RG NO:192320088

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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	Hardware Requirements
	Software Requirements

	Problem Analysis and Project Plan
	Project description
	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:

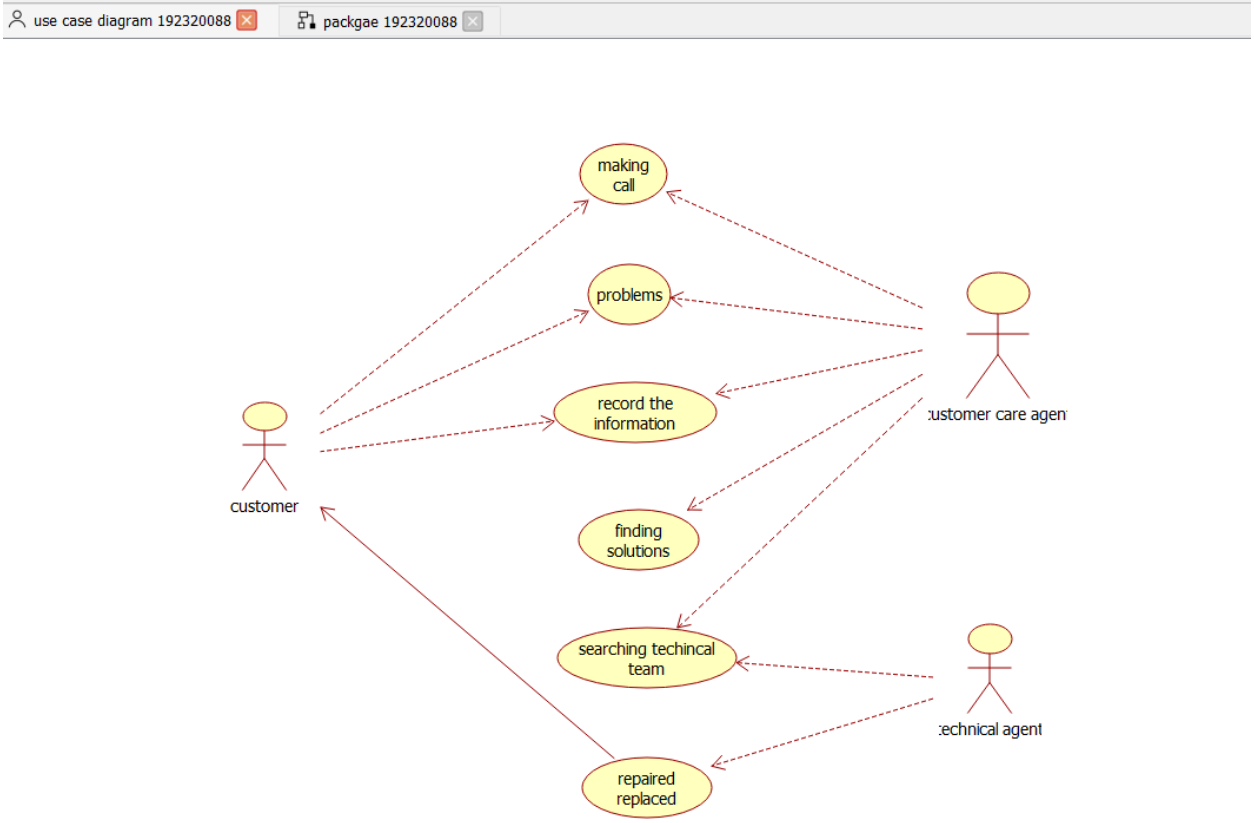
IEEE Software Requirement Specification format.

USECASE 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.

