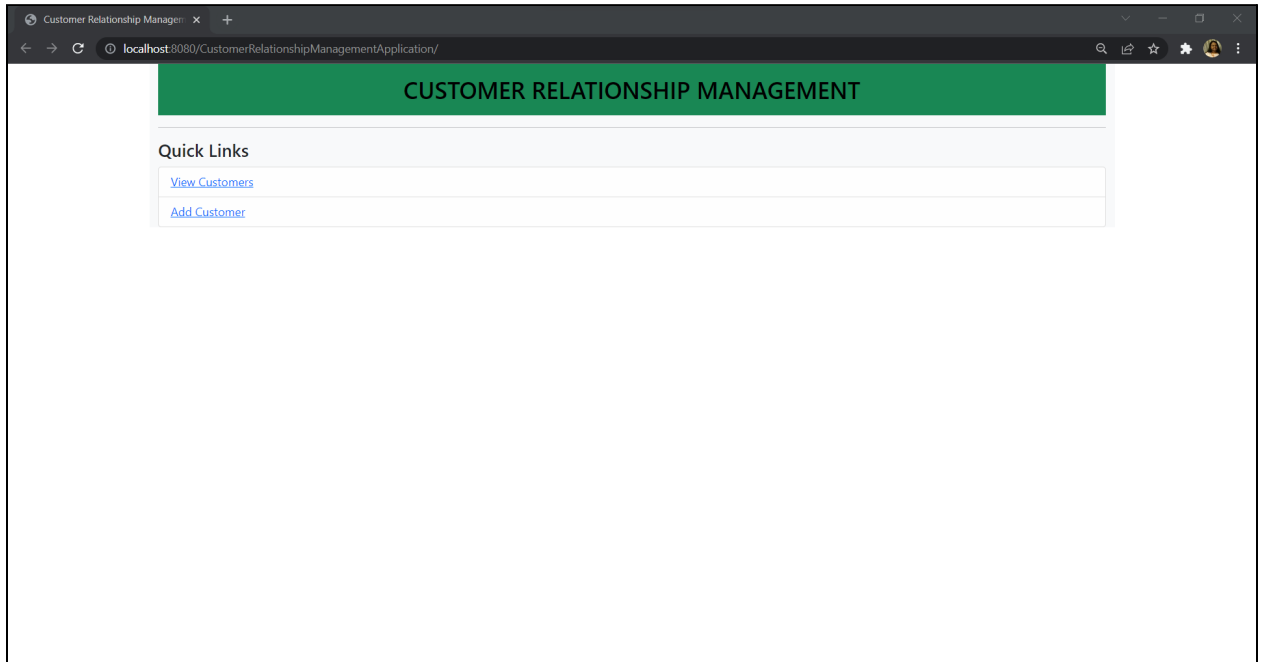


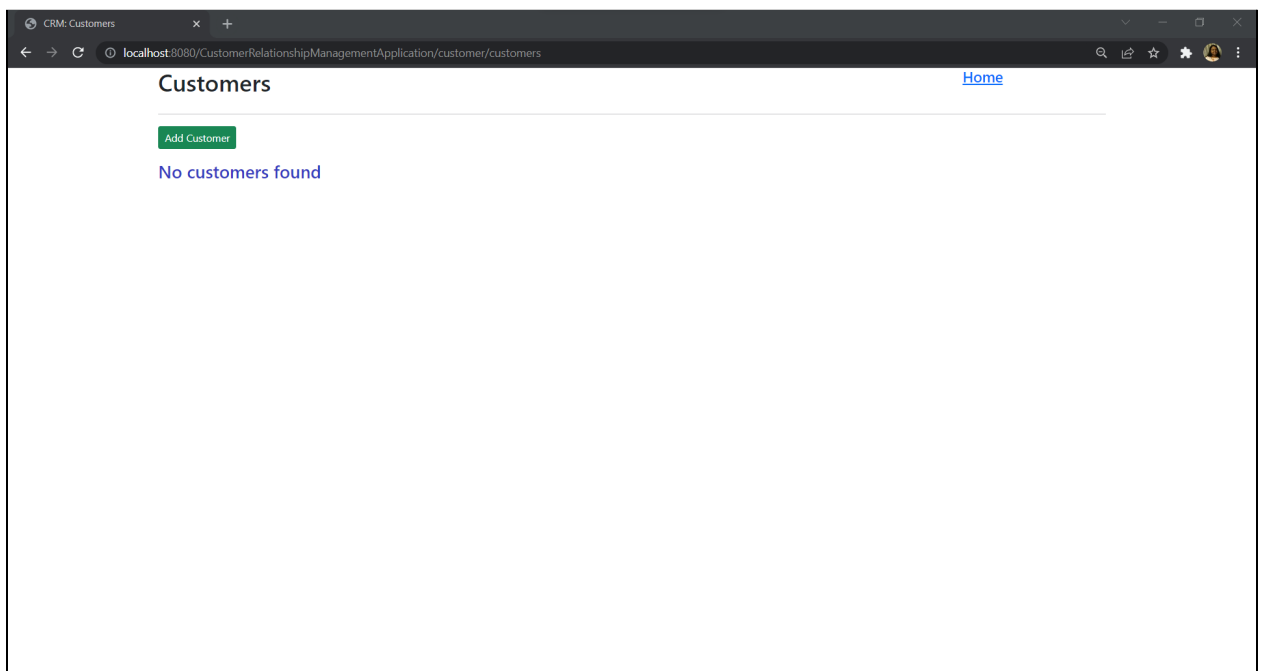
# Customer Relationship Management Assignment

