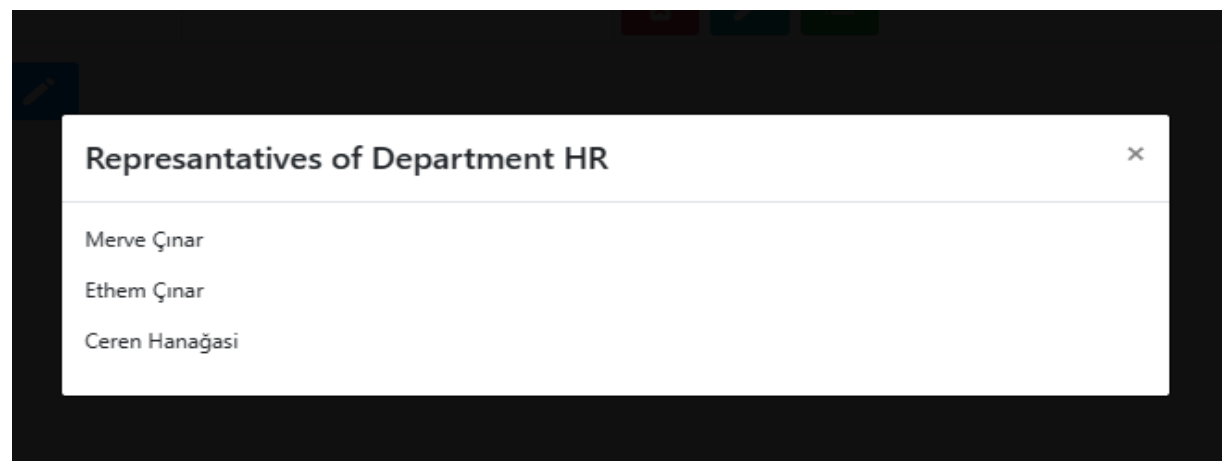
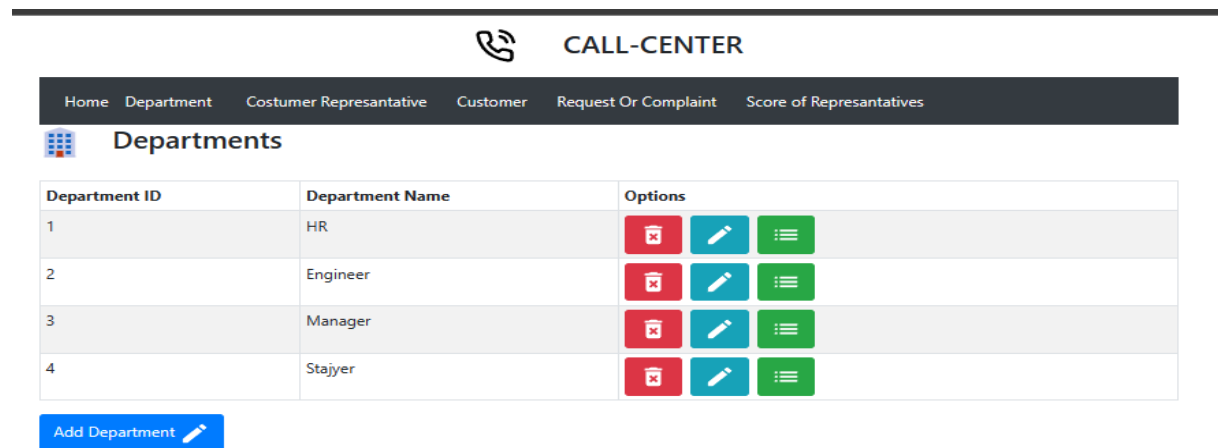


## Project Pictures

**Entry Page:**in the home page it shows current time,date and location





**1)Departments:** Here you can add departments and list it. Also, there is a deletion, update and list section(green button). On the list page, you can view employees list of this department.



**2)Representatives:** Here you can add representatives and list them. Also, there is a deletion, update and list view section. On the list page, you can view 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.

## CALL-CENTER

Home	Department	Costumer Representative	Customer	Request Or Complaint	Score of Representatives
<b>Customer Representatives</b>					
Representative Id	First Name	Last Name	Country	Department	Options
1	Merve	Çınar	Türkiye	HR	  
2	Gamze	Sezgin	Polonya	Manager	  
3	Ahmet	Ak	Almanya	Engineer	  
4	Ethem	Çınar	Canada	HR	  
5	Ceren	Hanağası	Türkiye	HR	  




[Add cosRepresentative](#) 

Merve

Çınar

Türkiye

HR

### Add CosRepresentative

CosRepresentativeId

6

FirstName

Yusuf

LastName

Çınar

Country

Türkiye

DepartmentId

HR

HR

Engineer

Manager

Stajyer

Close x

### Customers' Name of Worker

Ömer



















Mehtap

Selma

**3)Customer:** Here you can add a customer and list them all. Also, there is a deletion, update and list 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. On this page you can access Customer's complaint or requests list.



