

1.INTRODUCTION

1.1 ABOUT TEleshopping

The use of telephone for telemarketing is of recent origin. It is still in an infant state in India, but wide spread to some extent in other countries. The expression telemarketing is a telephone arrangement for ordering of products and services by communication with in business hours. The reason for increasing use of telephone for business purpose is a cultural evolution and revolution. As evident today people have been using phone for a wide variety of purposes relating to business and marketing.

Modern marketing strategy depends increasingly upon customer awareness, customer orientation and customer satisfaction. These segments require allowing across to the consumers and for the suppliers to maintain a continuous relation. Telephone itself is a sophisticated tool, having power behind, is being used for telemarketing. It helps to get calls contacting decision makers and securing appointments. These activities secure revenue increasingly. The use of telephone would improve sales performance.

Telemarketing or teleshopping network is a commercial or advertising an ideal marketing option for small manufacturers with innovative new product. The object of the network is to enable the customer to see the product first and then have easy access to the supplier to buy it. The chief aim of telemarketing is to educate and guide the potential consumers by demonstrating a products usages and applications. A teleshopping net work is an economic and chief means of providing an alternative route to reach the customers. The main reasons for the manufacturers adopting teleshopping net work are low marketing cost and special features of products.

1.2 ORGANIZATION PROFILE

IT Navigation Ltd is a leading IT Training company, which is placed in Madurai to provide best training for Networking, Server Administration, VMware Administration and Internet Security. IT Navigation Ltd gives importance to take care of student's career and provide high quality training to all class of people. Our organization not only provide the platform to build up the bright professional career in networking, Server Administration, VMware Administration and Internet Security but also provides the placement support in reputed companies.

We are proud to be the pioneers in "Hardware and Networking". Just when everyone was bent upon Software, we foresaw the tremendous potential in Hardware and Networking, and successfully emerged as one of the best IT Company for Hardware and Networking Solutions and the best institute for Hardware and Networking Training. Today the two sides of its business are equally balanced. The expertise of its training is coupled with a strong commitment to provide the best Hardware and Networking solutions. This has put IT Navigation Ltd in the unique position of deriving synergies between Network Solutions and IT Training.

IT Navigation Ltd is an educational and professional development organization working on various divisions including Software Development, Training, Web development, Corporate Training, Business process and Consultancy. They strive to excel a quality out-put in training individuals, Organization coders, development and business process with Professionals who are best in the business. They provide industrial exposure by making fresher work on real time projects. They have world class quality trainers who have the industry exposure of around

8 years. Hence, it provides the best training in .Net Technologies, J2EE Programming, PHP Programming and Web Designing.

IT C Navigation Ltd is an innovative company, based in India that provides a series of Web-based and software applications that have helped their customer create successful business ventures through online initiatives. Web provide all the services that a company needs to get online from web designing to web hosting; we design, promote, program and manage leading-edge Web sites and e-business applications. Above all they provide optimized website promotion in major search engines.

Services includes: Professional Web Design, Internet Marketing, Link Building, Ecommerce Solution, Web Application Development, Multimedia Presentations, Customized Software Development, and Business Process Outsourcing- IT/IT

On-line Interactive Learning

We believe in On-line Interactive learning. That is to say, the problems, or doubts which students often face, while sitting before a system, is cleared by our staff as soon as they surface. This way our students learn more.

Technical Facility

Our labs are enormous and equipped with the latest system available in the industry today. We also have product maintenance engineers who see it to that our systems are full functional at all times. We have a library, shelving books with latest version and edition covering various topics on Real time situation and Troubleshooting, etc.

1.3 PROJECT OVERVIEW

Telemarketing is a direct marketing tool of shopping at home and the consumers are attracted towards it. Many products like consumer durable products, physical exercise products, jewellery, cosmetic products, fast moving consumer goods, health care products, etc. are marketed mainly by demonstrating them in the television. There are many factors which influence the attitude of the teleshopping consumers to buy products through teleshopping. In this project an attempt is made to computerize the transactions being made at a teleshop.

This project is meant for maintaining office administration, which deals with huge amount of data. This system has seven modules. They are

- ❖ Customer
- ❖ Employee
- ❖ Salary
- ❖ Order
- ❖ Order Return
- ❖ Report
- and
- ❖ Exit

In first Customer module, different customers information like Customer_id, Name, Street, Area, City, Pin, Email_id, Mobie_no can be entered. This module has options like New, Update, Edit, Delete, Find, All Records, Cancel and Return.

In the second module Employee, the details of employee working the teleshop company can be processed. The following information can be used in this module, Emp_ID, Name,

Date_Of_Birth, Qualification, Designation, Experience, Address, Contact_No. This module has options like New, Update, Edit, Delete, Find, All Records, Cancel and Return.

The third module, Salary, information regarding the salary of the employees working in the company is processed. The following information are given in the module, Employee_ID, Employee_Name, Designation, Basic_Pay, Incentive, Net_Pay, Month, Date. This module has options like New, Update, Edit, Delete, Find, All Records, Cancel and Return.

The fourth module, Order, customer ordered products can be processed here. The following fields are used in this module, Order_ID, Order_Date, Customer_ID, Customer_Name, Customer_Area, Bill_Amt, Order_ID, Product_Name, Price, Quantity, Amount.

The fifth module, Order Return, information regarding the returning of products which are not received by the customers. The information like Order_Return_ID, Order_ID, Product_Name, Price, Quantity, Amount, Reason, Date_return are processed here.

The Report module gives reports for Customer, Employee, Salary, Order and Order Return.

The final option is used to quit the software.

2. SYSTEM ANALYSIS

2.1 SYSTEM ANALYSIS FUNDAMENTALS

The System Analysis provides an overview of various systems concepts, such as characteristics and elements, in an organization. It also describes the various phases involved in developing a new system and the role of the system analyst. It discusses various steps and tools used for gathering information that will be required for preliminary investigation. The course identifies the types of feasibility analysis and the method to analyze the cost and benefit of a project. Further, the course introduces the concept of system design and the documentation tool required for the structured design of a system. Finally, the course discusses the need and methods for system testing, quality assurance, project maintenance, and software maintenance. End users who want to be familiar with the systems approach to problem solving in an organization using computers.