## 1. Welcome Page

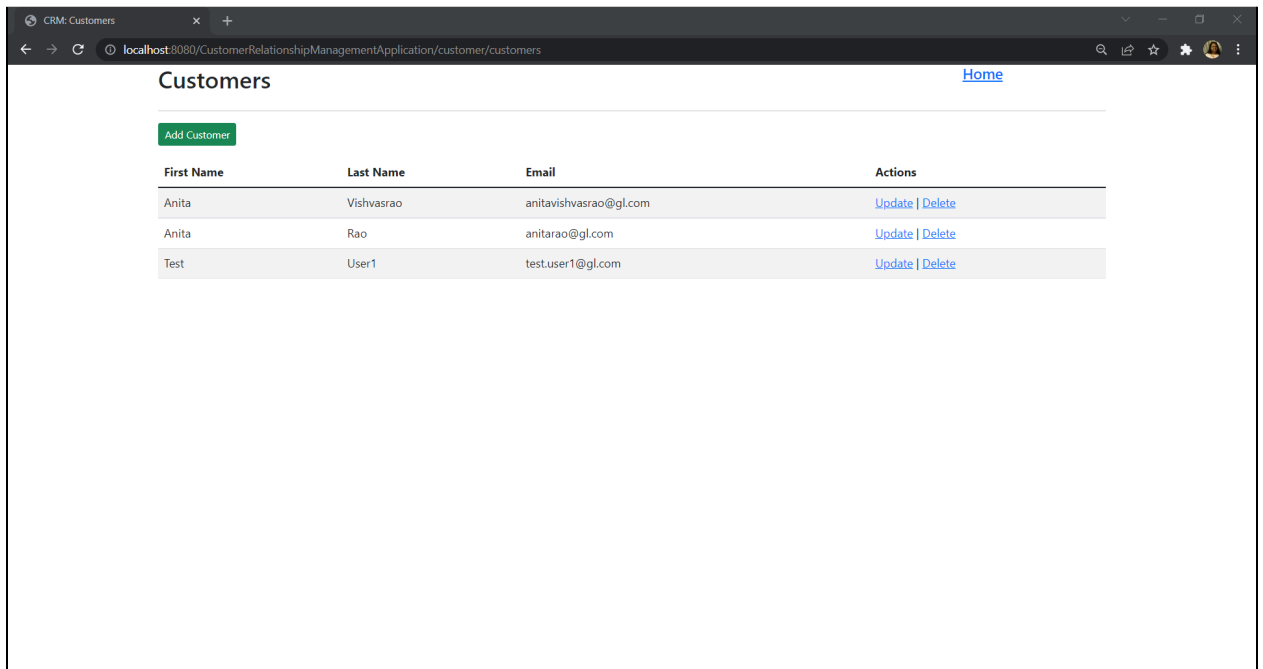


## 2. Customer List

a. No Record



## b. Customer List

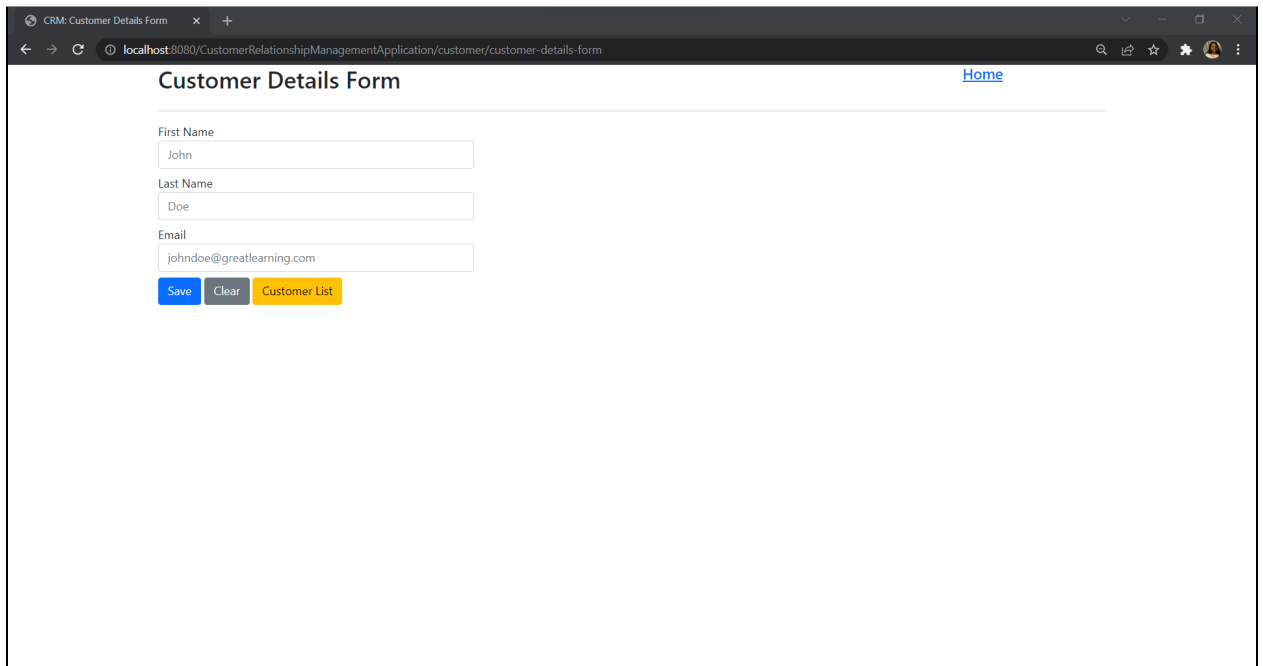


The screenshot shows a web browser window with the title "CRM: Customers". The address bar displays "localhost:8080/CustomerRelationshipManagementApplication/customer/customers". The page has a "Home" link in the top right corner. Below the header, there is a green "Add Customer" button. A table lists three customers with columns for First Name, Last Name, Email, and Actions. The Actions column contains "Update | Delete" links for each row.

First Name	Last Name	Email	Actions
Anita	Vishvasrao	anitavishvasrao@gl.com	<a href="#">Update</a>   <a href="#">Delete</a>
Anita	Rao	anitarao@gl.com	<a href="#">Update</a>   <a href="#">Delete</a>
Test	User1	test.user1@gl.com	<a href="#">Update</a>   <a href="#">Delete</a>

