

1. **Introduction:** Start with a brief introduction to the project, explaining the importance of CRM in e-commerce and its potential benefits.
2. **User Registration and Login:** Demonstrate the user registration and login process, emphasizing the importance of capturing customer information.
3. **Customer Profile:** Show how customers can create and update their profiles, including personal details, contact information, and preferences.
4. **Order History:** Display the order history for each customer, highlighting how CRM tracks past purchases.
5. **Customer Support:** Demonstrate how customers can reach out for support through the CRM system, whether through chat, email, or a ticketing system.
6. **Sales and Marketing:** Showcase how the CRM system helps in marketing campaigns, such as sending personalized emails, and in tracking sales leads and conversions.
7. **Customer Segmentation:** Explain how the CRM system segments customers based on behavior, demographics, or preferences for targeted marketing.
8. **Feedback and Reviews:** Show how customers can provide feedback and reviews, and how this data is used to improve products and services.
9. **Data Analytics:** Discuss the data analytics capabilities of the CRM, including generating reports and insights on customer behavior and trends.
10. **Integration:** Highlight any integrations with e-commerce platforms, inventory systems, or other relevant tools.
11. **Mobile App:** If applicable, demonstrate the mobile version of the CRM application.
12. **Security:** Emphasize the security measures in place to protect customer data.
13. **Future Enhancements:** Discuss potential future enhancements for the CRM system, such as AI-driven recommendations or additional features.
14. **Q&A Session:** Allow the audience to ask questions about the CRM application and its functionality.
15. **Conclusion:** Summarize the key takeaways and benefits of the CRM application for e-commerce.