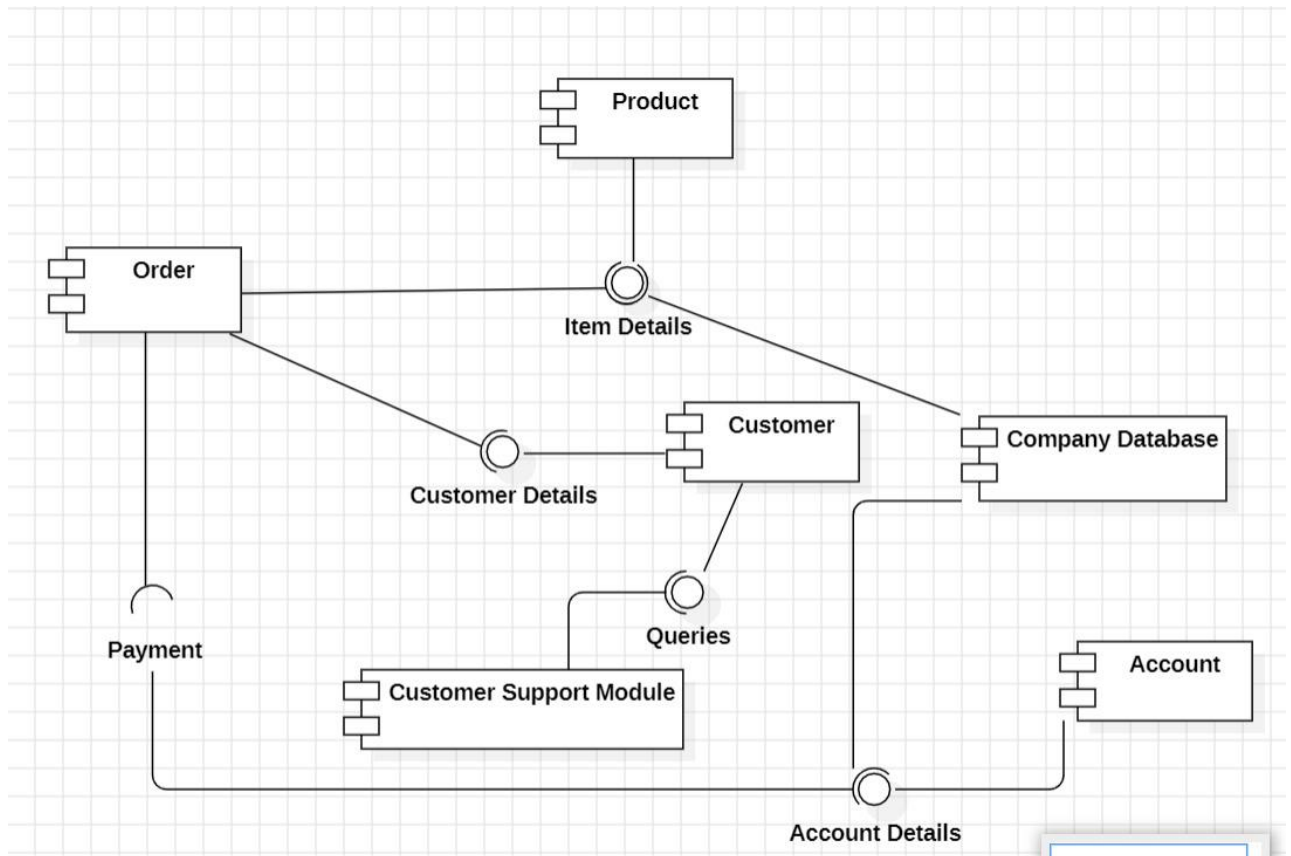# Customer Relationship Management (CRM) System

Practical- 7

Software Engineering Lab

- Case Study by Aman Joharapurkar (A2-32)