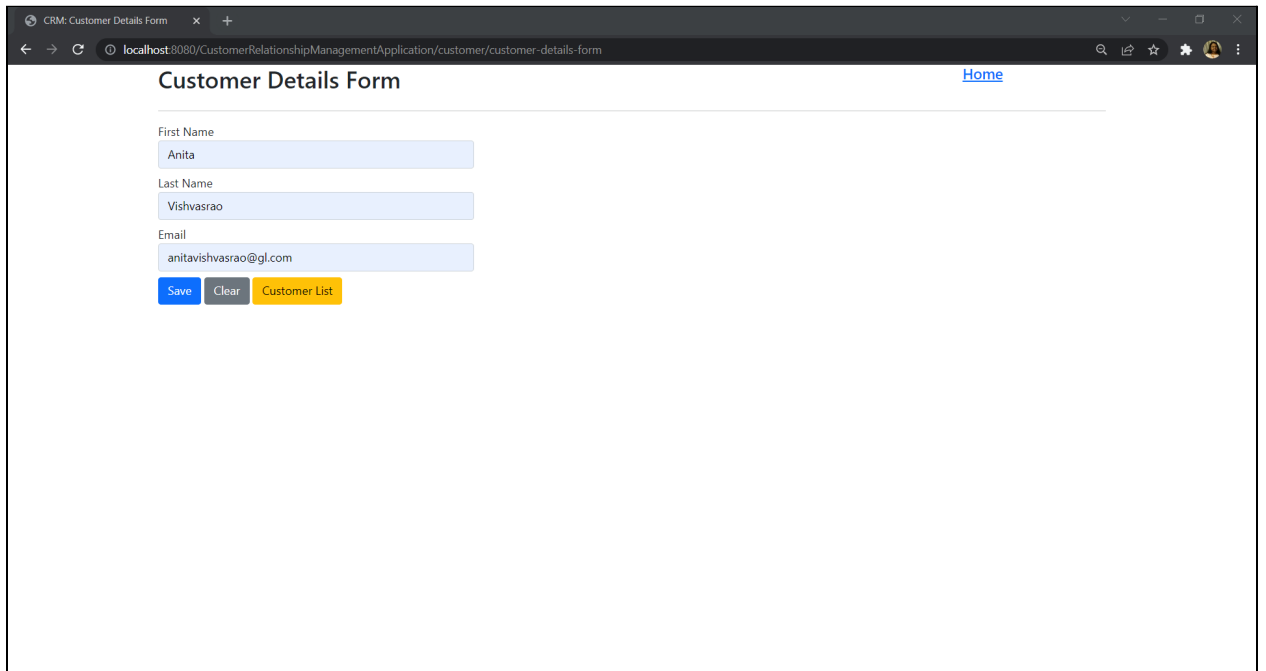
## 3. Add Customer

### a. Customer Details Form - Blank



The screenshot shows a web browser window with the title "CRM: Customer Details Form". The address bar displays "localhost:8080/CustomerRelationshipManagementApplication/customer/customer-details-form". The page has a "Home" link in the top right corner. The form contains three input fields: "First Name" with the value "John", "Last Name" with the value "Doe", and "Email" with the value "johndoe@greatlearning.com". Below the input fields are three buttons: "Save" (blue), "Clear" (grey), and "Customer List" (yellow).

## b. Customer Details Form - Filled



A screenshot of a web browser displaying the 'CRM: Customer Details Form'. The browser's address bar shows the URL 'localhost:8080/CustomerRelationshipManagementApplication/customer/customer-details-form'. The form has a title 'Customer Details Form' and a 'Home' link. It contains three input fields: 'First Name' with the value 'Anita', 'Last Name' with the value 'Vishvasrao', and 'Email' with the value 'anitavishvasrao@gl.com'. Below the fields are three buttons: 'Save' (blue), 'Clear' (grey), and 'Customer List' (yellow).

CRM: Customer Details Form

Home

First Name  
Anita

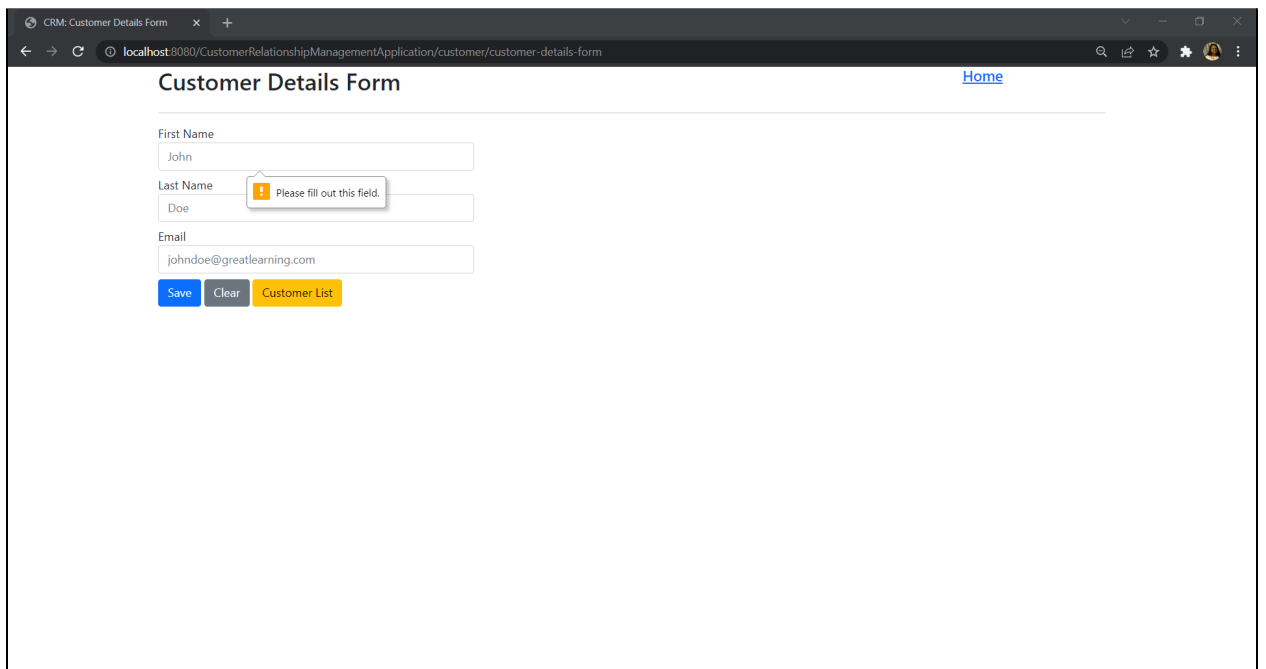
Last Name  
Vishvasrao

Email  
anitavishvasrao@gl.com

Save Clear Customer List

## c. Error

### i. First Name Empty



A screenshot of the same 'CRM: Customer Details Form' as in the previous image, but with a validation error. The 'First Name' field is empty, and a tooltip message 'Please fill out this field.' is displayed next to it. The 'Last Name' field contains 'Doe' and the 'Email' field contains 'johndoe@greatlearning.com'. The 'Save', 'Clear', and 'Customer List' buttons are still present at the bottom.

