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Anakin CRM.

Developed By:

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# Version

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Version No. | Comments | Prepared By | Date | Reviewed By | Date |
| V1.0 | Anakin CRM Flow | Abhijeet | 5th –Aug -2014 |  | 5th –Aug -2014 |

# Anakin CRM Flow

1. User (Admin): The User (Admin) is essential part of CRM and will perform following activities:
   * + 1. Enter Credentials and log in to CRM. The User credentials are authenticated from USER\_INFO.
       2. User will select import option “Import Missed Call Data” or “Import SMS Data” file.
       3. Based on selected option (Import Missed call Data or Import SMS Data) user would select file saved on his computer.
       4. On click of import, the data will be read and check from “TIME\_SLOT” table, for which timeslot the sheet is being imported also channel and language on which ads are displayed can be known from the time slot selected by user.
       5. And also Prospect who had given missed call or SMS sometime earlier and again miss call’s or sends SMS, the user will be able to find that prospect on import of data in the form of status field provided as “new” or “existing”.
       6. The data imported would be stored in PROSPECT\_INFO’s(HINDI\_PROSPECT\_INFO, MARATHI\_PROSPECT\_INFO, TELUGU\_PROSPECT\_INFO, BENGALI\_PROSPECT\_INFO) table as per language.
       7. User will be able to check, edit, delete prospects information by clicking on Prospect menu option. The Details of Prospect will be stored, retrieved from PROSPECT\_INFO(HINDI\_PROSPECT\_INFO,MARATHI\_PROSPECT\_INFO,TELUGU\_PROSPECT\_INFO, BENGALI\_PROSPECT\_INFO) table as per language.
       8. User will be able to view, edit, delete and add Time slot by selecting “Time Slot” menu option which will retrieve details from “TIME\_SLOT\_INFO”. The Time slot page includes the details of language, channel, timing in grid view and on click of any one option from grid view, user will perform any of the option( edit, delete). On Completion of task by user, the data would be stored in “TIME\_SLOT\_INFO” table.
       9. The User will be able to assign/provide detailed list to TSE in hard copy for calling as per language which is stored in PROSPECT\_INFO’s(HINDI\_PROSPECT\_INFO, MARATHI\_PROSPECT\_INFO, TELUGU\_PROSPECT\_INFO, BENGALI\_PROSPECT\_INFO) table.
2. Data Entry Operator: Data Entry Operator plays an important role in CRM and performs following Operations:
3. Enters Credentials and Log in to CRM. The details of DEO are verified and authenticated from “USER\_INFO” table.
4. On successful login to CRM, DEO will select Prospect from menu option. Prospect Page will be opened showing the data of Imported Missed Call and SMS file from “SMS\_MC\_DATA” table.
5. DEO would search for MSISDN number from the displayed list.
6. On getting search record, DEO would add remaining details by clicking on the MSISDN number and save details in CRM with the save button which would be stored in PROSPECT\_INFO’s (HINDI\_PROSPECT\_INFO, MARATHI\_PROSPECT\_INFO, TELUGU\_PROSPECT\_INFO and BENGALI\_PROSPECT\_INFO) table as per language.
7. Database Schemas:

**C.1 USER\_INFO**

All information of Users using CRM is stored in this table.

|  |  |  |  |
| --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Key** | **Description** |
| User\_Info\_ID | int | Primary Key | Unique Identification number |
| Login\_Name | varchar(50) |  | Login name of User |
| Password | varchar(50) |  | Password of User |
| Security\_Question | nvarchar(50) |  | Security Question |
| Security\_Answer | nvarchar(50) |  | Security Answer |
| User\_Type | nchar(10) |  | Type of User |
| Contact\_No | varchar(50) |  | Contact number of User |
| First\_Name | varchar(50) |  | First name of User |
| Middle\_Name | varchar(50) |  | Middle name of User |
| Last\_Name | varchar(50) |  | Last name of User |
| Created\_By | varchar(50) |  | User created by |
| Created\_Date | Datetime |  | User creation date |
| Updated\_By | nchar(10) |  | User updated by |
| Updated\_Date | Datetime |  | User Updated Date |
| Active\_Indicator | char(1) |  | Setting Flag(yes/no) |

**C.2 PROSPECT\_INFO’s Table**

Information of Prospects is stored in the Prospect Info table.

