Contact Management System

(CMS)

A PROJECT REPORT

SUBMITTED TO THE DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

IN PARTIAL FULFILLMENT OF THE REQUIREMENTS

FOR THE DEGREE BACHELOR SCIENCE BY

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Abstract

Contact management is a new class of software designed for the manager or telemarketer who needs to efficiently schedule appointments, track business contacts, remember related information, and integrate all of these things while on the telephone. The rapid growth of contact management is built upon the microcomputer revolution and promises to change the way we do business in the office. There is no doubt that a contact manager can increase productivity and that the use of contact management software will continue to spread while it increases in sophistication. This article describes contact management and how it can be integrated into business education.

Acknowledgments

We like to say our gratitude to our creator ALLAH to let us into the world and our parents, who supported us in this whole study and always prayed for our success and good health. We would like to express our sincere gratitude and profound indebted ness to our supervisor Umme Hafcha Mukti for her guidance, valuable suggestions, commendable support and endless patience towards the completion of this project. We feel very proud to work with her. Without the inspiring enthusiasm and encouragement of our supervisor, this work could not have been completed. We thank all the staffs and graduate students at Bangladesh University of Business and Technology (BUBT) and all the friends for their support and encouragement. We would also like to extend our elder and younger brothers. Finally, I wish to express my gratitude to Bangladesh University of Business and Technology (BUBT) for providing an excellent environment for research and all the other facilities to complete the project successfully.

With best regards

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Declaration

We hereby declare that the project entitled Contact Management System submitted in partial fulfillment of the requirements for the degree of Bachelor of Science in Computer Science and Engineering of Bangladesh University of Business and Technology (BUBT) is our own work and that it contains no material which has been accepted for the award to the candidate(s) of any other degree or diploma, except where due reference is made in the text of the project. To the best of our knowledge, it contains no materials previously published or written by any other person except where due reference is made in the project.

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Dedication

Dedicated to our parents and teachers for all their love and inspiration.

Certificate

This is to certify that Nur Md. Sohel (ID:19202103358), Md. Shafiul Alam (ID:19202103327), A.N.M. Liazur Rahman (ID:19202103344), were belong to the department of Computer Science and Engineering, have completed their project work titled Contact Management System satisfactorily in partial fulfillment for the requirement of Bachelor of Science in Computer Science and Engineering of Bangladesh University of Business and Technology in the year 2024.

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List of Abbreviations

ER	Entity Relationship
GUI	Graphical User Interface
ERD	Entity Relationship Diagram
DDL	Data Definition Language
UI	User Interface
SRS	System Requirement System
IDE	Integrated development environment

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Chapter 1
Introduction

1.1 Introduction

The “Contact Management System” has been developed to override problems prevailing in the practicing manual system. This software is supported to eliminate and some cases reduce the hardship faced by this existing system. Morever this system is designed for the particular need of the company to carry out operations in a smooth and effective manner. The application is reduced as much as possible to avoid errors while entering the data. It also provides error message while entering invalid data. No formal knowledge is needed for the user to use this system. Thus by this all it proves it is user-friendly. Contact management system, as described above, can lead to error free, secure, reliable and fast management system. It can assist the user to concentrate on their other activities rather to concentrate on the record keeping. Thus it will help organization in better utilization of resources.

Every organization, whether big or small, has challenges to overcome and managing the information of Credential, Contact, Profile, Mobile, Emails. Every CMS has different contact needs, therefore we design exclusive employee management systems that are adapted to your managerial requirements. This is designed to assist in strategic planning, and will help you ensure that your organization is equipped with the right level of information and details for your future goals. Also, for those busy executive who are always on the go, our systems come with remote access features, which will allow you to manage your workface anytime, at all times. These systems will ultimately allow you to better manage resources.

1.2 Project Abstract

The purpose of Contact Management System is to automate the existing manual system by the help of computerized equipment and full-fledged computer software, fulfilling their requirements, so that their valuable data/information can be stored for a longer period with easy accessing and manipulation of the same. The required software and hardware are easily available and easy to work with. Contact Management System, as described above, can lead to error free, Secure, reliable and fast management system. It can assist the user to concentrate on their other activities rather to concentrate on the record keeping.

