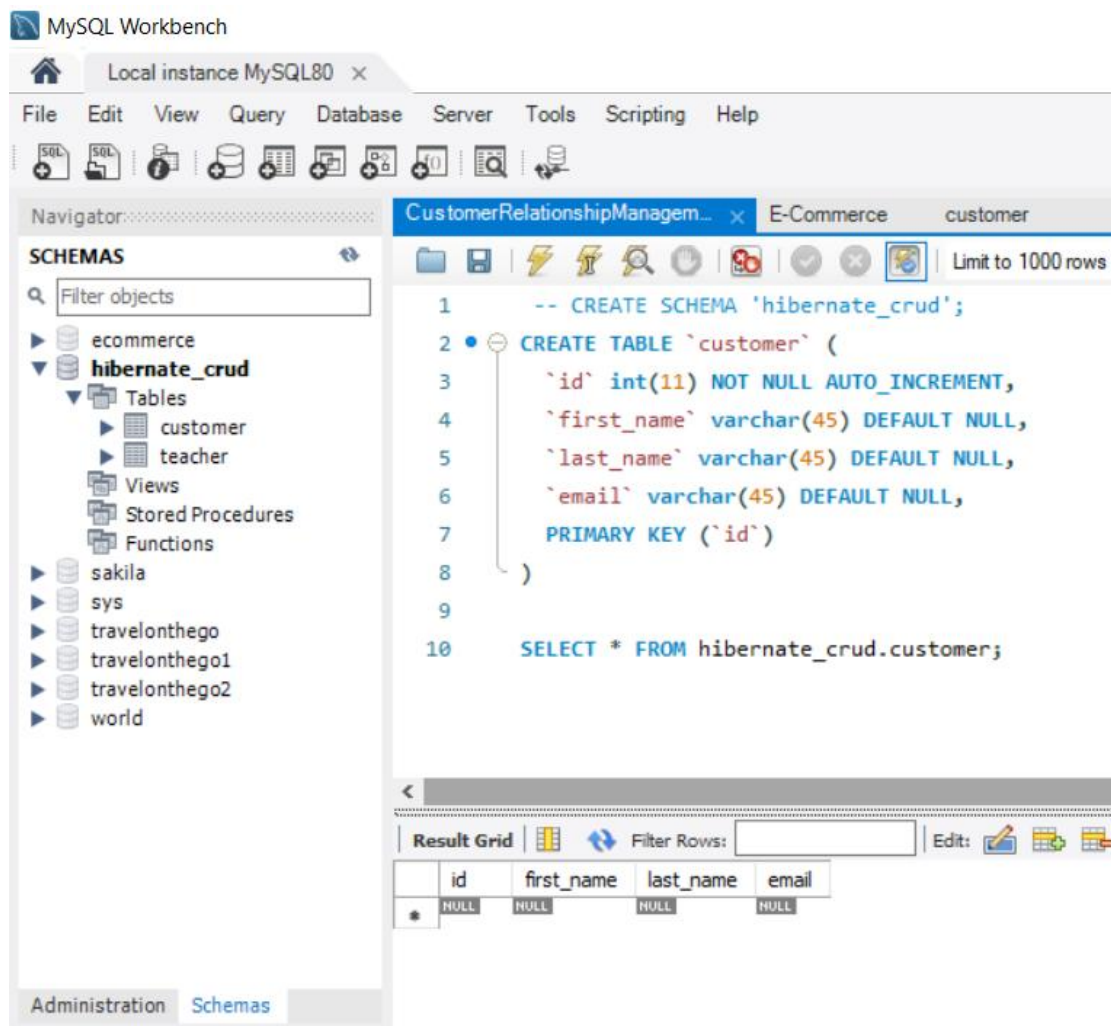


Customer Relationship Management

Submitted by	Manju
Git link	https://github.com/ManjuS2012/Manju_ORMandSpringMVCAssignmentSolution.git

1. Database schema and table creation prerequisite.



2. Create a Customer Relationship Management web application, where you will be developing CRUD(Create Read Update Delete) functionality.

