

Concept Note on Development of Web Based Call Management System for Technology Helpline (1966)

1. Introduction

Technology Helpline 1966 was established under the Technology Transfer Division of the Ministry of Technology & Research to provide technology related information to the different levels of stakeholders. Presently Technology Transfer Division receives many technology related queries from various government and non-government organizations, small and medium entrepreneurs and general public. For these queries Technology Helpline provides information of relevant Institutes regarding:

- New Technologies
- Product Improvement
- Testing Facilities
- Product Certification
- Training Programs
- Scientific Literature/ Publications
- Research & Development
- Technology/ Research Grants
- Patent/ Trademarks/ Industrial Design Registrations
- Funding/ Loan Facilities
- Provision of information regarding suppliers of
 - Raw materials
 - Equipment/ Machinery
 - Packaging materials

2. Mode of operation at present

The Science & Technology Officer who coordinates the helpline receives the call from individuals/ organizations and tracks the query in an excel sheet. There are two levels in queries handling.

- First level - queries handled by the Helpline coordinator and the solutions are given at the first level. If not, the caller will be directed to the expert/organization for solutions.

- Second level - Coordinator sends the queries to the experts in the respective category via email. The experts who ever knows the solution for the queries will send the respond as a reply to the mail.

Once the solutions are sent by the experts, the coordinator submits the solutions to caller via email or phone.

3. Objectives of web based call management system

As this process is handled manually and due to many queries being handled in a day, the coordinator is unable to follow up on the pending solutions for jobs. Therefore, the Ministry of Technology and Research requires a system to track these queries and solutions in a system. The helpline coordinator receives the queries from entrepreneurs/ organizations via phone and track the job in the system. Once the job is tracked, a ticket number should be generated automatically.

If the solution is given at first level, the job can be closed by the coordinator. If it requires a second level support, the job needs to be transferred to the experts. The experts should be grouped based on the industry categories in the system. Therefore during second level support, the coordinator will submit the job to experts and based on the selected category, the mail will be sent to the group automatically.

Once the mail is sent to the expert group, the expert should log in to the system to give a feedback to the query. Once the solution is updated by an expert, the expert's name and update date and time should be tracked in the system. The updated solution by an expert should be notified to all the other experts who are in the mail group.

If another solution needs to be given by another expert, he/she needs to log in to the system and update the answers in the next grid and the experts name, updated date and time should be tracked in the system.

All the solutions updated by the experts needs to be notified to all the experts in the group so that similar answers will not be updated.

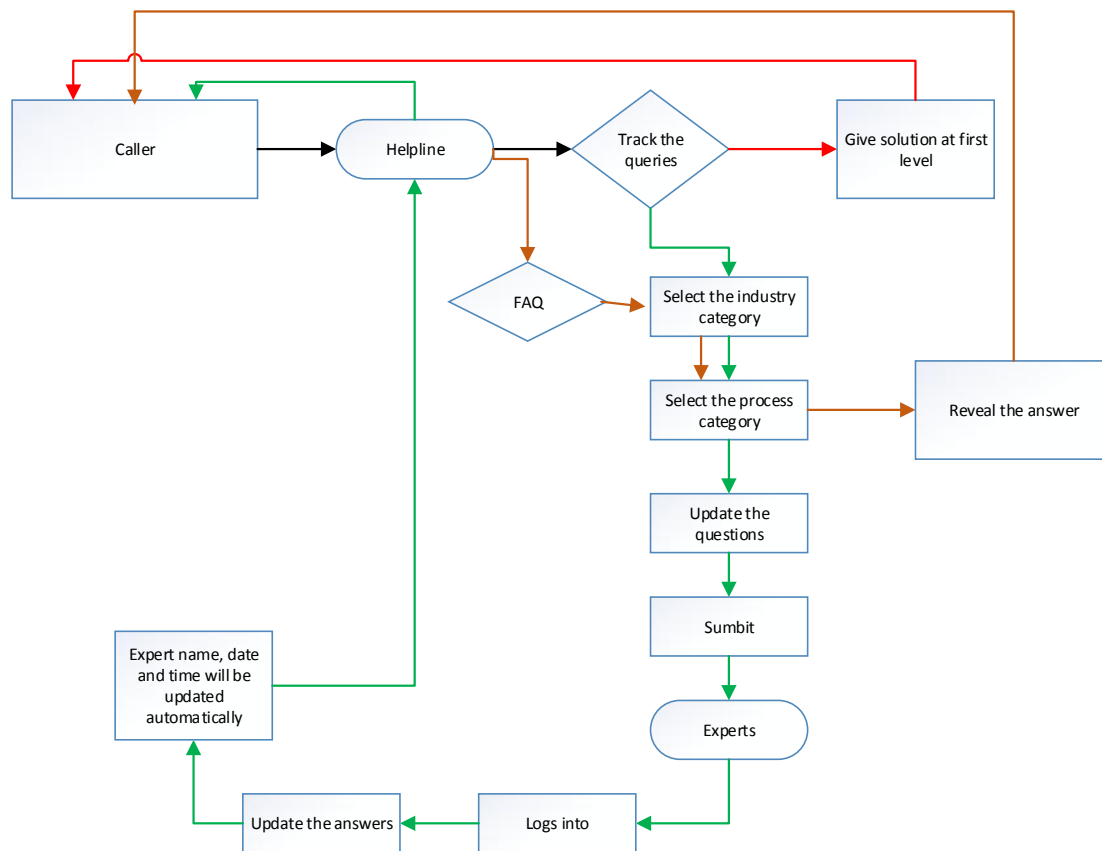
All the given solutions to a query needs to be merged together points wise as in report/letter. The coordinator should have the privilege to remove or edit the answers (points) before submitting to the callers.

The solution report should be send to client. Where an email will be sent to the caller and the submitted solution for a job needs to be updated as 'attended' in the system. (Job status needs to be updated).

If a status needs to be checked for a particular job, the coordinator should enter the ticket number and check the status.

The given solutions need to be tracked in the system as in FAQ. Where if another coordinator wants to handle the queries, he/she can check the solutions in the FAQs instead inquiring from experts. FAQs need to be in cascaded method. Where the question should be cascaded and if a coordinator selects the values in each drop down the answer needs to be generated based on the values selected in the drop down.

Process Flow



Terms of Reference for the development of web based call management system

a. Develop and submit a web based call management system comprising the following features

- Authorization and Authentications
- Generate ticket number
- Track the history of jobs
- Experts database management (expert details, contacts, specialized categories etc...)
- Auto email generations on queries and solutions
- Ability to change status as attended/in progress/closed
- Report generation (Job status, queries on each categories etc...)
- Ability to update many solutions by various experts in a group
- Ability to consolidate the answers given by experts in the system (form a report)
- Track FAQs
- Questions should be cascaded for quick solutions (please refer process flow)

b. Project duration: 3 months