

DaxDialer - A novel Approach for Client Consultation

Dr. Bhushan Manjre, Viplao Itankar, Varun Sharma, Yash Chheniya, Yash Kawle, Vaishnavi Dhage, Sakshi Donadkar

Department of Computer Science and Engineering, G H Rasoni Institute of Engineering and Technology, Nagpur, Maharashtra, India

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ABSTRACT

In today's era client consultation has become crucial for business development as it guides clients to achieve desired change or make suitable choices. DaxDialer is both a mobile and web application that stores data, business phone numbers in Dialer, DaxDialer is built using the react native platform and Android Studio. However, current systems have shortcomings in data management, scheduling and communication, affecting our service quality. To address these issues, the DaxDialer Client Consulting Application (CCA) is the best solution. The application offers Admin, Vendor, and Counselor dashboards, along with a Dialer for consulting. By utilising technologies like React Native, PHP for API, and a MySQL database, our objective is to enhance data management, vendor collaboration, and client relationships, ultimately maximising client satisfaction.

Keywords :— Client-Based Consulting, DaxDialer CCA, Data Management, Scheduling, Vendor Collaboration, Client Relationships, React Native, PHP, MySQL

I. INTRODUCTION

In today's fast-paced world, effective client management and consultation are critical components of any successful business. The cutting-edge DaxDialer - Client Consulting Application (CCA) is designed to make these essential procedures run more smoothly. This study examines DaxDialer, which consists of a mobile dialer and a web application designed for distinct user roles.

Client consultation systems have developed quickly in response to the rising need for effective

communication. DaxDialer provides a novel solution in response to these demands.

DaxDialer is a hybrid application composed of a mobile dialer and a web application. The web application is made up of three primary modules: Super Admin, Vendors, and Counsellors. The highest access level, Super Admin, can oversee counsellors and vendors. In turn, vendors are responsible for managing clients and counsellors. Counsellors expedite the consultation process by connecting directly with clients through the mobile dialer.

The cornerstone of DaxDialer is React Native, a flexible framework that provides a smooth user experience across various devices and operating systems. Robust app development is demonstrated by the development environment, Visual Studio Code, and the Android emulator for testing.

A PHP API backend facilitates data exchange between the web application and the mobile dialer. By serving as a bridge and facilitating data transfer and real-time communication, this effective API improves the effectiveness of the consultation process.

DaxDialer prioritises the security of customer information and relies on the reliable MySQL database, which is controlled by the XAMPP server.

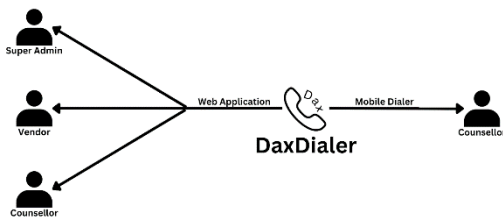


Fig. 1 Functional Diagram of DaxDialer

II. METHODOLOGY

The DaxDialer Client Consulting Application (CCA) was developed using an organised and iterative process that combined cutting-edge technology with industry best practises for software development. The first of the methodology's many important stages were choosing a suitable development environment. React Native is a popular cross-platform framework that we choose to make sure it works on a wide range of devices and operating systems. PHP was used to develop the back-end of the programme, which made it easier to create reliable APIs for data interchange. The selection of a MySQL database was based on its capacity for data storage, guaranteeing the safe and effective handling of customer data. The Software Development Kit (SDK) manager was used to build up a virtual emulator, which made it possible to thoroughly test the functioning of the programme and speed up the development process.

