

Ex.no 13	BPO MANAGEMENT SYSTEM
Date:	

AIM:

To draw the diagrams [Use case , Class, Activity, Sequence, Collaboration, State Chart, Component, Deployment, package] for the BPO Management System .

SOFTWARE REQUIREMENTS SPECIFICATION

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1.0	Hardware Requirements
1.1	Software Requirements
1.2	Problem Analysis and Project Plan
1.3	Project description
1.4	Reference

1.0 HARDWARE REQUIREMENTS:

Intel Pentium Processor I3/I5

1.1 SOFTWARE REQUIREMENTS:

Rational rose / Argo UML

1.3 PROJECT DESCRIPTION:

This software is designed to know about the process that were taking place in the BPO office. This system holds the details of the customer who and all approaches to it. It is managed by the central systems.

1.4 REFERENCES:

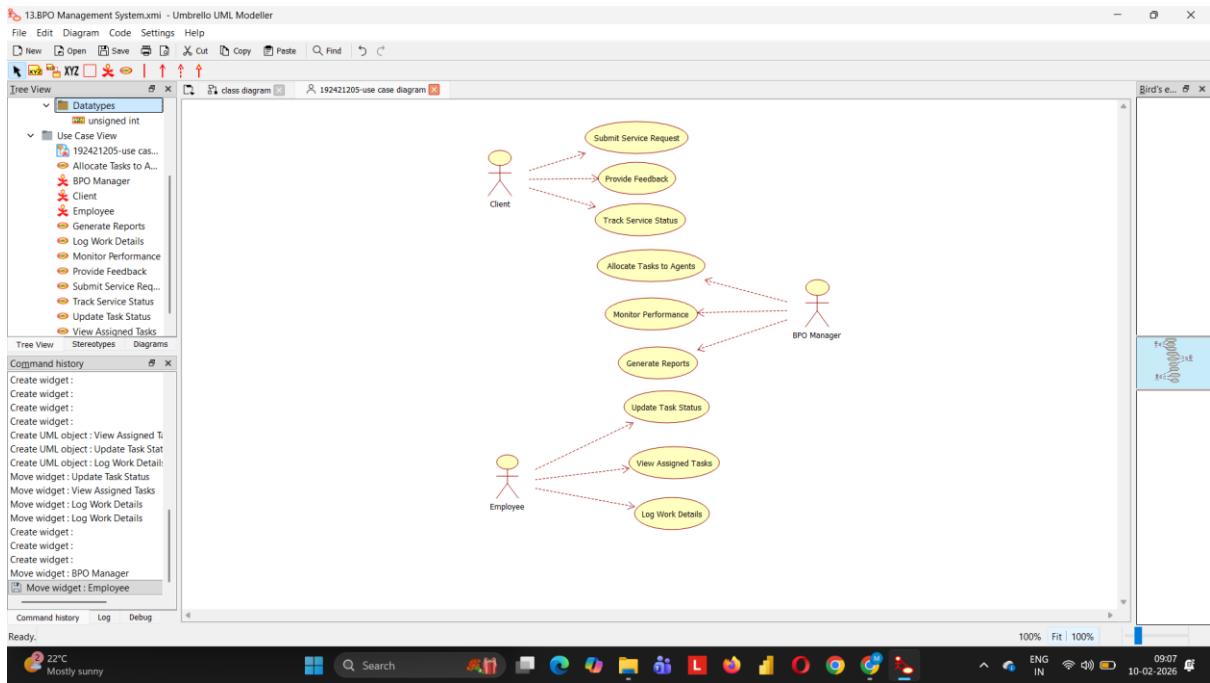
IEEE Software Requirement Specification format.