Analysis is a detailed study of the various operations performed by a system and their relationships within and outside of the system. One aspect of analysis is defining the boundaries of the system and determining whether or not a candidate system should consider other related systems. During analysis, data are collected on the available files, decision points, and transactions handled by the system.

Initial Investigation

This is a user's request to change, improve to enhance an existing system. The initial investigation is likely to be a stream of such requests, standard procedures must be established to deal with them. The objective of the initial investigation is to determine whether the request

is valid and feasible before a recommendation is reached to do nothing, improve or modify the existing system or build a new one.

Function Requirement

As data are collected, they must be organized and evaluated and conclusions drawn for preparing functional requirements. Many tools are used for data organization and analysis. The functional analysis identifies the elements that are related to the inputs and outputs of given system. The functional requirement can be very effective in setting that pose few constraints on the development or modification of the system under study.

Information gathering

Information gathering is an art and a science. The approach and manner in which information is gathered require persons with sensitivity, common sense, and a knowledge of what and when to gather and what channels to use in securing information. Additionally, the methodology and tools for information gathering require training and experience that the analyst is expected to have. This means that information gathering is neither easy nor routine. Much preparation, experience and training are required.

Feasibility study

An initial investigation culminates in a proposal that determine whether an alternative system is feasible. To do a feasibility study, the analyst need to consider the economic, technical and operational feasibility.

Economic feasibility

Economic analysis is the most frequently used method for evaluating the effectiveness of a system. More commonly known as cost/benefit analysis, the procedure is to determine the benefits and savings that are expected from a proposed system and compare them with costs.

Technical feasibility

Technical feasibility centers around the existing computer system (hardware, software etc.) and to what extent it can support the proposed addition. If the current computer is operating at 80 percent capacity an arbitrary ceiling then running another application could overload the system or require additional hardware. This involves financial considerations to accommodate technical enhancements. If the budget is a serious constraint, then the project is judged not feasible.

Operational feasibility

People or inherently resistant to change, and compute have been known to facilitate change an estimate should be made of how strong a reaction the user staff is likely to have toward the development of a computerized system. It is common knowledge that computer installations have something to do with turnover, transfers, retraining, and changes in employee job status. Therefore, it is understandable that the introduction of a candidate system requires special effort to educate, sell, and train the staff on new ways of conducting business.

2.2 PROBLEM DEFINITION

Problem

The sole purpose of the Teleshop Management System is to produce such information which will reduce uncertainty in a given situation. The system provides an elaborate and efficient method.

The difficulty to determine a correct and complete set of information is on account of the factors given below:

- The capability constraint of the humans being as an information processor, a problem solver and a decision maker.
- The nature and the variety of information.
- Reluctance of decision maker to spell out the information for the political and the behavioural reasons.
- The ability of the decision maker to specify the information.

2.3 EXISTING SYSTEM

In a number of cases the existing system, which has been evolved after a number of years, and has been designed out of experienced gives straightaway the requirement of information. In many situations, system from other companies can give additional information requirements.

The fund of knowledge is available from the textbooks, research studies which can determine the information requirement.

Irrespective of the type of organisation and business, ninety per cent of the information requirement is common and the balance ten per cent may be typical to the organisation or the business, which needs to be determined separately. The managers in the operations and the middle management use the existing system as a reference for determining the information requirements.

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- Reluctance of decision makers to spell out the information for the political and the behavioral reasons.
- The ability of the decision makers to specify the information.
- Handling of voluminous data

- Confirmation of the validity of data and transactions.
- The present system is mainly paper oriented and staff intensive.
- It is tedious to keep track of the transactions efficiently.
- It needs more man power to record and retrieve information.
- It is hard to prepare any report immediately.

2.4 PROPOSED SYSTEM

Proposed System is being developed in Visual Basic 6.0 as front end and MS-Access as back end. It provides the following features.

- It is user friendly.
- Accuracy of data is provided by proper validation of inputs.
- Security of data is provided.
- Retrieval of necessary information is very easy and fast.
- Reports can be easily generated.
- Manual options are reduced to maximum possible extent.
- Maintenance of data is effective.
- Latest tools & techniques are used.
- Error & exceptional situations are handled carefully.
- Better user – interface and data validation.
- Faster data processing.
- Accuracy in updating.
- Transactions made easy.
- Communication of the information system to the user in time.
- Fulfilling the changing needs of the information.

3. SYSTEM SPECIFICATION

3.1 HARDWARE SPECIFICATION

CPU type	:	Core 2 Duo
CD Drive	:	Sony DVD
Hard Disk	:	500 GB
Display type	:	VGA
Keyboard	:	107 Keys
Mouse	:	Logitech

3.2 SOFTWARE SPECIFICATION

Operating System	:	Windows7
Front-end Tool	:	Visual Basic 6.0
Back-end Tool	:	Ms-Access

3.2.1 ABOUT WINDOWS-7

Windows 7 supports a variety of new hardware devices, such as DVD, force-feedback joysticks, digital audio speakers, and recording devices. Improved plug and play capabilities make installing new hardware even easier. You will also enjoy improved graphics, especially 3-D graphics, and video playback.

- Built on the new Windows engine
- Enhanced device driver verifier
- Dramatically reduced reboot scenarios
- Improved code protection
- Side-by-side DLL support
- Windows File Protection
- Windows Installer
- Enhanced software restriction policies
- Preemptive multitasking architecture
- Scalable memory and processor support
- Encrypting File System (EFS) with multi-user support
- IP Security (IPSec)
- Kerberos support
- Smart card support
- Internet Explorer Add-on Manager
- Windows Firewall
- Windows Security Center
- Attachment Manager

- Data Execution Prevention
- Windows Firewall Exception List
- Windows Firewall Application and Port Restrictions
- Fresh visual design
- Fresh visual design
- Automatic Update features
- Enhanced GUI (Graphical User Interface)
- Copying Files and Folders to a CD
- Compressed Folders
- Desktop Cleanup Wizard
- Start Menu
- Fax Support
- Fast User Switching
- Local Support and Regional Options Enhancements
- Auto-Configuration for Multiple Network Connectivity
- Instant Messaging
- Internet Connection firewall
- WebDAV Redirector
- Remote Desktop
- Remote Desktop Connection
- Web Publishing
- Welcome Screen.

