Project Plan
Telephone Log Self-Service Dashboard

Team 2: Auto-Owners Insurance
CSE 498, Collaborative Design

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Functional Specifications

- Ability for managers to monitor the frequency and length of calls made by employees who are underneath them.

- Managers will be able to set thresholds on all employees limiting the amount of time they speak on the phone based on a customizable time frame.

- An email notification will be sent to the manager when one of these thresholds have been breached.

- Ability to create monthly call reports

Design Specifications

- Design a template that mimics Auto-Owners' current website.

- Have a view for editing thresholds and a customizable view for displaying call data.

- Labeling system to distinguish between business and non-business calls, as well as local and long distance labels for both.

- If thresholds have been broken, a data grid will contain the list of people who have broken the thresholds. This feature will also have a customizable time frame.

Screen Mockups

Technical Specifications

- Connect to SAP to retrieve management hierarchy

- Communicate between Auto-Owners SQL databases and SAP management hierarchy

- Coordinate relevant relations between SAP and SQL databases

- Send and retrieve data from Auto-Owners SQL databases

- A windows based service will send email notifications to the managers when necessary

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Architecture Illustrated
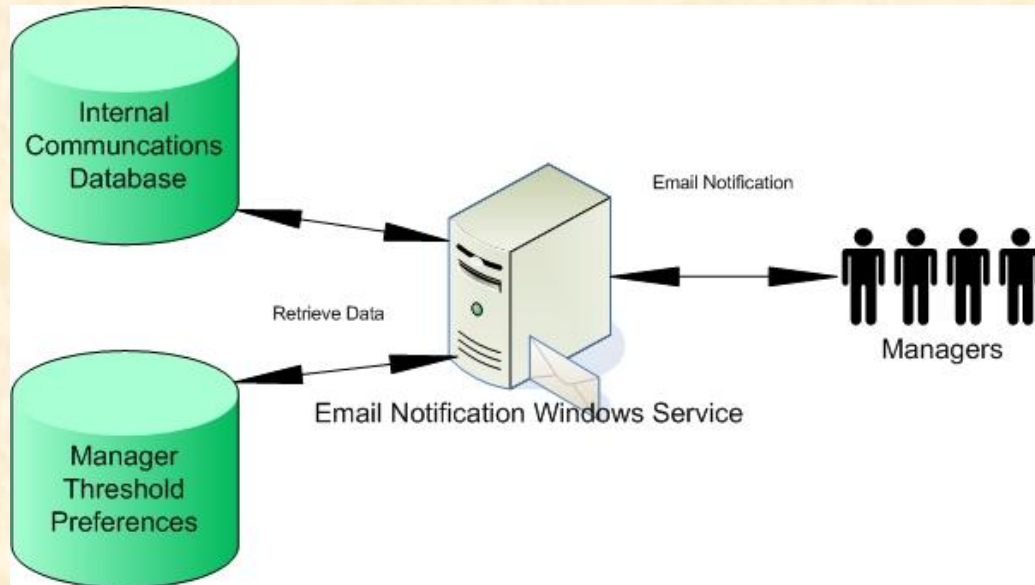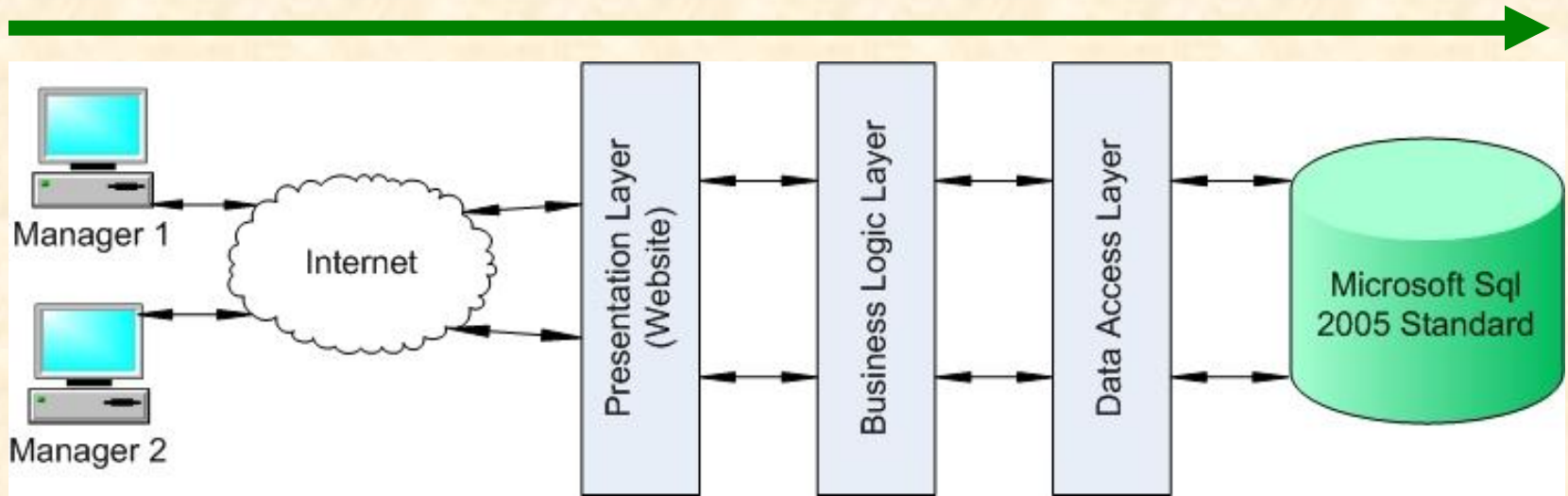
System Components

- Hardware Platforms
  - Dell PowerEdge 850
  - Dell Optiplex GX270
- Software Platforms / Technologies
  - Microsoft Windows Server 2003 Enterprise Edition
  - SQL Server 2005 Standard Edition
  - Microsoft Windows XP
  - Microsoft Visual Studio 2008
  - Microsoft .NET Framework 3.5
  - Microsoft ASP.NET

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Risks

- Finding an online white/yellow page service for caller ID with little restrictions.

- Reverse engineering SAP hierarchy stored procedure.

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