EX.NO:1 BPO Management System

Aim:

To develop a system using UML for BPO management system. The system should hold the details of the customer and all approaches to it. It is managed by the central system.

Procedure:

1) Define Use Case: Identify actors and create use case diagrams to illustrate system interactions for major functions like customer inquires and data management.

2.) Define main class and establish relationships and associations, including attributes and methods.

3) Detail iteractions between objects over time for each use case showing the sequence of messages inchanged to accomplish tasks.

4.) Model workflows and represent the flow of activities within the system for each use, detailing steps for process like handling customer inquiries.

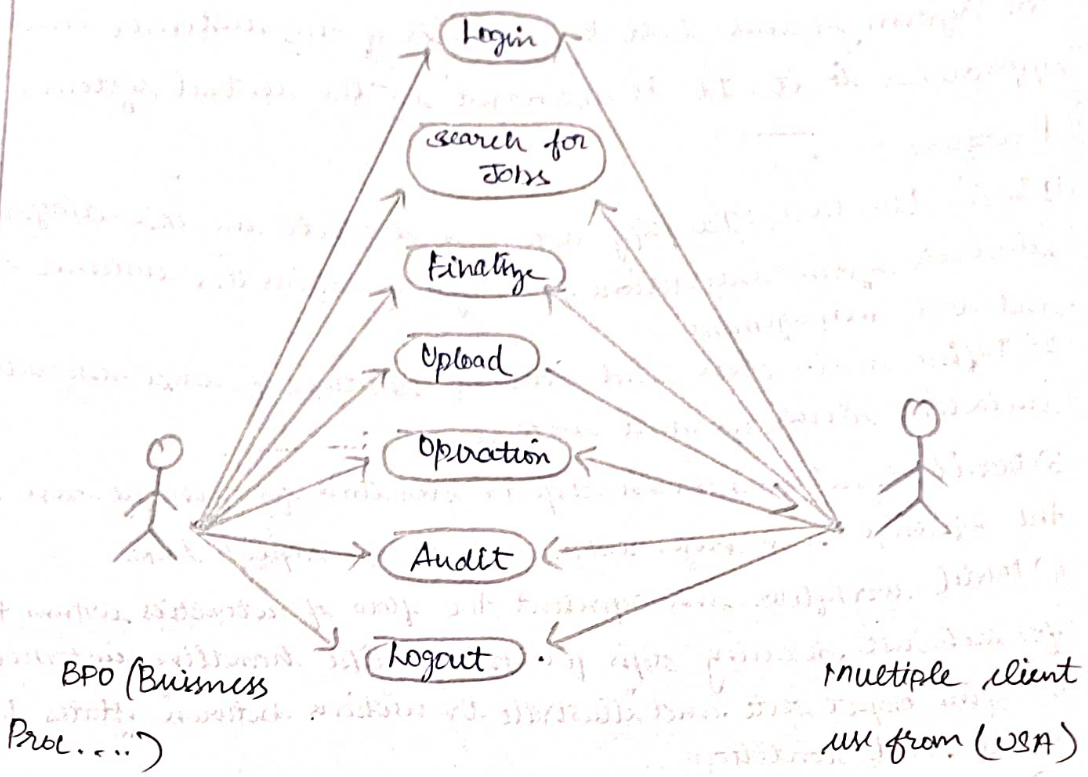
5.) Define object state and illustrate transitions between states based on event and conditions.

6.) Identify main system components ~~and~~ and illustrate their iteractions and dependence.

