

# Caller Log Application

Group 1:

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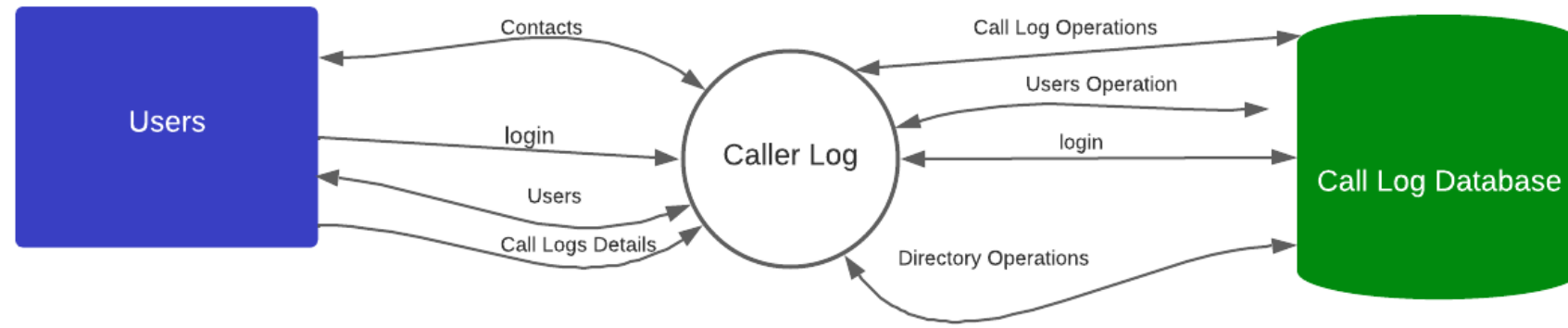




