CALL CENTER MAINTENANCE

PROJECT WORK DONE AT
SMCT TECHNOLOGIES LIMITED
COIMBATORE

PROJECT REPORT

SUBMITTED IN PARTIAL FULFILLMENT OF THE
REQUIREMENTS FOR THE AWARD OF THE DEGREE OF
M.Sc. APPLIED SCIENCE [SOFTWARE ENGINEERING]
OF BHARATHIAR UNIVERSITY, COIMBATORE.
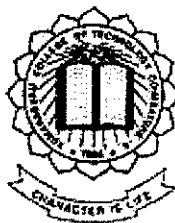
SUBMITTED BY

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COIMBATORE – 641 006
NOV 2003 – MAR 2004

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING
KUMARAGURU COLLEGE OF TECHNOLOGY
(Affiliated to Bharathiar University)
COIMBATORE – 641 006
MARCH – 2004
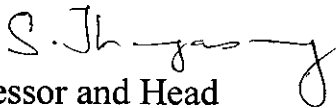
CERTIFICATE

This is to certify the project work entitled

CALL CENTER MAINTENANCE
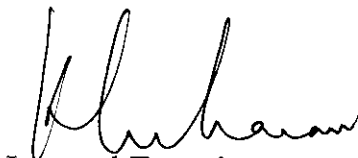
DONE BY

Mr. R. Prabhu
REG NO 9937S0082

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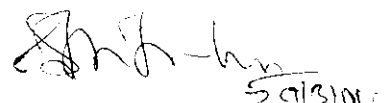OF BHARATHIAR UNIVERSITY

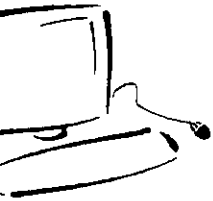Professor and Head   Internal Guide

Submitted to University Examination held on ..29|3|2004..........................

Internal Examiner   External Examiner

PROJECT CERTIFICATE
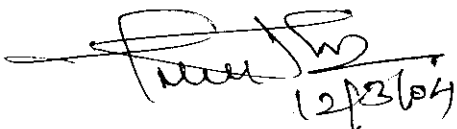
This is to certify that **Mr. R. Prabhu**, has completed with us as per with following details

PROJECT NAME   :CALL CENTRE MAINTENANCE
DATE OF COMMENCEMENT   : 21 - 11 - 2003
DATE OF COMPLETION   : 1 -03 -2004.
DURATION   : 3 MONTHS

We have found him work hard, good, enthusiastic and in line with our expectations.

During the course of our association with **Mr. Prabhu**, we also found that he his hardworking and good conduct. He was capable of introspection and conceptual analysis.

MR. MUTHUKRISHNAN

(PROJECT GUIDE)

T. N. REG: NO:
20030071

Acknowledgement

ACKNOWLEDGEMENT

To add meaning to the perception, it is my indebtedness to honor a few who had helped me in this endeavor, by placing them on record.

With profound gratitude, I am extremely thankful to **Dr. K. K. Padmanaban B.Sc (Engg.), M.Tech., Ph.D.,** Principal, Kumaraguru College of Technology, Coimbatore for providing me an opportunity to under go the M.Sc APPLIED SCIENCE [SOFTWARE ENGINEERING] course and there by this project work also.

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Gratitude will find least meaning without thanking my course coordinator **Mr. K. R. Baskaran B.E, M.S.,** and **Mr. G. S. Nanda Kumar B.E.** for the valuable guidance and support throughout my project. My gratitude is due to all staff members of CSE department, my parents and my friend for their moral support and encouragement for successful completion of my project.

<div align="right">

R.PRABHU

</div>

DECLARATION

I hereby declare that the project entitled "Call Centre Maintenance" is a record of original work done by Mr. R. Prabhu, Roll No. 99SE13, under the guidance of Mr. G. S. Nanda Kumar, Department of Computer Science, in partial fulfillment of the requirement for the award of degree of Master of Science in Software Engineering.

Place: Coimbatore

Date: 12|3|2004

R. Prabhu

Signature of Candidate

Declaration

Synopsis

SYNOPSIS

This project work entitled **"CALL CENTER MAINTENANCE",** has been developed for "SREE MILLENNIUM COMPUTER TECHNOLOGY". The company followed a manual system, where lots of files and records are maintained. Receiving the call details, engineer details and customer details are very tedious and time-consuming process. It is also difficult to allocate the engineer to the particular call. To overcome these difficulties, computerized system is implementing.

The major advantages of the computerized system are:

➢ Considerable system time being saved

➢ Accuracy is maintained on various types of entries.