Thus it will help organization in better utilization of resources. The organization can maintain computerized records without redundant entries. That means that one need not be distracted by information that is not relevant, while being able to reach the information. The aim is to automate its existing manual system by the help of computerized equipment and full-fledged computer software fulfilling their requirements so that their valuable data\information can be stored for a longer period with easy accessing and manipulation of the same. Basically the project describes how to manage for good performance and better services for the clients.

1.2.1 Project Objective

The main objective of the Project on Contact Management System is to manage the details of Contact, Credential, Telephone, Profile, Emails. It manages all the information about Contact, Mobile, Email, Contact. The project is totally built at administrative end thus only the administrative guaranteed the access. The purpose of the project is to build an application program to reduce the manual work for managing the Contact, Credential, Mobile, Telephone. It tracks all the details about the Telephone, Profile, Emails.

1.2.2 Project Scope

It may help collecting perfect management in details. In a very short time, the collection will be obvious, simple and sensible. It will help a person to know the management of passed year perfectly and vividly. It also helps in current all works relative to Contact Management System. It will be also reduced the cost of collecting the management & collection procedure will go on smoothly.

Our project aims at business process automation, i.e. we have tried to computerized various processes of Contact Management System.

- In computer system the person has to fill the various forms & number of copies of the forms can be easily generated at a time.
- In computer system, it is not necessary to create the manifest but we can direct print it, which saves our time.
- To assist the staff in capturing the effort spent on their respective working areas.
- To utilize resources in an efficient manner by increasing their productivity through automation.
- The system generates types of information that can be used for various purposes.
- It satisfy the user requirement.
- Be east to understand by the user and operator.
- Be easy to operate.
- Have a good user interface.
- Be expandable.
- Delivered on schedule within the budget.

1.2.3 Functionalities

- Provides the searching facilities based on various factors. Such as Contact, Telephone, Profile, Emails.
- CMS also manage the mobile details online for profile details, Email details, Contact.
- It tracks all the information of Credential, Mobile Profile etc.
- Manage the information Credential.
- Shows the information and description of the contact, Telephone.
- To increase efficiency of managing the Contact, Credential.
- It deals with monitoring the information and transactions of profile.
- Manage the information of Contact.
- Editing, adding and updating of records is improved which results in proper resources management of contact data.
- Management the information of profile.
- Integration off all records of Emails.

1.3 Conclusion

Contact Management System (CMS) deals with the maintenance of the customer's information within the contact. This project of CMS involved the automation of customer information that can be implemented in different contact managements. This contact management system helps us to achieve the integration between develop contact management system and other available systems.

The user friendly nature of this software developed in .net framework is very easy to work with both for the higher management as well as other employees with little knowledge of computer. The results obtained were fully satisfactory from the user point of view. The system was verified with valid and invalid data in each manner. The system is run with an insight into the necessary modifications that may require in the future.

Chapter 2

System Analysis

2.1 Introduction

System analysis is the process of gathering and interpreting facts, diagnosing problems and using the information to recommend improvements on the system. System analysis is a problem solving activity that requires intensive communication between the system users and system developers.

System analysis or study is an important phase of any system development process. The system is viewed as a whole, the inputs are identified and the system is subjected to close study to identify the problem areas. The solutions are given as a proposal. The proposal is reviewed on user request and suitable changes are made. This loop ends as soon as the user is satisfied with the proposal.

2.2 Existing System

In the Existing system the exams are done only manually but in proposed system we have to computerize the exams using this application.

- Lack of security of data.
- More man power.
- Time consuming.
- Consumes large volume of pare work.
- Needs manual calculations.
- No direct role for the higher officials.

2.3 Proposed System

The aim of proposed system is to develop a system of improved facilities. The proposed system provides proper security and reduces the manual work.

- Security of data.
- Ensure data accuracy's.
- Proper control the higher officials.
- Minimize manual data entry.
- Minimize time needed for the various processing.
- Greater efficiency.
- Better service.
- User friendliness and interactive.
- Minimize time required.

2.4 System Requirement Specification

Problem Statement:

- Contact Selection.
- Data Entry.
- Tool Diversity.