Note the following points while developing the application

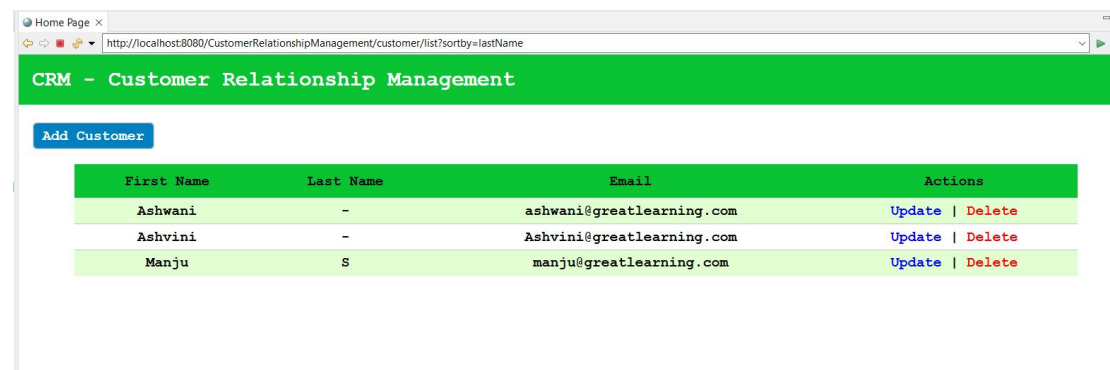
→ The main page will display all the customers present in the database.

→ Customers will have following attributes

- First Name
- Last Name
- Email

- You are required to provide action buttons(**update** and **delete**)
- There should be an **add customer** button that will redirect to a new page which will consist of a form to add the customer details.

● Main page.



- Upon Click Add Customer button user will be redirected to a new form page, wherein the user will enter details and save.

First Name: Ekta

Last Name: -

Email: ekta@greatlearning.com

[Save Details](#)

[Back to List](#)

- Updated list of customers after adding a new customer

Home Page x

http://localhost:8080/CustomerRelationshipManagement/customer/list?sortBy=lastName

CRM - Customer Relationship Management

[Add Customer](#)

First Name	Last Name	Email	Actions
Ashwani	-	ashwani@greatlearning.com	Update Delete
Ashvini	-	Ashvini@greatlearning.com	Update Delete
Ekta	-	ekta@greatlearning.com	Update Delete
Manju	S	manju@greatlearning.com	Update Delete

- Upon clicking the update button the user should be redirected to a new page which will consist of the form same as save page with pre populated data, after updating the details, upon click on save button, new data should persist in the database.

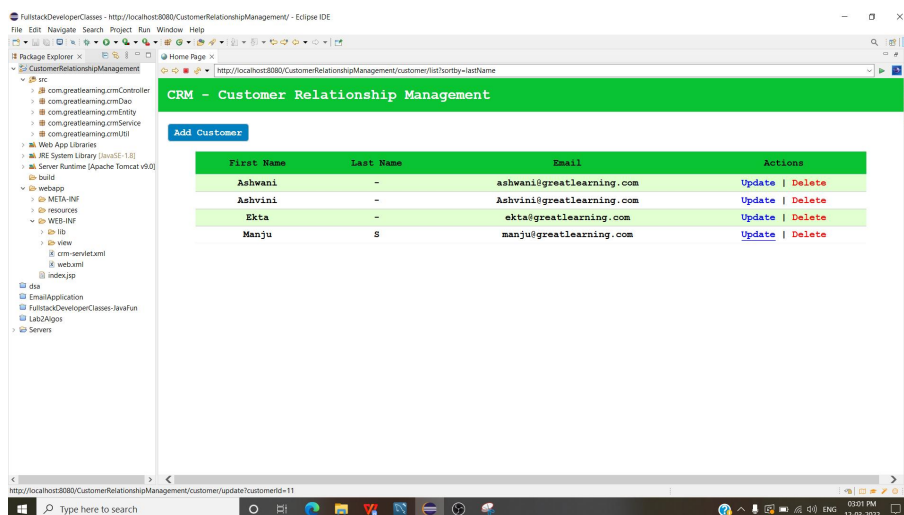


Table 1-List of customers

Add Customer x

http://localhost:8080/CustomerRelationshipManagement/customer/update?customerId=11

CRM - Customer Relationship Management

First Name

Last Name

Email

[Save Details](#)

[Back to List](#)

Table 2-On Clicking update button customer form opens

Add Customer X

http://localhost:8080/CustomerRelationshipManagement/customer/update?customerId=11

CRM - Customer Relationship Management

First Name

Last Name

Email

[Back to List](#)

Table 3-Update email id by changing to gmail

Home Page X

http://localhost:8080/CustomerRelationshipManagement/customer/list?sortBy=lastName

CRM - Customer Relationship Management

[Add Customer](#)

First Name	Last Name	Email	Actions
Ashwani	-	ashwani@greatlearning.com	Update Delete
Ashvini	-	Ashvini@greatlearning.com	Update Delete
Ekta	-	ekta@greatlearning.com	Update Delete
Manju	S	manju@gmail.com	Update Delete

Table 4-Updated customer detail with gmail

- Upon clicking the delete button, a pop up is generated.