➢ Better call allocation to service engineers according to call preferences

➢ Maintaining daily call status from service engineers

➢ Pending call status maintenance

Contents

S.NO	CONTENTS	P.NO

1. INTRODUCTION

1.1 PROJECT OVERVIEW

This project work entitled **"CALL CENTER MAINTENANCE"**, has been developed for "SREE MILLENNIUM COMPUTER TECHNOLOGY". The company followed a manual system, where lots of files and records are maintained. Receiving the call details, engineer details and customer details are very tedious and time-consuming process. It is also difficult to allocate the engineer to the particular call. To overcome these difficulties, computerized system is implementing.

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➤ Maintaining daily call status from service engineers

➤ Pending call status maintenance

1.2 ORGANISATION PROFILE

"SREE MILLENNIUM COMPUTER TECHNOLOGY", was mainly established with a View to cater into overseas services. It started specializing in software development in October 1990. In May 1993 Expo crossed one hundred installations. It commenced the training Division in Feb.1995; the first centre was inaugurated in Coimbatore. By August 1995 the second center was inaugurated in Adayar, Chennai.

Introduction

Soon the concern became well entrenched in the Training Division. By November 1997 its overseas services division operation were commenced.

It achieved its Excellency in computer software trainings at Institutions, Companies, Colleges & Schools, and software consultancy, Application in specific S/w development, in projects & especially in placement Assistance. The employees are trained and experienced in Visual Basic, Oracle Dev 2000, and Oracle 8, as a server under WINDOWS 95/WINDOWS NT environments. They are also well qualified in people soft & DBA activities. The skills are also lie in Visual FoxPro, Visual C++ and E-Commerce through Java. The Candidates are provided with excellent flexible facilities by all means especially in their choice of Lecture Hours & course duration flexibility & interactive lecture sessions with excellent faculty.

System Requirements Specifications

2. SYSTEM REQUIREMENTS SPECIFICATION

2.1 INTRODUCTION

2.1.1 OBJECTIVE

The title of the project undertaken is **"CALL CENTER MAINTENANCE"**. Medium scales engineering companies generally produced the products and having its own marketing department, servicing department etc. if the customer made the call to company about the product purchasing, then this call details are given to the marketing department and then maintained .If the customer want to report about the product purchased then these details are given to the servicing department .The servicing department take care of the report and does' the needful of the customer. Also the company checks the status of the customer calls i.e. whether the phone call is attended or pending.

2.1.2 PURPOSE

This system maintains all the customer details, the employee details, the customer service details with accuracy and correctness. But in the manual work there are numerous transactions recorded every day. So it is difficult to maintain the details about all the customers and the call status in the paper document. To overcome these difficulties, **"CALL CENTER MAINTENANCE"**, is computerized.

2.1.3 SCOPE

This project **"CALL CENTER MAINTENANCE"** can be developed for the use of the entire client in the particular concern i.e. in future the project can be accessed by

2.3 SPECIFIC REQUIREMENTS:

Functional Requirements:

List of Inputs:

Customer details: customer name, customer assetcode, item name and etc.

Problem description: The problem in the product.

Employee details: Details about the employees in the company

Performance Requirements:

Security: This provides the security to all levels of users.

SOFTWARE REQUIREMENTS:

Operating System	:	Windows 98
Front End	:	MS Visual Basic 6.0
Back End	:	Ms-SQL Server 7.0
Reporting	:	VB Data Reporting

About the language

An Operating System is a master control program that runs the computer and acts as a scheduler. It controls the flow of signal from CPU to various parts of the computer .It is the first program loaded (copied) into the computer memory after the computer is switched on. Popular Operating System include MS_DOS, OS/2,Windows 95, 98

Windows 98 is Microsoft Corporation upgrade to it's Operating system Known as windows. Windows is belonging to the category of software called a GUI (Graphical User Interface). The user interface determines how to interact with the computer.

the entire client like Administrator, Employee through Intranet by providing security for each person.

2.2 GENERAL DESCRIPTION

2.2.1 PRODUCT FUNCTION

When a customer makes a call to the Organization, one person receives that call and get the details from the customer like customer name, phone number, location, asset serial number and nature of problem. Then a service engineer is allocates to attend the call.

Service engineer should get the details from the call desk. He attends the customers call and reports the status of the call to the company. The call desk Coordinator enter the details and closes the call once it is complete.

2.2.2 USER CHARACTERISTICS

- **Administration:**

  They have rights to access all the activities involved in the system.

- **Servicing department:**

  They access only the customer's needs.

- **Marketing department:**

They access only the customer wants.

Windows 98 is a highly evolved product, tightly interacting the GUI, the operating and disc systems and connections to the Internet

Windows 98 is revised not entirely different from windows'95 but more like a windows 95 with some additional features, some bug fixes, better hardware support and integration with the Internet.

Front End
Visual Basic 6.0

The fastest and easiest way to create applications for Microsoft Windows. Whether you are an experienced professional or brand new to Windows programming, Visual Basic provides you with a complete set of tools to simplify rapid application development.