2.4.1 System Objective

An automated system of contact management provides the following objective to the customer:

- Addressing the customer concerns, and improve flaws in the product or service.
- Companies can ensure the highest level of customer satisfaction by storing customer records in a retrievable manner with high efficiency and less overhead.
- Efficiently storing all the customer information from where it can be accessed by any personnel within the specific organization.
- Tracking the sales track record of a specific customer allows the company to promote interactive orders to enthusiastic customers.

2.4.2 System Requirements

Functional Requirements:

- System must be able to verify information.
- System must be able to store the information in database.
- System must be able to retrieve information when required by admin.

Non-functional Requirements:

- Performance
- Security
- Reliability
- Effectiveness

2.4.3 Software Requirements:

- **Operating System** : Windows XP, Windows 7,8, Linux
- **Language** : C/C++
- **IDE** : Code Blocks
- **Browser** : Any of Mozilla, Opera, Chrome etc.

❖ System Requirements:

- **Processor** : Intel core i3 2.12 GHz
- **RAM** : 2 GB
- **Hard disk** : 256 GB
- **Monitor** : 15” color monitor
- **Keyboard** : 104 keys

Chapter 3
Technology Study

3.1 Feasibility Study

After doing the project CMS, study and analyzing all the existing or required functionalities of the system, the next task is to do the feasibility study for the project. All projects are feasible – given unlimited resources and infinite time. Feasibility study includes consideration of all the possible ways to provide a solution to the given problem. The proposed solution should satisfy all the user requirements and should be flexible enough so that future changes can be easily done based on the future upcoming requirements.

Although project managers are not necessarily the ones conducting the feasibility study, it can serve as a critical guideline as the project gets underway. Project managers can use the feasibility study to understand the project parameters, business goals and risk factors at play.

3.2 Areas of Feasibility Study

A feasibility study in project management usually assesses the following areas:

3.2.1 Economical Feasibility

This is a very important aspect be considered while developing a project. We decided the technology based on minimum possible cost factor.

- All hardware and software cost has to be borne by the organization.
- Overall we have estimated that the benefits the organization is going to receive from the proposed system will surely overcome the initial costs and the later on running cost for system.

3.2.2 Technical Feasibility

This included the study of function, performance and constraints that may affect the ability to achieve an acceptable system. For this feasibility study, we studied complete functionality to be provided in the system, as described in the System Requirement Specification (SRS), and checked if everything was possible using different type of frontend and backend platforms.

In certain examples especially when projects are in third world countries, technology transfer between cultures and geographical areas should be analyzed. By doing so productivity gain (or loss) and other implications are understood due to the differences in fuel availability, geography, topography, infrastructure support and other problems

3.2.3 Operational Feasibility

No doubt the proposed system is fully GUI based that is very user friendly and all inputs to be taken all self-explanatory even to a layman. Besides, a proper training

has been conducted to let know the essence of the system to the users so that they feel comfortable with new system. As far our studies concerned the clients are comfortable and happy as the system has cut down their loads and doing.

3.2.4 Scheduling Feasibility

This assessment is the most important for project success; after all, a project will fail if not completed on time. In scheduling feasibility, an organization estimates how much time the project will take to complete.

When these areas have all been examined, the feasibility analysis helps identify any constraints the proposed project may face, including:

- Internal Project Constraints: Technical, Technology, Budget, Resource, etc.
- Internal Corporate Constraints: Financial, Marketing, Export, etc.
- External Constraints: Logistics, Environment, Laws, and Regulations, etc.

3.3 Conclusions

We have discussed in this chapter about the feasibility study of Contact Management System. Apart from the requirement analysis, system design and implementation are described in this chapter. In system design the entity relationship diagram are described. Moreover, database design, forms design and report design are described in system design. Here, also described the screen shot of database table, form design and report design. In requirement analysis here discussed about the functional and non-functional requirement of our system. Moreover, in implementation here discussed how we implemented our system. That’s all about the proposed system chapter of our project.

Chapter 4

System Design

4.1 Introduction

In this phase, a logical system is built which fulfils the given requirements. Design phase of software development deals with transforming the client's requirements into a logically working system.

