**CUSTOMER RELATIONS MANAGEMENT SYSTEM PROPOSAL**

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| Software Consulting 101 INC |
| AVGC |
| Software Solution First Draft |

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# Introduction

Provide a brief introduction to the proposed system. This section should be no longer than one paragraph.

# A.1. PUrpose Statement

Provide a brief overview of the purpose of this document.

# A.2. Overview of THE PROBLEM

Provide a brief overview of the problem that the proposed solution will solve.

# A.3. Goals and Objectives

Provide the goals and objectives for the project and solution.

# A.4. Prerequisites

Those prerequisites below that need to be in place prior to the design, development, and implementation of the project proposed in this document.

|  |  |  |  |
| --- | --- | --- | --- |
| Number | Prerequisite | Description | Completion Date |
| 01 | Consumer Data Acquisition | Collect all client data from all existing database system software in local and remote locations as well as existing spreadsheets. | 1 month from start date |
| 02 | Current Workflow Analysis | Within the newly proposed CRM system, evaluating and categorizing the existing business processes for retaining or replacing. | 1 month from start date |
| 03 | Assessment Of Internal Infrastructure | When evaluating the existing internal infrastructure, it is important to preserve as much of it as possible while proposing changes that offer explicit benefits to the company. By doing so, the company can maintain its original state while achieving advantageous results. | 2 months from start date |
| 04 | Customer Data Integration | A centralized database that holds all client data would make it easier for relevant personnel to access and update client information across all locations involved in accessing and updating the data. | 1 and a half month from start date |

# A.5. Scope

# A.6. Environment

Describe the IT and hardware environments that the solution will be deployed in.

# Requirements

The American Video Game Company is growing, and their current system can not handle a large amount of data. They have created a list of requirements for the upcoming system. In this proposed CRM, we will design the system around those requirements.

The new system will still be supporting the old system but with an easy access for everyone with the help of cloud PAAS. The new system will be able to handle multiple data types, and it will grant permission to users that have access to data that is relevant for their department or function. The new system will also be able to analyze on products for go on sale. Lastly, it will convert a quote into an order.

With all the above mentioned, the new system will be a great replacement for the current system. With the latest technology, we can help improve the system with more better features in future.

# Business Requirements

The business requirement for the new system is the ability to track sales processes and do competitive analyses. As stated above, the new system will be able to perform analysis on win/loss contracts, competitive analysis, competitive product, and discount approval. With the help of the proposed system, it will be able to collect data of the most seek out products from the database in cloud. It will help the sale team to identify, evaluate, and pursue opportunities that align with the company’s goals and objectives.

# User Requirements

The user requirement for the new system is the scalable database, meaning that it will be able to store a lot of data as business grows. The proposed system will be able to handle every data type and its performance will not be decreased. We will be using PostgreSQL as a GUI to extract or post the data to cloud. With the cloud subscription, we will be able to expand the storage as the business grows.

# Functional Requirements

The functional requirement for the new system is the order management. The proposed system will be able to ensure that the system is capable of efficiently processing orders, managing inventory, providing visibility to customers, and optimizing the overall order fulfillment process. An example of this is the proposed system will provide a user-friendly interface for customers to interact. The system will track the item inventory to provide the availability to the customers. It will provide the order tracking number to customers when the product is ready to ship.

# NonFunctional Requirements

The nonfunctional requirements for the new system are controls access to features based on roles and permissions of the company’s users and can be enhanced and scaled. With that in mind, the proposed system will be using PAAS cloud subscription and capable of delivering both predefined and custom reports on all the data within the system. With PAAS subscriptions, it has feature for managing databases and data storage. Those services will make it easier to store, retrieve, and analyze data. It provides scalable and reliable data management capabilities. That is just one of the feature from having PAAS cloud subscription. As for the custom reporting, it will help the company to grant access or permission based on the users’ role. Making it more secured for the company.

# SOFTWARE DEVELOPMENT METHODOLOGY

The company has already selected the waterfall software development methodology for this project. It is a methodology that each stage must be completed before moving on to the next one. For this proposed system, we also provide another option which is lean methodology which aims to eliminate waste and maximize value by focusing on delivering only what is necessary.

The company has selected the waterfall software development methodology for this project. Examine the waterfall methodology and compare it to other software development methodologies (e.g., Agile). Include a brief introduction to the development process as well.

*Note: All subsections are required. Refer to the requirements section and rubric section of the assessment for additional information.*

# Advantages of the waterfall method

There are a good amount of advantages of the waterfall method, but I will list out three on here. And they are :

-Use clear structure and well-defined phases.

-Project stability and able to determine the end goal early.

-Thorough documentation.

# disAdvantages of the waterfall method

There are also a good amount of disadvantages of the waterfall method, and I will also list out three on here. And they are :

-Longer time to deliver value.

-Higher Risk of project failure.

-Limited Flexibility and Adaptability.