CRM: Customer Details Form

Home

First Name  
John

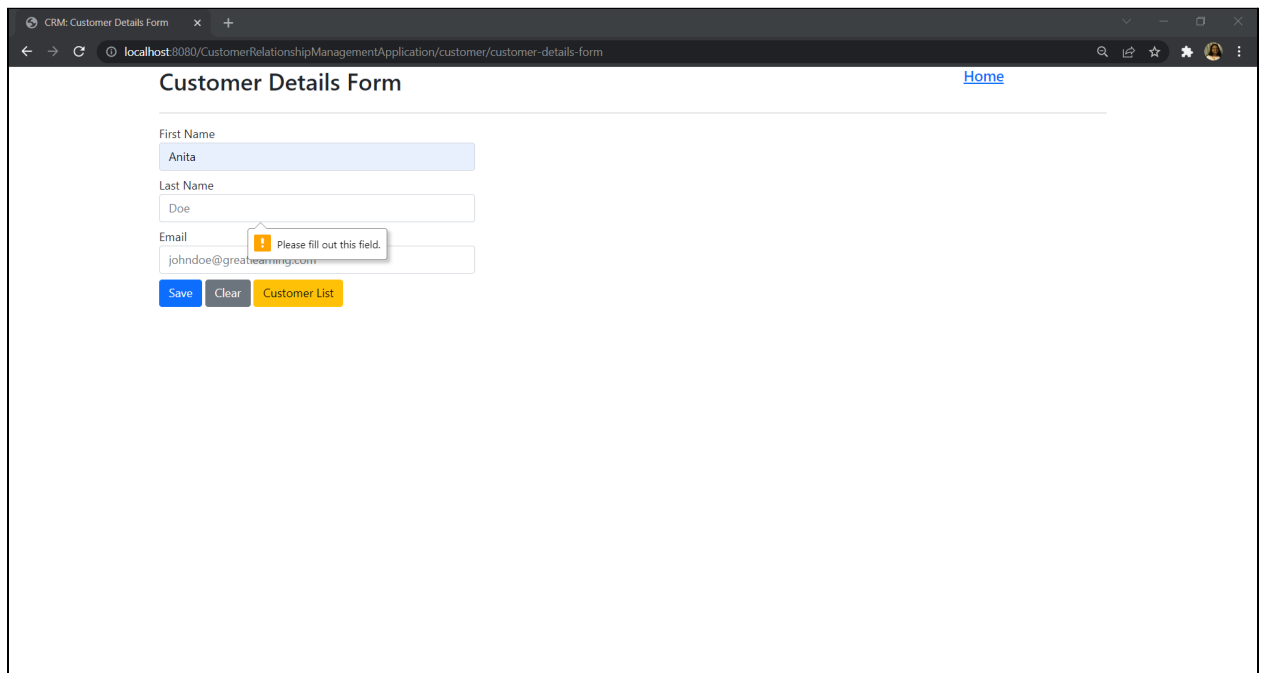
Last Name  
Doe

Email  
johndoe@greatlearning.com

Please fill out this field.

