Customer Relationship Management (CRM) System
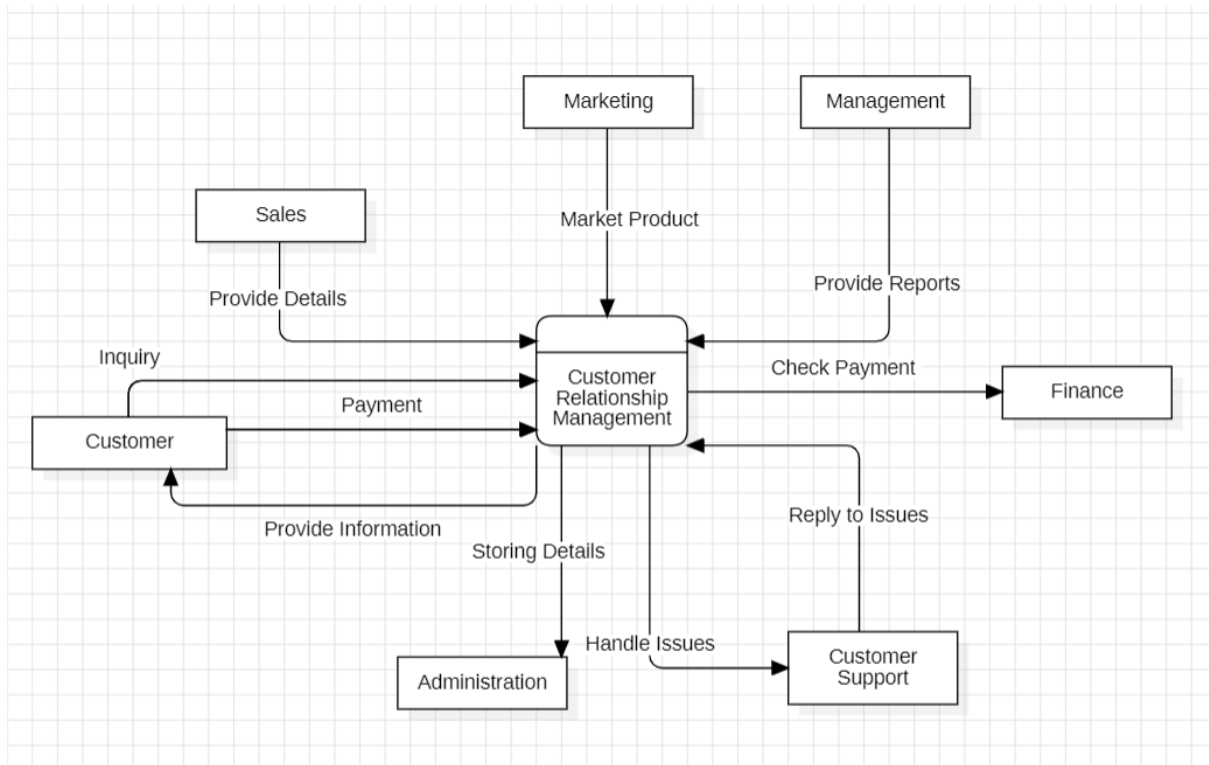
Practical- 8