Windows 7 brims with new features, improved programs, and tools. See what's new; take an entertaining tour; learn about the programs Windows 7 contains, including systems, accessories, and communications and entertainment programs. Read articles containing full descriptions for performing key tasks from start to finish. Look up unfamiliar terms in the glossary

Windows XP features friendly new screens, simplified menus, and a whole lot more. Discover the fresh, streamlined design of Windows 7. Get acquainted with key tasks and basic commands.

Windows 7 makes personal computing easy and enjoyable! Power, performance, a bright new look, and plenty of help when you need it. Windows 7 has it all, along with unmatched dependability and security.

Unlock the exciting world of digital media at home, at work, and on the Internet. Enjoy photography, music, videos, computer games, and more.

Share files, photos, music, even a printer and Internet connection—all on a network that is private and secure.

With Windows 7, you get the proven dependability of Microsoft Windows 2000, enhanced for high-speed performance and even greater reliability.

We all like a splash of personality in our surroundings, at home and at work. Microsoft® Windows® 7 makes it easy to personalize your computer. Add color, patterns, pictures, and even sounds to enhance your screen's appearance. Customize your mouse to make it easier to

control. Set up your computer to load favorite programs automatically so they're ready when you are. And more. Personalizing your PC is one of the fun things you can do with your computer. You'll also increase your work efficiency and enjoy computing more!

Here's an easy way to start: Customize your desktop's background! You can repaint it any color of the rainbow, or fill it with a pattern, image, or favorite photo. Windows XP contains a selection of backgrounds to choose from. You can also capture photos and other graphics on the Web. Here's how to give your desktop a fresh look:

Teach your mouse new tricks. Did you know you can change the speed at which your mouse pointer moves around the screen? Or switch the roles of the buttons to suit left-handed operation? Or even swap the arrow, hourglass, and other standard mouse pointers for different symbols - for example, dinosaurs? You can, and it's easy. With Windows XP, you have the mouse by the tail!

Want to keep your programs within easy reach? Windows XP lets you customize the **Start menu** and task bar so you can launch your favorite programs whenever you want them. No more searching for your favorite programs; you can easily pin, or assign, programs to the **Start menu**. Or you can use the **Quick Launch** bar as a way to keep other programs at your fingertips; ready to go at the click of the button.

Shortcut icons are very convenient, but they have a way of cluttering your desktop. The Desktop Cleanup Wizard solves the problem! The wizard clears your desktop of icons you haven't clicked on during the past 60 days and sweeps them into a single desktop folder titled

Unused Desktop Files. You can open the file to retrieve any of the icons (clicking on them places them back on your desktop), or you can easily send them to the Recycle Bin.

Move over Mister Mouse: When speed counts, the keyboard is still king! Almost all the actions and commands you can perform with a mouse you can perform faster using combinations of keys on your keyboard. These simple keyboard shortcuts can get you where you want to go faster than several clicks of a mouse. You'll work faster on spreadsheets and similar documents, too, because you won't lose your place switching back and forth between mouse and keys.

If you have shared a computer at home or at the office, you probably have tales to tell of frustration and possibly embarrassment. Sharing a computer used to mean that others could see your private files, install games or software you didn't want, or change your computer settings. Now all that's changed. Microsoft® Windows® XP offers room for all, without sacrificing privacy or control.

- Customize the way everything on the screen looks when you are using the computer, without affecting how it looks to others.
- See your own lists of Web Favorites and recently visited sites.
- Protect your important computer settings.
- Use a password to keep your files private.
- Log on faster.
- Quickly switch between users, without having to close your programs

Linking computers to create a network greatly expands their capacity and can even save you money! Does your home contain two or more computers? By networking them, you can:

- **Share a single Internet connection.** Microsoft® Windows® XP has a feature called Internet Connection Sharing (ICS). Using ICS, one computer, called the ICS host, shares its Internet connection with the rest of the computers on the network. By sharing one Internet connection, you can simultaneously surf the Web on your computer while another family member checks e-mail on a different computer.
- **Share a printer, scanner, and other hardware.** You may have a printer that is connected to a computer in another room. With home networking, you can print to this printer from your computer. You no longer have to copy a file onto a floppy disk and take it to the computer that has the printer.
- **Share files and folders.** Suppose your child asks you to look at a school report that is located on the computer in his or her bedroom. When computers are networked together you can, for instance, open the file from your computer, make changes, and then save the file on your child's computer.
- **Play multi-computer games.** By networking and sharing an Internet connection, family members can play games on separate computers with each other or on the Internet. And while they're playing, you can be surfing the Web, too — for example, visiting your favorite financial or sports sites.

And there's more: Microsoft Windows XP makes home networking easier than ever. But first you must link your computers together, by installing appropriate hardware in each and by joining the computers with wires or by means of wireless technology. This article explains the

process from start to finish. You'll learn how to choose the right network technology for your home, the right components to obtain, and how to install and connect them properly. There's also a section on protecting your home network from outside hackers by creating a secure barrier called a firewall, the same as that used by businesses.

3.2.2 ABOUT VISUAL BASIC

Visual Basic is an ideal programming language for developing sophisticated professional applications for Microsoft Windows. It make use of Graphical User Interface for creating robust and powerful applications. The Graphical User Interface as the name suggests, uses illustrations for text, which enable users to interact with an application. This features makes it easier to comprehend things in a quicker and easier way.

Coding in GUI environment is quite a transition to traditional, linear programming methods where the user is guide through a linear path of execution and is limited to a small set of operations. In a GUI environment, the number of options open to the user is much greater, allowing more freedom to the user and developer. Feature such as easier comprehension, user-friendliness, faster application development and many other aspects such as introduction to ActiveX technology and Internet features make Visual Basic an interesting tool to work with.

Visual Basic was developed from the BASIC for the early microprocessor based computers. In 1XP2, Microsoft Quick Basic revolutionized Basic and was legitimized as a serious development language for MS-DOS environment. Later on, Microsoft corporation created the enhanced version of BASIC called Visual Basic for windows.

