

BPO Management System

Design a call centre to outsource the process of customer service. A customer wants to clarify the doubts, over the product which has been bought by the customer before a week. In the customer service the request has been received by the agent and sends response to the customer. So the customer doubt has been clarified by the agent in a minimum amount of time. The Customer service includes: Real-time email answering services and Prompt and Personalized email responses to every customer on a 24/7 basis.

a. Develop an IEEE Standard SRS Document with

- 1.** Problem Statement
- 2.** Purpose
- 3.** Scope
- 4.** Audience
- 5.** Requirements
- 6.** Design and Implementation Constraints .

b. Draw state diagram.