The "Visual" part refers to the method used to create the graphical user interface (GUI). Rather than writing numerous lines of code to describe the appearance and location of interface elements, you simply add rebuilt objects into place on screen. If you've ever used a drawing program such as Paint, you already have most of the skills necessary to create an effective user interface.

The "Basic" part refers to the BASIC (Beginners All-Purpose Symbolic Instruction Code) language, a language used by more programmers than any other language in the history of computing. Visual Basic has evolved from the original BASIC language and now contains several hundred statements, functions, and keywords, many of which relate directly to the Windows GUI. Beginners can create useful applications by learning just a few of the keywords, yet the power of the language allows professionals to

accomplish anything that can be accomplished using any other Windows programming language.

The Visual Basic programming language is not unique to Visual Basic. The Visual Basic programming system, Applications Edition included in Microsoft Excel, Microsoft Access, and many other Windows applications uses the same language. The Visual Basic Scripting Edition (VBScript) is a widely used scripting language and a subset of the Visual Basic language. The investment you make in learning Visual Basic will carry over to these other areas.

Whether your goal is to create a small utility for yourself or your work group, a large enterprise-wide system, or even distributed applications spanning the globe via the Internet, Visual Basic has the tools you need.

- Data access features allow you to create databases, front-end applications, and scalable server-side components for most popular database formats, including Microsoft SQL Server and other enterprise-level databases.

- ActiveX technologies allow you to use the functionality provided by other applications, such as Microsoft Word, word processor, Microsoft Excel spreadsheet, and other Windows applications. You can even automate applications and objects created using the Professional or Enterprise editions of Visual Basic.

- Internet capabilities make it easy to provide access to documents and applications across the Internet or intranet from within your application, or to create Internet server applications.

Your finished application is a true .exe file that uses a Visual Basic Virtual Machine that you can freely distribute.

Back End
SQL Server 7.0

In Several respects, server databases such as Microsoft SQL server are identical to mainframe databases. The overwhelming majority of database used on computer systems are relational databases Also, Server databases such as relational databases on mainframe or minicomputer system support the use of structure Query Language (SQL), as well as proprietary for accessing data

SQL Server comes with several utilities that allow you to access its services. You can use these utilities locally or remotely to manage a SQL Server System

SQL Server Permits client applications to control the information retrieved from the server by using several specialized tools and techniques, including options such as stored procedures, server-enforced rules, and triggers that permit processing to the server, of course; you still can do appropriate information processing on the client workstation.

Because mainframe and minicomputers system traditionally do all processing at the host side, it can initially be simpler to implement systems in this environment than in true client/server implementation. It's simpler because users work at terminals that are directly connected to the processing power of the mainframe or mini computer

SQL Server allows you to define up to 32,767 databases. If u realizes that the database is centralized repository for the storage of information, being overly constrained by the 32,767 database limit is difficult; you're not likely to encounter any situation in which you need to define more than this very liberal limit. If you do, consider adding

System Analysis

servers to your network to help balance the load. Ina typical production installation, fewer than five application-oriented databases are in service on any given server.

You can define up to two billion tables within each of your 32,767 databases. You're not likely to need anywhere near two billion tables in a database, however. With most typical systems, you have no more than several hundred tables in a database.

You can define up to 250 columns for each table. Server allows you to combine columns from as many as 16 tables in a single query.

The number of rows in a table is effectively unlimited for SQL Server. You're limited in practice by the capacity of the storage medium on which tables are stored; databases and their tables can be stored across multiple physical disks. SQL Server allows databases to expand to include up to 32 physical disks.

Each database is created with a set of system tables in which SQL Server records data about the database objects, such as tables or indexes that you subsequently create. Like a relational –database product, SQL server keeps the control information about your database objects in a relational database, which is the set of system tables.

HARDWARE REQUIREMENTS:

Processor:	Intel Pentium-I 330 Ghz
Memory:	32 MB RAM
Display:	15" Samsung Monitor
Storage:	6.3 GB Hard Disc
Keyboard:	104 PS/2 Keyboard
Pointing Device:	3 Button Logitech Mouse
Floppy drive:	1.44 MB FDD
CD-ROM:	52X

3. SYSTEM ANALYSIS

3.1 EXISTING SYSTEM

In the manual system, a lot of files and records are maintained manually. Retrieving the details about the calls, employee details and customer details are very tedious and time-consuming process. It is also difficult to allocate the employee to the particular call. These difficulties are overcome by computerized "CALL CENTER MAINTENANCE".

DRAWBACKS

> Manual work leads to error.

> Time consuming process.

> Maintaining the files is tedious.

3.2 PROPOSED SYSTEM

The "CALL CENTER MAINTENANCE SYSTEM" tells about, how the Organization is liable to their customer services. The system maintains the details about the customer and the products purchased by them. There are two types of customers involved in this project. When a new customer comes to purchase, then the system adds the customer's details into the company database and then the details are given to the marketing department. The marketing department does the needful of the customer. When an existing customer comes, then system adds the customer's query into the database. If the customer reports any problem about the product, the details are given to the servicing department. Servicing department allots the service engineer to attend the particular customer call. The important function of the Call center is, it checks whether the calls are attended by the service engineer or not. Also the system gives the preferences according to the customer call.

