



## MACO Call Log Management System Features

### Masters

- Create Company
- Create Branch
- Location
- Department
- Category
- Issue
- Export Data to Excel

### System Settings

- Create User
- Role definition for User (Manager, Public User etc)
- Active or Inactive User
- View/ Edit the users
- Export Data to Excel
- Assigns manager to the Employees

### Controls Description

- Admin can creates masters, create managers, create users (workers), log call, re-open call, check all calls reports, make users active/inactive.
- Manager can view his and his user's call list, reopen his user's call, log new call
- User can view his call list, Edit his calls, update his call status, and change his password.

### Mail Intimation (Process)

- At every action mail goes to upward and downward direction.
- If Resolved / closed at any stage then mail goes to first user of requested as well.
- User login Page: User Id is compulsory for every user.
- Stages
  - Requested
  - Resolved/ closed request

### Transactions

- Complain logging
- Complain Number allotment
- Complain Assign to concern department/Person
- Worker Update his status
- Admin/Manager check all the status of his worker
- Enter Remarks with each work
- Reopen the call
- Complain review with details and can export to excel
- Every action gives a Mail confirmation to concerns users

### User Profile

- Role Creations
- User Creations
- Roles Authorization
- Password change facility