FullstackDeveloperClasses - http://localhost:8080/CustomerRelationshipManagement/ - Eclipse IDE

File Edit Navigate Search Project Run Window Help

Package Explorer X

src

- com.greatlearning.crm.Controller
- com.greatlearning.crm.Dao
- com.greatlearning.crm.Entity
- com.greatlearning.crm.Service
- com.greatlearning.crm.Util

Web App Libraries

- JRE System Library [JavaSE-1.8]
- Server Runtime [Apache Tomcat v9.0]

webapp

- META-INF
- resources
- WEB-INF
- lib
- view
- crm-servlet.xml
- web.xml
- index.jsp

CRM - Customer Relationship Management

[Add Customer](#)

First Name	Last Name	Email	Actions
Ashwani	-	ashwani@greatlearning.com	Update Delete
Ashvini	-	Ashvini@greatlearning.com	Update Delete
Ekta	-	ekta@greatlearning.com	Update Delete
Manju	S	manju@gmail.com	Update Delete

http://localhost:8080/CustomerRelationshipManagement/customer/delete?customerId=15

Type here to search

03:07 PM 12-03-2022

Table 5-On clicking delete button

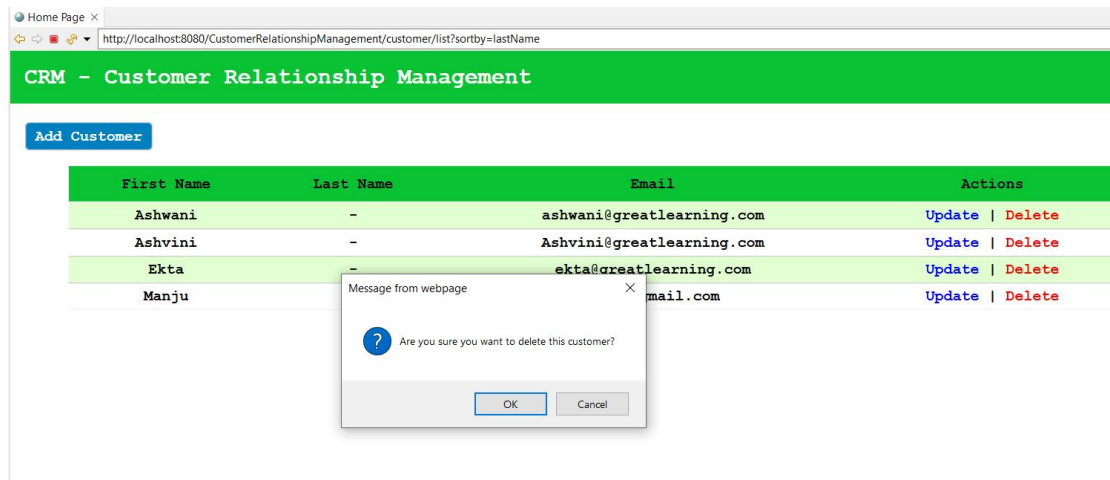


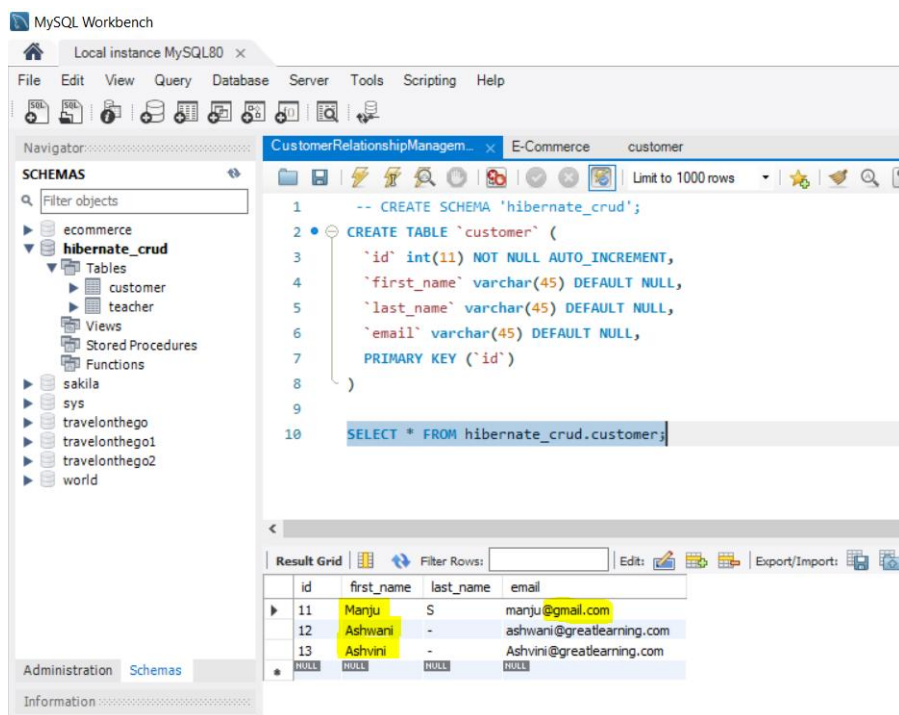
Table 6-Popup generated

The screenshot shows the same web application as before, but the confirmation popup is gone. The table now contains three rows of customer data, as one customer has been deleted.

