Tele Dormitory

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Abstract- **The main objective of this Tele Dormitory System project is to build a web based system which will maintain the data in the system. It will maintain the data on the centralized basis so that access of data from any place will be easy and the system will manage data effectively. This projects main idea is to develop a customer support related website for telecom companies to provide best services for users by reducing manual work for users. Using these system users can register with online portal and request for new connections, and request for repair related information by submitting customer details in web portal. With these procedures telecommunication companies can reach their users by solving problems with less work. This method will reduce human resource and cost for providing customer service.**

INTRODUCTION

In the present Tele Dormitory System customers and telephone connections, information is kept by use of manual processes. The information will be maintained in the ledgers which are not an easy process as there may be a chance of mismanagement in the documents. As the data is stored manually in the files there are difficulties in making the reports of the work. In the manual process of storing the data, there may be a loss of data as there are no other records which will help in retrieving the data and if it is available then this will take a huge amount of time. In the present systems the information is maintained across ledgers and files. The system is operated manually. The system uses conventional methods of data management. It is difficult to retrieve the necessary data about customers and telephone connections efficiently. Generation of reports is also difficult. Often data is mismanaged and this leads to loss of data. In the present systems the information is maintained across ledgers and files. The system is operated manually. The system uses conventional methods of data management. It is difficult to retrieve the necessary data about customers and telephone connections efficiently. Generation of reports is also difficult. Often data is mismanaged and this leads to loss of data.

Advancements in telecommunication technologies have greatly impacted on the way people interact with one another at the global level. Nowadays, individuals and businesses can communicate easily through voice calls, video calls and data sharing applications. Businesses have particularly taken advantage of teleconferencing, video conferencing and video calling systems to steer collaboration among employees. By adopting a sophisticated telecommunication system, many businesses have realized improved productivity, better customer service and increased growth.

MODULES

This application consists following modules.
1. Administrator module
2. Customer module
3. Enquiry module
4. Report module.

1. Administrator Module:
This module provides administrator related functionalities. Administrator manages the entire application and manages all the customer details and connection details. Administrator is authorized to add, delete and edit employee details.

2. Customer Module:
This module provides customer related functionality. Customer can apply for telephone connections for various needs such as office or residential purpose. The customer can apply for either permanent or temporary connection. Customer can also apply for transfer of telephone and can also apply for up gradation of the services. Customer can also request for the cancellation of telephone connection.

3. Enquiry module:

This module enables a user to enquire the status of application, to enquire bill details, to enquire about a changed number and to get owner details based on telephone number. A user can also lodge complaints.
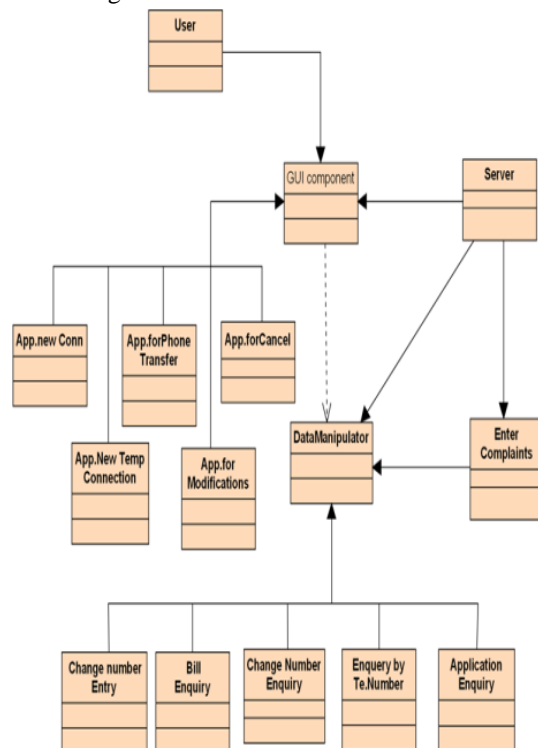
4. Report Module:

This module allows administrator and employees to generate reports based on different criteria such as customers, connections, pending requests and so on.