Whether our goal is to create a small utility for our self or our work group, a large enterprise-wide system, or even distributed applications spanning the globe via the Internet, Visual Basic has the tools we need.

- Data access features allow we to create databases, front-end applications, and scalable server-side components for most popular database formats, including Microsoft SQL Server and other enterprise-level databases.

- ActiveX™ technologies allow we to use the functionality provided by other applications, such as Microsoft Word word processor, Microsoft Excel spreadsheet, and other Windows applications. We can even automate applications and objects created using the Professional or Enterprise editions of Visual Basic.
- Internet capabilities make it easy to provide access to documents and applications across the Internet or Intranet from within our application, or to create Internet server applications.
- Our finished application is a true .exe file that uses a Visual Basic Virtual Machine that we can freely distribute

A complete discussion of the inner workings of Windows would require an entire book. A deep understanding of all of the technical details isn't necessary. A simplified version of the workings of Windows involves three key concepts: windows, events and messages.

The Microsoft Windows operating system manages all of these many windows by assigning each one a unique id number. The system continually monitors each of these windows for signs of activity or events. Events can occur through user actions such as a mouse click or a key press, through programmatic control, or even as a result of another window's actions.

Each time an event occurs, it causes a message to be sent to the operating system. The system processes the message and broadcasts it to the other windows. Each window can then take the appropriate action based on its own instructions for dealing with that particular message (for example, repainting itself when it has been uncovered by another window).

As you might imagine, dealing with all of the possible combinations of windows, events and messages could be mind-boggling. Fortunately, Visual Basic insulates you from having to deal with all of the low-level message handling. Many of the messages are handled

automatically by Visual Basic; others are exposed as Event procedures for our convenience. This allows you to quickly create powerful applications without having to deal with unnecessary details.

At design time you can use the Data Environment designer to create a DataEnvironment object. The DataEnvironment object can include Connection and Command objects, hierarchies (relationships between Command objects), groupings, and aggregates. Before designing your DataEnvironment object, you should determine what information you want to present, identify the databases that contain the information, and determine your run time objective

Data Report Designer Features

The Microsoft Data Report designer is a versatile data report generator that features the ability to create banded hierarchical reports. Used in conjunction with a data source such as the Data Environment designer, you can create reports from several different relational tables. In addition to creating printable reports, you can also export the report to HTML or text files.

- Automatically create reports that are exported in HTML format for instant distribution on the Internet.

- Create reports that show the sums of transactions occurring on a daily basis.

The Data Report designer has several features:

1. **Drag-and-Drop Functionality for Fields**—Drag fields from the Microsoft Data Environment designer to the Data Report designer. When you do this, Visual Basic automatically creates a text box control on the data report and sets the DataMember and DataField properties of the dropped field. You can also drag a Command object from the Data Environment designer to the Data Report designer. In that case, for each of the fields contained by the Command object, a text box control will be created on the data report; the DataMember and DataField property for each text box will be set to the appropriate values.
2. **Toolbox Controls**—The Data Report designer features its own set of controls. When a Data Report designer is added to a project, the controls are automatically created on a new Toolbox tab named DataReport. Most of the controls are functionally identical to Visual Basic intrinsic controls, and include a Label, Shape, Image, TextBox, and Line control. The sixth control, the Function control, automatically generates one of four kinds of information: Sum, Average, Minimum, or Maximum. For more information about the Function control, see "Adding a Function Control to the Data Report."
3. **Print Preview**—Preview the report by using the Show method. The data report is then generated and displayed in its own window.

Note A printer must be installed on the computer to show the report in print preview mode.

4. **Print Reports**—Print a report programmatically by calling the PrintReport method.

When the data report is in preview mode, users can also print by clicking the printer icon on the toolbar.

Note A printer must be installed on the computer to print a report.

5. **File Export**—Export the data report information using the ExportReport method.

Formats for export include HTML and text.

6. **Export Templates**—You can create a collection of file templates to be used with the ExportReport method. This is useful for exporting reports in a variety of formats, each tailored to the report type.

7. **Asynchronous Operation**—The DataReport object's PrintReport and ExportReport methods are asynchronous operations. Using the ProcessingTimeout event, you can monitor the state of these operations and cancel any that are taking too long.

3.2.3 ABOUT MS-ACCESS

Microsoft released Access version 1.0 on 13 November 1992, and an Access 1.1 release in May 1993 to improve compatibility with other Microsoft products and include the Access Basic programming language.

Microsoft specified the minimum hardware requirements for Access v2.0 as: Microsoft Windows v3.1 with 4 MB of RAM required, 6 MB RAM recommended; 8 MB of available hard disk space required, 14 MB hard disk space recommended. The product shipped on seven 1.44 MB diskettes. The manual shows a 1993 copyright date.

Originally, the software worked well with relatively small databases but testing showed that some circumstances caused data corruption. For example, file sizes over 10 MB proved problematic (note that most hard disks held less than 500 MB at the time this was in wide use), and the *Getting Started* manual warns about a number of circumstances where obsolete device drivers or incorrect configurations can cause data loss. With the phasing out of Windows 95, 98 and ME, improved network reliability, and Microsoft having released 8 service packs for the JetDatabase Engine, the reliability of Access databases has been improved and it supports both more data and a larger number of users.

With Office 95, Microsoft Access 7.0 (a.k.a "Access 95") became part of the Microsoft Office Professional Suite, joining Microsoft Excel, Word, and PowerPoint and transitioning from Access Basic to Visual Basic for Applications (VBA). Since then, Microsoft has released new versions of Microsoft Access with each release of Microsoft Office. This includes Access 97 (version 8.0), Access 2000 (version 9.0), Access 2002 (version 10.0), Access 2003 (version 11.5), Access 2007 (version 12.0), and Access 2010 (version 14.0).

Versions of Microsoft Jet database engine, 3.0 and 3.5 used by Access 7.0 and the later released Access 97 respectively, had a critical issue which made these versions of Access unusable on a computer with more than 1 GB of memory. While this problem was fixed for Jet 3.5/Access 97 post release, it was never fixed for Jet 3.0/Access 95.

