



Daily Call Reporting Management System

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Abstract: The Daily Call Reporting Management System (DCRMS) was developed to streamline and automate the process of Accessing and reporting daily activities related to interaction between parents and faculty calls. This system enables faculty to log their daily calls and capture relevant data such as time duration, outcomes, Student details, and issues discussed with students, ensuring that all important information is recorded efficiently.

The main objective of the system is to enhance productivity, improve interaction between parents and faculty, and provide detailed analytics on call reporting. Automatic data entry and reporting processes, can then be used for performance analysis, teacher interaction with parents, and take decisions.

This system typically combines with existing Attendance calls provides real-time analysis, tracks performance, and creates daily or periodic reports. Key features include user-friendly interfaces and secure data storage. The Daily Call Reporting System ultimately improves operational efficiency, enhances student reporting, and provides actionable insights for Educational growth.

Keywords: Daily Call Reporting System, Attendance call, Educational Growth, user friendly.

I. INTRODUCTION

In today's educational environment, Taking attendance of student and contacting with him or their parents communicating with them and responding immediately to their needs is critical.

The Daily Call Reporting Management System (DCRMS) is an effective tool that facilitates the management and tracking of call communication across colleges.

A. Problem Statement:

In our college daily call report creating manually by faculty, So it takes a lot of their time and if they lose the manual, they have to recreate it.

This project saves the time of the faculty and provides daily reports to them.

B. Scope :

A Daily Call Reporting System (DCRS) is developed to simplify the process of and handling calls made by counsellor. It helps college performance, improve Output, and ensure that critical information about each interaction is properly logged and acted upon. The system helps Class teacher and counsellor track daily activities and measure outcomes more efficiently.

1. Functional Range:

The system's main attributes and capabilities are :

Requests for Student Leave Administration and Faculty Approval Monitoring Leave

Alerts

Reporting and Data Management

2. Technical Extent:

The following technologies will be used in the development of the system: Database: Frontend: Backend: Deployment:

3. Non-functional Range:

Security: Usability Scalability: Effectiveness:

4. Restrictions and Exclusions



C. Objective:

1. *Streamline Communication*: Enhance the efficiency of communication between faculty, students, and Administration through a centralized reporting system.
2. *Data Management*: Provide a structured platform for recording, tracking, and analyzing daily call logs and interactions, ensuring that all communication is documented systematically.
3. *User-Friendly Interface*: Develop an intuitive interface that makes it easy for users to log calls, retrieve data, and generate reports without extensive training.
4. *Reporting Features*: Incorporate features that allow users to generate daily, weekly, or monthly reports

II. LITERATURE REVIEW

A Daily Call Reporting Management System (DCRMS) is a critical tool for organizations that rely heavily on phone communication, such as sales teams, customer support departments, and field service personnel.

A. Call reporting involves collecting, analyzing, and presenting data related to agent performance, counselor satisfaction, and overall call efficiency. Key metrics include First Call determination (FCD) And satisfaction levels. These reports can be made daily to provide valuable perception into call performance

B. As businesses scale and the volume of calls increases, the need for effective and efficient call reporting becomes more apparent. The literature on call management systems, business intelligence, and performance analytics highlights several challenges and solutions relevant to the development of a DCRMS. This review summarizes existing research and technological trends that contribute to the design, development, and implementation of the Daily Call Reporting Management System

C. Daily call reporting systems are crucial for enhancing communication between counselors and parents, as well as for facilitating decision-making. Although there are obstacles to overcome, ongoing technological progress is enhancing the functionality, ease of use, and regulatory compliance of these systems.

D. This progress includes greater integration flexibility and efforts to tackle data privacy issues in order to fully leverage the benefits of daily call reporting systems. Daily Report Information Management: Although focused on construction, this study proposes a daily report data management. It collects and shares information through contractors, prove the potential for similar systems in call reporting

III. METHODOLOGY

First you will take attendance in the classroom and after that whoever is absent will take it to the direct app and call home directly. This app will work as follows. In the first to attendance class, by entering the roll number of whoever is upset, you will get two options on that page, first parent call, second student, if there is a student, go to direct call to parent, the number of the parent of that child will be copied on the dial pad, you just press the button on the call. Make a call and then fill up whatever region the parent tells you and it will be saved in recycle and then two options will appear on the recycle view page. If so, we can also cancel

IV. METHODOLOGY

A Daily Call Reporting System (DCRS) is developed and implemented using a technique that includes many steps to guarantee that the system satisfies organizational requirements, operates effectively, and offers insightful data on call activity. A common process to use while developing and implementing this system is shown below.

A. *Clarification of the Objective*:

Recognize the main objectives of the system. For instance, keeping track of calls, increasing sales output, simplifying reporting, or promoting teamwork. Interviews with Stakeholders: To learn about their needs and difficulties, meet with important users, such as managers, sales teams, and customer service representatives. These revelations aid in defining key characteristics. Mapping business processes: Record the current procedures (such as tracking, reporting, etc.) and identify areas that might use improvement.