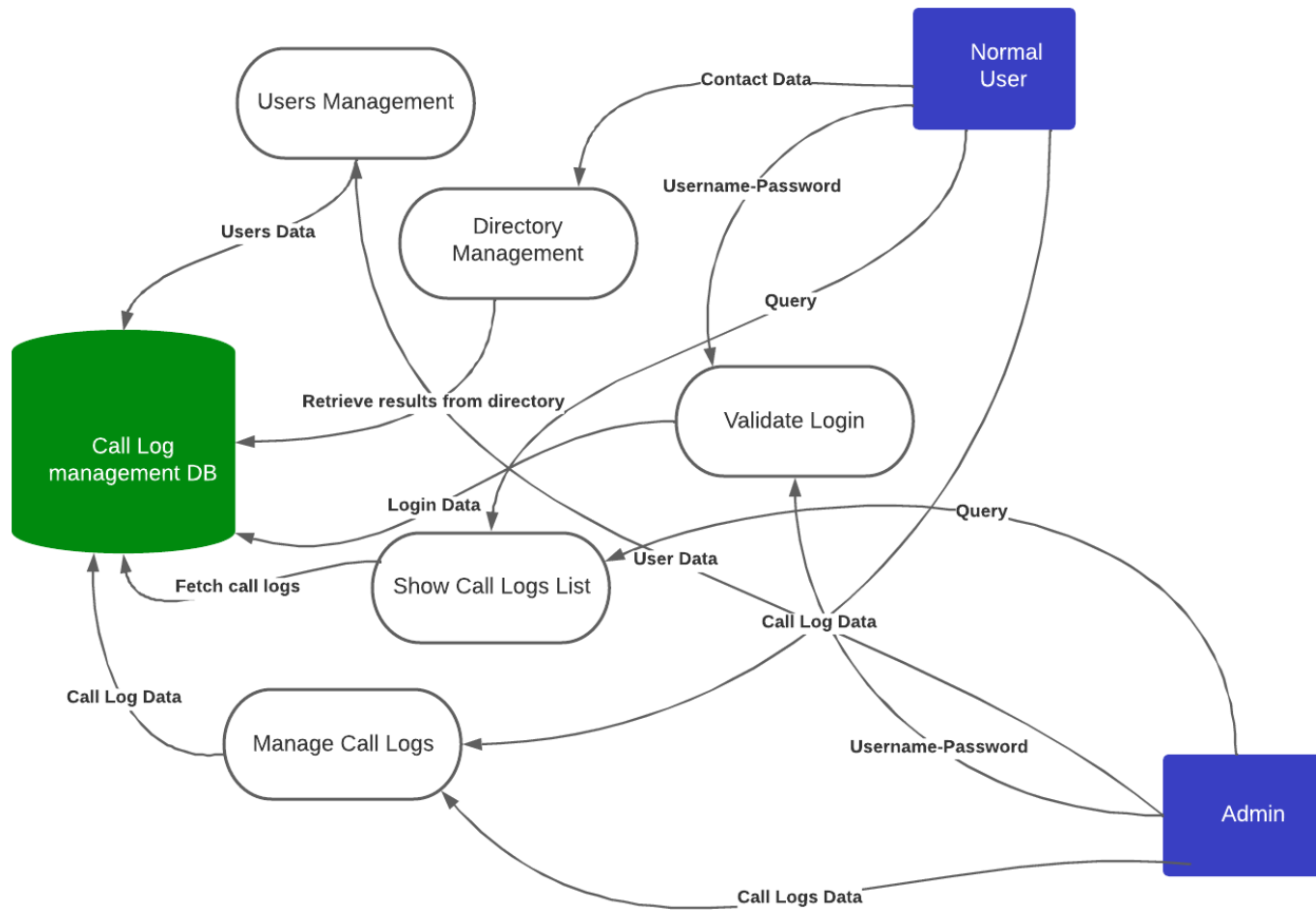
# Introduction

- ▶ Monitoring calls in an organization is extremely important. Organizations that do not have call monitoring generally have difficulty tracking customer interactions and monitoring the performance of their employees.
- ▶ Our plan is to develop a caller log, which is a valuable tool for any organization that handles a high volume of phone calls, as it allows them to maintain a detailed record of all incoming and outgoing calls.
- ▶ The users can search out the contact details from the directory and make any updates in the call logs.