The native Access database format (the Jet MDB Database) has also evolved over the years. Formats include Access 1.0, 1.1, 2.0, 7.0, 97, 2000, 2002, 2007, and 2010. The most significant transition was from the Access 97 to the Access 2000 format; which is not backward compatible with earlier versions of Access. At the time of this writing, all newer versions of Access support the Access 2000 format. New features were added to the Access 2002 format which can be used by Access 2002, 2003, 2007, and 2010.

In Access 2007, a new database format was introduced: ACCDB. The ACCDB supports complex data types such as multivalued and attachment fields. These new field types are essentially record sets in fields and allow the storage of multiple values in one field. With Access 2010, a new version of the ACCDB format supports hosting on a SharePoint 2010 server for exposure to the web.

Prior to the introduction of Access, the desktop database market was dominated by Borland with their Paradox and dBase programs, and FoxPro. Microsoft Access was the first mass market database program for Windows. With the purchase of FoxPro and incorporating its Rushmore query optimization routines into Access, Microsoft Access quickly became the dominant database for Windows effectively eliminating the competition which failed to transition from the MS-DOS world.

Access's initial codename was Cirrus; the forms engine was called Ruby. This was before Visual Basic - Bill Gates saw the prototypes and decided that the BASIC language

component should be co-developed as a separate expandable application, a project called Thunder. The two projects were developed separately as the underlying forms engines were incompatible with each other; however, these were merged together again after VBA.

Access was also the name of a communications program from Microsoft, meant to compete with ProComm and other programs. This proved a failure and was dropped.^[20] Years later, Microsoft reused the name for its database software.

USES

Microsoft Access is used to make databases.

When reviewing Microsoft Access in the real world, it should be understood how it is used with other products. An all-Access solution may have Microsoft Access Forms and Reports managing Microsoft Access tables. However, Microsoft Access may be used only as the 'front-end', using another product for the 'back-end' tables, such as Microsoft SQL Server and non-Microsoft products such as Oracle and Sybase. Similarly, some applications will only use the Microsoft Access tables and use another product as a front-end, such as Visual Basic or ASP.NET. Microsoft Access may be only part of the solution in more complex applications, where it may be integrated with other technologies such as Microsoft Excel, Microsoft Outlook or ActiveX Data Objects.

Microsoft Access also offers the ability for programmers to create solutions using the programming language Visual Basic for Applications (VBA), which is similar to Visual Basic 6.0 (VB6) and used throughout the Microsoft Office programs such as Excel, Word, Outlook and PowerPoint. Most VB6 code including the use of Windows API calls, can be used in VBA. Power users and developers can extend basic

end solutions to a professional solution with advanced automation, data validation, error trapping, and multi-user support.

Database solutions created entirely in Microsoft Access are well suited for individual and workgroup use across a network. The number of simultaneous users that can be supported depends on the amount of data, the tasks being performed, level of use, and application design. Generally accepted limits are solutions with 1 GB or less of data (Access supports up to 2 GB) and performs quite well with 20 or fewer simultaneous connections (255 concurrent users are supported). This capability is often a good fit for department solutions. If using an Access database solution in a multi-user scenario, the application should be "split". This means that the tables are in one file called the back-end (typically stored on a shared network folder) and the application components (forms, reports, queries, code, macros, linked tables) are in another file called the front end. The linked tables in the front end point to the back end file. Each user of the Access application would then receive their own copy of the front end file.