OBJECTIVE OF PROPOSED SYSTEM

The main objectives of the proposed system are

❖ to eliminate the time span of workflow of Call Desk Processing

❖ to reduce manual work

❖ to provide data security

Maintain a Documents & Records in an orderly manner.

3.3 FEASIBILITY STUDY

Before any user request is to be accepted, it is mandatory to check whether the new system is feasible or not. The major purpose of the analysis is to see that the development is technically and operationally helpful to the organization or not.

3.3.1 Technical Feasibility

The proposed system is introduced in a technically sound environment such that the necessary technology exists with adequate holding capacity and allows future expansions. The system environment is GUI based and provides utmost convenience to the end user.

3.3.2 Operational Feasibility

The request of system development is beneficial only when the new system is operationally feasible that is there should be sufficient support to the new system.

3.3.3 Financial Feasibility

Any new development is feasible only when it is cost justified. Usually cost benefit analysis is made to find out the savings or the extra amount that would arise on accounting of the new development.

Context Flow Diagram

3.4 Context Flow Diagram

3.5 Data Flow Diagram

Customer

Service call

Customer and problem description

New or Existing

CALL DESK

Call Desk

NEW   EXIT

Customer Master

Call Allocation

ALLOCATION OF ENG

Enginner

FESR

Status

Pending or closed

Reports
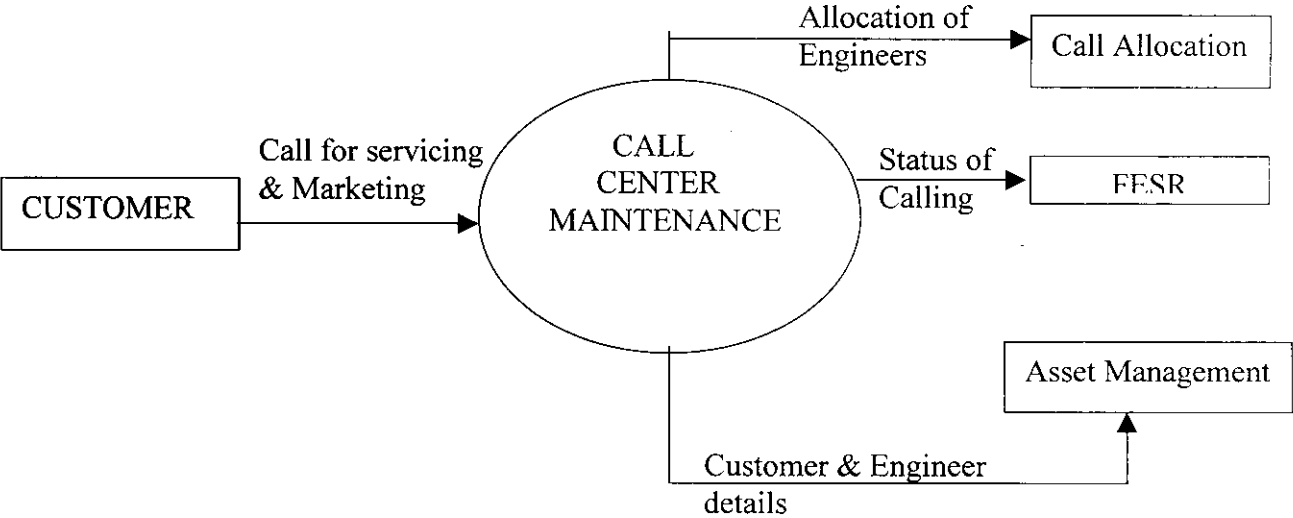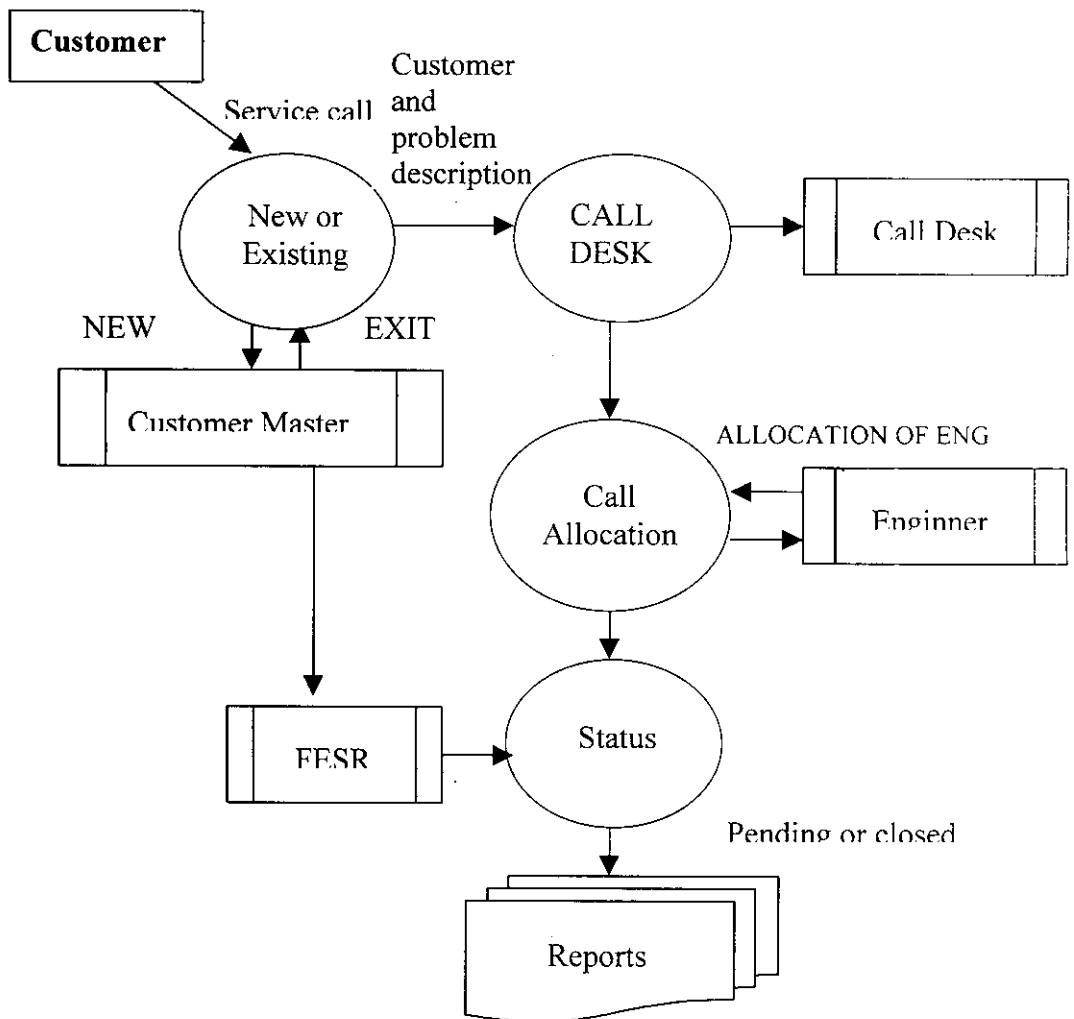
Data Flow Diagram

