



**Karachi Institute of Economics and Technology**  
**College of Computing and Information Sciences**  
**FINAL YEAR PROJECT – 2022**  
**PROPOSAL**

SEMESTER	FALL 2022	YEAR	2022-2023
<b>TITLE OF PROPOSED PROJECT</b>			
Customer Relationship Management (CRM)			
Project Category (choose one)		<input checked="" type="checkbox"/> <b>Product based</b> <input type="checkbox"/> <b>Research-based</b>	
<b>SUPERVISOR INFORMATION</b>			
Supervisor Name:	(leave blank)	Organization/ Designation	(leave blank)
Contact No:	(leave blank)	email:	(leave blank)
<b>STUDENT(S) INFORMATION</b>			
S#	Student ID	Name	
1	9782	Muhammad <u>Suhail</u>	
Contact No:	03312351965	email:	<a href="mailto:Mahommadsuhail20@gmail.com">Mahommadsuhail20@gmail.com</a>
2			
Contact No:		email:	
<b>PROJECT AREA/TOOLS</b>			
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.		
<b>SUMMARY OF PROPOSED PROJECT (MAXIMUM 300 WORDS)</b>			
<p>CRM (customer relationship management) Software is a tool that helps <b>Automate</b> and <b>Manage</b> 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.</p> <p>One of the biggest <b>challenges</b> that a business owner faces is managing their <b>multiple projects</b> and <b>tasks</b>. Also, they have to <b>track client</b> and <b>staff activities</b>, <b>plan upcoming events</b>, and a lot more.</p>			
<b>PROJECT OBJECTIVE(S)/OUTCOMES</b>			
<ul style="list-style-type: none"> <li><b>Automate</b> Repetitive Process</li> <li><b>Prioritize</b> Business Leads</li> <li>See What a <b>Products</b> and <b>Service Client</b> Is Interested in based on their <b>inquiries, searches</b> or <b>purchases</b>.</li> <li>Know Every Customer Name, Contact Info, <b>Interests</b> and Even Address.</li> <li>Full <b>Featured Customer</b> Area.</li> <li><b>Lead Management</b> Tool</li> <li><b>Payment System</b> such as <b>Stripe</b>.</li> </ul>			

### 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