USE CASE DIAGRAM:

This diagram will contain the attributes as start point, end point, decision box as given below

ACTORS: Purchase product, Server, Central system

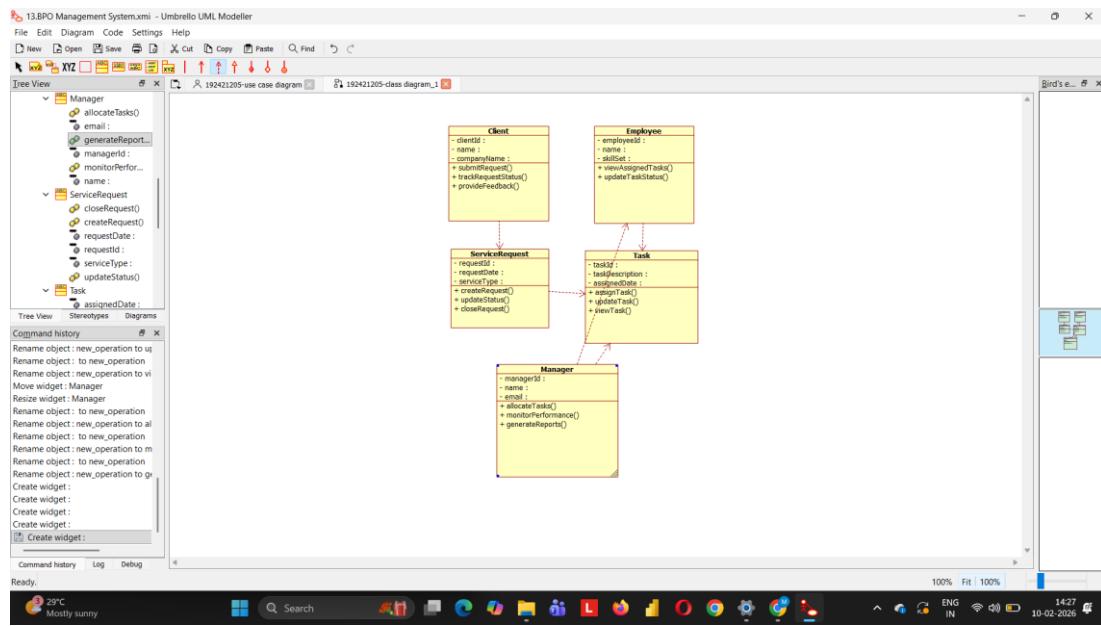
USECASE: Product, Voice, Non-Voice, Indian office, Employee, Feedback



CLASS DIAGRAM:

This Diagram consists of the following classes, attributes and their operations.

CLASSES	ATTRIBUTES	OPERATIONS
Central System	Store, update	Storing(), updating()
Dealer	Employee name	Delivery()
Customer	Details	Feedback()

