



Project Proposal: [Caller Log]

DATE: [4/2/23]

Project Objective

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.

Project Goals

- Develop a basic caller log in 3 weeks.
- Provides basic authentication for the system.
- Provides basic directory management to identify the calls
- Provides caller logs management for incoming and outgoing calls.
- Provides a way to monitor calls and when they were made. This helps to ensure accountability and can be useful in resolving disputes or investigating incidents.
- Provides a way for organizations to keep track and monitor customer calls and make improvements where necessary.
- Helps organizations stay compliant with regulations and requirements in industries where is required by law to maintain detailed call logs, like healthcare and finance

Project Plan

	Week 1							Week 2							Week 3						
ACTIVITY	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Project Plan																					
User Specification																					
Formal Specification																					
Data Design																					
Architecture Design																					
Test																					
Presentation																					

- User specification includes the development of a prototype to validate with the user.
- Unitary tests will be done in all components during development.
- Test activity includes integration and system test.

Staffing

All members of the group will participate in all activities.

- User Specification Group Leader: Carlos Abaffy
- Formal Specification Group Leader: Tapaswee Dixit
- Data Design/Architecture Design Leader: Harsh Patel
- Quality Control Leader: Ishneet Kaur

Standards

- .net platform
- C# programming language
- Windows Operating System
- Windows Presentation Foundation (WPF)
- MySql Database