Normally, design is performed in the following two steps:

4.1.1 Primary Design

In this phase, the system is designed at block level. The blocks are created on basis of analysis done in the problem identification phase. Different blocks are created for different functions emphasis is put on minimizing the information flow between blocks, Thus, all activities which require more interaction are kept in one block

4.1.2 Secondary Design

In the secondary phase the detailed design of every block is performed.

The general tasks involved in the design process are the following:

- Design various blocks for overall system processes
- Design smaller, compact and workable modules in each block.
- Design various database structures.
- Specify details programs to achieve desired functionality.
- Design the form of inputs and outputs of the system.
- Perform documentation of the design.
- System reviews.

4.2 Entity Relationship Diagram

E-R Model is a popular high level conceptual data model. This model and its variations are frequently used for the conceptual design of database application and many database design tools employ its concept.

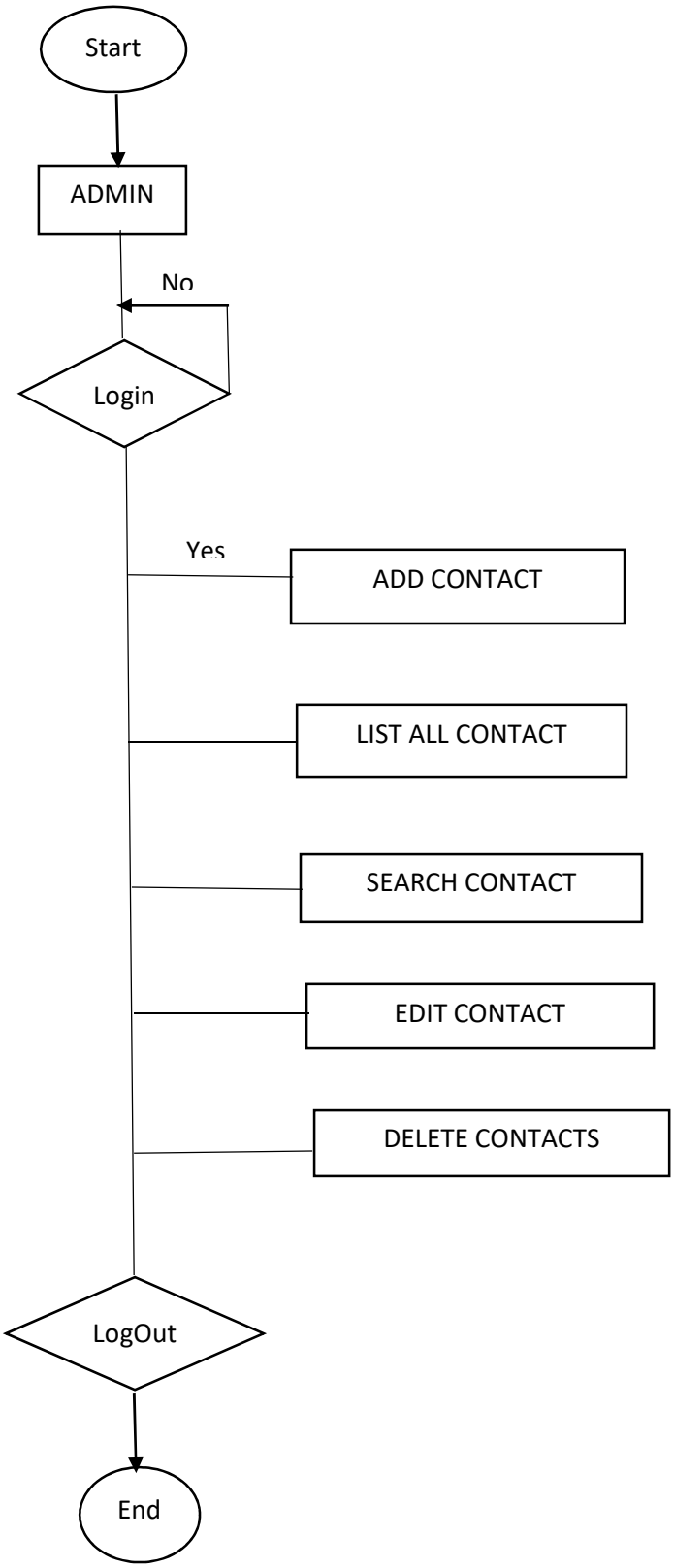
A database that confirms to an E-R diagram can be represented by a collection of tables in the relational system. The mapping of E-R diagram to the entities are:

- Attributes
- Relations
- Weak entities
- Sub-type and super-type

The entities and their relationship between them are shown using the following conventions.