**C.2.1 HINDI\_PROSPECT\_INFO**

Information of Hindi Language Prospects is stored.

|  |  |  |  |
| --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Key** | **Description** |
| Hindi\_Prospects\_Info\_ID | int | Primary Key | Marathi Prospect's ID |
| MSISDN | varchar(50) | Foreign Key | MSISDN Number |
| First\_Name | varchar(50) |  | First name of Prospect |
| Middle\_Name | varchar(50) |  | Middle name of Prospect |
| Last\_Name | varchar(50) |  | Last name of Prospect |
| Address | varchar(50) |  | Address of Prospect |
| BM\_Or\_ADM\_Info\_ID | int | Foreign Key | BM or ADM ID |
| Alt\_No | varchar(50) |  | Alternate number of Prospect |
| District | varchar(50) |  | District of Prospect |
| Age | int |  | Age of Prospect |
| Pincode | varchar(50) |  | Pincode of Prospect |
| State | varchar(50) |  | State of Prospect |
| Date\_Of\_Birth | Datetime |  | Date of Birth of Prospect |
| Gender | varchar(50) |  | Gender of Prospect |
| Education | varchar(50) |  | Eductaion of Prospect |
| Occupation | varchar(50) |  | Occupation of Prospect |
| Marital\_Status | varchar(50) |  | Marital status of Prospect |
| Annual\_Income | varchar(50) |  | Annual income of Prospect |
| Appointment\_Date | Datetime |  | Appointment date for Prospect |
| Fees | varchar(50) |  | Fees for Prospect |
| NATID | varchar(50) |  | NATID of Prospect |
| URN | varchar(50) |  | URN of Prospect |
| Branch | varchar(50) |  | Branch address |
| Remark | nvarchar(50) |  | Remark for Prospect |
| KmFromBranch | int |  | Km from branch for Prospect |
| Active\_Indicator | char(1) |  | Setting flag(yes/no) |

**C.2.2 MARATHI\_PROSPECT\_INFO**

Information of Marathi language prospect is stored in this table.

|  |  |  |  |
| --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Key** | **Description** |
| Marathi\_Prospects\_Info\_ID | int | Primary Key | Marathi Prospect's ID |
| MSISDN | varchar(50) | Foreign Key | MSISDN Number |
| First\_Name | varchar(50) |  | First name of Prospect |
| Middle\_Name | varchar(50) |  | Middle name of Prospect |
| Last\_Name | varchar(50) |  | Last name of Prospect |
| Address | varchar(50) |  | Address of Prospect |
| BM\_Or\_ADM\_Info\_ID | int | Foreign Key | BM or ADM ID |
| Alt\_No | varchar(50) |  | Alternate number of Prospect |
| District | varchar(50) |  | District of Prospect |
| Age | int |  | Age of Prospect |
| Pincode | varchar(50) |  | Pincode of Prospect |
| State | varchar(50) |  | State of Prospect |
| Date\_Of\_Birth | Datetime |  | Date of Birth of Prospect |
| Gender | varchar(50) |  | Gender of Prospect |
| Education | varchar(50) |  | Eductaion of Prospect |
| Occupation | varchar(50) |  | Occupation of Prospect |
| Marital\_Status | varchar(50) |  | Marital status of Prospect |
| Annual\_Income | varchar(50) |  | Annual income of Prospect |
| Appointment\_Date | Datetime |  | Appointment date for Prospect |
| Fees | varchar(50) |  | Fees for Prospect |
| NATID | varchar(50) |  | NATID of Prospect |
| URN | varchar(50) |  | URN of Prospect |
| Branch | varchar(50) |  | Branch address |
| Remark | nvarchar(50) |  | Remark for Prospect |
| Actual\_Called | Datetime |  | Date of first time called |
| Report\_Generation | Datetime |  | Date of Last called/Report Generation |
| KmFromBranch | int |  | Km from branch for Prospect |
| Active\_Indicator | char(1) |  | Setting flag(yes/no) |