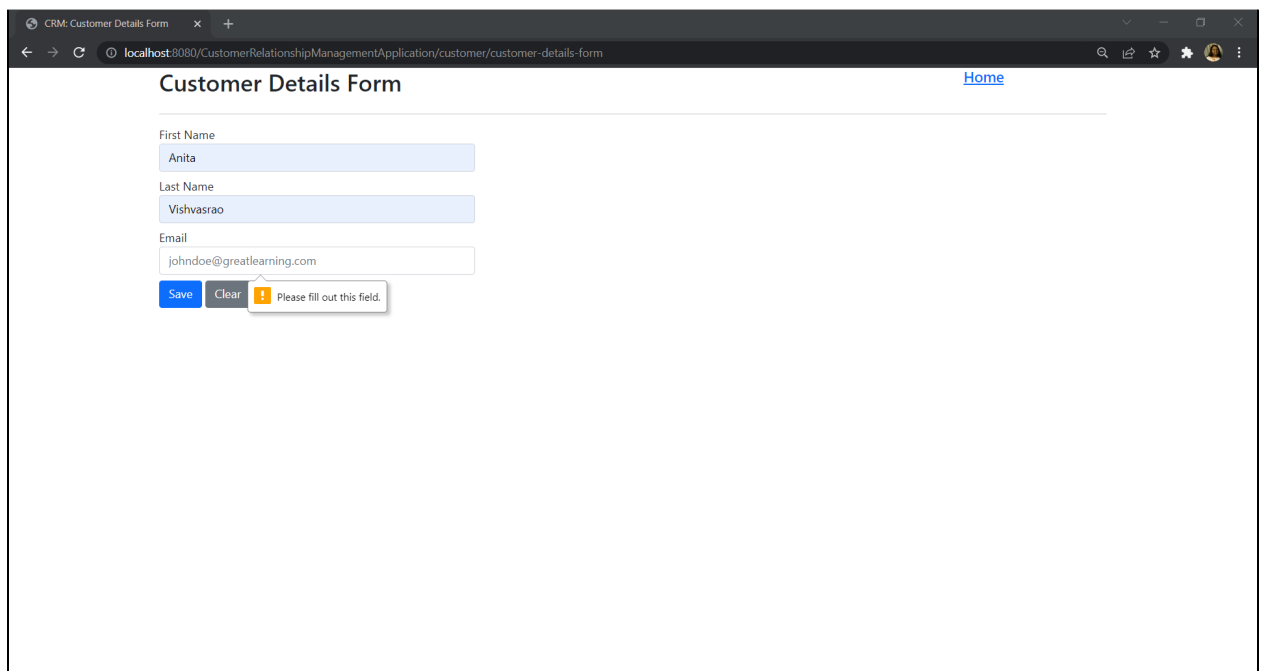
Save Clear Customer List

## ii. Last Name Empty



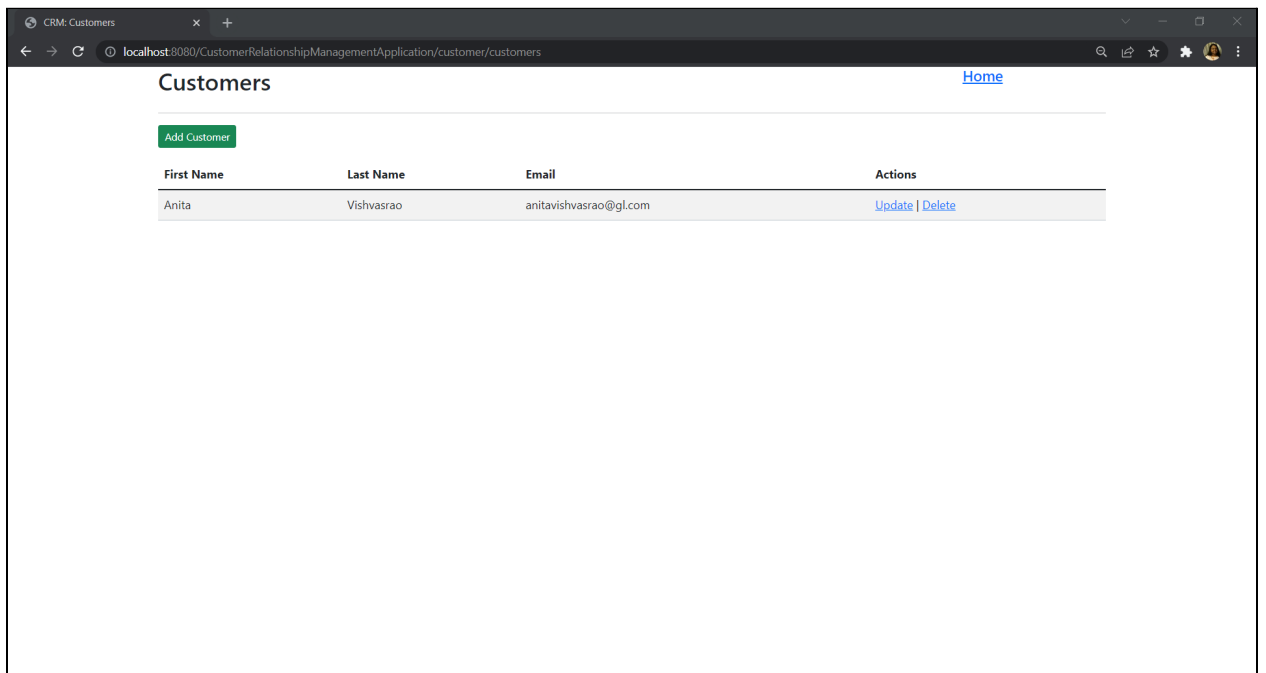
A screenshot of a web browser displaying the 'CRM: Customer Details Form' at the URL `localhost:8080/CustomerRelationshipManagementApplication/customer/customer-details-form`. The form contains three input fields: 'First Name' with the value 'Anita', 'Last Name' with the value 'Doe', and 'Email' with the value 'johndoe@greatlearning.com'. A tooltip with an exclamation mark icon and the text 'Please fill out this field.' is positioned over the 'Last Name' field. At the bottom of the form are three buttons: 'Save' (blue), 'Clear' (grey), and 'Customer List' (yellow). A 'Home' link is visible in the top right corner of the page.

## iii. Email Empty



A screenshot of the same 'CRM: Customer Details Form' in the web browser. In this state, the 'First Name' field contains 'Anita', the 'Last Name' field contains 'Vishvasrao', and the 'Email' field is empty. The tooltip with the exclamation mark icon and the text 'Please fill out this field.' is now positioned over the empty 'Email' field. The 'Save', 'Clear', and 'Customer List' buttons remain at the bottom, and the 'Home' link is still in the top right corner.

#### d. Save and Return to Customer Details

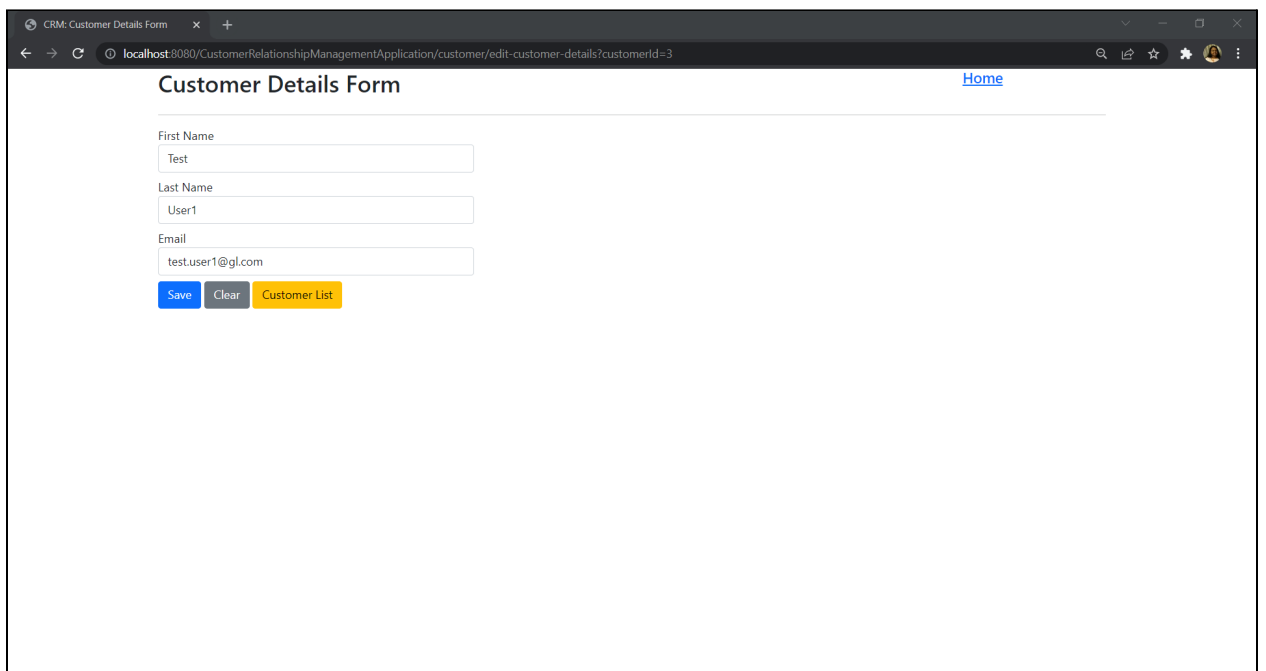


The screenshot shows a web browser window with the title "CRM: Customers". The address bar displays "localhost:8080/CustomerRelationshipManagementApplication/customer/customers". The page has a "Home" link in the top right corner. Below the header, there is a green "Add Customer" button. A table lists customer details with columns for First Name, Last Name, Email, and Actions. One record is shown for Anita Vishvasrao with email anitavishvasrao@gl.com. The Actions column contains links for "Update" and "Delete".