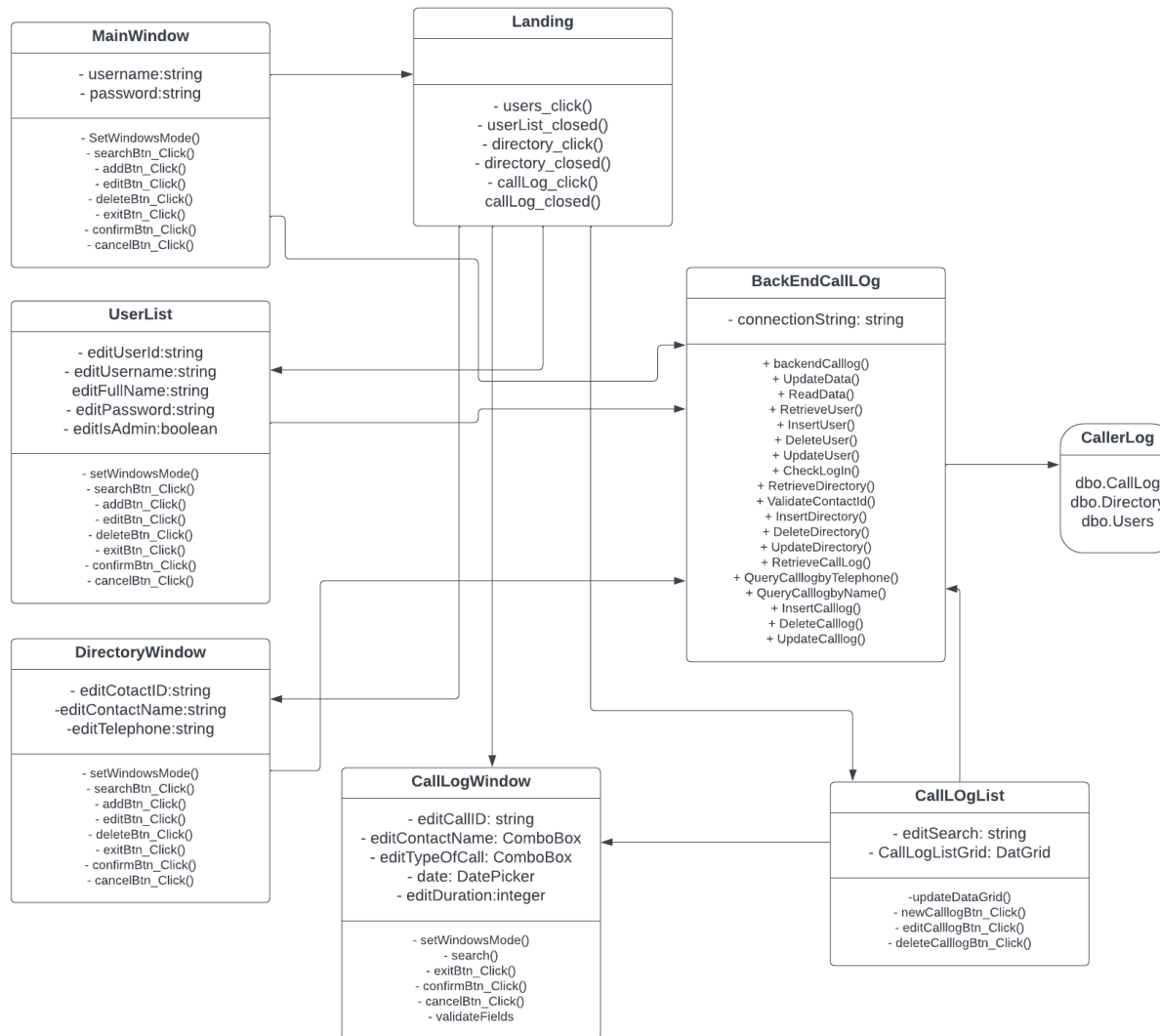
# Context Diagram: Level 0



# Context Diagram: Level 1

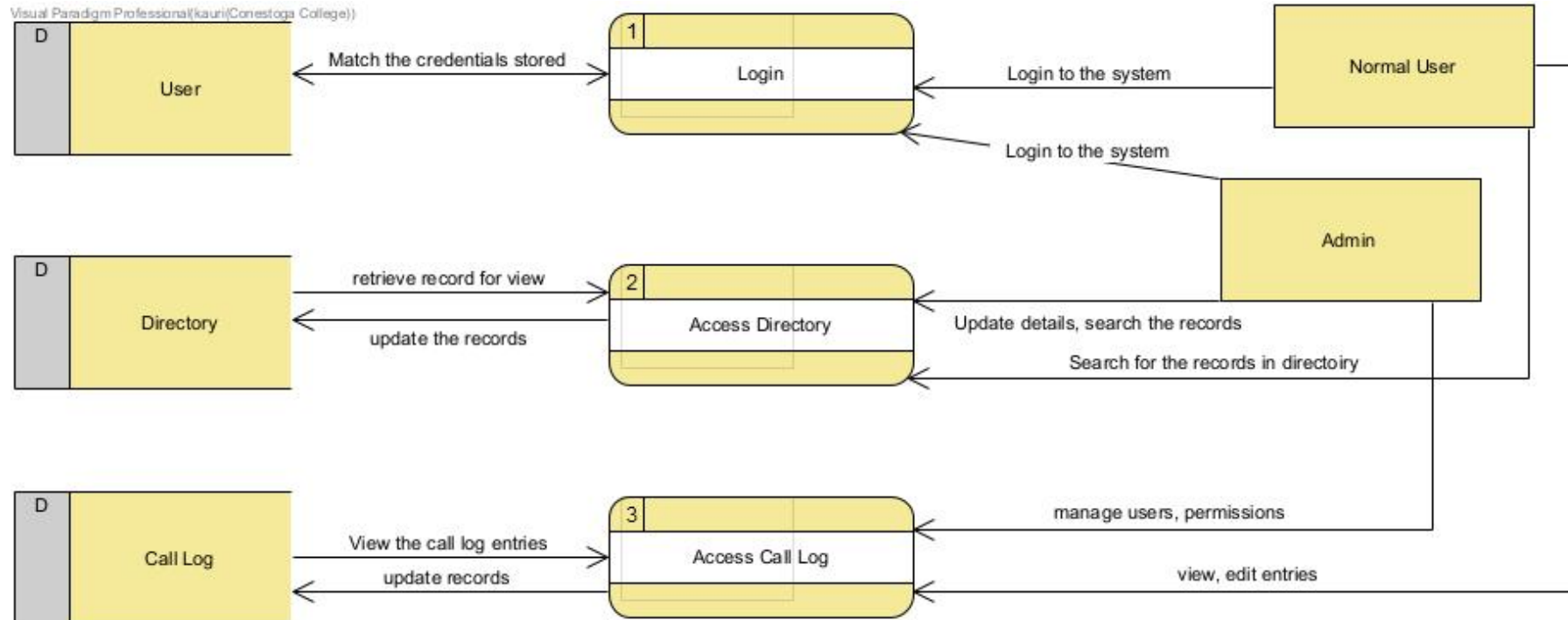


# Class Diagram



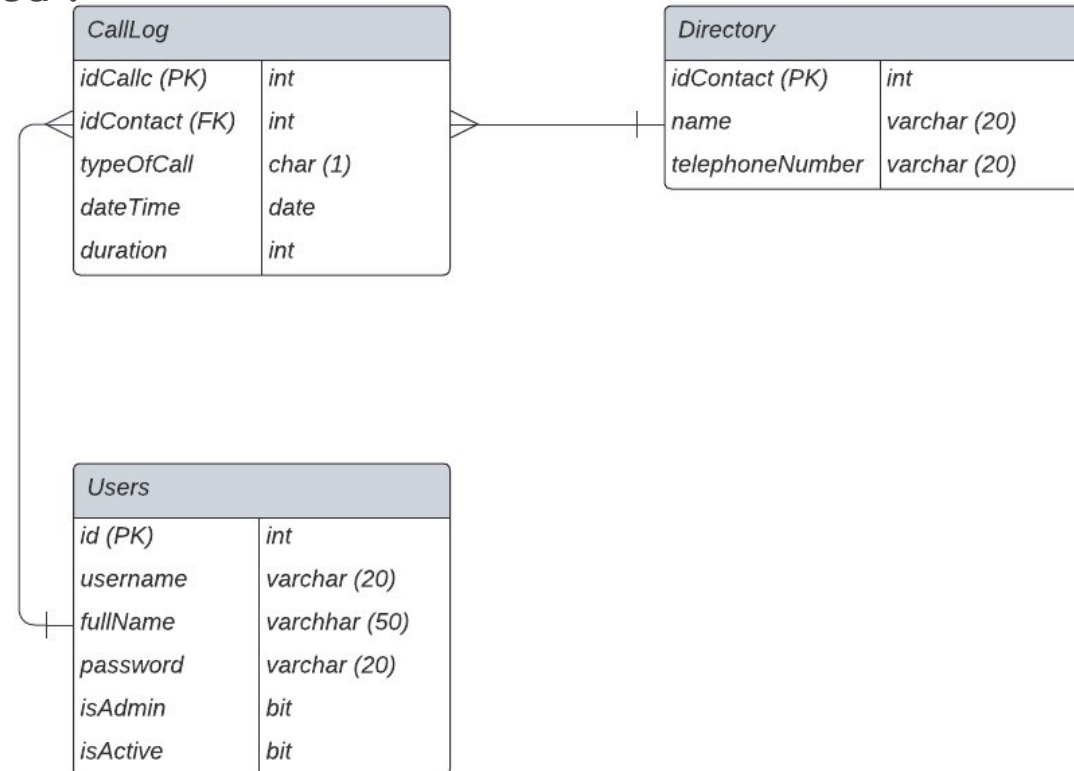
# Data Entities

Visual Paradigm Professional (Kauri Conestoga College)



# Database SQL server

- Three tables are created :





# Front end WPF (Visual Studio)

- Login screen:



The image shows a screenshot of a WPF application window titled "MainWindow". The window has a light blue background with a gradient. The title bar is dark blue with standard Windows window controls (minimize, maximize, close). The main content area displays the text "LOG IN" in a large, bold, black font. Below this, there are two input fields: "User Name:" with the text "harsh" and "Password:" with masked characters (dots). Below the input fields are two buttons: "Login" and "Clear". The "Login" button has a dashed border, while the "Clear" button has a solid border.