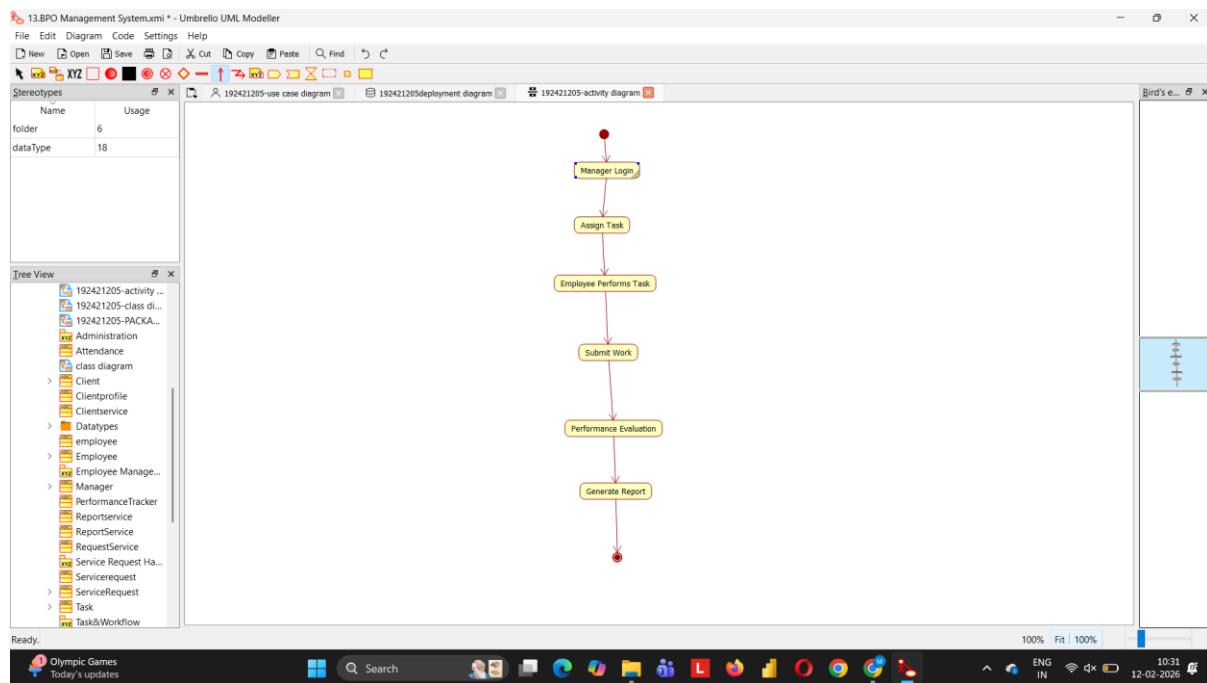


ACTIVITY DIAGRAM:

This diagram will contain the activities as start point, end point, decision boxes as given below

ACTIVITIES: Purchase Product, On call, On chat

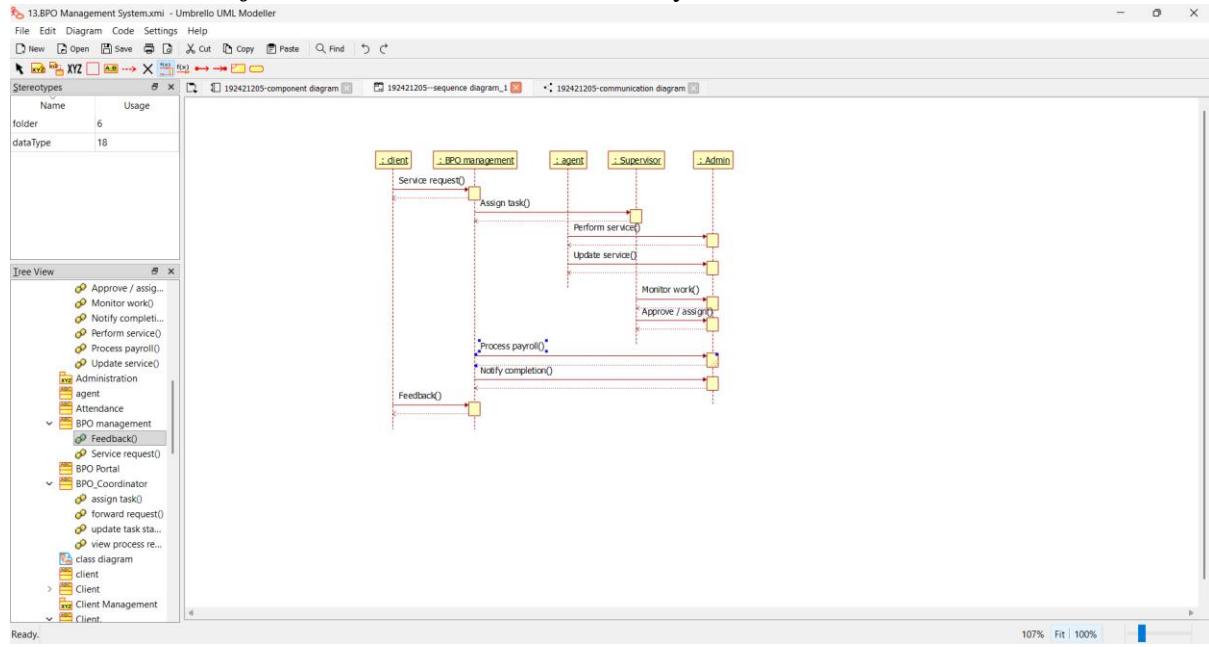
DECISION BOX: Option to check



SEQUENCE DIAGRAM:

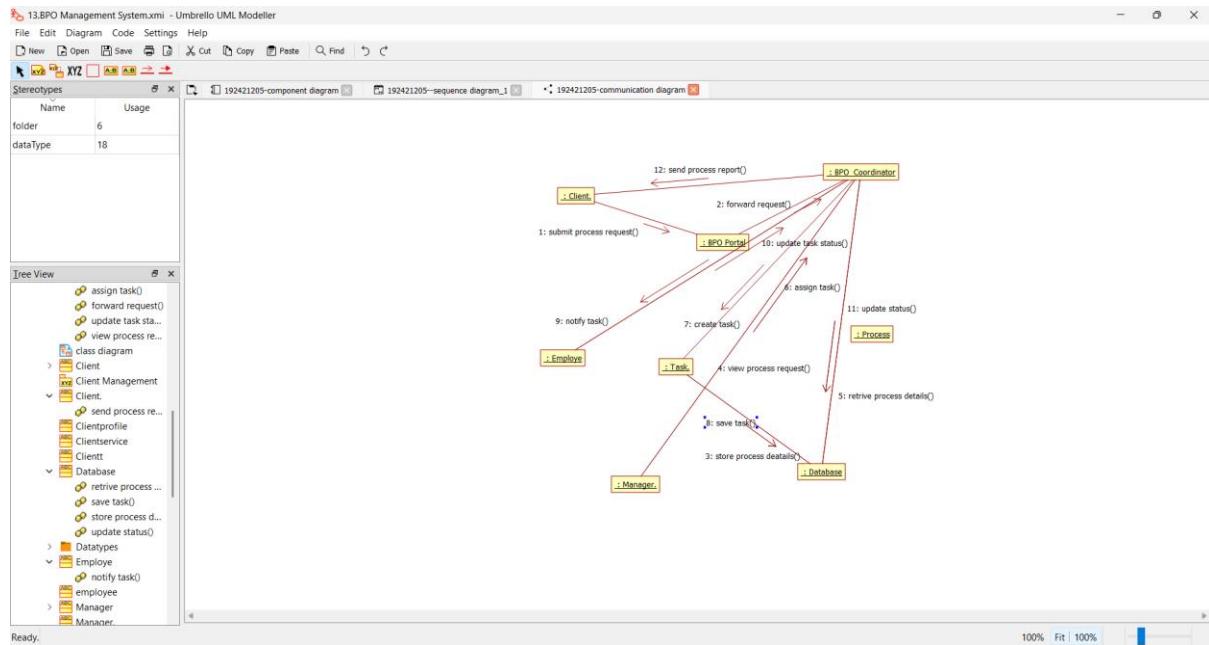
This diagram consists of the objects, messages and return messages.