4. SYSTEM DESIGN

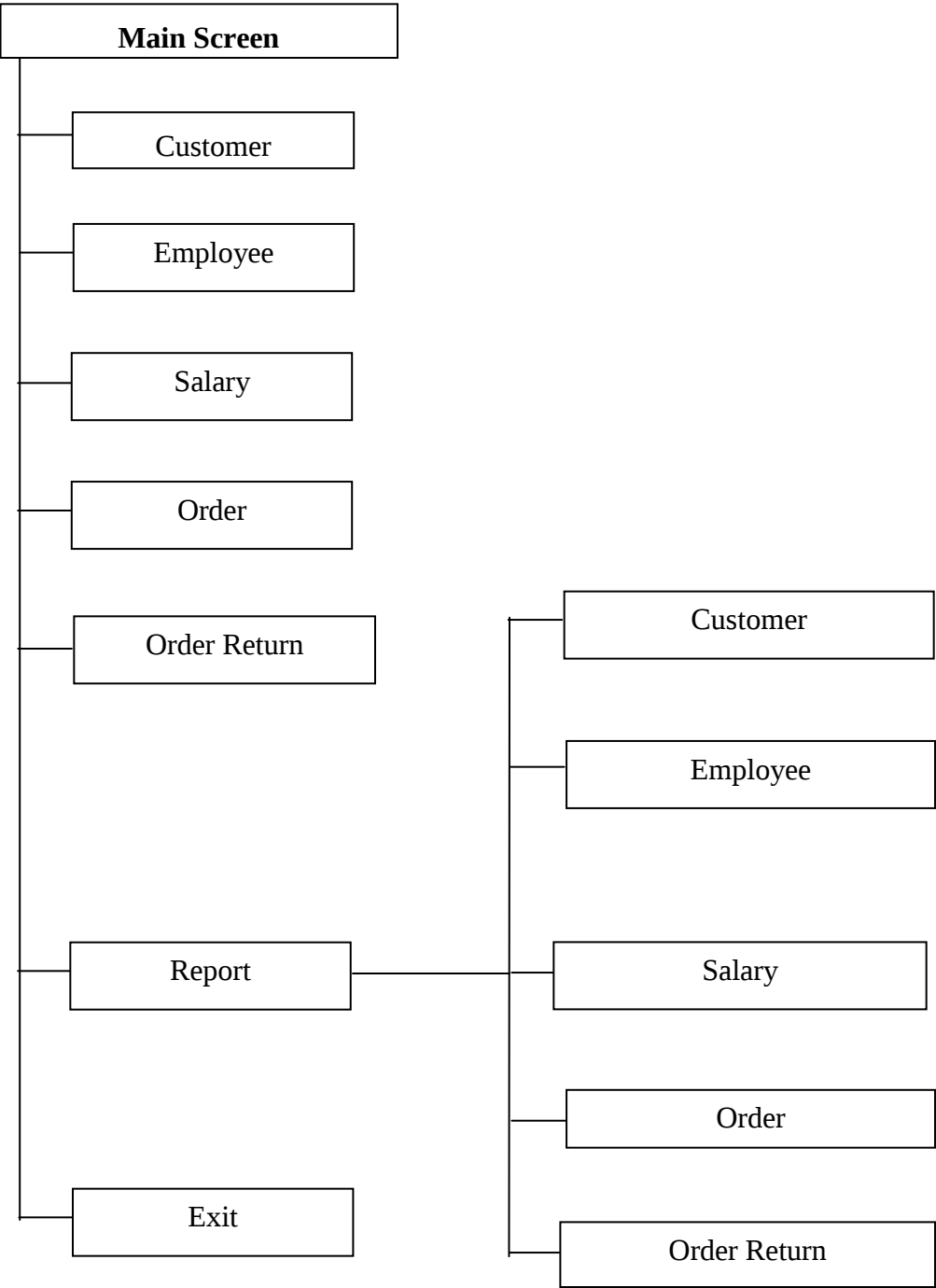
4.1 ARCHITECTURAL DESIGN

DESIGN FUNDAMENTAL

The word system is possibly the most overused and abused term in the technical lexicon. System can be defined as the “a set of fact, principles, rules etc., classified and arranged in an orderly form so as to show a logical plan linking the various parts” here the system design defines the computer based information system. The primary objective is to identify user requirements and to build a system that satisfies these requirements.

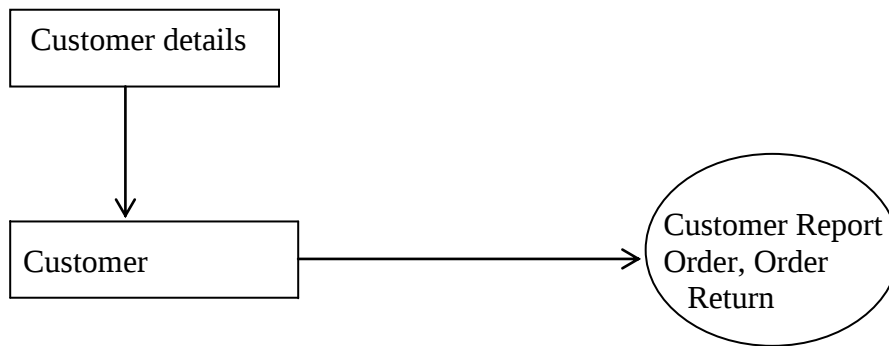
Design is much more creative process than analysis. Design is the first step in the development of any system or product. Design can be defined as “the process of applying various techniques and principles for the purpose of defining a device, a process or a system in sufficient detail to permit its physical realization”.