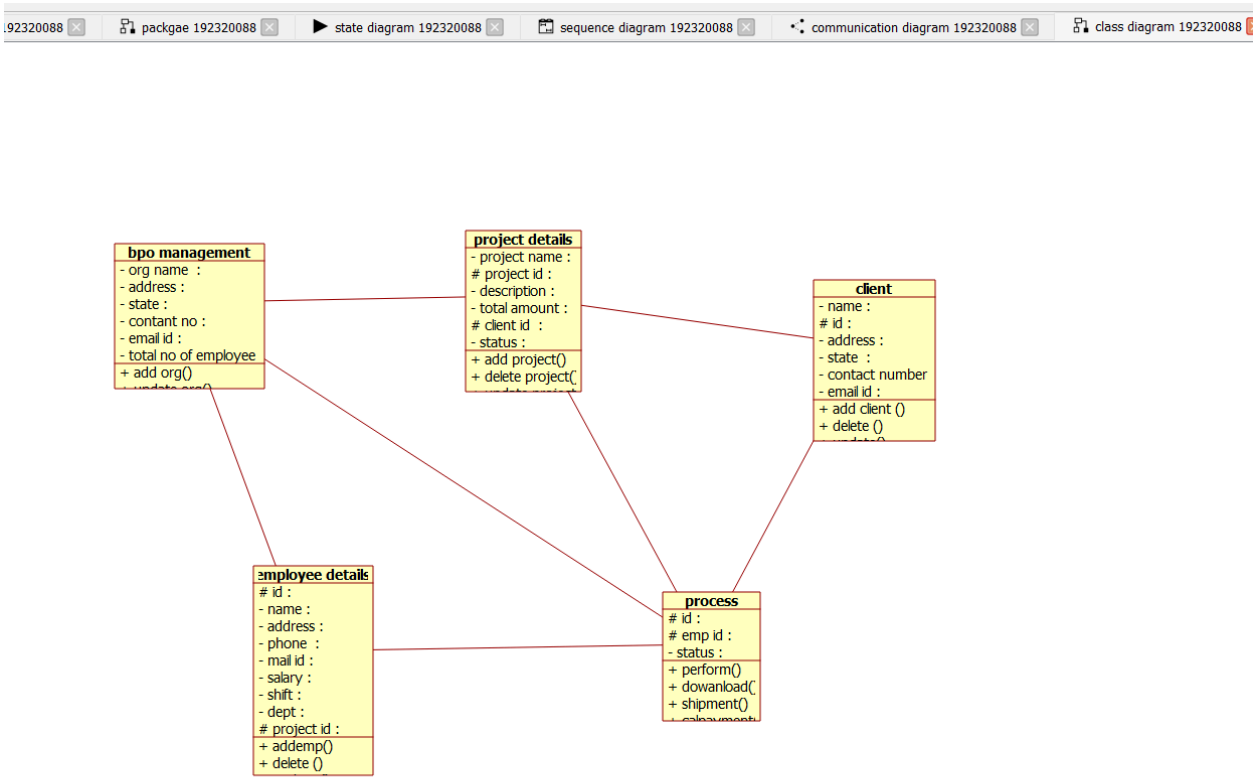


CLASS DIAGRAM:

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

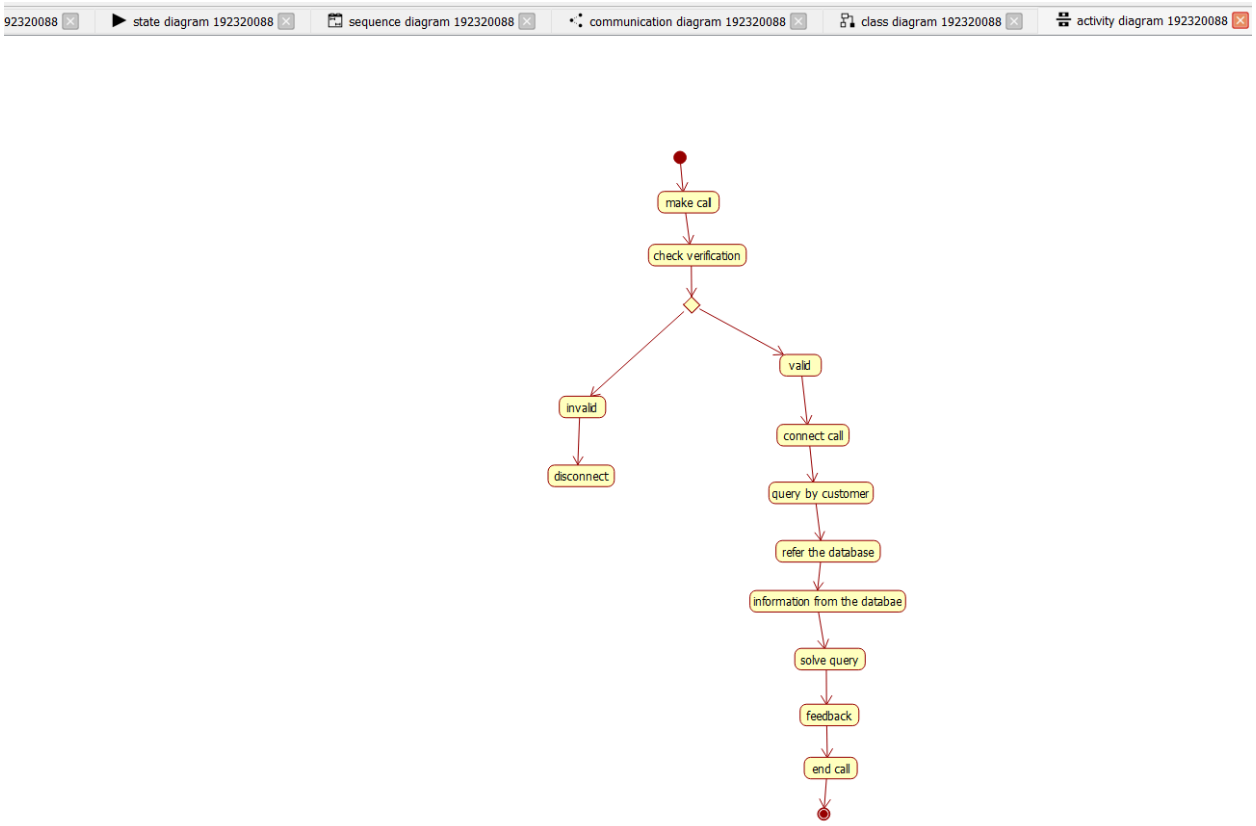
CLASSES	ATTRIBUTES	OPERATIONS
Central System	Store, update	Storing(), updating()

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



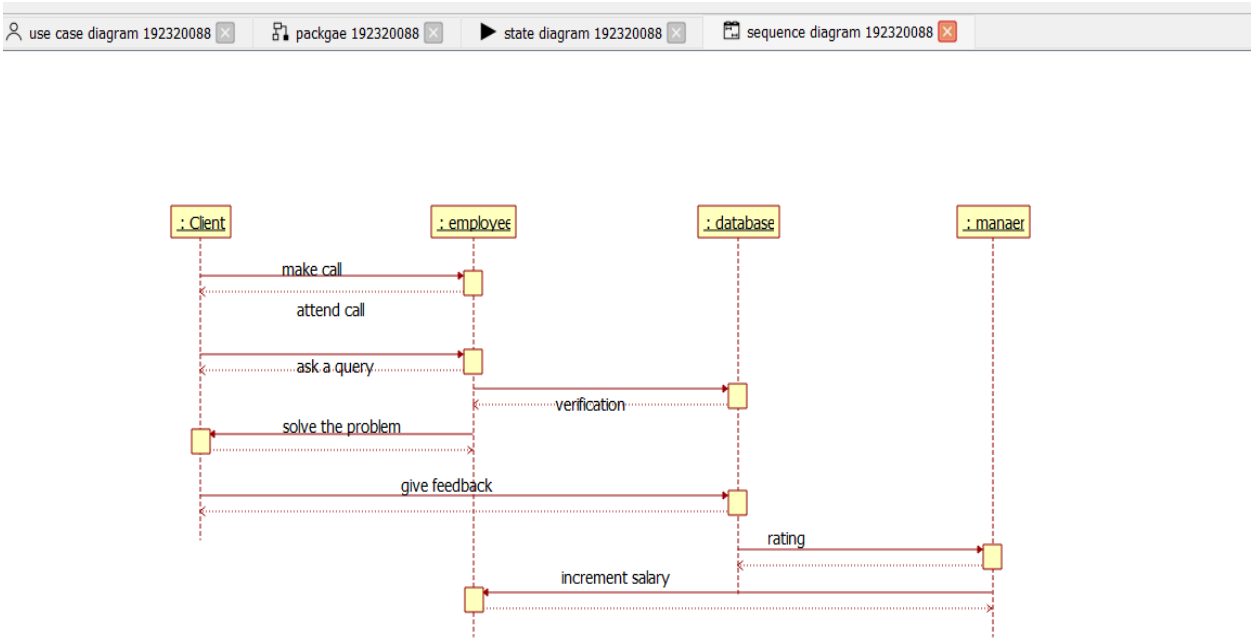
ACTIVITIES: Purchase Product, On call, On chat