Object: Customer, Dealer, Central System



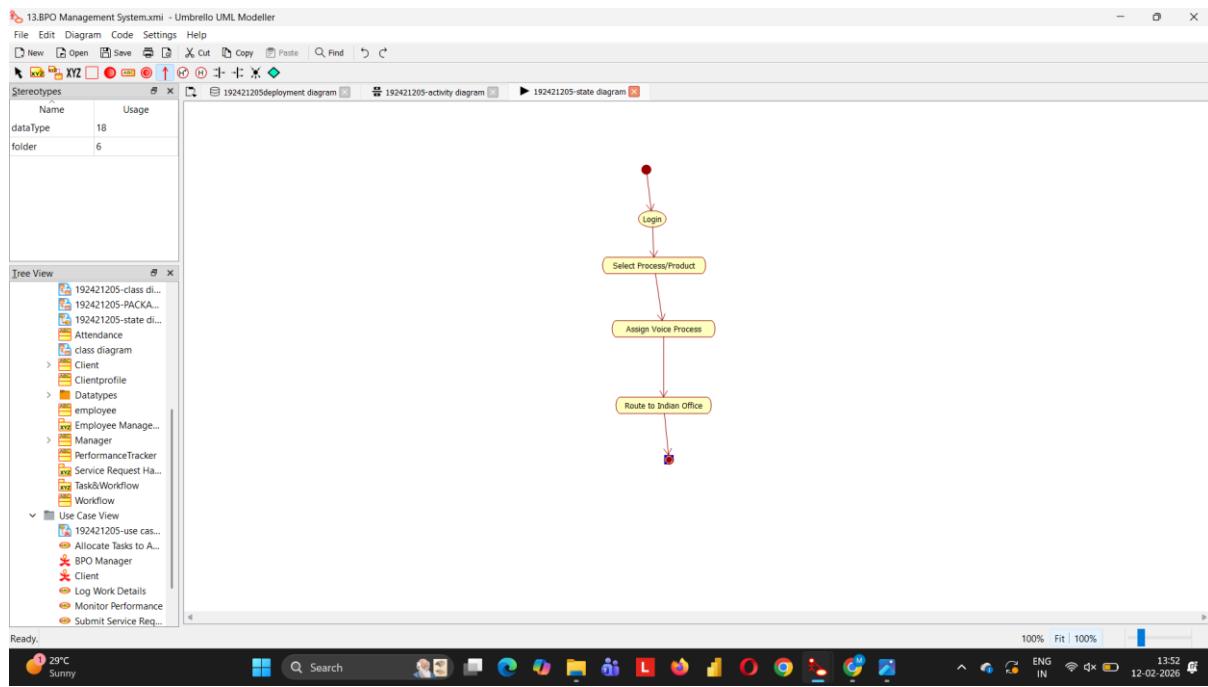
COLLABORATION DIAGRAM:

This diagram contains the objects and actors. This will be obtained by the completion of the sequence diagram and pressing the F5 key.



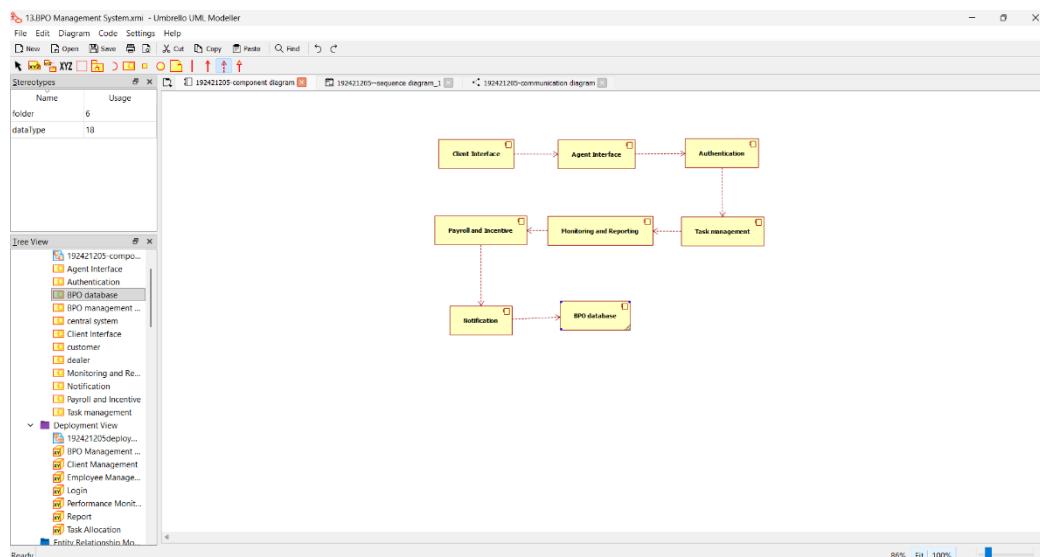
STATECHART DIAGRAM:

The purpose of state chart diagram is to understand the algorithm involved in performing a method. It is also called as state diagram. A state is represented as a round box, which may contain one or more compartments. An initial state is represented as small dot. A final state is represented as circle surrounding a small dot.