**C.2.3 TELUGU\_PROSPECT\_INFO**

Information of Telugu language prospect is stored in this table.

|  |  |  |  |
| --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Key** | **Description** |
| Telugu\_Prospects\_Info\_ID | int | Primary Key | Marathi Prospect's ID |
| MSISDN | varchar(50) | Foreign Key | MSISDN Number |
| First\_Name | varchar(50) |  | First name of Prospect |
| Middle\_Name | varchar(50) |  | Middle name of Prospect |
| Last\_Name | varchar(50) |  | Last name of Prospect |
| Address | varchar(50) |  | Address of Prospect |
| BM\_Or\_ADM\_Info\_ID | int | Foreign Key | BM or ADM ID |
| Alt\_No | varchar(50) |  | Alternate number of Prospect |
| District | varchar(50) |  | District of Prospect |
| Age | int |  | Age of Prospect |
| Pincode | varchar(50) |  | Pincode of Prospect |
| State | varchar(50) |  | State of Prospect |
| Date\_Of\_Birth | Datetime |  | Date of Birth of Prospect |
| Gender | varchar(50) |  | Gender of Prospect |
| Education | varchar(50) |  | Eductaion of Prospect |
| Occupation | varchar(50) |  | Occupation of Prospect |
| Marital\_Status | varchar(50) |  | Marital status of Prospect |
| Annual\_Income | varchar(50) |  | Annual income of Prospect |
| Appointment\_Date | Datetime |  | Appointment date for Prospect |
| Fees | varchar(50) |  | Fees for Prospect |
| NATID | varchar(50) |  | NATID of Prospect |
| URN | varchar(50) |  | URN of Prospect |
| Branch | varchar(50) |  | Branch address |
| Remark | nvarchar(50) |  | Remark for Prospect |
| Actual\_Called | Datetime |  | Date of first time called |
| Report\_Generation | Datetime |  | Date of Last called/Report Generation |
| KmFromBranch | int |  | Km from branch for Prospect |
| Active\_Indicator | char(1) |  | Setting flag(yes/no) |

**C.2.4 BENGALI\_PROSPECT\_INFO**

|  |  |  |  |
| --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Key** | **Description** |
| Bengali\_Prospects\_Info\_ID | int | Primary Key | Marathi Prospect's ID |
| MSISDN | varchar(50) | Foreign Key | MSISDN Number |
| First\_Name | varchar(50) |  | First name of Prospect |
| Middle\_Name | varchar(50) |  | Middle name of Prospect |
| Last\_Name | varchar(50) |  | Last name of Prospect |
| Address | varchar(50) |  | Address of Prospect |
| BM\_Or\_ADM\_Info\_ID | int | Foreign Key | BM or ADM ID |
| Alt\_No | varchar(50) |  | Alternate number of Prospect |
| District | varchar(50) |  | District of Prospect |
| Age | int |  | Age of Prospect |
| Pincode | varchar(50) |  | Pincode of Prospect |
| State | varchar(50) |  | State of Prospect |
| Date\_Of\_Birth | Datetime |  | Date of Birth of Prospect |
| Gender | varchar(50) |  | Gender of Prospect |
| Education | varchar(50) |  | Eductaion of Prospect |
| Occupation | varchar(50) |  | Occupation of Prospect |
| Marital\_Status | varchar(50) |  | Marital status of Prospect |
| Annual\_Income | varchar(50) |  | Annual income of Prospect |
| Appointment\_Date | Datetime |  | Appointment date for Prospect |
| Fees | varchar(50) |  | Fees for Prospect |
| NATID | varchar(50) |  | NATID of Prospect |
| URN | varchar(50) |  | URN of Prospect |
| Branch | varchar(50) |  | Branch address |
| Remark | nvarchar(50) |  | Remark for Prospect |
| Actual\_Called | Datetime |  | Date of first time called |
| Report\_Generation | Datetime |  | Date of Last called/Report Generation |
| KmFromBranch | int |  | Km from branch for Prospect |
| Active\_Indicator | char(1) |  | Setting flag(yes/no) |

Information of all Bengali language prospects is stored in this table.

