

Mixed Service Oriented System by Consumers

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Abstract- Objective: An online comprehensive customer care solution to manage customer interaction and complaints with the service providers by phone, mobile, web and email. The system should have a capability to integrate with any service provider from any domain or industry like banking, telecom, railways etc.

The Mixed Service Oriented System By Consumers has a number of ways to provide support to our Customers. The purpose of Railways for taking this initiative is to train the front end Staff to provide the customer a world class customer service experience. Students, faculty and staff with a reliable, centralized technology Service Desk Which delivers professional customer service? Our most common service calls cover Password resets, reporting SPAM, internet connectivity, network connectivity, Telephone, network and email account requests and computer hardware and Software problems. Track and resolve customer issues easy-to-use Affordable, supports Multi language, Deliver superior customer support.

We log all calls and voicemail messages in our Call Management System. Logging our calls in this system insures that we respond to everyone's request and Follow-up as needed. If an issue arises that we cannot resolve on the Service Desk, Then we immediately prioritize and escalate your issue to our technical experts. It is to providing premium solutions that mobilize 'Customer Requests' without Compromise and provide customers with instant access to critical files and business data.

"We're a group of about thirty that supports a diverse array of four hundred And fifty customers and internal IT users. Efficient communication and rapid issue Resolution is critical. The Mixed Service Oriented System By Consumers process naturally without Creating additional work, giving us the tracking and metrics we need to manage our Operation. "

Whether your focus is customer satisfaction, employee satisfaction, and customer Product needs, or any other area where survey research is appropriate, this Workshop provides the background, knowledge, tools, and critical thinking skills to Build and conduct a successful survey program.

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DATA FLOW DIAGRAMS

A graphical tool used to describe and analyze the moment of data through a system manual or automated including the process, stores of data, and delays in the system. Data Flow Diagrams are the central tool and the basis from which other

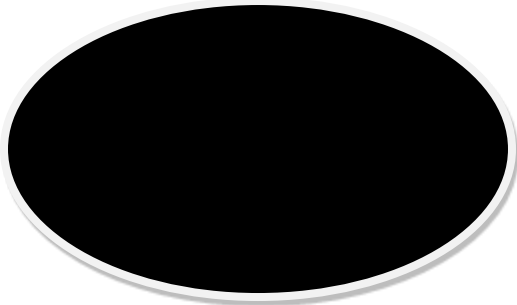
INTRODUCTION

components are developed. The transformation of data from input to output, through processes, may be described logically and independently of the physical components associated with the system. The DFD is also known as a data flow graph or a bubble chart. DFDs are the model of the proposed system. They clearly should show the requirements on which the new system should be built. Later during design activity this is taken as the basis for drawing the system's structure charts. The Basic Notation used to create a DFD's are as follows:

1. Dataflow: Data move in a specific direction from an origin to a destination.



2. Process: People, procedures, or devices that use or produce (Transform) Data. The physical component is not identified.



3. Source: External sources or destination of data, which may be People, programs, organizations or other entities.



4. Data Store: Here data are stored or referenced by a process in the System.



UNIFIED MODELING LANGUAGE

focus on the behavior of the system from external point of view.

The Unified Modeling Language allows the software engineer to express an analysis model using the modeling notation that is governed by a set of syntactic semantic and pragmatic rules.

A UML system is represented using five different views that describe the system from distinctly different perspective. Each view is defined by a set of diagram, which is as follows.

User Model View:

1. This view represents the system from the users perspective.
2. The analysis representation describes a usage scenario from the end-users perspective.

Structural model view:

1. In this model the data and functionality are arrived from inside the system.
2. This model view models the static structures.

Behavioral Model View:

It represents the dynamic of behavioral as parts of the system, depicting the interactions of collection between various structural elements described in the user model and structural model view.

Implementation Model View:

In this the structural and behavioral as parts of the system are represented as they are to be built.

Environmental Model View:

In this the structural and behavioral aspects of the environment in which the system is to be implemented are represented.

UML is specifically constructed through two different domains they are:

1. UML Analysis modeling, this focuses on the user model and structural model views of the system.
2. UML design modeling, which focuses on the behavioral modeling, implementation modeling and environmental model views.

Use case Diagrams represent the functionality of the system from a user's point of view. Use cases are used during requirements elicitation and analysis to represent the functionality of the system. Use cases Actors are external entities that interact with the system. Examples of actors include users like

administrator, customer, Employee ...etc., or another system like central database.

Existing System:

- This system is developed for a particular domain only like railway or bank or module
- This system doesn't provide customers feed back to Administrator
- This system doesn't provide centralized data base for all branches
- This system doesn't provide online help to the other customers.

Proposed System:

The development of this new system contains the following activities, which try to develop on-line application by keeping the entire process in the view of database integration approach.

- This system is developed for any particular domain like railway, bank and mobile
- This system provides customers feed back to Administrator
- This system provides centralized database for all branches
- This system provide online help to the other customers

No of Modules:

The system after careful analysis has been identified to be presented with the following modules:

The Modules involved are

1. Admin
2. Manager
3. Employee
4. Customer

DESCRIPTION FOR MODULES

Customer:-

1. It registers all the customer details
2. It registers the customer services
3. It registers the customer services domains

Employee:-

1. It registers all employees.
2. It views the employee details.
3. It add departments into the organization
4. It add the designation into the organization

Manager:-

1. Employee takes the complaint from the public
2. Manager view the all complaint details and responses
3. Manager will give promotions on basing of responses.

Admin:-

1. Admin can add the department's details and also he can view the department details and also he can update the department details and also he can delete the department details.
2. Admin can add the designation details and also admin can view the designation details and also admin can update the designation details and delete the designation details also.
3. Admin can add and view the domain details
4. Admin can add and view the customer details
5. Admin can add and view the customer services
6. Admin can add and view the customer services domains
7. Admin can add and view the employee details

Security and Authentication:-

1. User registration
2. We can login as employee or customer or administrator
3. Change password
4. Forget password

Reports:-

In this module the user and administrator can generate the different types of reports according to their access. The user can generate his/her transaction Report/etc.

Software requirements:

- Operating System : Windows
- Technology : Java/j2ee (JDBC, Servlets, JSP)
- Web Technologies : Html, JavaScript, CSS
- IDE : My Eclipse
- Web Server : Tomcat
- Database : Oracle
- Software's :J2SDK1.5, Tomcat 5.5, Oracle10g

Hardware requirements:

- Hardware : Pentium based systems with a minimum of p4
- RAM : 256MB (minimum)