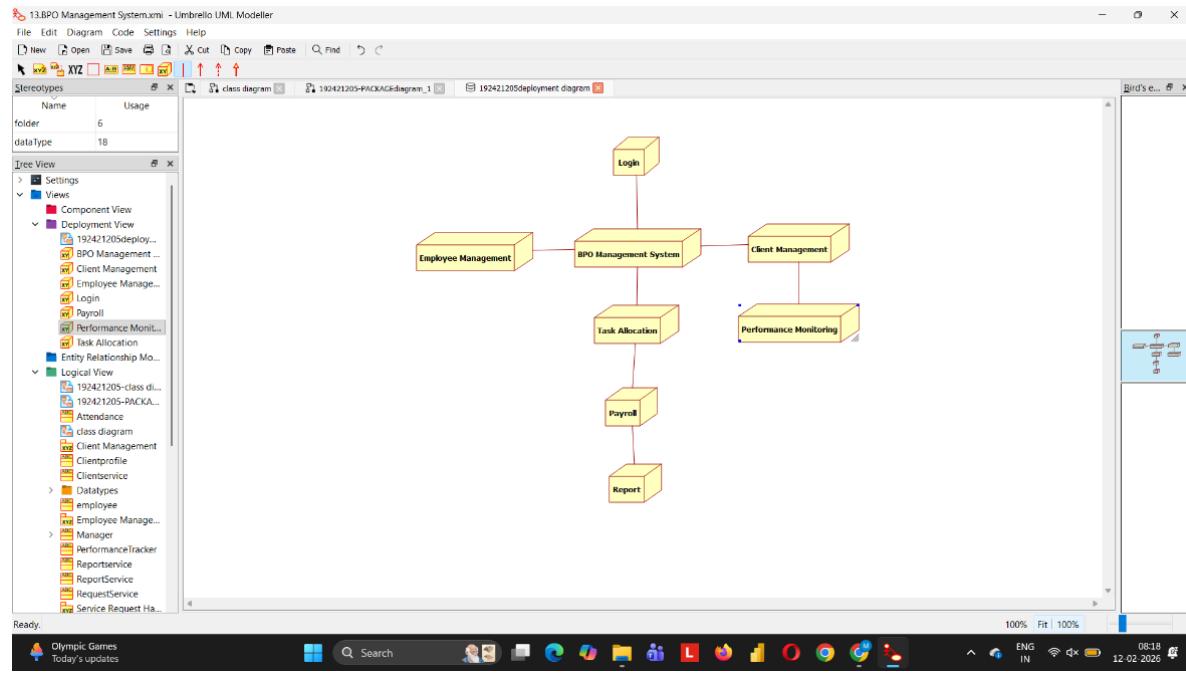
COMPONENT DIAGRAM:

The component diagram's main purpose is to show the structural relationships between the components of a system. It is represented by boxed figures. Dependencies are represented by communication association.



DEPLOYMENT DIAGRAM:

A deployment diagram in the unified modeling language serves to model the physical deployment of artifacts on deployment targets. Deployment diagrams show "the allocation of artifacts to nodes according to the Deployments defined between them. It is represented by 3-dimensional box. Dependencies are represented by communication association.

