IVR : STUDENT MANAGENT AND REVERSE CHARGE CALL SERVICES

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ACKNOWLEDGEMENT

I would like to express this greater appreciation to those who had sincerely helped without hesitation to make this project a possible success. A very special thanks to IR Muhammad Bin Ibrahim, Lecturer in Faculty Electrical Engineering cum the supervisor for this project who had throughout this semester sincerely advises, guides and provides assistance towards completing this project. Being an understanding and open minded supervisor and have provided a platform for me to explore and work independently without any fear of wrong doing.

I also wish to convey my thanks to the Faculty of Electrical Engineering and special thanks to my friends for being supportive and helpful in process for preparing this thesis and project.

Last but not least, I would like to express my heartiest appreciation to my beloved parents for their love, patience, support and encouragement along this period. Their kindness will always get a special place in our heart.

Thank you.

ABSTRACT

This thesis present a software development of a system, build as a medium of core activity for the respondent answers each question by pressing the keys on the telephone keypad, and responses are entered automatically in a database. System admin can also make editing on database.

How do the system work ?. This system will allow student to check their status of registration, previous exam result, check summon and services for reverse charge call to their hometown. Student needs to use the telephone that has been allocated at their college or faculty. As simple as the student just key in their student id and select which services their want.

This interactive voice response(IVR) system is built with hardware Intel Dialogic Card is used in this project and the software is developed using Computer Telephony Application Development Environment (CT ADE) for main software and Microsoft SQL Server 2000 for student database. All phone activities are controlled by PABX for the interface using telephone for user interaction

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