

CALL MANAGEMENT SYSTEM

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Abstract

The objective of "Call Management System" is to develop a tool that provides an efficient way of managing the occurred queries. In telecommunications, call management is the process of designing and implementing rules and parameters governing the routing of inbound telephone calls through a network. These rules can specify how calls are distributed according to the time and/or date of the call as well as the location of the caller (usually defined by the outbound Caller ID).

"Call Management System" is a scalable tool where it provides the organisation to trace all the occurred queries solutions thus to overcome the redundancy of solving the same queries repeatedly by creating a database of the occurred queries and their solutions. "Call Management System" is aimed to have an efficiency check on the performance of the agents solving the queries based on the call resonance time (the time elapsed to solve the current query). Call Management System can be of great help for an organisation has to attend to a high volume of customer requests through mails or a file attached with a snapshot, and if different service representatives need to respond at different times. It can help streamline work flow processes, add efficiencies and improve your overall productivity. The Call Management System helps you to flexibly structure your Support or Help Desk environment. Communications between customers and service staff become more transparent. Thus, net result is an increase in service effectiveness.

STATEMENT OF THE PROBLEM

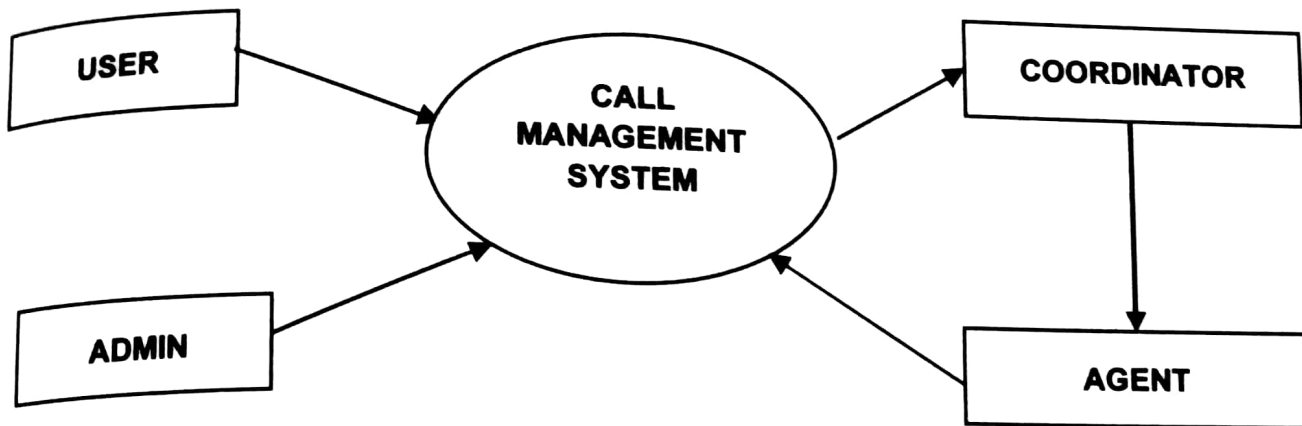
The existing system has the drawback of not having a record of solutions to the previously solved queries. Thus, there is redundancy in solving these queries. The manual query solving does not recognise their efficiency of solving the shortcomings. To overcome the manual way of query solving the "Call Management System" is aimed to provide an efficient tool of managing and storing the day-to-day occurred queries thus avoiding redundancy.

MODULES OF CALL MANAGEMENT SYSTEM

USER: The USER searches for the existing solutions from the database for the current problem and utilises it. If no existing solution is found, then the user logs the call giving the required information about the query along with the file or a snapshot of the problem. Thus, the call status is now logged. User can trace the call status at any time to find the progress of the call. When user makes a call, time and date gets tagged.

AGENT: The AGENTS are the expertise's queue of the respective domains who sort the assigned call. When the call is assigned to the respective domain depending on the type of the problem

LOW LEVEL DESIGN



IMPLEMENTATION ENVIRONMENT

Implementation: Implementation is an important role in the development of a project. In this process, conversion of conceptual design to computerised design is carried out. The database design is developed and implemented in SQL which ensure high reliability, security and future access of data. Accessing and processing of data are implemented in a graphical user interface environment using swing with greater flexibility and user-friendliness during execution. The source code, table structures and screen layouts that are implemented are given in the Annexure.

Maintenance Issues: The process of changing system after it has been delivered and is in use is called software maintenance. The types of software maintenance are:

1. **Corrective Maintenance:** It is concerned with fixing errors in the software.
2. **Adaptive Maintenance:** It means changing the software to new environment such as different hardware platform or for use with different operating system.
3. **Perfective Maintenance:** This maintenance involves implementing new functional or non-functional system requirements.

Testing: Once the coding is completed according to the requirement, we have to test the quality of the software. Software testing is a critical element of software quality assurance and represents the ultimate review of specification, design and coding. To assure the software quality, we conduct both White Box Testing and Black Box Testing.

CONCLUSION

Call Management System was successfully done and completed. In the Call Management System the User module is where the queries get registered (logged) and the agent module is where the queries are solved and the solutions are given to the users and database is updated.

Each module was under testing phase for unit testing for each input given and output retrieved. Along with it, the user acceptance test was conducted where the employees of the KEC firm have given the user acceptance feedback after the implementation.

Preparing for the "help desk of tomorrow" indeed begins today.