DECISION BOX: Option to check

SEQUENCE DIAGRAM:

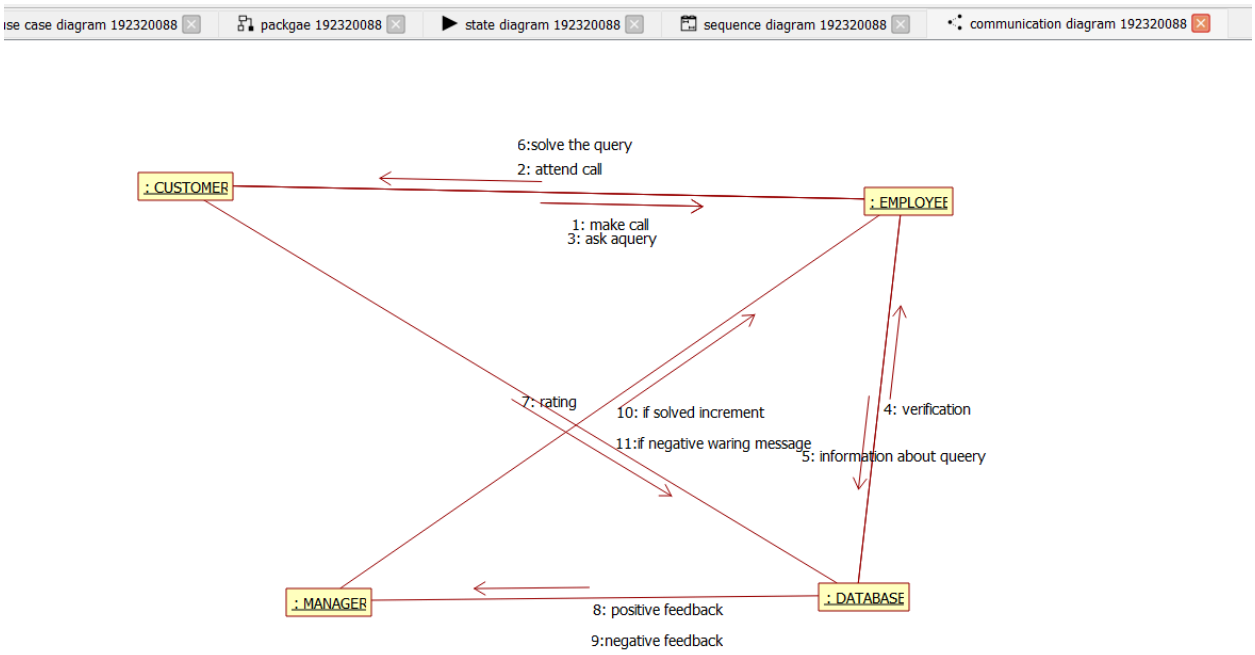
This diagram consists of the objects, messages and return messages