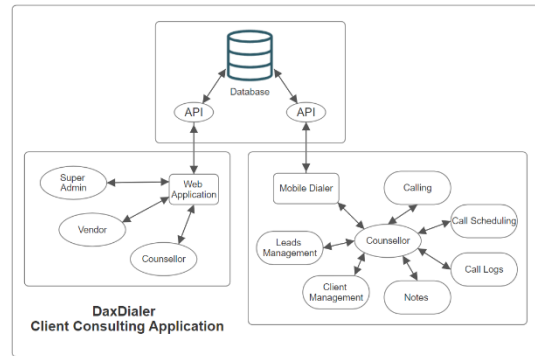


Fig. 2 Block Diagram of DaxDialer

A crucial component of the CCA's usability, the user interface (UI) design, was created using Visual Studio Code. With the help of this thorough methodology, the DaxDialer CCA was developed methodically, achieving the goals of better data administration, scheduling, vendor cooperation, and client interactions.

III. FUTURE SCOPE

With the DaxDialer Client Consulting Application (CCA) at its disposal, the future of client-based consulting seems promising. As technology develops and the consulting landscape shifts, there are a lot of potential avenues for growth and advancement. The combination of machine learning and artificial intelligence (AI) can provide predictive analytics and data-driven insights to support consultants in their decision-making. This is one area of potential future development. Improving the application's compatibility with new platforms and devices and offering customization options to adhere to industry-specific standards are more potential. Additionally, attention is made on enhancing cybersecurity procedures to protect private client data and enabling seamless client-consultant cooperation through advanced communication platforms.

IV. RESULT

The deployment of the Client Consulting Application (CCA), or DaxDialer, produced a flexible and dynamic system that can handle the intricate requirements of client administration and consultation in a variety of

industries. The main outcomes and conclusions of the DaxDialer project are presented in this section, along with an emphasis on the tool's features and potential to improve client management and interaction efficiency.

1. **Web Application Modules:** DaxDialer's web application provides a thorough client administration platform and consists of three modules: Super Admin, Vendors, and Counsellors. The highest-level user, Super Admin, can successfully add vendors, see vendor details, and oversee counsellors. Vendors use their privileges to effectively add and view counsellors. On the other hand, counsellors have access to the leads that vendors have given them and have direct client consultations. The modular architecture of the web application guarantees efficient client management and distinct job separation.

2. **Cross-Platform Compatibility:** DaxDialer exhibits cross-platform compatibility by utilising React Native as the primary technology for application development. This guarantees that on both the Android and iOS platforms, the mobile dialer and online application provide a uniform and responsive user experience. An effective and developer-friendly development process is further enhanced by the selection of Visual Studio Code as the integrated development environment.

3. **API-Driven Data Sharing:** The effective adoption of API-driven data sharing is one of the main outcomes. The mobile dialer and the online application may communicate in real-time thanks to the dependable PHP-based API backend. This smooth data transmission improves the client consultation process overall by guaranteeing that the client data is current and available to all pertinent users.

4. **Secure Database Management:** DaxDialer uses MySQL, which is controlled by the XAMPP server, to keep its database system safe and effective. As a result, client data is reliably stored and retrieved, guaranteeing the integrity and confidentiality of sensitive data.

5. **Effective Client Consultation:** Counsellors only have access to the mobile dialer module, which makes direct

and efficient client consultations possible. This feature facilitates communication between counsellors and clients and improves the responsiveness of client consultation services.

6. **User-Friendly Interface:** User testing and feedback have shown that the web application and mobile dialer have user-friendly interfaces that make it simpler for users to get around the system and carry out their tasks efficiently.

V. CONCLUSION

In conclusion, the use of the adaptable and dynamic DaxDialer client consultation software has produced noteworthy results. The web application's modular structure empowers Super Admins, Vendors, and Counsellors by ensuring effective client management and distinct work division. Thanks to Visual Studio Code and React Native, cross-platform interoperability improves user experience on both the Android and iOS platforms. Real-time communication is ensured by API-driven data sharing, which is advantageous for client consulting. Client data is secured with XAMPP and MySQL database management. Counsellors may have direct and efficient client consultations with the help of the dedicated mobile dialer, and system usability is improved with an intuitive interface. DaxDialer has the potential to transform customer management and interaction effectiveness in a number of organisations. The mobile dialer module provides a direct line of communication for client consultations. This feature improves the system's overall efficiency, streamlines communication, and increases the responsiveness of client consultation services.

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