

TELEPHONE CALL CENTRE SYSTEM USING TELEPHONY (TAPI)

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ABSTRACT

This project addresses issues on the mounting technology of Telephony Application Programming Interface (TAPI) that is widely used nowadays in the development of telephony applications. This project is a temporary endeavor to develop a system, which will be able to receive phone calls in the absence of the receiver, record the voice message and other call related information for the user to view. The recorded voice message and the related call details will be stored in the database. The client should long-on to the system to retrieve the details of the call. New messages are indicated in such a way that it can be differentiated from the older ones. Moreover, the user is given options to delete or save the necessary voice messages and details about the caller.

This project addresses problems on the telephone answering machine where the user is not able to receive his voice message until he comes back to the phone. This project has sought solutions for this by allowing the client to check his messages by not really approaching the phone. By this the client is able to check his voice messages then and there without really impending the place where the phone is located.