Object: Customer, Dealer, Central System



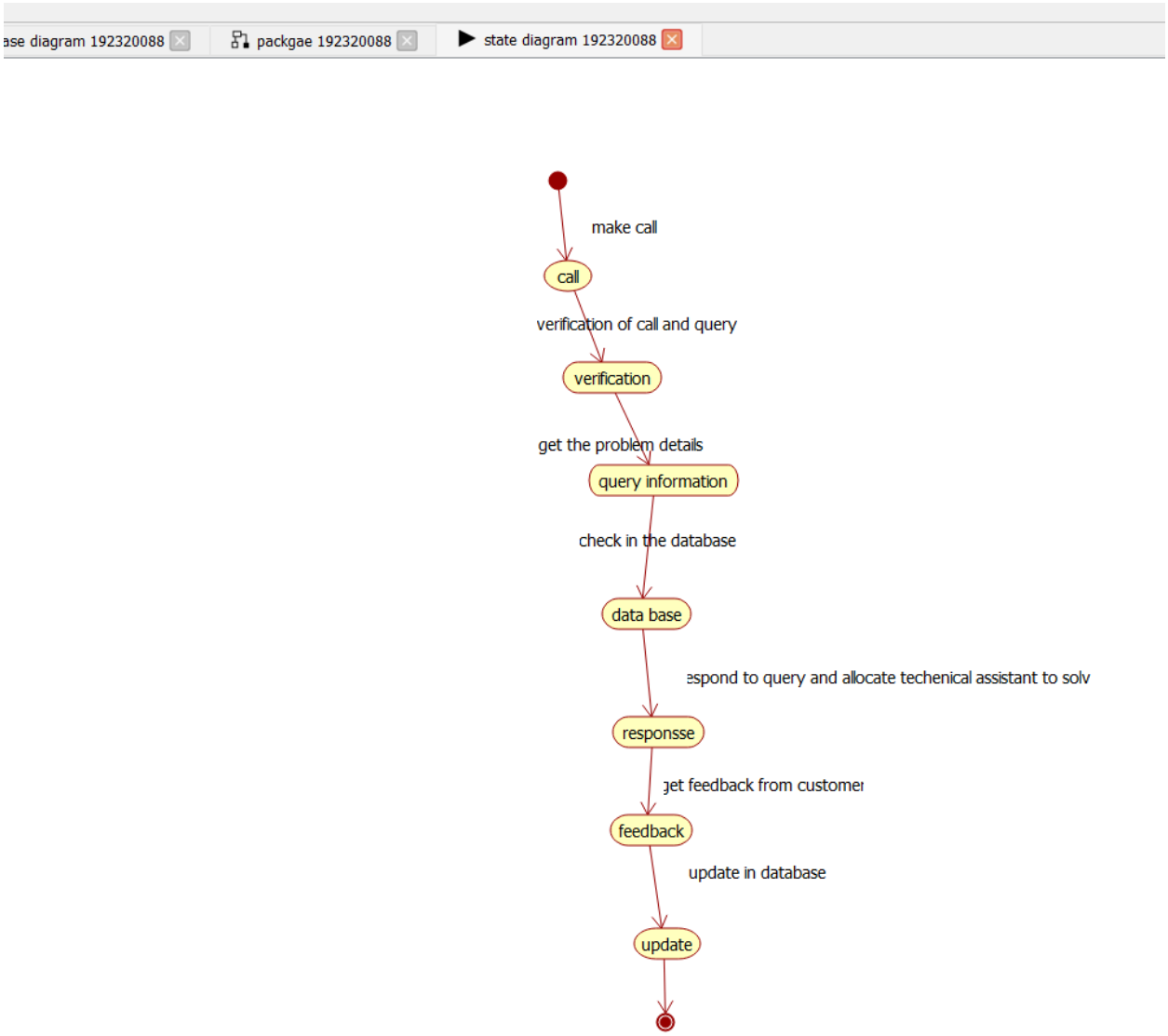
COLLABORATION DIAGRAM:

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



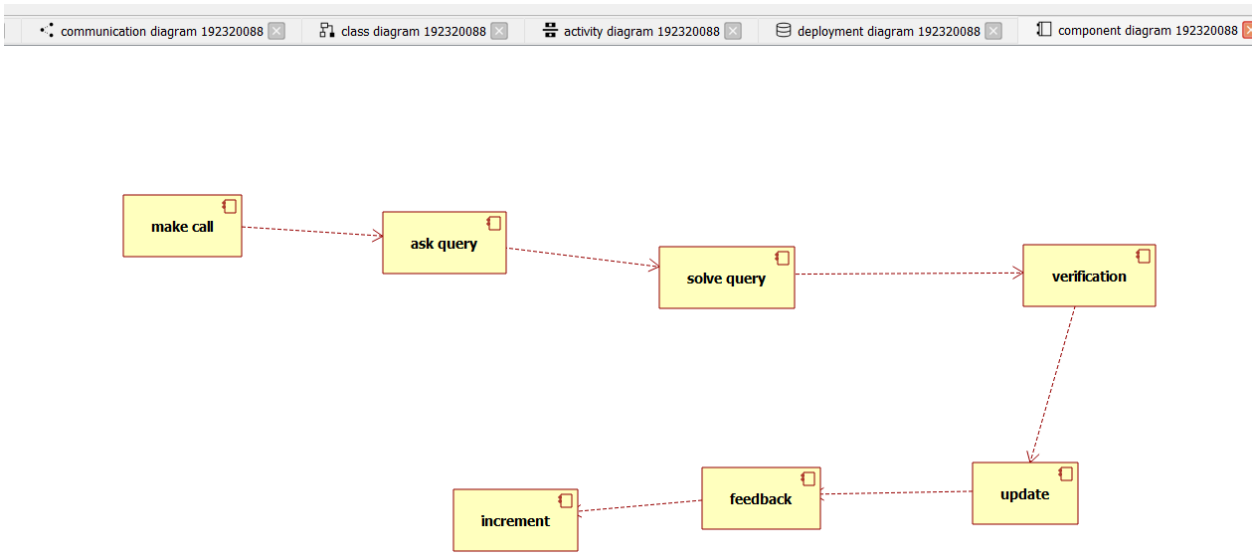
STATECHART DIAGRAM:

It is a technique to describe the behavior of the system. It describes all the possible states that a particular object gets into the object oriented technique. State diagram are drawn for a single class to show to the lifetime behaviour of a single objects



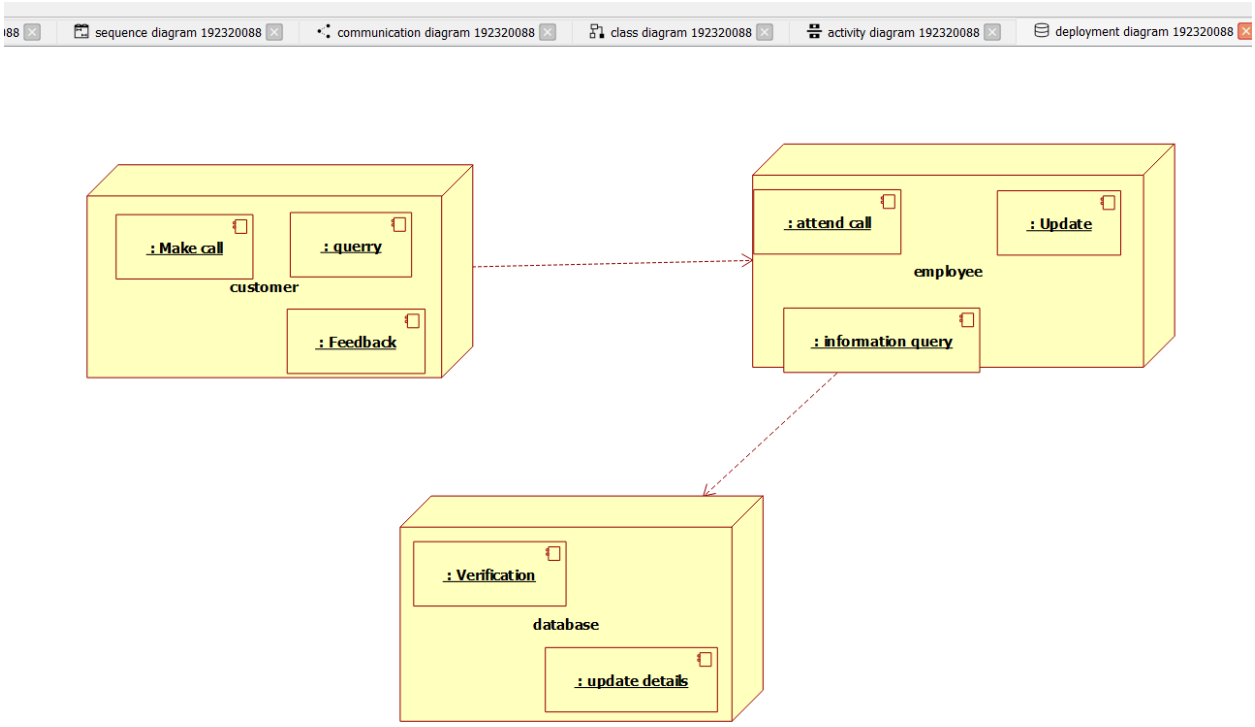
COMPONENT DIAGRAM:

The component diagram is represented by figure dependency and it is a graph of design of figure dependency. The component diagram's main purpose is to show the structural relationships between the components of a systems. It is represented by boxed figure. 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- dimentional box. Dependencies are represented by communication associatio



PACKAGE DIAGRAM:

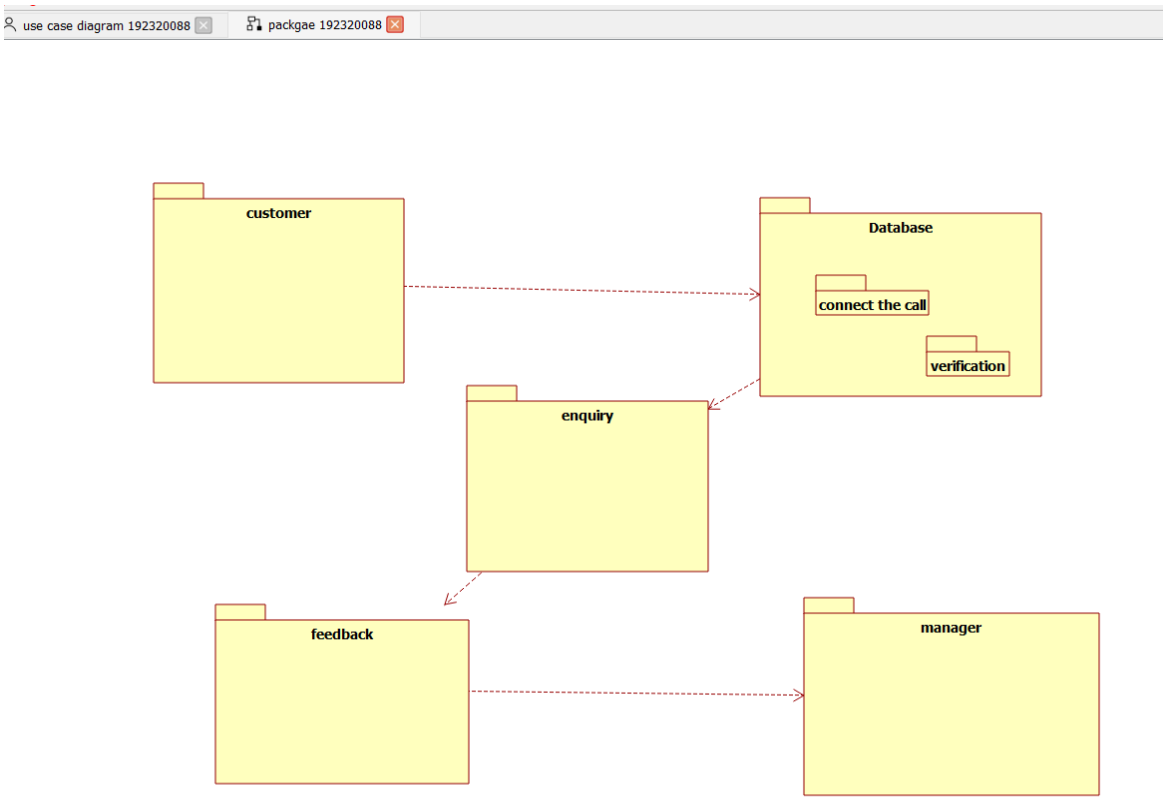
A package diagram in unified modeling language that depicts the dependencies between the packages that make up a model. A Package Diagram (PD) shows a grouping of elements in the OO model, and is a Cradle extension to UML. PDs can be used to show groups of classes in Class Diagrams (CDs), groups of components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