System Design

4. SYSTEM DESIGN

The design phase emphasis on translating performance specifications in to design specifications. The design phase is a translation from a user-oriented document to a document oriented to the programmers or data base personnel.

The following tales have been design for call centre maintenance system.

4.1 TABLE DESIGN

Database : callMDB.sql

Table Name: CustomerMaster

Field Name	Data Type	Constraints
Customercode	Varchar	**Primary key - Not null**
Customername	Varchar	Not null
Contactperson	Varchar	Not null
Address	Varchar	Not null
City	Varchar	Not null
State	Varchar	Not null
Pincode	Varchar	Not null
Phoneno	Varchar	Not null
Fax	Varchar	Not null
Email	Varchar	Not null
Web	Varchar	Not null

Table Name: Engineermaster

Field Name	Data Type	Constraints
Engineercode	Varchar	**Primary key – not null**
Engineername	Varchar	Not null
Address	Varchar	Not null
Phonenumber	Varchar	Not null
Joiningdate	Date	Not null
Experience	Varchar	Not null

Table Name: Calldesk

Field Name	Data Type	Constraints
Calldeskno	Varchar	**Primary key – not null**
Customercode	Varchar	**Foreign key – not null**
Customername	Varchar	Not null
Address	Varchar	Not null
Phone	Varchar	Not null
Calldate	Date	Not null
Calltype	Varchar	Not null
Mcserialno	Varchar	Not null
Priority	Varchar	Not null
Closeddate	Date	Not null
Slno	Integer	Not null
Description	Varchar	Not null

Table Name: Callallocation

Field Name	Data Type	Constraints
Call no	Varchar	Not null
Calltype	Varchar	Not null
Customername	Varchar	Not null
Customeraddress	Varchar	Not null
Mcserialno	Varchar	Not null
Engineername	Varchar	Not null

Table Name: FESR

Field Name	Data Type	Constraints
Fesrno	Varchar	**Primary key – not null**
Fesrdate	Date	Not null
Engineercode	Varchar	**Foreign key – not null**
engineername	Varchar	Not null
Callno	Varchar	Not null
Mcserialno	Varchar	Not null
Startdate	Date	Not null
Enddate	Date	Not null
Numbervisit	Integer	Not null
Username	Varchar	Not null

4.2 NORMALIZATION

The theory behind the arrangement of attributes into tables to ensure that basic manipulation operations on such tables do not cause data inconsistency problem is known as the normalization theory.