- An entity is shown in rectangle
- A diamond represent the relationship among number of entities.
- The attributes shown as ovals are connected to the entities or relationship by lines.
- Diamond, oval and relationships are labeled.
- Model is an abstraction process that hides super details while highlighting details relation to application at end.
- A data model is a mechanism that provides this abstraction for database application.
- Data modeling is used for representing entities and their relationship in the database.
- Relationship is used in data modeling to represent in association between an entity set.

4.3 Flowchart



4.4 Data Definition Language (DDL)

Data Definition Language (DDL) is a standard for commands that define the different structures in a database. DDL statements create, modify, and remove database objects such as tables, indexes, and users. Common DDL statements are CREATE, ALTER, and DROP.

4.5 Source Code:

```
#include<stdio.h>

#include<conio.h>

#include<string.h>

#include<process.h>

#include<stdlib.h>

#include<dos.h>

void login()
{
        int a=0,i=0;

   char uname[10],c=' ';
```

```
   char pword[10],code[10];

   char user[10]="admin ";

   char pass[10]="1234";

   do
{

   printf("\n
\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\
LOGIN FORM
\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\xB2\
");

   printf(" \n\n                ENTER USERNAME:-");

        scanf("%s", &uname);

        printf(" \n\n                ENTER PASSWORD:-");

        while(i<10)
        {
           pword[i]=getch();

           c=pword[i];
```

```
    if(c==13) break;

    else printf("*");

    i++;
  }
  pword[i]='\0';

  i=0;

      if(strcmp(uname,"admin")==0 && strcmp(pword,"1234")==0)
  {
  printf("  \n\n\n       WELCOME TO CONTACT MANAGEMENT SYSTEM
!!!! LOGIN IS SUCCESSFUL");

  printf("\n\n\n\t\t\t\tPress any key to continue...");

  getch();

  break;
  }

  else
  {
      printf("\n       SORRY !!!!  LOGIN IS UNSUCESSFUL");
```

```
            a++;

            getch();

        }
}
        while(a<=2);

        if (a>2)
        {
            printf("\nSorry you have entered the wrong username and password
for four times!!!");

            getch();

            }
            system("cls");

}

struct contact

{

   long ph;
```

```
    char name[20],add[20],email[30];

} list;

char query[20],name[20];

FILE *fp, *ft;

int i,n,ch,l,found;

int main()

{

main:

        login();

        time_t t;

        time(&t);

    system("cls");    /* ************Main menu **********************  */

    printf("\n\t **** Contact Management System ****");
```

```
printf("\n\n\n\t\t\tMAIN MENU\n\t\t\=====================\n\t\t[1] Add new Contact\n\t\t[2] List all Contacts\n\t\t[3] Search for Contact\n\t\t[4] Edit a Contact\n\t\t[5] Delete a Contact\n\t\t[0] Exit\n\t\t\=================\n\t\t");

for(i=0;i<50;i++)

        printf("-");

 printf("\n\t\tCurrent date and time : %s",ctime(&t));

    printf("\n\t\tEnter the Choice:");

scanf("%d",&ch);

switch(ch)

{

case 0:

   printf("\n\n\t\tAre you sure you want to exit?");

   break;

   /* **********Add new contacts**********  */
```

```
    case 1:

        system("cls");

        fp=fopen("contact.dll","a");

        for (;;)

        {
            fflush(stdin);

            printf("To exit enter blank space in the name input\nName (Use
identical):");

            scanf("%[^\n]",&list.name);

            if(stricmp(list.name,"")==0 || stricmp(list.name," ")==0)

                break;

            fflush(stdin);

            printf("Phone:");

            scanf("%ld",&list.ph);
```

```
    fflush(stdin);

    printf("address:");

    scanf("%[^\n]",&list.add);

    fflush(stdin);

    printf("email address:");

    gets(list.email);

    printf("\n");

    fwrite(&list,sizeof(list),1,fp);

}

fclose(fp);

break;

/* **********************list of contacts************************  */
```

```
    case 2:

        system("cls");