# Advantages of {A DIFFERENT METHOD}

Describe the advantages of a different methodology and how they will benefit this project.

# disAdvantages of {A DIFFERENT method}

Describe the disadvantages of a different methodology and how they may hinder this project.

# best SUITED

Describe why the waterfall methodology is the best software development methodology for this project.

**OR**

Provide the details of a different development process and outline why you would have selected it and how it would have been better suited for this project.

# Design

Provide a brief overview of the proposed design.

*Note: These subsections may be copied, rearranged, and modified to fit the needs of the solution. At least two visual representations of your design need to be present.*

# Storyboard or Flowchart (Change title to fit needs)

Provide a storyboard or flowchart of the application.

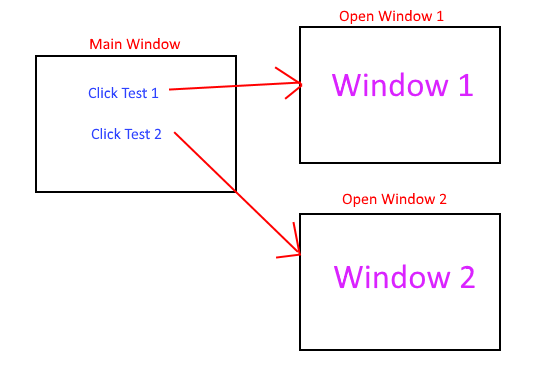


Figure : Sample Storyboard

# UML Diagram (Change title to fit needs)

Provide a set of UML diagrams that cover the proposed solution. This can include but is not limited to class diagrams, database diagrams, and use case diagrams. Also, ensure that all diagrams are clearly discussed and noted.

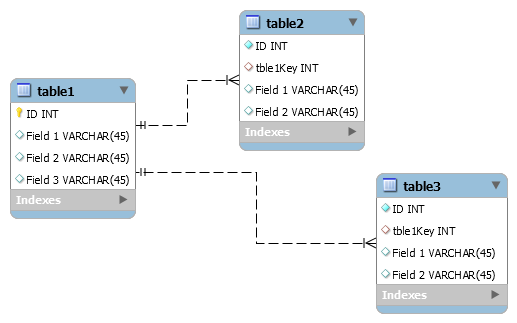


Figure : Sample Database

# GUI (Change title to fit needs)

Provide a mock-up of the proposed GUI forms that will be used in the proposed solution. Also, clearly indicate where the GUI components point inside the application.

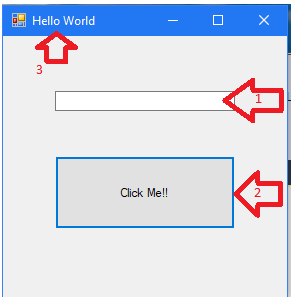


Figure : Sample GUI Mock-up

|  |  |  |  |
| --- | --- | --- | --- |
| GUI Control Mapping | | | |
| ID | Control | Property | Data Source |
| 1 | Textbox | On application open text = “” or null | NA |
| 1 | Textbox | On click of button text = “Hello World” | Internal Variable |
| 2 | Button | On click change text of textbox 1 to “Hello World” | Internal Variable |
| 3 | Form | Text= “Hello World” |  |

# Testing

Provide a brief introduction to the proposed testing solution. The tests need to be from 3 completely different functionality aspects. Testing the same aspect with slightly different criteria is not acceptable.

\*\*Note: *Add and remove subsections as needed to cover all the testing needs.*

# Testing Type (change name to fit your needs)

Provide a brief introduction paragraph.

# Test Name 1

|  |
| --- |
| Requirement to be tested |
| Preconditions: Conditions that must be present before test case can successfully run |
| Steps: The steps the tester must execute to test the feature. |
| Expected results: Expected results and any side effects such as updating a database, writing to a file, etc. |
| Pass/Fail: Mark whether the test case passed or failed. The results can be compiled and used to determine if the application is ready for delivery/release. |

# Test Name 2

|  |
| --- |
| Requirement to be tested |
| Preconditions: Conditions that must be present before test case can successfully run |
| Steps: The steps the tester must execute to test the feature. |
| Expected results: Expected results and any side effects such as updating a database, writing to a file, etc. |
| Pass/Fail: Mark whether the test case passed or failed. The results can be compiled and used to determine if the application is ready for delivery/release. |

# Test Name 3

|  |
| --- |
| Requirement to be tested |
| Preconditions: Conditions that must be present before test case can successfully run |
| Steps: The steps the tester must execute to test the feature. |
| Expected results: Expected results and any side effects such as updating a database, writing to a file, etc. |
| Pass/Fail: Mark whether the test case passed or failed. The results can be compiled and used to determine if the application is ready for delivery/release. |

# Sources

Place the sources that you used here.

*Note: See the sources section in the requirements and rubric. If you did not use any outside sources, you may delete this section.*