Karachi Institute of Economics and Technology
College of Computing and Information Sciences
FINAL YEAR PROJECT – 2021
PROPOSAL

SEMESTER	FALL 2021	YEAR	2021-2022

TITLE OF PROPOSED PROJECT
Customer Relationship Management (CRM)

Project Category (choose one)	☐ Product based	☐ Research-based

SUPERVISOR INFORMATION			
Supervisor Name:	(leave blank)	Organization/ Designation	(leave blank)
Contact No:	(leave blank)	email:	(leave blank)

STUDENT(S) INFORMATION			
S#	Student ID		Name
1	9817		Muhammad Yasir Amin
Contact No:	03152147532	email:	Yasiramin380@gmail.com
2	9727		Abdul Rafay
Contact No:	0302-9002847	email:	ar2879481@gmail.com

PROJECT AREA/TOOLS	
Tools Required:	Windows 7 or higher, XAMPP/WAMPP Server or Live Domain. Front-end: HTML5, CSS3, JavaScript Back-end: PHP 7 + MYSQL Database
Area/Specialization:	This Project is Completely Web-Based or Web Application. It Responsive For all Devices like: Mobile or Tablet.

SUMMARY OF PROPOSED PROJECT (MAXIMUM 300 WORDS)

CRM (customer relationship management) Software is a tool that helps **Automate** and **Manage** the relationship between your customers and the sales and marketing department. It serves to consolidate every aspect of the relationship with customers, hence improving performance and increasing productivity.

One of the biggest **challenges** that a business owner faces is managing their **multiple projects** and **tasks**. Also, they have to **track client** and **staff activities**, **plan upcoming events**, and a lot more.

PROJECT OBJECTIVE(S)/OUTCOMES

- **Automate** Repetitive Process
- **Prioritize** Business Leads
- See What a **Products** and **Service Client** Is Interested in based on their **inquiries**, **searches** or **purchases**.
- Know Every Customer Name, Contact Info, **Interests** and Even Address.
- Full **Featured Customer** Area.
- **Lead Management** Tool
- **Payment System** such as **Stripe**.

FUNCTIONAL FEATURES

For FYP 1:

- **Proposals** and **Invoices**
- **Expense** Tracking
- Receiving **Payments** with just one Click
- **Chat System** for Communicating with **Staff** and **Clients**.
- **Reports** with Print Functionality
- **Payment Systems**
- **Attendance System**
- **Employee** Registrations and **Salary** System. It means Complete **Human Resources System**.
- **Authentication** System which includes (Login, Permissions and Roles, Teams Registration).
- **Multipurpose** Dashboard like Admin Based, Sales Manager Based, Production Manager Based.

For FYP 2:

For Proposal Defense Purpose

PROPOSED ADVISORY COMMITTEE		
S#	Faculty Name	Signature
1		
2		
3		
4		

FYP Committee

	FYP COMMITTEE		
S#	**Member(s) Name**	**Designation**	**Signature**
1	**Usman Khan (FYP Coordinator)**	Lecturer	
2	**Mr. Kashif Bashir / Mr Ayub Latif (Head of the Department)**	Asst. Professor	
3	**Dr. Muhammad Khalid Khan (Director CoCIS)**	Professor	
		Date	00/00/0000