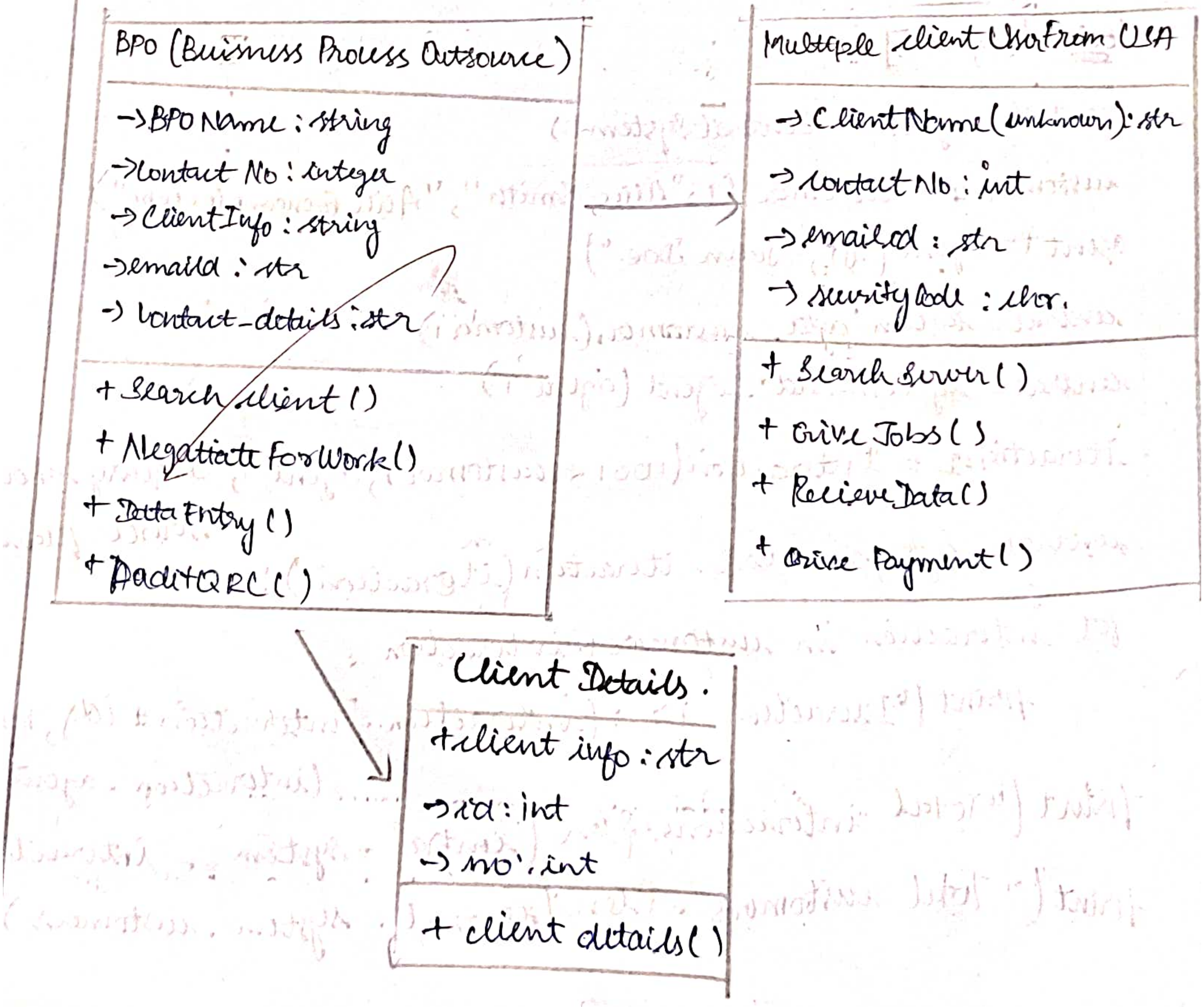
Code: [Python]

```
central_system = CentralSystem()
customer 1 = Customer (1,"Alice Smith","Alice@enample.com")
agent 1= Agent(101,"John Doe")
central_system.add_customer(customer1)
central_system.add_agent(agent 1)
iteraction1 = Interaction(1001, customer1, agent 1,"Inquiry about
                                                  service plans")
central_system.record_iteraction(interaction):
for interaction in customer1.interaction:
    print("Iteraction ID:(interaction.interaction_id), Agent:
                                      (interaction.agent.name);
print("Total interactions:{len(central_system_interaction)}");
print("Total customers:{len(central.system.customers)}")
```

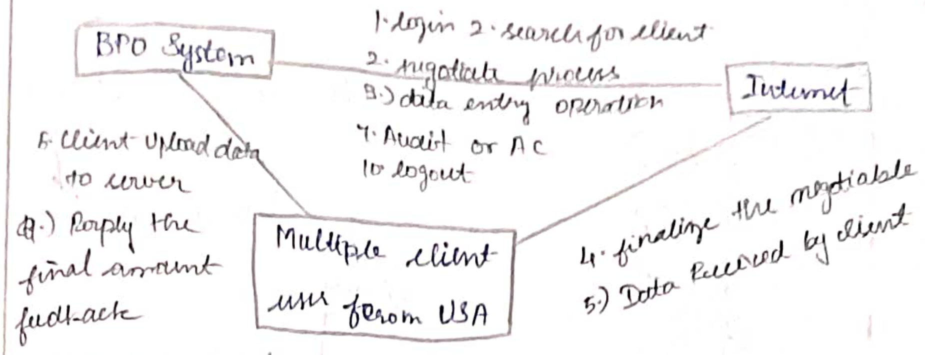
Use case Diagram:



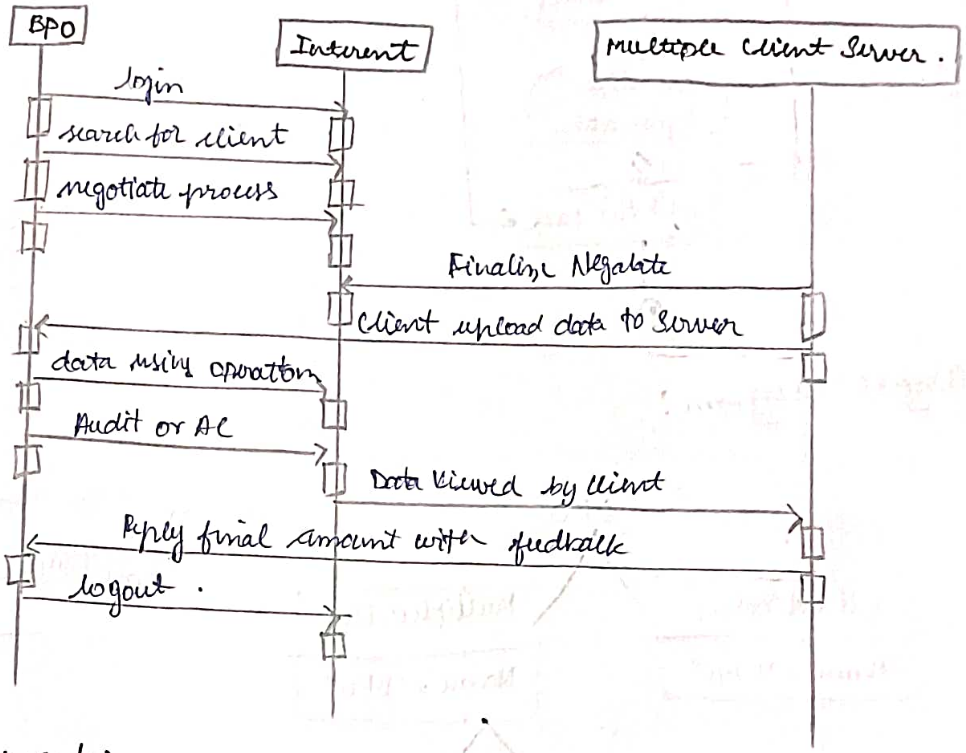
Class Diagram:



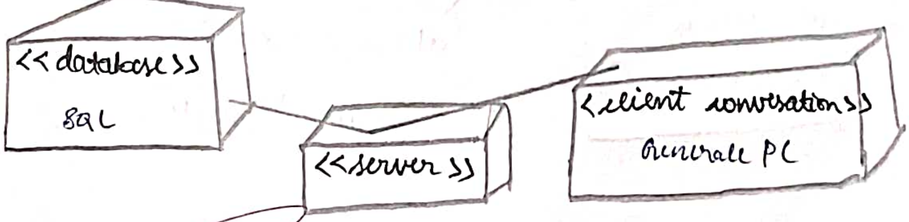
Collabration Diagram :


BPO System
1. login 2. search for client
2. negotiate process
3.) data entry operation
7. Audit or AC
10 logout
Internet
6. Client Upload data to server
8.) Reply the final amount feedback
Multiple client user from USA
4. finalize the negotiable
5.) Data Received by client