4.1.1 SYSTEM FLOW CHART

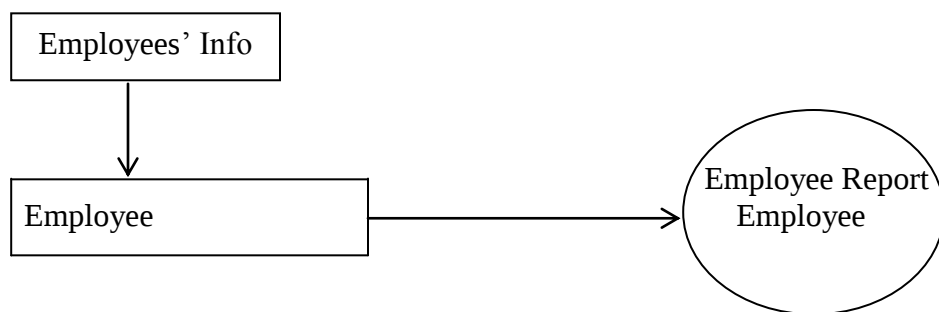


4.1.2 DATA FLOW DIAGRAM

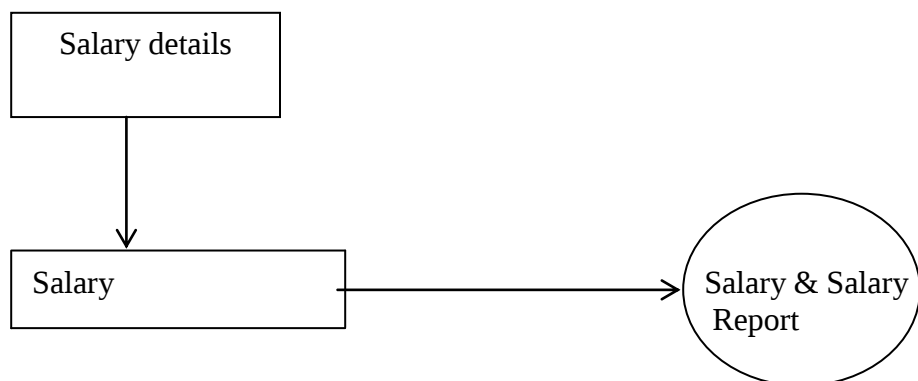
Customer



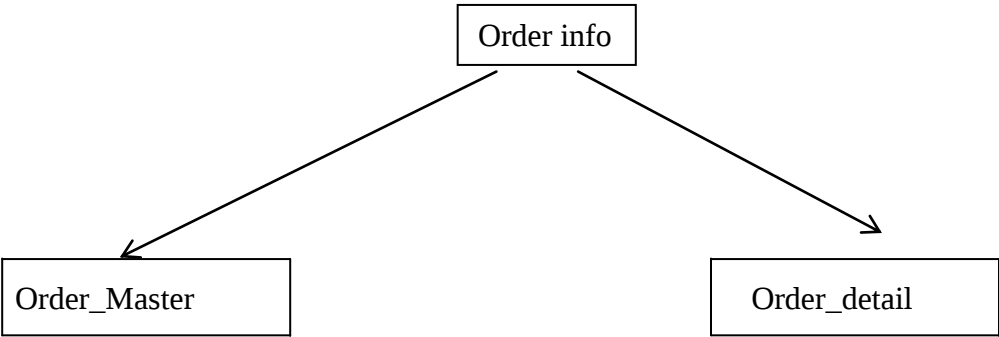
Employee



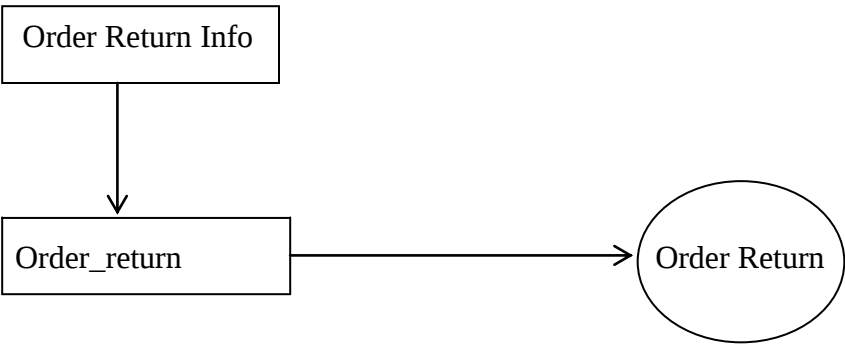
Salary

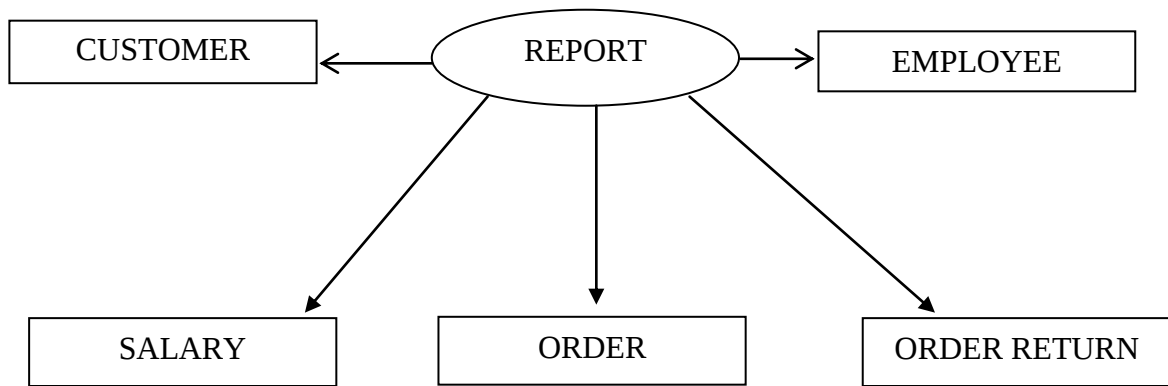


Order



Order Return





4.2 DATA BASE DESIGN

CUSTOMER

COLUMN NAME	TYPE	DESCRIPTION
CUSTOMER_ID	INTEGER	PRIMARY KEY
NAME	TEXT	NAME
STREET	TEXT	STREET
AREA	TEXT	AREA
CITY	TEXT	CITY
PIN	TEXT	PIN
EMAIL_ID	TEXT	EMAIL ID
MOBIE_NO	TEXT	MOBIE NO

EMPLOYEE

COLUMN NAME	TYPE	DESCRIPTION
EMP_ID	INTEGER	PRIMARY KEY
NAME	TEXT	NAME
DATE_OF_BIRTH	DATE	DATE_OF_BIRTH
QUALIFICATION	TEXT	QUALIFICATION
DESIGNATION	TEXT	DESIGNATION
EXPERIENCE	TEXT	EXPERIENCE
ADDRESS	TEXT	ADDRESS
CONTACT_NO	TEXT	CONTACT NO

SALARY

COLUMN NAME	TYPE	DESCRIPTION
EMPLOYEE_ID	INTEGER	PRIMARY KEY
EMPLOYEE_NAME	TEXT	EMPLOYEE_NAME
DESIGNATION	TEXT	DESIGNATION
BASIC_PAY	INTEGER	BASIC_PAY
INCENTIVE	INTEGER	INCENTIVE
NET_PAY	INTEGER	NET_PAY
MONTH	TEXT	MONTH
DATE	DATE	DATE

ORDER_MASTER

COLUMN NAME	TYPE	DESCRIPTION
ORDER_ID	INTEGER	ORDER_ID
ORDER_DATE	DATE	ORDER_DATE
CUSTOMER_ID	INTEGER	CUSTOMER_ID
CUSTOMER_NAME	TEXT	CUSTOMER_NAME
CUSTOMER_AREA	TEXT	CUSTOMER_AREA
BILL_AMT	INTEGER	BILL_AMT

ORDER_DETAIL

COLUMN NAME	TYPE	DESCRIPTION
ORDER_ID	INTEGER	ORDER_ID
PRODUCT_NAME	TEXT	PRODUCT_NAME
PRICE	INTEGER	PRICE
QUANTITY	INTEGER	QUANTITY
AMOUNT	INTEGER	AMOUNT

ORDER_RETRUN

COLUMN NAME	TYPE	DESCRIPTION
ORDER_RETURN_ID	INTEGER	ORDER_RETURN_ID
ORDER_ID	INTEGER	ORDER_ID
PRODUCT_NAME	TEXT	PRODUCT_NAME
PRICE	INTEGER	PRICE
QUATITY	INTEGER	QUATITY
AMOUNT	INTEGER	AMOUNT
REASON	TEXT	REASON
DATE_RETURN	DATE	DATE_RETURN

5. SYSTEM TESTING AND IMPLEMENTATION

5.1 SYSTEM TESTING

Internal Testing

The software testing was given equal priority to the system study phase. The question raised during system study was “how to do?” and during testing the importance was given to the question that “how it should be done?”

Each and every user screen, database structures etc., have been designed after consulting the considering the user requirements.

Unit Testing

For successful implementation each and every module of the new system was tested separately to rectify the error within its boundaries. Detail design description was used as a guide in the process. The database was checked with sample data to ensure its normal form. Each query result and reports were also checked for their integrity.

The tests that were done under the unit testing are,

(a) Interface Testing

To assure that the information properly flows into and out of program unit.

(b) Data Structure Testing

To ensure that the data are stored properly in the underlying tables.

(c) Independent Path Testing

All independent paths through the module were executed at least once to assure that they are behaving as per expectations.

Integration Testing

It is a system technique for construction of the program structure while at the same time conducting tests to uncover errors associates with interfacing. The objective is to take unit-tested modules and build a program structure as specified by the system design.