1. Determine the essential characteristics, like:
2. Call recording (automated or manual)



3. Reporting in real-time
4. CRM system integration
5. Task management and follow-up
6. Warnings and notifications

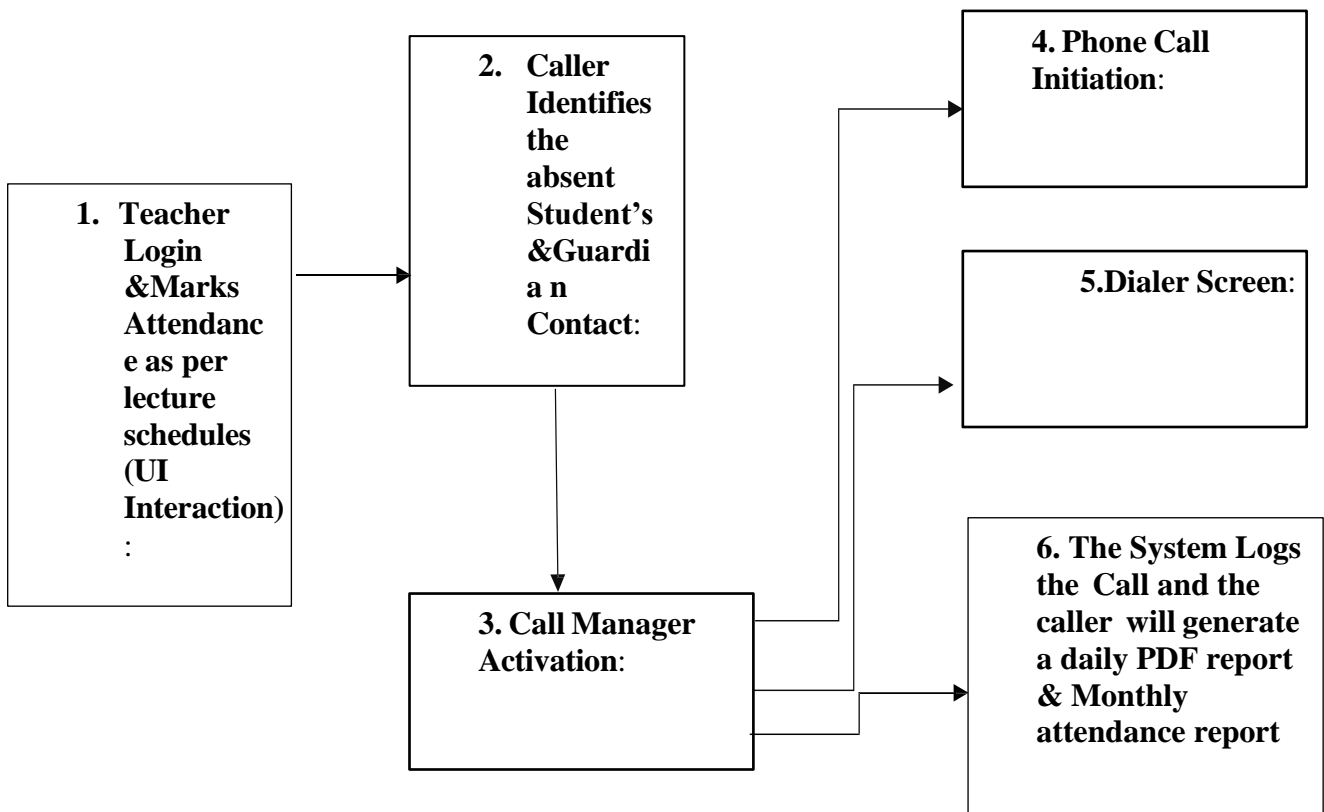
V. RESULT

The Daily Call Reporting System development process is designed to guarantee that the system meets organizational requirements, is technically sound and offers insightful information about call activity. Through a methodical process that begins with requirement gathering and progresses through system design, development, deployment, and post- implementation monitoring, businesses can create a system that improves productivity, streamlines call tracking and boosts performance.

VI. DISCUSSION

Several issues with overseeing daily call activity inside a company are intended to be resolved by the Daily Call Reporting System (DCRS). The outcomes, revelations, difficulties, and possible ramifications of putting such a system into place are covered in this section. It provides a thorough grasp of the system's operation and how it impacts management, staff, and the company overall by examining its advantages, disadvantages, and potential areas for development.

VII. SYSTEM ARCHITECTURE



VIII. CONCLUSION

The Daily Call Reporting System development process is designed to guarantee that the system meets organizational requirements is technically sound, and offers insightful information about call activity. Through a methodical process that begins with requirement gathering and progresses through system design, development, deployment, and post- implementation monitoring, businesses can create a system that improves productivity, streamlines call tracking and boosts performance.

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