



VISVESVARAYA TECHNOLOGICAL UNIVERSITY

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A Mini-Project Synopsis on

“Call Centre Management System”

Submitted in the partial fulfilment of the requirement for the award of

Bachelor of Engineering

IN

Computer Science & Engineering

Submitted By

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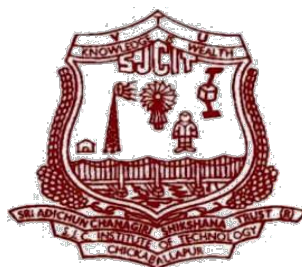
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ABSTRACT

Call center management is an increasingly important skill as the use of call centers becomes a popular method of centralizing information services, streamlining order taking and providing valuable customer support. This system (Call Center Management) is useful to the organization, it maintains the information about the employees and it also contains the necessary information of the customer and their phone Numbers, their services and also their solutions.

This system will track the employee's login details. And also maintains the data the employee attend the call and his behavior with customer and the speech will be recorded into file. Sometimes customer request for service to the organization. This data also maintains the system. This system has a customer module consists of customer id, name, address, city and its state with postal code and it makes a call module consists of call id along with customer id, phone number, operator id with problem id and has a call log where it stores the date and time.

SYSTEM REQUIREMENTS AND SPECIFICATIONS

A system development environment is a set of hardware and software tools that act in combination in an integrated way to provide support for whole of the software process from initial specification to testing and delivery.

The minimum hardware and software requirements for the system to work efficiently are:

HARDWARE REQUIREMENTS:

- RAM : 512 MB or Higher
- Hard Disk : 50 GB or Higher

SOFTWARE REQUIREMENTS:

- OPERATING SYSTEM : Platform Independent
- FRONT-END : Java
- BACK-END : Oracle 10G Express Edition

ENTITIES AND ITS RELATIONSHIP

ENTITIES

- call_centre
- customer
- department
- employee
- login
- call
- call_log
- problem
- solution_desk

ATTRIBUTES

- call_center(Name, Address)
- customer(Cust_id, Name, Addr, City, State, Zip)
- department(Dept_id, Dept_name, No_of_Emps)
- employee(Emp_id, Dept_id, Emp_name, Emp_addr, Emp_city, Emp_state)
- login(emp_id, Emp_name)
- call(Call_id, Cust_id, Ph_no, Problem_id)
- call_log(Call_log_id, Call_id, Date, Time, Duration)
- problem(Problem_id, Problem_type, problem, Specialist_id)
- solution_desk(Specialist_id, Solution_id)

ENTITY RELATIONSHIP DIAGRAM

