***E-CARE***

**Abstract:**

The Work Order System is mainly designed to provide fast and effective user environment for Call centre activities. This application software is based on Model view controller architecture. The Client side forms used for display forms the view, database connections, business logics are developed and are represented as models, while controllers are pages used to link model with the view.

There is a product support team consisting of 3 groups. Their duty is to attend the customer, make new problem report, solving the problems and test the product before giving back to the customer. The manager form deals with the Report generation and modification of customer details entered by call agent. In the primitive two tier architecture the validations of the data are performed in client side or at the server side. This caused the delay in data retrieval and transmission..

**Existing System:**

Manually when records are maintained it becomes very difficult to retrieve correct details of all information. Customers who may be even 10-20 yrs old can come with a problem and it will be a daunting task to refer old records. In most cases the product might have been outdated and staffs in charge of that particular product might not be available though possible problems and its fix may be already available which are known only for that old employee.

It will be a daunting task to prepare yearly, monthly and weekly reports based on different aspects if the records are maintained manually. Since the product might have been bought in any of the branch offices of the company having all the data related to each and every branch in every other branch that too with concurrent updating of data is never possible without going in for computerization.

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**Proposed System:**

The system is designed in such a way that the end user of the product need be aware of inner workings but to know only his duty and to operate the keyboard. Computerized records are easy to maintain and at the end of every month or whenever we need information it’s easy to view or get. In this way reports can be generated anytime and one can be sure that data when the pattern is changed the consolidated reports may not show us correct data of all administration work pertaining to the call centre. Collection details will be accurate as the related data is systematically entered.

**Benefits:**

The manpower is reduced, user easily to collect the information about the product and also collect the operation of the product. At the time of product installation if any problem arise easily customer contact the call centre and rectify the installation problem through the online. This is the advantages when details are computerized

**Implementation Modules:**

1. **Admin**
2. **Customers(User)**

**ADMIN MODULE:**

This module provides administrator related functionalities. Administrator can create a new account either for manager or employee. By using this login id both manager and employee will log on to this portal and do all transactions which are assigned to them.

**USER MODULE:**

This module is about users of this portal. By using this module user can lodge any complaint about products such as Technical problem, Components problem and Service problem. User must be registered with the system. A user can check the complaint status. A user must send feedback after the petition complaint solved by same user login.

# System Configuration:-

# H/W System Configuration:-

# Processor - Pentium –III

Speed - 1.1 GHz

RAM - 256 MB(min)

Hard Disk - 20 GB

Floppy Drive - 1.44 MB

Key Board - Standard Windows Keyboard

Mouse - Two or Three Button Mouse

Monitor - SVGA

# S/W System Configuration:-

* Operating System :Windows95/98/2000/XP
* Application Server : Tomcat5.0/6.X
* Front End : HTML, Java, Jsp
* Scripts : JavaScript.
* Server side Script : Java Server Pages.
* Database Connectivity : Mysql