Abstract
The TeleFix Web Portal was a project with the intent of streamlining the task of managing workflow. We tried doing this by bringing together existing systems into a user-friendly web portal, with which any authorized employee can easily coordinate many teams at once. We also used a third party video streaming service for monitoring the employees. The development of the web portal was done using HTML, PHP, and some Javascript.

Using this web portal, a user can get a larger picture of what its employees are working on, and review work that has already been completed. On the Dashboard, snapshots of every other tab can be seen. Within each of the other tabs, relevant information can be found. The Company tab contains details on the company, employees and other metrics. The Job tab provides access to all current and past jobs with more detail accessible based on the selected job. The Report tab has different options from which to get concise reports exported.

Results
Summary
We have learned more about how to work as a group over the semester, such as how to best set up meeting times and places, and methods to handle sudden changes that prevent our meetings. We learned that we should keep sketching and brainstorming when waiting on resources we've requested.

This is a prototype product that will be further refined and packaged for sale over the next several months. Telefax plans on continuing to work on it for increased functionality and to eventually replace the current video streaming service.

The biggest challenges we faced were handling the changing details of our requirements and the lack of certain resources, and instead needing to figure out alternative methods to handle the data.

We’d like to thank Telefax for having us work on their product, and UTD for setting up this design program for us to get actual working experience. Learning how to work on a large scale project as a team taught us a lot about how to divide the work and communicate between ourselves and our sponsors.

Architecture

<table>
<thead>
<tr>
<th>Database</th>
<th>SQL</th>
<th>Server</th>
<th>PHP</th>
<th>Web Portal</th>
</tr>
</thead>
<tbody>
<tr>
<td>MySQL DB</td>
<td>HTTP</td>
<td>HTML/Android</td>
<td>Retrieve data files from server, operate on checklists and manage users</td>
<td>Access to remotely users via online video streaming</td>
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<tr>
<td>Populate and retrieve users and their information</td>
<td></td>
<td></td>
<td></td>
<td>Acquire reports, files, jobs, user information and checklists</td>
</tr>
<tr>
<td>Data tables for storing company information, jobs, users and checklists</td>
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Impact
Our project was designed to improve the management of telecommunication workers by providing a web portal that allows end users to monitor work order flow. There are countless cases today, not only in the telecommunication industry, where workers repudiate or refuse to admit fault for an action that can cost a company large amounts of money. Our web portal was designed to fix this problem, problem It is an environment that allows precise documentation, monitoring, and guidance of workforce and workflows, and upgrading workers skills in Telco and other Field Service Industries. Live video feed of workers will be accessible through our portal to ensure that incidents are reported, and proper work ethic is being practiced.

We have accomplished setting up a table and database combination that handles re-engineered proprietary process checklists designed by TeleFix. With this we write to the database from our website portal which handles the checklist along with additional features such as the ability to comment and to Flag a task as -Completed or -not completed.