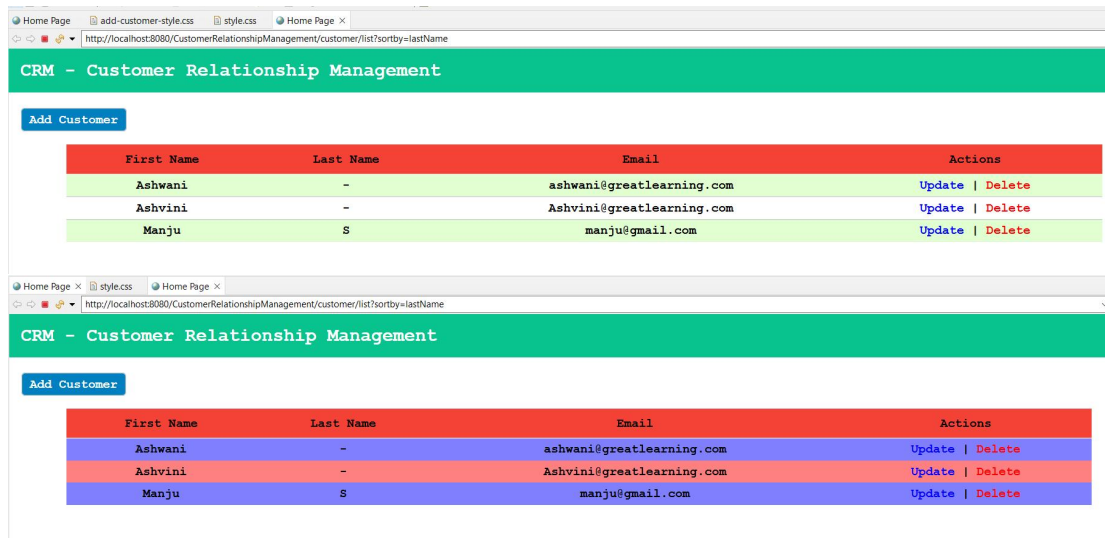
First Name	Last Name	Email	Actions
Ashwani	-	ashwani@greatlearning.com	Update Delete
Ashvini	-	Ashvini@greatlearning.com	Update Delete
Manju	S	manju@gmail.com	Update Delete

Table 7-Updated list of employees upon deleting customer

3. Database table with the latest details updated.



4. Colour changes in style sheet.



The image displays two screenshots of a web browser showing a CRM application. The browser tabs include 'Home Page', 'add-customer-style.css', 'style.css', and 'Home Page'. The address bar shows the URL: `http://localhost:8080/CustomerRelationshipManagement/customer/list?sortBy=lastName`.

The page title is 'CRM - Customer Relationship Management'. Below the title is a button labeled 'Add Customer:'. Below the button is a table with the following data:

First Name	Last Name	Email	Actions
Ashwani	-	ashwani@greatlearning.com	Update Delete
Ashvini	-	Ashvini@greatlearning.com	Update Delete
Manju	S	manju@gmail.com	Update Delete

The bottom screenshot shows the same page, but with the table rows colored alternately blue and red, indicating a change in the style sheet.