The normalization of data helps to ensure that a data design takes care of

    a. Minimum of duplication of data

    b. Elimination of data inconsistency problem

    c. Providing flexibility to support different functional requirements.

    d. Enabling the model to be translated to database design.

The first stage in normalization is to reduce the data to its first normal form, by removing repeating items and showing them as separate record but including in them the key of the original record.

The next stage of reduction to the second normal form is to check that all item in each record are entirely dependent on the key of the record but on other data item, then it is removed with its key to form another record. This is done until each record contain data item, which are entirely dependent on the key of their record.

The final stage of the analysis, the reduction to third normal form, involves examining each record to see whether any item is mutually dependent. If there are any, then they are removed to a separate record leaving one of the items behind in the original record and using that as the key in the newly created record.

4.3 MODULE DESCRIPTION

The project is to maintain the calls made to the company both for an old customer or from a new customer. If the customer is new, all details about the customer are recorded. If the call is meant for purchasing a new product, that call is given to a marketing executive with a call reference code, which is given to the caller that will be helpful for the further processing.

If it is a service call from an old customer, the customer is given a code, which will further be used as a complaint number, and the customer can refer the code for the follow up process about the service.

Each and every call information is stored and informed to the concerned service engineer and his manager.

This Project contains two Kind of Modules Asset Management Module, Call Desk Module.

➢ Asset Management Module:

This module contains the details of Customers like customer name, the company name, the unique code of the company and etc. This module also maintains the employee details.i.e name of the employee, employee id, the designation of the employee and etc.

The second Module is Call desk.

Call desk:

In this module, there are many transactions are involved i.e. if customer make a all to the company about the fault in the product purchased, the system asks the details about the product and allots the servicing department employee to those calls.

Call Logging

All the customer calls are maintained and gives the status of the customer calls i.e. whether the call is pending or completed and date of calling.

Call Allocation to the Employee

When the customer makes a call to the company to complain about a product purchased, then company allots the service to that particular call.

Call Closing

After servicing the customer's product then the call is closed.

Call Addition

The customers problem, the details about the product purchased and etc are maintained.

Call Details

It displays the customer's call details i.e. the details about the customer name , the company name ,the product machine serial number, the product warranty dateand etc.

System Implementation & Testing

5. SYSTEM TESTING AND IMPLEMENTATION

5.1 SYSTEM TESTING

The importance of software testing and its implication with respects to the software quality cannot be over emphasized. Error may occur at the very inception of the process, where the objectives may be erroneously or imperfectly specified, as well as in the design and development stages. Because of human inability to perform and communication with perfection, the software development is accompanied by a quality assurance activity.

The software testing is carried out using the existing data. The output has been compared with the existing data and found to be matching well. The procedure of testing that has been used as follows.

➢ Unit Testing

➢ Integration Testing

➢ Validation Testing

UNIT TESTING

Unit testing is normally conducted as an adjacent to the smallest unit of software design, the module. Using unit testing, each forms are checked.

INTEGRATION TESTING

Integration testing is being tested for its entire module. All the modules of systems have a proper communication and transfer of information between them.

VALIDATION TESTING

Actually, the system has form input forms. The input forms of the system are tested using concept of the validation testing. All the fields of forms are tested as validation checking

5.2 SYSTEM IMPLEMENTATION

After the testing and debugging of the software we need to implement it. This will be found easier and more efficient because implementation has no obstacles since we have already undergone debugging. This involves user training system testing and successful running of the developed proposed system.

User training

After the system is implemented successfully, training of the user is one of the most important sub tasks of the developer. For this purpose user system manuals are prepared and handed over to the user to operate the developed system. Here the users are trained to operate the developed system.

MAINTENANCE

Maintenance is about changes done to the existing software products. Most such changes are enhancements, improvements to the functionality of the software as opposed to repair work to fix errors.

Conclusion

6. CONCLUSION

This software is very much user-friendly. The modules are tested and they are working satisfactorily. Required information can be promptly accessed without delay and with maximum ease. An integrated, highly secure and having high capacity database to store the information. The proposed system is user friendly and it is well documented. Obviously, the limitations of the existing are eliminated from the proposed system. Some of the advantages of the proposed system are:

➢ The communication between the server and the client is faster.

➢ Visual Basic 6.0 is used for communication between the client and server.

➢ The proposed system is upgraded with the new version of visual basic that has got many new features.

➢ Errors can be detected and corrected easily.