First Name	Last Name	Email	Actions
Anita	Vishvasrao	anitavishvasrao@gl.com	<a href="#">Update</a>   <a href="#">Delete</a>

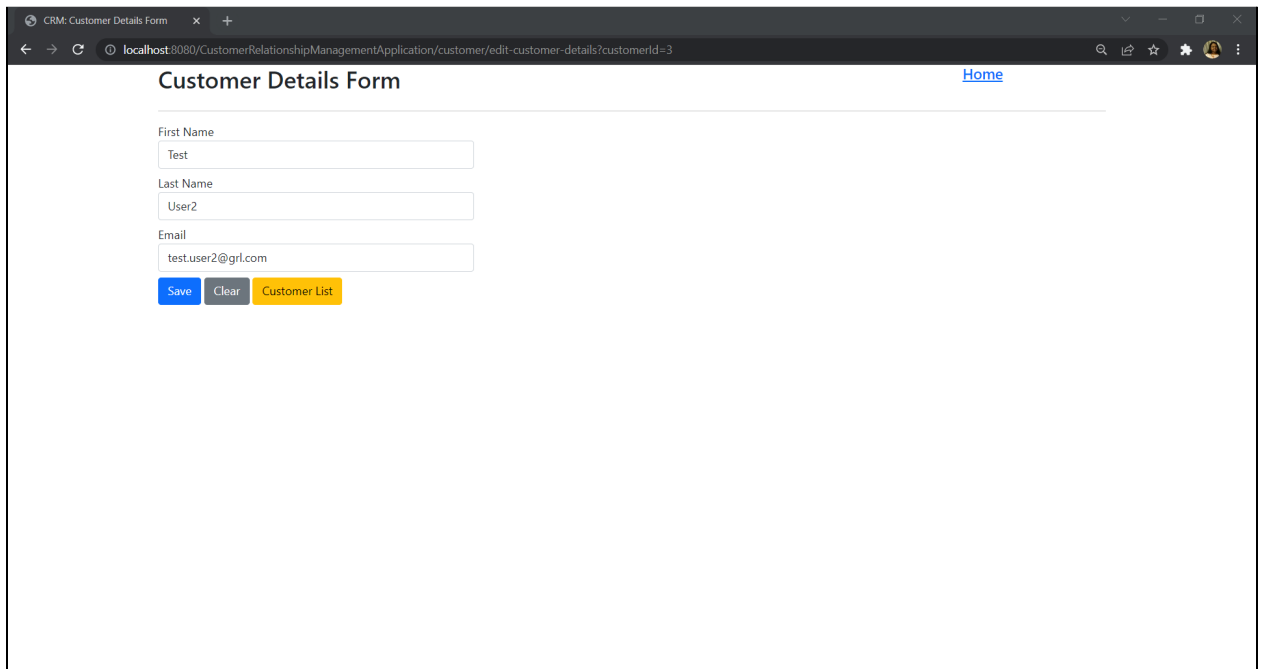
#### 4. Edit / Update Customer

##### a. Customer Details to be Updated



The screenshot shows a web browser window with the title "CRM: Customer Details Form". The address bar displays "localhost:8080/CustomerRelationshipManagementApplication/customer/edit-customer-details?customerId=3". The page has a "Home" link in the top right corner. The form contains three input fields: First Name (Test), Last Name (User1), and Email (test.user1@gl.com). Below the input fields are three buttons: "Save" (blue), "Clear" (grey), and "Customer List" (yellow).

## b. Updated Customer Details



The screenshot shows a web browser window with the title "CRM: Customer Details Form". The address bar displays "localhost:8080/CustomerRelationshipManagementApplication/customer/edit-customer-details?customerId=3". The page has a "Home" link in the top right corner. The main content area is titled "Customer Details Form" and contains three input fields: "First Name" with the value "Test", "Last Name" with the value "User2", and "Email" with the value "test.user2@grl.com". Below these fields are three buttons: "Save" (blue), "Clear" (grey), and "Customer List" (yellow).

CRM: Customer Details Form

localhost:8080/CustomerRelationshipManagementApplication/customer/edit-customer-details?customerId=3

Home

Customer Details Form

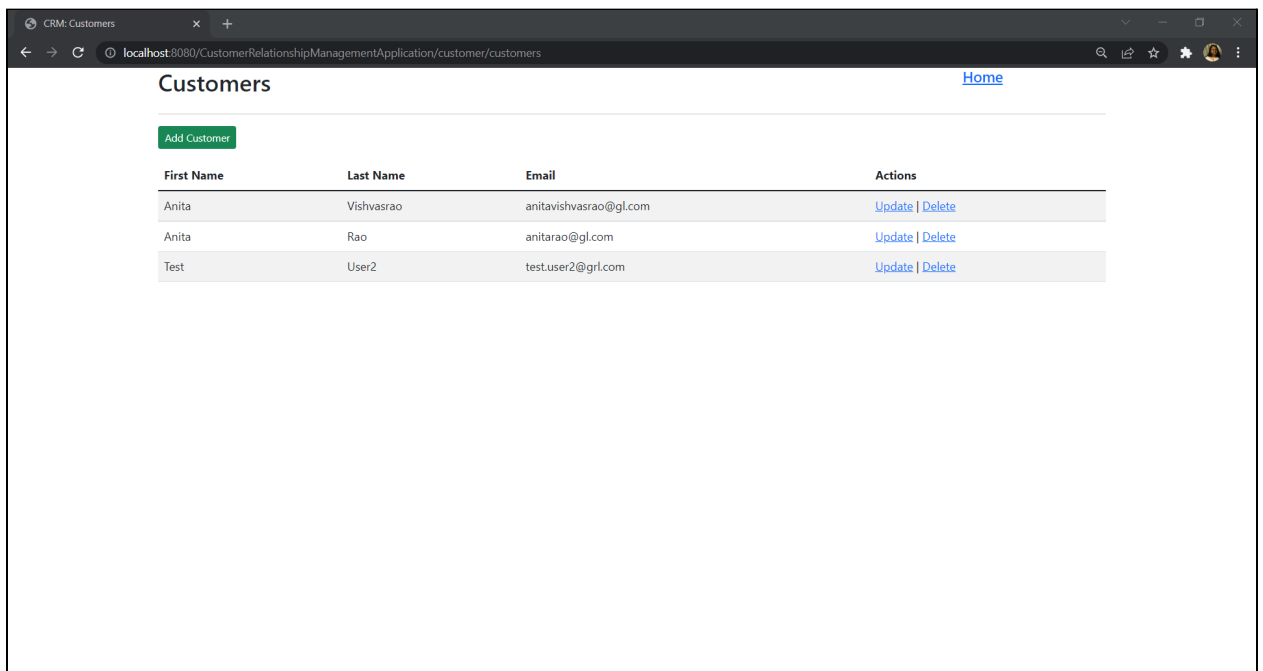
First Name  
Test

Last Name  
User2

Email  
test.user2@grl.com

Save Clear Customer List

## c. Save and Return to Customer Details



The screenshot shows a web browser window with the title "CRM: Customers". The address bar displays "localhost:8080/CustomerRelationshipManagementApplication/customer/customers". The page has a "Home" link in the top right corner. The main content area is titled "Customers" and contains a green "Add Customer" button. Below the button is a table with four columns: "First Name", "Last Name", "Email", and "Actions". The table contains three rows of customer data.