        printf("\n\t\t\==================================\n\t\t\tLIST OF
CONTACTS\n\t\t\==================================n\nName\t\tPhone
No\t    Address\t\tE-mail
ad.\n============================================================
==========\n\n");

        for(i=97; i<=122; i=i+1)

        {

            fp=fopen("contact.dll","r");

            fflush(stdin);

            found=0;

            while(fread(&list,sizeof(list),1,fp)==1)

            {

                if(list.name[0]==i || list.name[0]==i-32)

                {
```

```
            printf("\nName\t: %s\nPhone\t: %ld\nAddress\t: %s\nEmail\t:
%s\n",list.name,

                list.ph,list.add,list.email);

            found++;

        }

    }

    if(found!=0)

    {

printf("==========================================================
===== [%c]-(%d)\n\n",i-32,found);

        getch();
    }

    fclose(fp);

}
```

```
        break;

        /* ******************search contacts**********************  */

    case 3:

        system("cls");

        do

        {

            found=0;

            printf("\n\n\t..::CONTACT
SEARCH\n\t============================\n\t..::Name of contact to
search: ");

            fflush(stdin);

            scanf("%[^\n]",&query);

            l=strlen(query);

            fp=fopen("contact.dll","r");
```

```
        system("cls");

        printf("\n\n..::Search result for '%s'
\n==================================================\n",query
);

        while(fread(&list,sizeof(list),1,fp)==1)

        {

           for(i=0; i<=l; i++)

              name[i]=list.name[i];

           name[l]='\0';

           if(stricmp(name,query)==0)

           {

              printf("\n..::Name\t: %s\n..::Phone\t: %ld\n..::Address\t:
%s\n..::Email\t: %s\n",list.name,list.ph,list.add,list.email);

              found++;

              if (found%4==0)
```

```
        {
            printf("..::Press any key to continue...");
            getch();
        }
    }
}
if(found==0)
    printf("\n..::No match found!");
else
    printf("\n..::%d match(s) found!",found);
fclose(fp);
printf("\n ..::Try again?\n\n\t[1] Yes\t\t[0] No\n\t");
```

```
        scanf("%d",&ch);

    }
    while(ch==1);

    break;

    /* **********edit contacts**********/

  case 4:

    system("cls");

    fp=fopen("contact.dll","r");

    ft=fopen("temp.dat","w");

    fflush(stdin);

    printf("..::Edit
contact\n==========\n\n\t..::Enter the name of
contact to edit:");

    scanf("%[^\n]",name);

    while(fread(&list,sizeof(list),1,fp)==1)
```

```
{
   if(stricmp(name,list.name)!=0)
       fwrite(&list,sizeof(list),1,ft);
}
fflush(stdin);
printf("\n\n..::Editing '%s'\n\n",name);
printf("..::Name(Use identical):");
scanf("%[^\n]",&list.name);
fflush(stdin);
printf("..::Phone:");
scanf("%ld",&list.ph);
fflush(stdin);
```

```
printf("..::address:");

scanf("%[^\n]",&list.add);

fflush(stdin);

printf("..::email address:");

gets(list.email);

printf("\n");

fwrite(&list,sizeof(list),1,ft);

fclose(fp);

fclose(ft);

remove("contact.dll");

rename("temp.dat","contact.dll");

break;

/* ********************delete contacts**********************/
```

```
    case 5:

        system("cls");

        fflush(stdin);

        printf("\n\n\t..::DELETE A
CONTACT\n\t==========================\n\t..::Enter the name of contact
to delete:");

        scanf("%[^\n]",&name);

        fp=fopen("contact.dll","r");

        ft=fopen("temp.dat","w");

        while(fread(&list,sizeof(list),1,fp)!=0)

           if (stricmp(name,list.name)!=0)

               fwrite(&list,sizeof(list),1,ft);

        fclose(fp);

        fclose(ft);
```

```
    remove("contact.dll");

    rename("temp.dat","contact.dll");

    break;

default:

    printf("Invalid choice");

    break;

}

printf("\n\n\n..::Enter the Choice:\n\n\t[1] Main Menu\t\t[0] Exit\n");

scanf("%d",&ch);

switch (ch)

{

case 1:
```

```
        goto main;

    case 0:

        break;

    default:

        printf("Invalid choice");

        break;
}
 return 0;

 }
```