MainWindow

# LOG IN

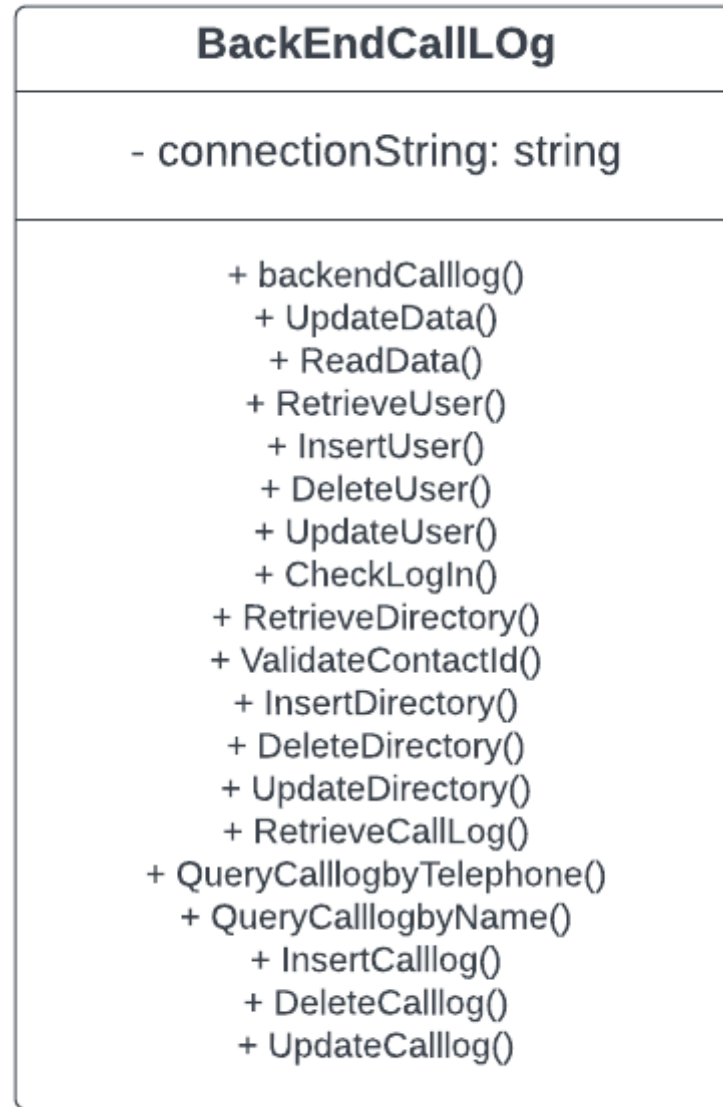
User Name: harsh

Password: .....

Login Clear



# Back end C# (Visual Studio)





# Future plans:

- Exporting call logs: The user should be able to export the call logs to a file, such as a CSV or Excel file, for further analysis or record keeping.
- Adding tags: The user should be able to add tags to calls to categorize them and make them easier to find later.
- Sorting calls: The user should be able to sort the list of calls by date, time, or caller name.
- Customizing the system: The admin should be able to customize the system to meet the needs of the organization, such as adding new fields to the call log or creating custom reports.
- Backing up data: The admin should be responsible for backing up the data in the system regularly to ensure that it can be restored in case of a data loss event.
- Monitoring system performance: The admin should watch system performance to ensure that it is running smoothly and efficiently and take steps to optimize performance if necessary.
- Managing security: The admin should handle managing system security, such as setting up user authentication and authorization, implementing data encryption, and monitoring for security threats.
- Managing system upgrades: The admin should handle managing system upgrades, such as installing updates and patches, and ensuring that the system remains up-to-date and secure.



Thank you