

You are tasked with building a simple CRM system. The CRM should allow admins to manage users and send emails and SMS messages to users. The CRM should also have a dashboard where admins can view user details and perform other actions.

**Note:** This is a high-level outline, and a complete implementation would require multiple PHP files, a database, and possibly other technologies.

**1. Database Setup:**

- Create a MySQL database to store user data, such as name, email, phone number, and authentication credentials.
- Create a table to store customer data, such as name, email, phone number, and other information.

**2. Authentication System:**

- Implement a simple user authentication system with only one role: admin.
- Admins should have the ability to log in, log out, and reset their passwords.

**3. User Management:**

- Admins can add, edit, and delete user records.
- Store user information in the database.
- CRUD should be on both users and customers.

**4. Dashboard Interface:**

- Create an admin dashboard where authenticated users can manage users and access CRM features.
- Design a user-friendly interface for admins to navigate the CRM.

**5. Email Integration:**

- Implement a basic email sending feature for admins.
- Use PHP's `mail` function or a third-party library to send emails.
- Admins should be able to send emails to users in the CRM.

**6. SMS Integration:**

- Integrate an SMS service Africa's Talking for sending SMS messages.
- Admins should be able to send SMS messages to users in the CRM.
- Set up API credentials for the SMS service.

**7. Dashboard Features:**

- Provide features like user search, filtering, and sorting within the CRM.
- Admins should be able to view user details, including contact information.

**8. Security Considerations:**

- Implement proper security measures, including data validation and protection against SQL injection and cross-site scripting (XSS) attacks.

**9. Logging:**

- Implement logging to track user activities and system events.

**10. Error Handling:**

- Create error-handling mechanisms to gracefully handle and display errors to admins.

**11. Testing:**

- Perform testing to ensure that the CRM functions as expected.
- Test edge cases, user management, email sending, and SMS sending.

**12. Documentation:**

- Document the code and provide instructions for setting up and running the CRM.