## Customers

Customer Id	First Name	Last Name	phone	Country	age	Representative	Options
1	Elif	Tulumen	5387845620	Almanya	22	Ahmet	  
2	Eslem	Yıldırım	5387845742	Hollanda	47	Merve	  
3	Miraç	Sezar	5302544547	Belçika	46	Gamze	  
4	Ömer	Hanağasi	5302544117	Belçika	19	Ceren	  
5	Mehtap	Bedir	05387845427	Danimarka	33	Ceren	  
6	Selma	Vurgun	05387845620	Almanya	45	Ceren	  

Add Customer 

### Add Customer

CosRepresentativeld

FirstName

LastName

country

phone

age

point

CosRepresentativeld

Merve

Gamze

Ahmet

Ethem

Ceren

Yusuf

### Edit Customer

customerId

FirstName

LastName

country

phone

age

point

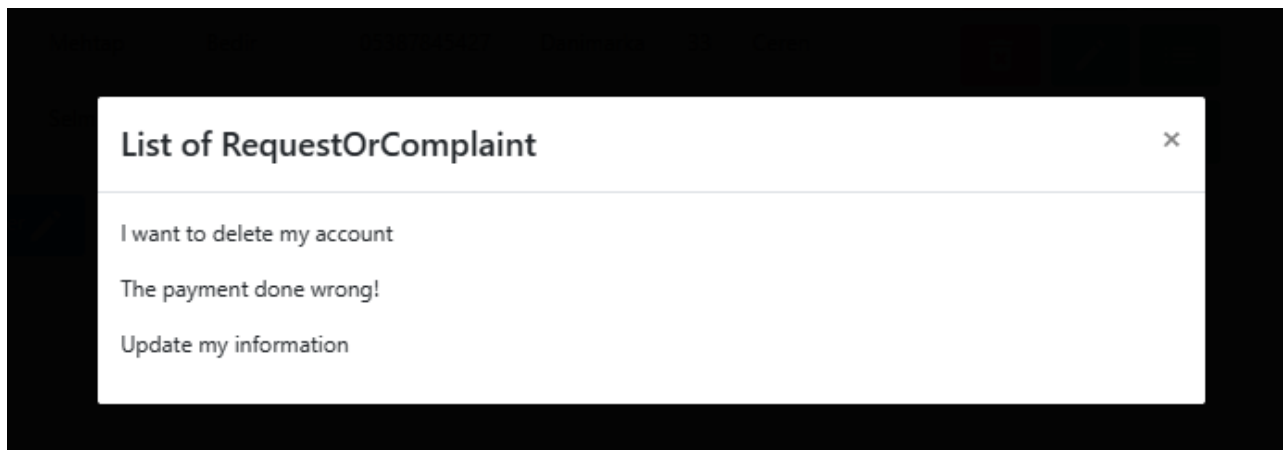
CosRepresentativeld

Update Customer









### List of RequestOrComplaint



No one is answering the phone



**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..

Home	Department	Costumer Repesantative	Customer	Request Or Complaint	Score of Repesantatives
 Requests Or RequestComplaints					
ID	Type	Text	Customer Name	Delete	
1	Complaint	No one is answering the phone	Elif		
2	Request	I want to delete my account	Mehtap		
3	Complaint	The payment done wrong!	Mehtap		
4	Request	Update my information	Mehtap		
5	Complaint	My order didn't came	Miraç		
6	Complaint	No body Call me back	Selma		
<a href="#">Add requestorcomplaint</a> 					

**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.



## CALL-CENTER

Home Department Costumer Representative Customer Request Or Complaint Score of Representatives



### Scores of Employees



Employee ID	NAME	SCOR	Count of Customer
1	Merve	3	1
Employee ID	NAME	SCOR	Count of Customer
2	Gamze	4	1
Employee ID	NAME	SCOR	Count of Customer
3	Ahmet	5	1
Employee ID	NAME	SCOR	Count of Customer
5	Ceren	10	3

Also in my homework Messages alert and Validation is working

CosRepresentativeld

CustomerId

Type

FirstName

! Lütfen bu alanı doldurun.

Text

! Lütfen bu alanı doldurun.

Add CosRepresentative

CosRepresentativeld

213455

FirstName

FirstName

LastName

! Lütfen bu alanı doldurun.

Vurgun

Country

Almanya

DepartmentId

HR

Add CosRepresentative



localhost:3000 şunu diyor:

Are you sure?

Tamam

İptal

esantatives

ame	Last Name	Country	Department	Options
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localhost:3000 şunu diyor:

Success

Tamam

AnalysisDocument.pdf

BLM19417E Final Homework (2)













cm... UHCL 23a Graduate... Y Ya is, 4th Edit... BST.java AP Fi


localhost:3000 şunu diyor:  
ID=3 already exist id should be unique

Tamam

Home Department Costum

Departments


Department ID	Department Name	Options
1	HR	  
2	Engineer	  
3	Manager	  
4	Staiver	  

Add Department 

Add Department

DepartmentId  
3

DepartmentName  
ogrenci

Add Department 

Close x