Scope for Future Development

7. SCOPE FOR FURTHER ENHANCEMENT

This project "Call Center Management System" can be developed for the use of the entire client in the particular concern (ie) the project can be accessed by the entire client like Administrator, Employee through Intranet by providing security for each person

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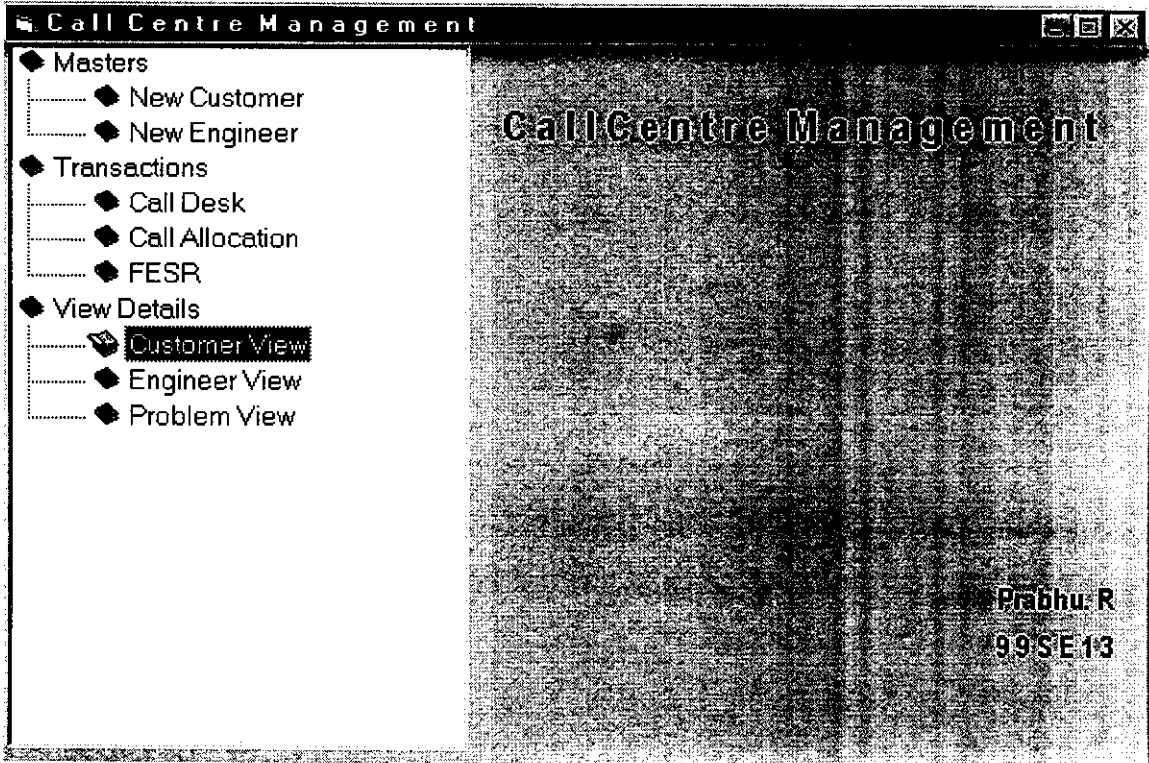
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APPENDIX

SAMPLE SCREENS

Customer Master

Customer Code	Text1
Customer Name	Text2
Contact Person	Text3
Address	Text4
City	Combo1

State	Text5
Pincode	Text6
Phone No.	Text7
Fax	Text8
E-Mail	Text9
Web	Text10

Customer Code	Customer Name	Contact Person	Address	City	Stat
C-0000	Trinity Compute...	Manoj .	K K Pudur	Coimbatore	TN
C-0001	Kasinathan	Kasinathan	SB Colony	Coimbatore	TN
C-0002	SRI	Sivakumar	KNG Pudur	Coimbatore	TN
C-0003	Guru Hospital	Gayathri	SB Colony	Coimbatore	TN
C-0004	Ansari	Ansari	SB Colony	Coimbatore	TN
C-0005	Barani	Barani	SB Colony	Coimbatore	TN
C-0006	Pradeeba	Pradeeba	SB Colony	Coimbatore	TN
C-0007	Umashankar	Umashankar	SB Colony	Coimbatore	TN
C-0008	Preetha	Preetha	SB Colony	Coimbatore	TN
C-0009	Anand	Anand	SB Colony	Coimbatore	TN

Add   Modify   Save   Cancel   Delete   Close

Engineer Master

Engineer Code
Engineer Name
Address
Joining Date
Experience

Engineer Code	Engineer Name	Address	Joining Date	Experience
E-0000	NALLASIVAM	24, NSK VALA...	12/04/1998	2 YEARS
E-0001	RAGHU. M	77-2/1 UPPILI...	12/04/1998	3 YEARS
E-0002	KRISHNAKUM...	376, FIRST ST...	12/04/2003	1 YEAR
E-0003	BALADANDAP...	SF NO.2, HOU...	01/12/1995	1 YEAR
E-0004	SDFSDF	SDFS	SDFD	DFSD