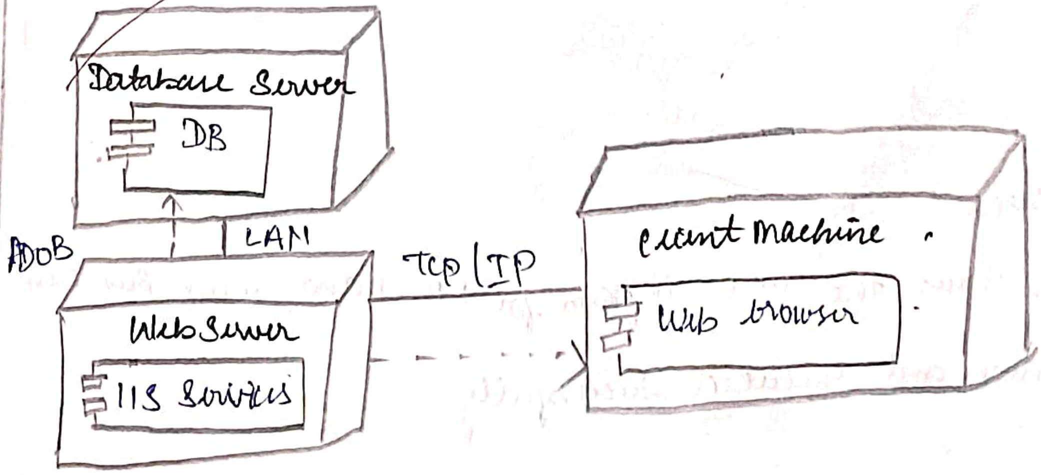
Sequence Diagram :



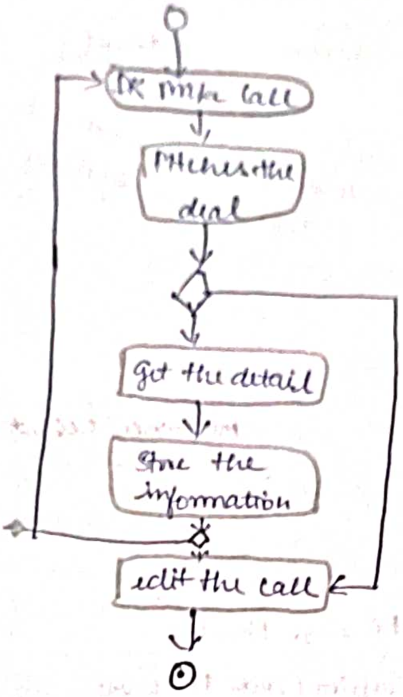
Deployment :



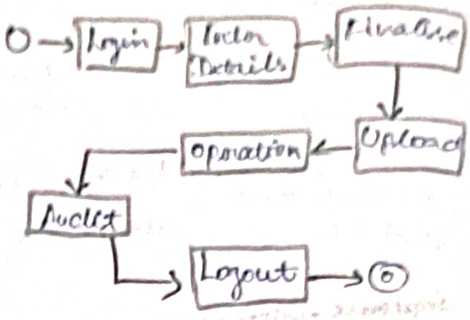
Component Diagram :



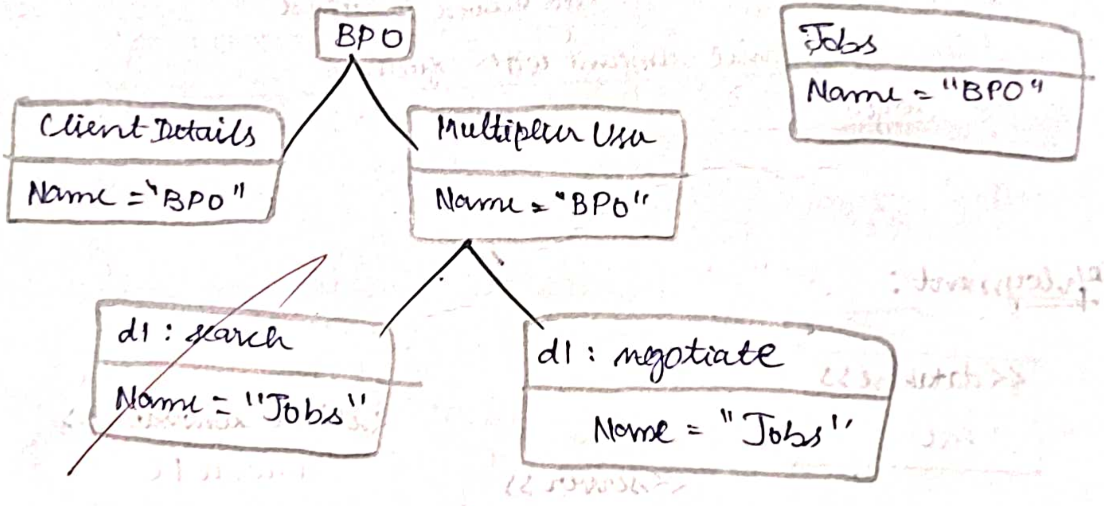
Activity Diagram:



Statechart Diagram:



Object Diagram:



Result:

Thus, the UML diagram for BPO management has been drawn and executed successfully.