CRM: Customers

localhost:8080/CustomerRelationshipManagementApplication/customer/customers

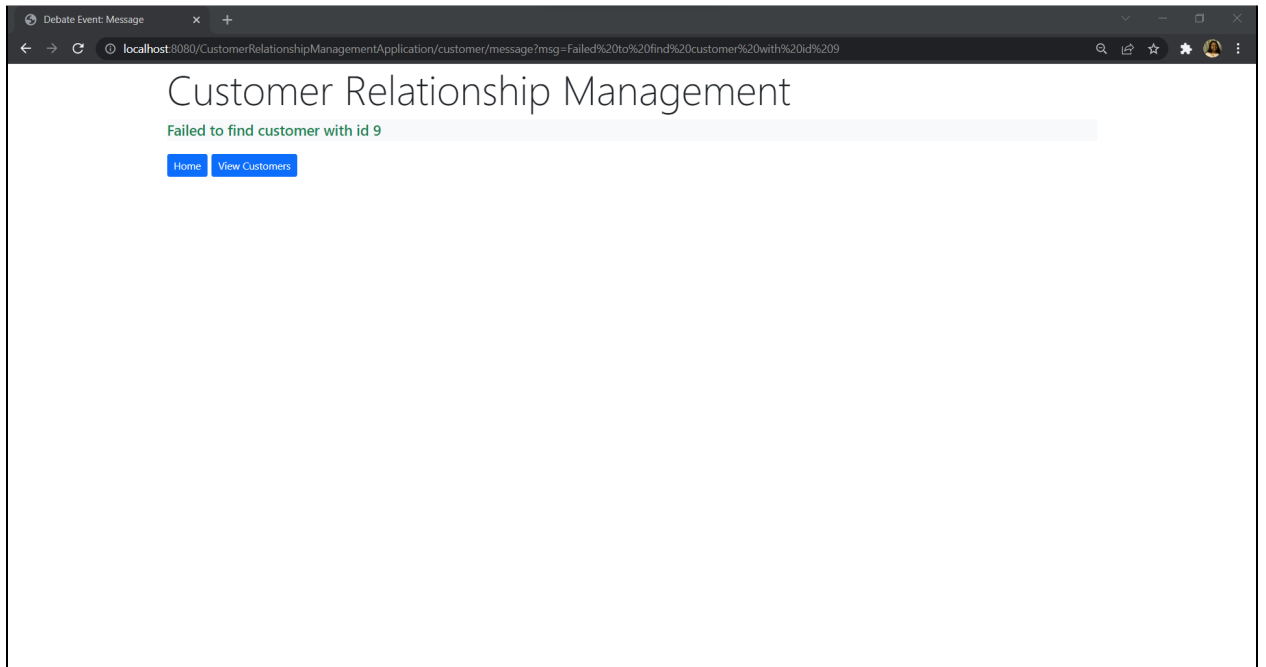
Home

Customers

Add Customer

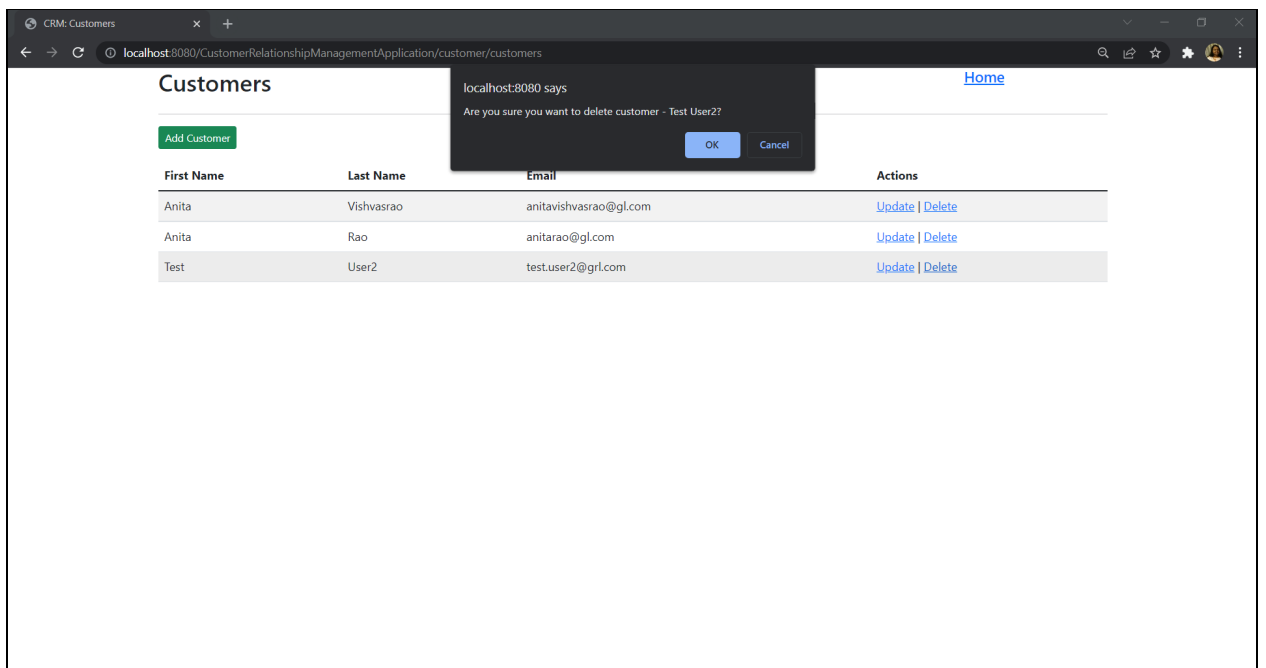
First Name	Last Name	Email	Actions
Anita	Vishvasrao	anitavishvasrao@grl.com	<a href="#">Update</a>   <a href="#">Delete</a>
Anita	Rao	anitarao@grl.com	<a href="#">Update</a>   <a href="#">Delete</a>
Test	User2	test.user2@grl.com	<a href="#">Update</a>   <a href="#">Delete</a>