Software Engineering Lab
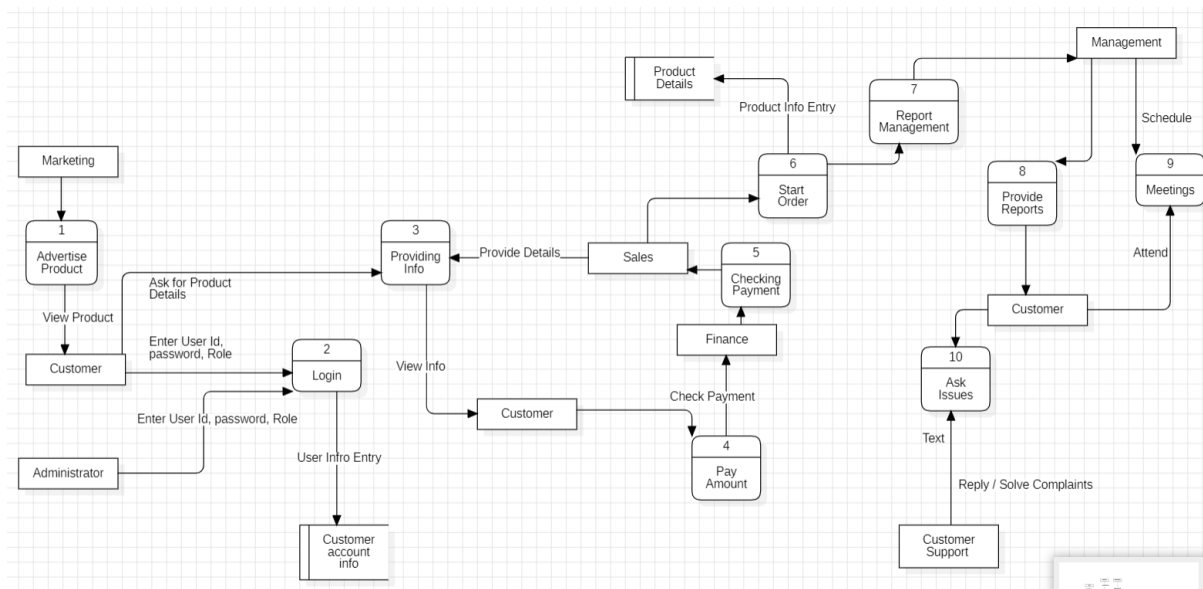
- Case Study by Aman Joharapurkar (A2-32)

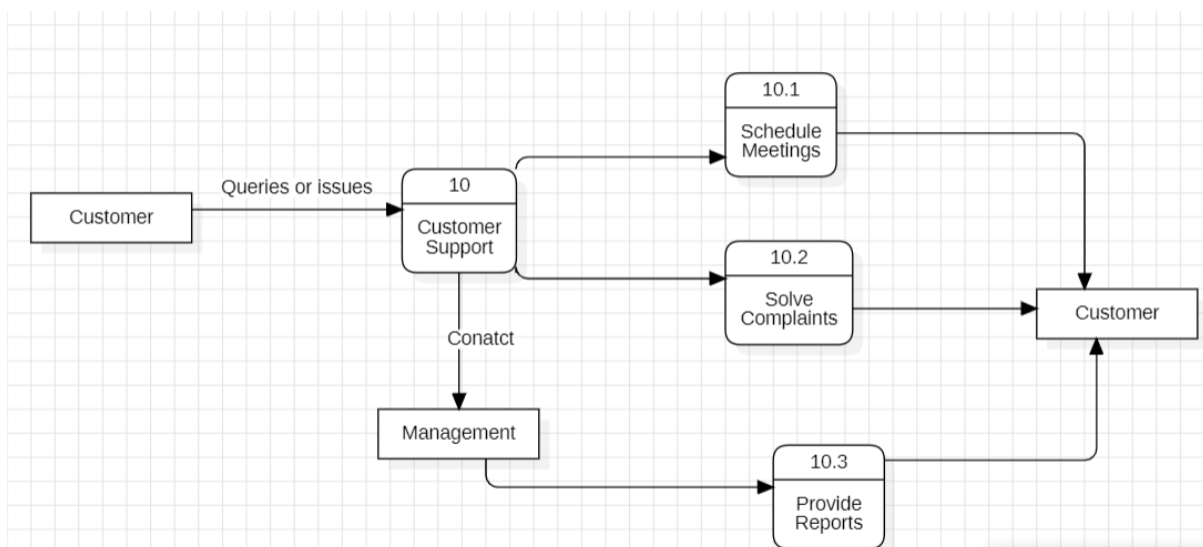**Data Flow Diagram:**

Level 0:

Level 1

Level 2

Explanation of Data Flow Diagram:

Level 0 :

Here only basic overview of the system is present. Only 1 process is present which is Customer relationship management.

All the entities are interacting with this process.

Level 1:

Here a complete overview of the system is displayed. All the processes and entities involved in the diagram.

Level 2:

Here a detailed explanation of a particular process is displayed which is Customer Support.