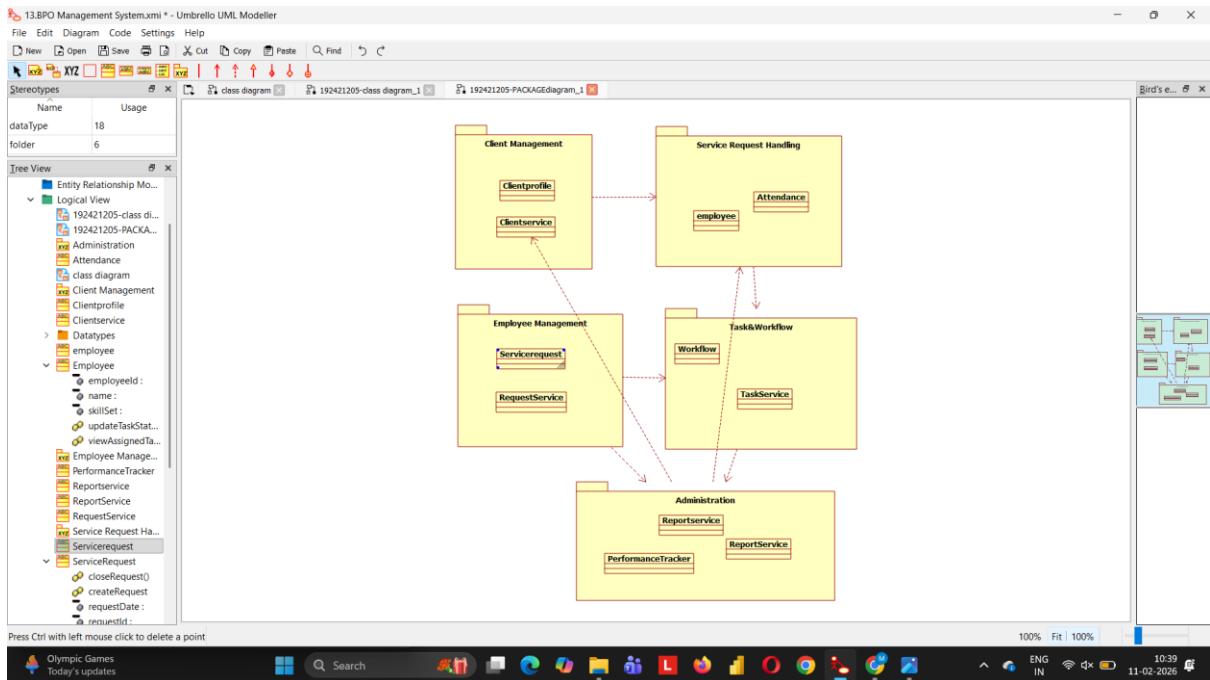


PACKAGE DIAGRAM:

A package diagram in unified modeling language that depicts the dependencies between the packages that make up a model. A Package Diagram (PD) shows a grouping of elements in the OO model, and is a Cradle extension to UML. PDs can be used to show groups of classes in Class Diagrams (CDs), groups of components or processes in Component Diagrams (CPDs), or groups of processors in Deployment Diagrams (DPDs).

There are three types of layer. They are

- o User interface layer
- o Domain layer
- o Technical services layer



PROGRAM CODING:

CENTRAL SYSTEM:

```

import java.util.Vector;

public class central system

{
    public Integer store;
    public Integer update;
    public Vector mydealer;
    public void updating()
    {
    }
    public void processing()
    {
    }
}

```

CUSTOMER:

```

import java.util.Vector;

public class customer

```

```
{  
    public Integer name;  
    private Integer product;  
    public Vector mydealer;  
    public void feedback()  
    {  
    }  
    public void customer()  
    {  
    }  
}
```

DEALER:

```
import java.util.Vector;  
  
public class dealer  
{  
    public Integer employeeName;  
    public Integer availability;  
    public Integer newAttr;  
    public Vector mycustomer;  
    public Vector mycentral system;  
    public void payment()  
    {  
    }  
    public void delivery()
```

}

RESULT:

The diagrams [Use case, Class, Activity, Sequence, Collaboration, State Chart, Component, Deployment, package] for the BPO Management system has been designed, executed and output is verified.