All the modules that go under the unit testing are integrated together to get the whole software as a single module. Integration separate modules are done in a systematic manner. This integration is a formal procedure that must be executed carefully and according to the need.

Validation Testing

To cover functional errors ie., to check whether functional characteristic confirm to the specifications or not. The goal of validation testing is to demonstrate the software traceability to the requirements. Validation test confirms whether the software is functional.

Testing plays a vital role to reach the cent percentage perfectness in any system. It is the major quality control measure used to determine the status and usefulness of the system. Its basic function is to find the errors in the software by examining all the possible loop hones. The goal of testing is top find out uncovered requirements, designs or coding errors or invalid acceptance or storage of data etc.

Testing of the new system has been done successfully in different levels. There are so many testing activities that help to find the errors and to reach a safer state in the system implementation.

In the case of on-line response it is found out that the response time is normal. In volume testing even when the number of records increased the software and hardware was found to be functioning satisfactorily. By stress testing, it gives good response to the volume testing and also takes only short time interval to finish. Hence pass the stress test too.

In the usability test, the user friendly nature of the system was tested and found to be outstanding. All these tests make the expectation about the well functioning of the system helpful.

5.2 VERIFICATION AND VALIDATION

This system has been verified and validated by using the

(a). Test data

(b). Live data

Verified With Test Data

In this case of testing, the data were developed artificially and these data are applied to the system. The result of the system was checked, whether it satisfies the specification of the system. Each module in this system has been tested independently and finally tested as a package.

Verified With Live Data

In this case, the real data are applied to the system and its result was checked with original result that was calculated manually.

The goals of verification and validation activities are to access and improve the quality of the work products generated during development and modification of software. Quality

attributes of interest include correctness, completeness, consistency, reliability, usefulness, usability, efficiency to standards and overall cost effectiveness.

Verification is a rigorous mathematics demonstration that source code confirms to its specification. Validation is the process of evaluating software at the end of the software development process to determine the compliance with requirements.

5.3 SYSTEM IMPLEMENTATION

The new system was started to operate along with existing system. The result of the new system was compared with the old system. Suppose the result is wrong, the error must be debugged. After the acceptance of the user, the existing system will be placed by the new system. This software package has been made user friendly and menu driven. So any user can handle this package very easily and it does not require any intensive training for the user.

Documentation

Before implementing the system two important documents should be proposed.

User Manual

It explains the user about the guidelines and procedures to use various functions available in the system. It includes the complete list of error message and the appropriate action to be taken.

System Manual

It explains all the aspects of design which is useful mainly for the further maintenance of the system.

User Training and Documentation

After successful completing of acceptance testing, the application project is ready to use.

In order to put new application system into use, following activities should be completed.

- ❖ Preparation of User & System documentation
- ❖ User training kit
- ❖ Test run for a period of one month to ensure smooth switching over.

A presentation of the project will be made to user followed by demonstration explaining about the usage of the software. General training would be given to the user of the system. The main aim of the training would to furnish the user with a working knowledge of newly developed system. User manuals describing the procedures for invoking the function listed on menu will be circulated to user departments.

6. MAINTENANCE

MAINTENANCE FUNDAMENTALS

The term “software maintenance” is used to describe the software engineering activities that occur following delivery of a software product to the customer. The maintenance phase of the software life cycle is the time period in which a software product performs useful work.

Maintenance activities involve making enhancement to software products, adapting products to new environments and correcting problems. Software product enhancement may involve providing new functional capabilities, improving user display and modes of interaction, and upgrading external documents. Adaptation of software to a new environment may involve moving the software to a different machine. Problem correction involves modification and revalidation of software to correct errors.

The enhancement of this project can be accomplished easily. That is, any new functional capabilities can be added to the project by simply including the new module in the homepage and giving a hyperlink to that module. Adaptation of this project to a new environment is also performed easily.

6.1. Corrective Maintenance

Even with the best quality assurance activities, it is likely that they customer will uncover defects in the software. Corrective maintenance changes the software to correct defects.

6.2. Adaptive Maintenance

An activity that modifies the software to properly interface with a changing environment. The system has been modified so that various change include to the new system.

In case of Fund Transfer, adoptive maintenance has been performed, that is in earlier system (character based UNIX system) changes are fixed and if any new changes are to be included, was a difficult task. Now provisions are given so that the user can define various changes. Such as it designed to accommodate the new change in further.

6.3. Enhancement Maintenance

As software is used, the customer/user will recognize additional functions that will provide benefit. Perceptive maintenance extends the software beyond its original functional requirements.

In the case of Net banking system can be added new functions such that the user can able to retrieve the information in a user friendly and it will be very helpful for future development.

7. FUTURE ENHANCEMENT

SCOPE FOR FUTURE DEVELOPMENT

The “**TELESHOPPING MANAGEMENT SYSTEM**” programming has made possible for the accessing of data relating to employees and Customer Details. The system has been developed in Visual Basic as front end and Microsoft Access as back end.

Top down programming technique has been adopted while developing the project. Each task is divided into separate modules. Hence modification and enhancement can be easily made without affecting any other part of the program.

The system has been developed to satisfy the needs of the institute. The entire system is user friendly and interactive. The performance of the system is provided efficiently.

The system was tested with all possible sample data and was found to have an effective planning of the functions or process with a high degree of accuracy and user friendliness. The newly developed system overcomes all the drawbacks of the existing system. That is it more or less eliminates the manual works to computerized one.

In future this project can be modified to suit all conditions. Now the tax system has been changed. The customer may require changing their tax, so that the future system may build to adopt new situations. Some of the pre-configured input/outputs could be controlled by the system admin. So that the software may suitable for industry and middle level operators too.

8. CONCLUSION

This Project has been developed to overcome the problems encountered in the existing manual system. The new system has successfully completed and run.

The goals that have been achieved by this new system are as follows

1. User friendly screens for data entry and other operations.
2. Less processing time.
3. Database Security.
4. The reports can be produced easily and very fast.
5. Only the correct data can be given as input. If the data are invalid, they cannot be stored at all.
6. It is also flexible, easy and reliable.
7. Higher level authorities can easily ascertain the man power utilization.

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