**C.3 BM\_OR\_ADM\_INFO**

Information of all BM or ADM is stored in this table.

|  |  |  |  |
| --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Key** | **Description** |
| BM\_Or\_ADM\_Info\_ID | int | Primary Key | BM, ADM 's ID |
| Branch | int |  | Branch location |
| First\_Name | varchar(50) |  | First name of BM or ADM |
| Middle\_Name | varchar(50) |  | Last name of BM or ADM |
| Last\_Name | varchar(50) |  | Last name of BM or ADM |
| Email\_ID | varchar(50) |  | E-mail of BM or ADM |
| Contact\_No | varchar(50) |  | Contact number of BM or ADM |
| Address | nvarchar(50) |  | Address of BM or ADM |
| Active\_Indicator | char(1) |  | Setting of Flag(yes/no) |

**C.4 TIME\_SLOT\_INFO**

Details of time slots, language, Circle is stored in this table.

|  |  |  |  |
| --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Key** | **Description** |
| Time\_Slot\_Info\_Id | int | Primary Key | Time slot ID |
| Time\_Slot | datetime |  | time slot (time) |
| Language\_For\_Circle\_Info\_ID | int | Foreign Key | language ID |
| Channel | varchar(50) |  | Channel name |
| Circle | varchar(50) |  | Circle name |
| Active\_Indicator | char(1) |  | Setting of Flag(yes/no) |

**C.5 SMS\_MC\_DATA\_INFO**

Details of SMS and Missed Call imported are stored in this table.

|  |  |  |  |
| --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Key** | **Description** |
| SMS\_MC\_Data\_Info\_ID | int | Foreign Key | SMS, missed call ID |
| Request | varchar(50) |  | Request sent |
| MSISDN | varchar(50) | Primary Key | MSISDN number |
| Keyword | varchar(50) |  | Keyword |
| Operator | varchar(50) |  | Operator name |
| Circle | varchar(50) |  | Circle name |
| Date | Datetime |  | Date of data received |
| Time | Datetime |  | Time of data received |
| Shortcode | varchar(50) |  | shortcode |
| Language | varchar(50) |  | Language |
| Channel | varchar(50) |  | Channel name |
| Active\_Indicator | char(1) |  | Setting Flag(yes/no) |

**C.6 LANGUAGE\_FOR\_CIRCLE**

Details ofInformation about language and circle .

|  |  |  |  |
| --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Key** | **Description** |
| Language\_For\_Circle\_Info\_ID | int | Primary Key | language ID |
| Language | varchar(50) |  | language name |
| Circle | varchar(50) |  | Circle name |

**C.7 TELECALLER**

Detailed Information of Telecaller and also details are used for assigning/providing calling list.

|  |  |  |  |
| --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Key** | **Description** |
| Telecaller\_Info\_Id | int | Primary Key | Telecaller id |
| Tfirst\_Name | varchar(50) |  | TeleCaller first name |
| Tmiddle\_Name | varchar(50) |  | Telecaller middle name |
| Tlast\_Name | varchar(50) |  | Telecaller last name |
| Language\_For\_Circle\_Info\_ID | int | Foreign Key | Language id |
| Taddress | varchar(50) |  | Telecaller Address |
| Tcontact | varchar(50) |  | Telecaller contact number |
| Temail\_Id | varchar(50) |  | Telecaller E-mail |
| Tdate\_Of\_Birth | Datetime |  | Telecaller date of birth |
| Tdate\_Of\_Join | Datetime |  | Telecaller date of join |
| Active\_Indicator | char(1) |  | Setting flag(yes/no) |