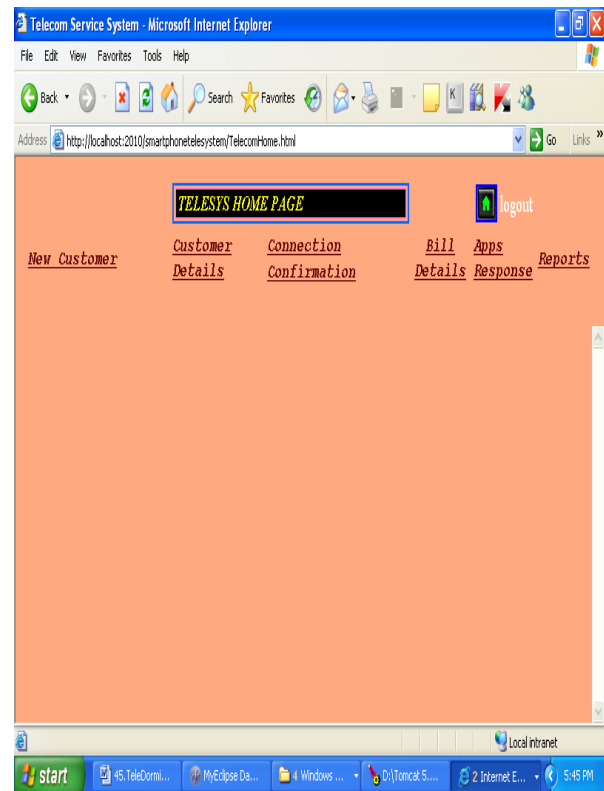USE-Case Diagram:
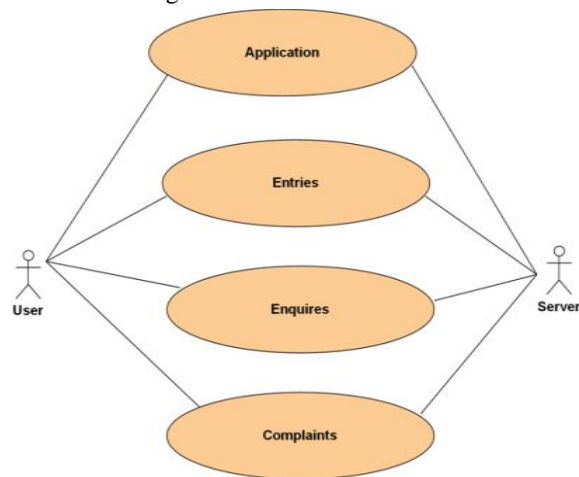
Class diagram:-

SCREENSHOTS

User registration:-

User login page

User home page

Applying for new connection:-

View customer details

Telecommunication system home page

View connection confirmation details:-

Add bill details

User home page

View bill details

Enquiry for bill details

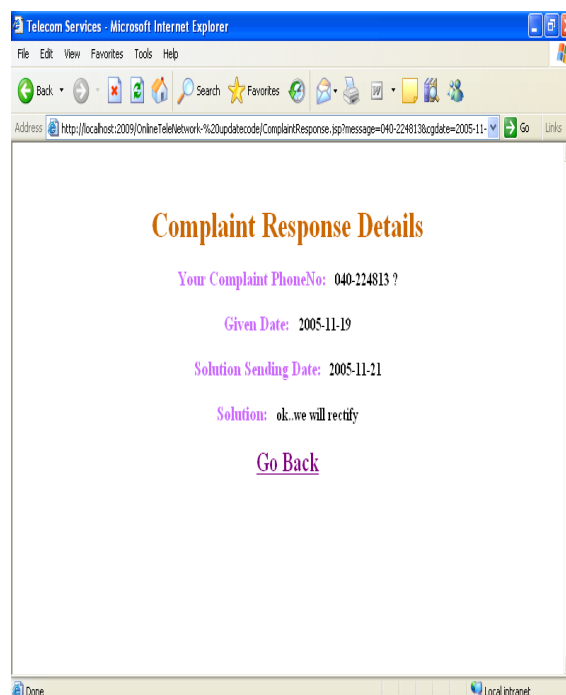Application for teletransfer

Enter complaints page

Change the number page

View customer complaint details

Give response to complaints

User view complaint status:-

CONCLUSION

The "tele dormitory" was successfully designed and is tested for accuracy and quality. During this project we have accomplished all the objectives and this project meets the needs of the users. This project is useful for providing the online services for the users in telecommunication like reserving for the new connections, reporting about any problems and views the bills and other services also. The advantages that are with this proposed system are Reduced entry work, Easy retrieval of information ,Reduced errors due to human intervention, User friendly screens to enter the data, Portable and flexible for further enhancement ,Web enabled and Fast finding of information requested.

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