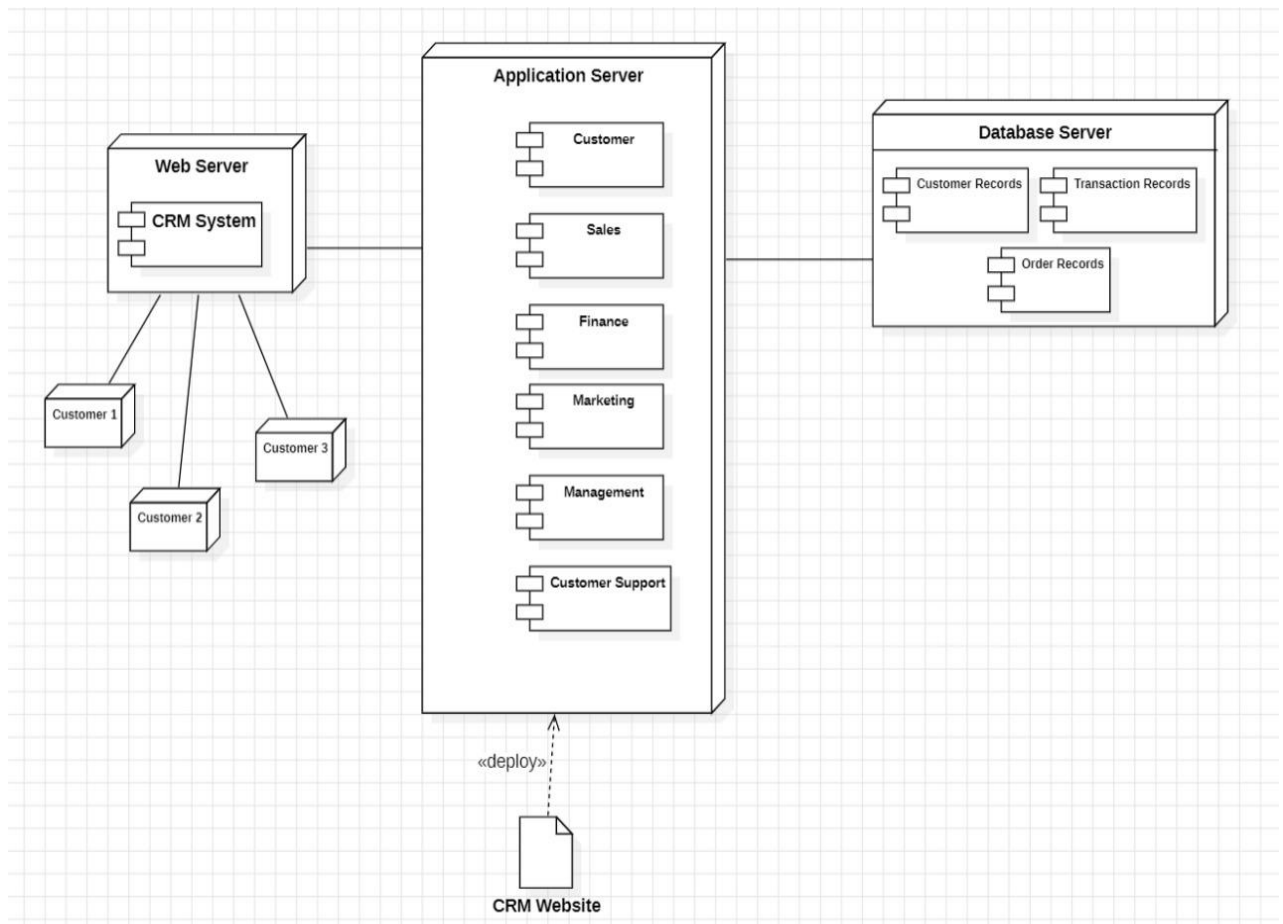## Component Diagram:

Explanation of Component Diagram:

In this diagram we depict the components of the CRM System.

Here we have Components Like:

- Customer:
  They provide queries (provider interface – (Queries) which is required by the Customer Support Module.
  Also, they provide customer details which is required for Order Component.

- Order:
Require Payment interface for payments by the customers and require the product details which are selected by the customers.

- Product:
Provide item details like the item code, price, information, etc.

- Account:
They provide account details of the customer (Provider Interface).

- Company Database:

They require all the data of the customers as well as the products they are buying.

- Customer Support Module:
They require the queries and complaints of the customer.

Deployment Diagram:

Explanation of Deployment Diagram:

Here we have 3 important nodes which are:

- Web Server:
    - It consists of the CRM System Component.
    - Customers interact with this Web Server.

- Application Server:
    - It consists of all the actors which are involved in this all Process like sales, marketing , Customer Support, Management, Customer.
    - Here Deploy Artifact is CRM Website.

- Database Server:
  - This stores 3 types of records which are:
    - Customer Records
    - Transaction Records
    - Order Records.

  All these are an integral part of the deployment system.