#### d. Customer Record Not Found for Update - Error

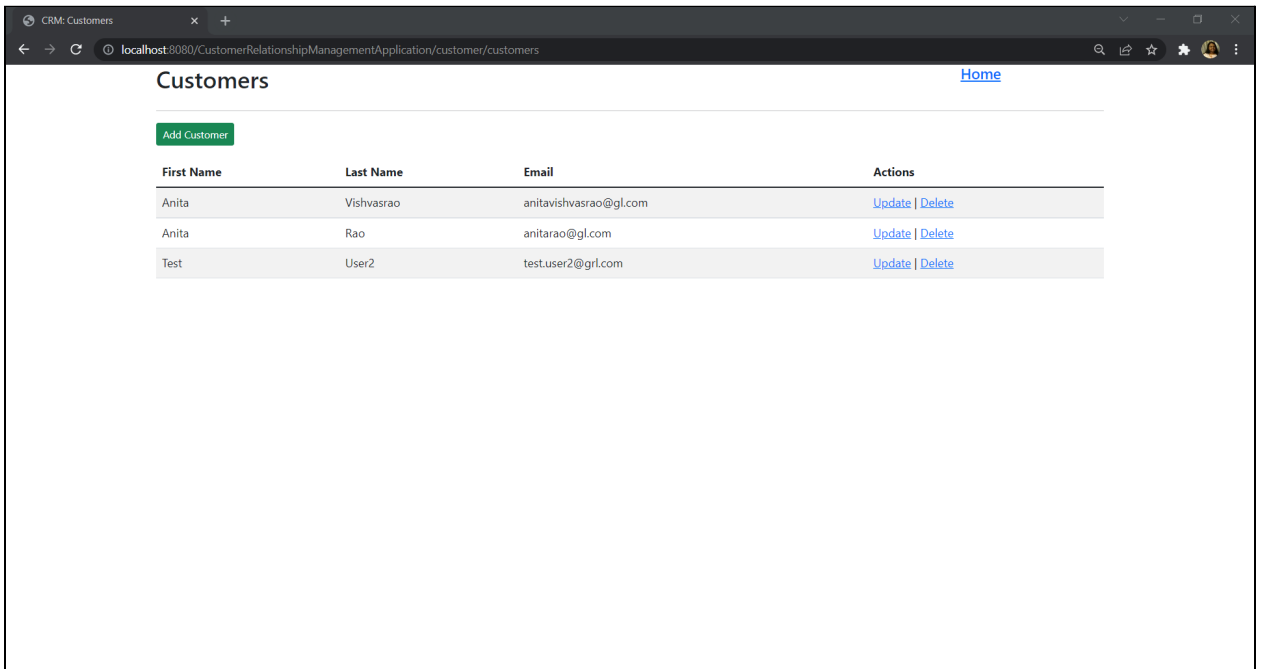


### 5. Delete Customer

#### a. Delete Confirmation Dialog



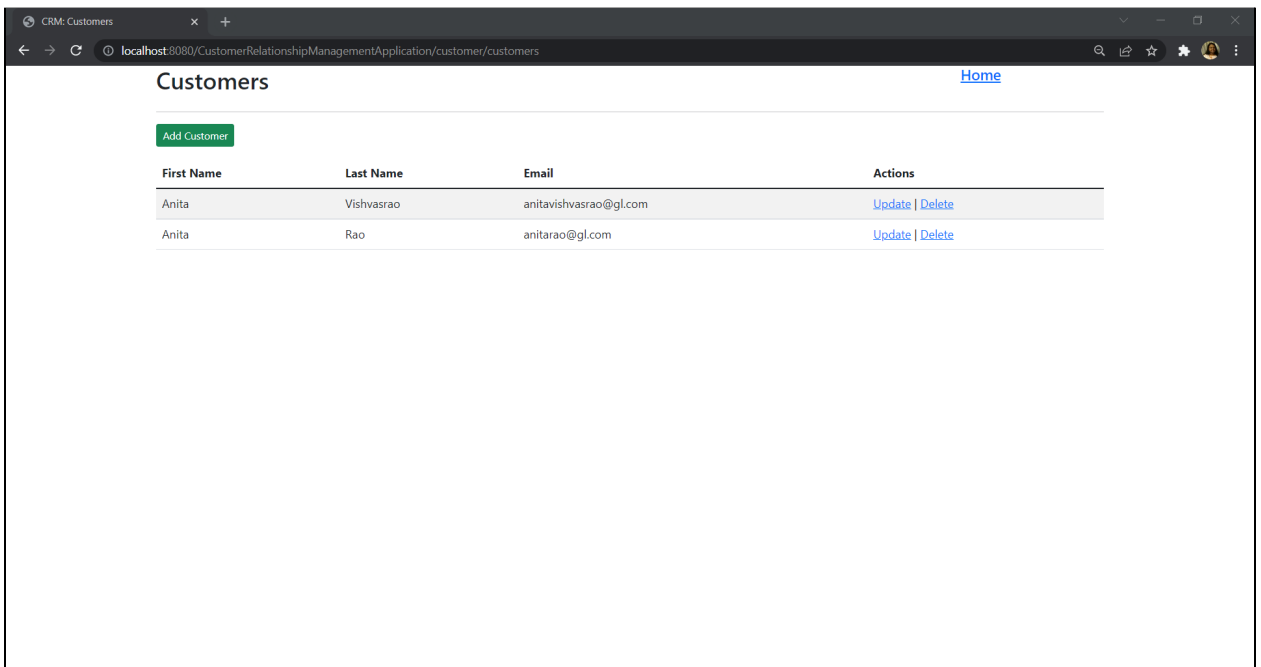
## b. Cancel Delete Operation



The screenshot shows a web browser window with the title "CRM: Customers". The address bar displays "localhost:8080/CustomerRelationshipManagementApplication/customer/customers". The page has a "Home" link in the top right corner. Below the header, there is a green "Add Customer" button. A table lists three customers with columns for First Name, Last Name, Email, and Actions. The Actions column contains links for "Update" and "Delete" for each customer.

First Name	Last Name	Email	Actions
Anita	Vishvasrao	anitavishvasrao@gl.com	<a href="#">Update</a>   <a href="#">Delete</a>
Anita	Rao	anitarao@gl.com	<a href="#">Update</a>   <a href="#">Delete</a>
Test	User2	test.user2@grl.com	<a href="#">Update</a>   <a href="#">Delete</a>

## c. Delete Customer and Return to Customer List Page



The screenshot shows the same web browser window as in the previous image, but the "Test" customer has been removed from the table. The table now only contains two customers: Anita Vishvasrao and Anita Rao. The "Add Customer" button and the "Home" link are still present.

First Name	Last Name	Email	Actions
Anita	Vishvasrao	anitavishvasrao@gl.com	<a href="#">Update</a>   <a href="#">Delete</a>
Anita	Rao	anitarao@gl.com	<a href="#">Update</a>   <a href="#">Delete</a>



d. Customer Record Not Found for Delete / Delete Operation Failed - Error