Add   Modify   Save   Cancel   Delete   Close

Call Desk Management

Call Desk No.	CD-0004
Customer Code	C-0000
Customer Name	Trinity Computer System
Address	Manoj
Phone No.	K K Pudur

Call Date	12/02/2004
Call Type	Through Phone
MCSerial No.	HKI 83776 P43434
Priority	First
Closed Date	12/02/2004

PROBLEMS

Sl. No	Problem Description
1	Error shows while booting windows

Sl No	Problem Descri	Customer Code	Customer Name	Address
CD-0004	C-0000	Trinity Compute...	Manoj	K K Pudur

Add Modify Save Cancel Delete Close

Call Allocation

Field	Value	Field	Value
Call No.	CD - 0032	Customer Code	C-0005
Call Type	THROUGH PHONE	MC Serial No.	YM 8377 UY 76736
Customer Name	SRI	Engineer Name	E-0003

Add   Show   Save   Cancel   Delete   Close

Call Allocation

Call No. `CD - 0032` Customer Code `C-0005`

Call Type `THROUGH PHONE` MC Serial No. `YM 8377 UY 76736`

Customer Name `SRI` Engineer Name `E-0003`

Problem View

Call Desk No.	Customer Code	Customer Name	Address	Phone No.
CD-0000	C-0001	KASINATHAN	SB COLONY	2450374
CD-0001	C-0005	BARANI	SB COLONY	2450374
CD-0002	C-0003	GURU HOSPIT...	SB COLONY	2450374
CD-0002	C-0003	GURU HOSPIT...	SB COLONY	2450374
CD-0002	C-0003	GURU HOSPIT...	SB COLONY	2450374
CD-0003	C-0000	Trinity Compute...	Manoj	K K Pudur

AutoShapes

Field Engineer Service Report

FESR No	FE - 63
FESR Date	12/02/2004
Engineer Name	DHANDAPANI
Call No	C-0026
MC Serial No.	YI 383 UIU88733

Start Date	12/02/2004
End Date	12/02/2004
No. of Visit	1
User Name	DHANDAPANI
Signed By Customer	YES

Problem Attended

1	VIRUS DETECTED AND CLEANED

Add   Modify   Save   Cancel   Delete   Close

Customer View

Customer Code	Customer Name	Contact Person	Address	City	St
C-0000	Trinity Compute...	Manoj	K K Pudur	Coimbatore	TN
C-0001	Kasinathan	Kasinathan	SB Colony	Coimbatore	TN
C-0002	SRI	Sivakumar	KNG Pudur	Coimbatore	TN
C-0003	Guru Hospital	Gayathri	SB Colony	Coimbatore	TN
C-0004	Ansari	Ansari	SB Colony	Coimbatore	TN
C-0005	Barani	Barani	SB Colony	Coimbatore	TN
C-0006	Pradeeba	Pradeeba	SB Colony	Coimbatore	TN
C-0007	Umashankar	Umashankar	SB Colony	Coimbatore	TN
C-0008	Preetha	Preetha	SB Colony	Coimbatore	TN
C-0009	Anand	Anand	SB Colony	Coimbatore	TN
C-0010	SDFSD	DF	DF	SDF	SL

Select   Cancel

Engineer View

EngineerCode	EngineerName	Address	Joining Date	Experience
E-0000	NALLASIVAM	24, NSK VALA...	12/04/1998	2 YEARS
E-0001	RAGHU, M	77-2/1 UPPILI...	12/04/1998	3 YEARS
E-0002	KRISHNAKUM...	376, FIRST ST...	12/04/2003	1 YEAR
E-0003	BALADANDAP...	SF NO.2, HOU...	01/12/1995	1 YEAR
E-0004	SDFSDF	SDFS	SDFD	DFSD

[Select]   [Cancel]

Problem View ▣ ◻ ☒

Call Desk No	Customer Code	Customer Name	Address	Phone No
CD-0000	C-0001	KASINATHAN	SB COLONY	2450374
CD-0001	C-0005	BARANI	SB COLONY	2450374
CD-0002	C-0003	GURU HOSPIT...	SB COLONY	2450374
CD-0002	C-0003	GURU HOSPIT...	SB COLONY	2450374
CD-0002	C-0003	GURU HOSPIT...	SB COLONY	2450374
CD-0003	C-0000	Trinity Compute...	Manoj	K K Pudur

[Select]   [Cancel]

APPENDIX

REPORTS

SQ- SYSTEMS, RAMNAGAR
CUSTOMER CALL REPORT – DATE WISE
Date: 26-02-2004

call no.	custname	calldate	ssno	problem
CD - 0005	Raghu	26-02-2004	im 88346 72	shows error on LPT port
CD - 0006	SRI	26-02-2004	ic 7736 53 2377	windows shows error while booting

End of reportpage