4.6 Screenshot

The Screen Show Login Screen:

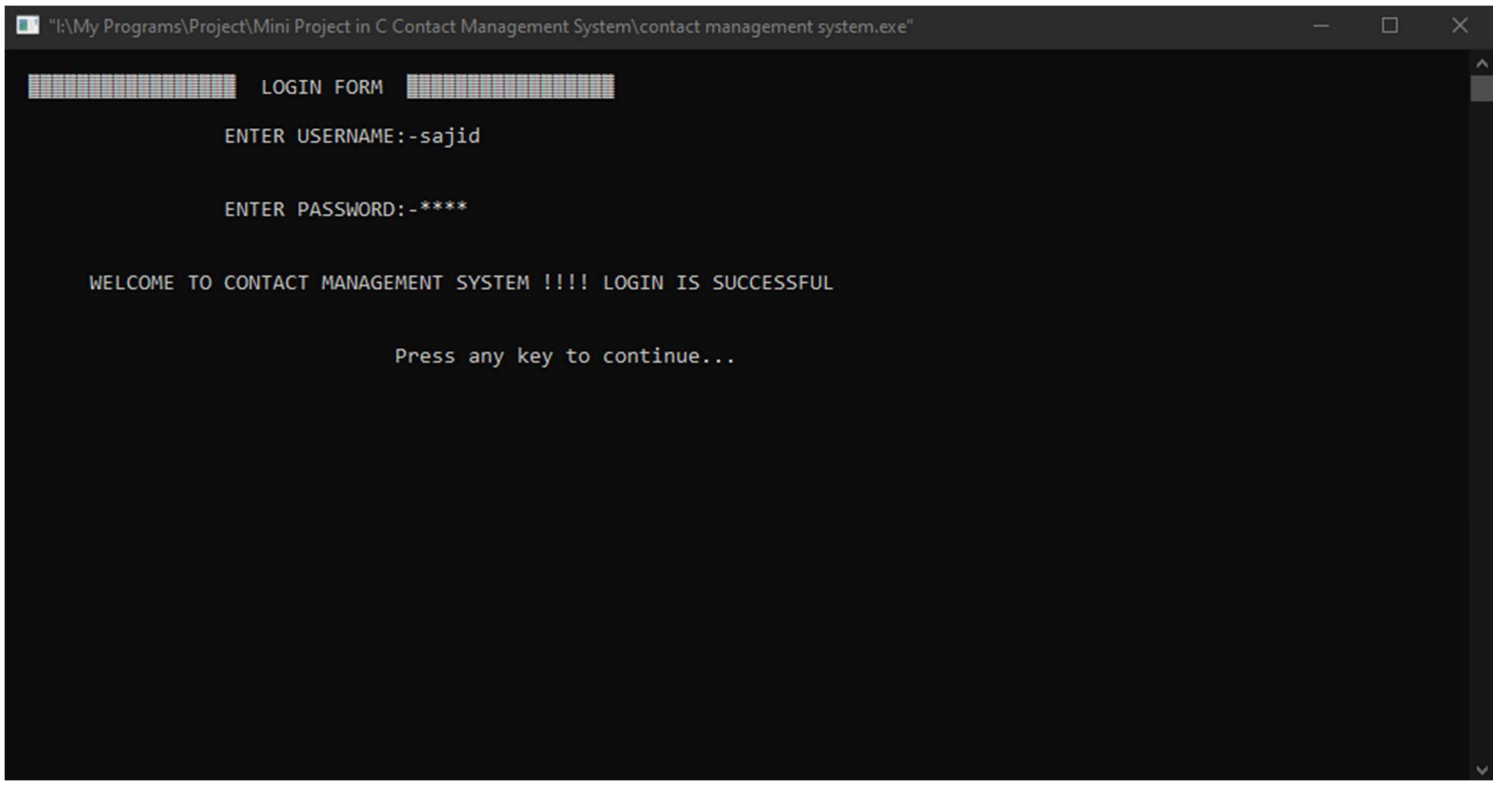


Fig:-1

The Screen Show Main Menu:

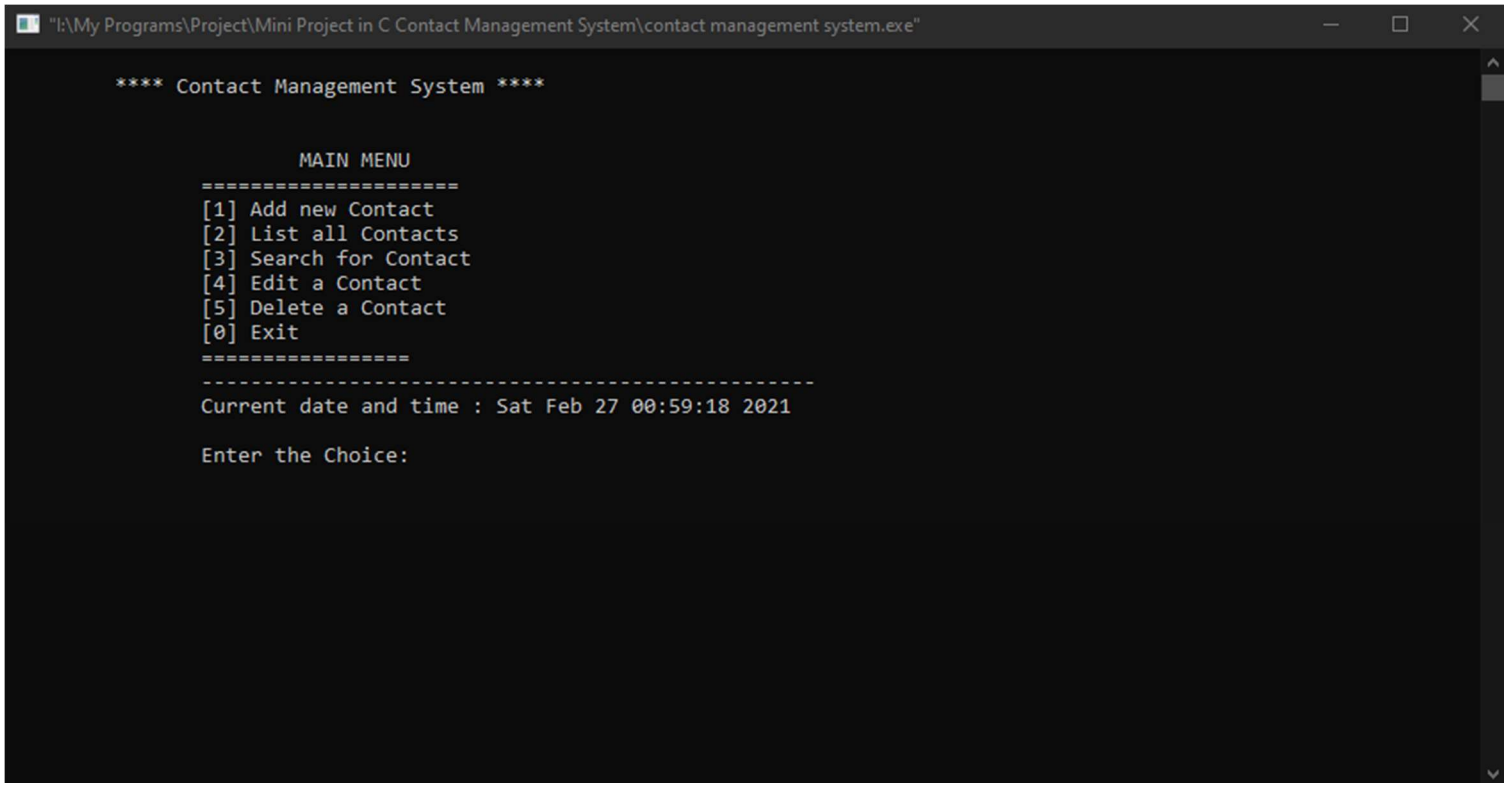


Fig:-2

The Screen Shows Add Contact:

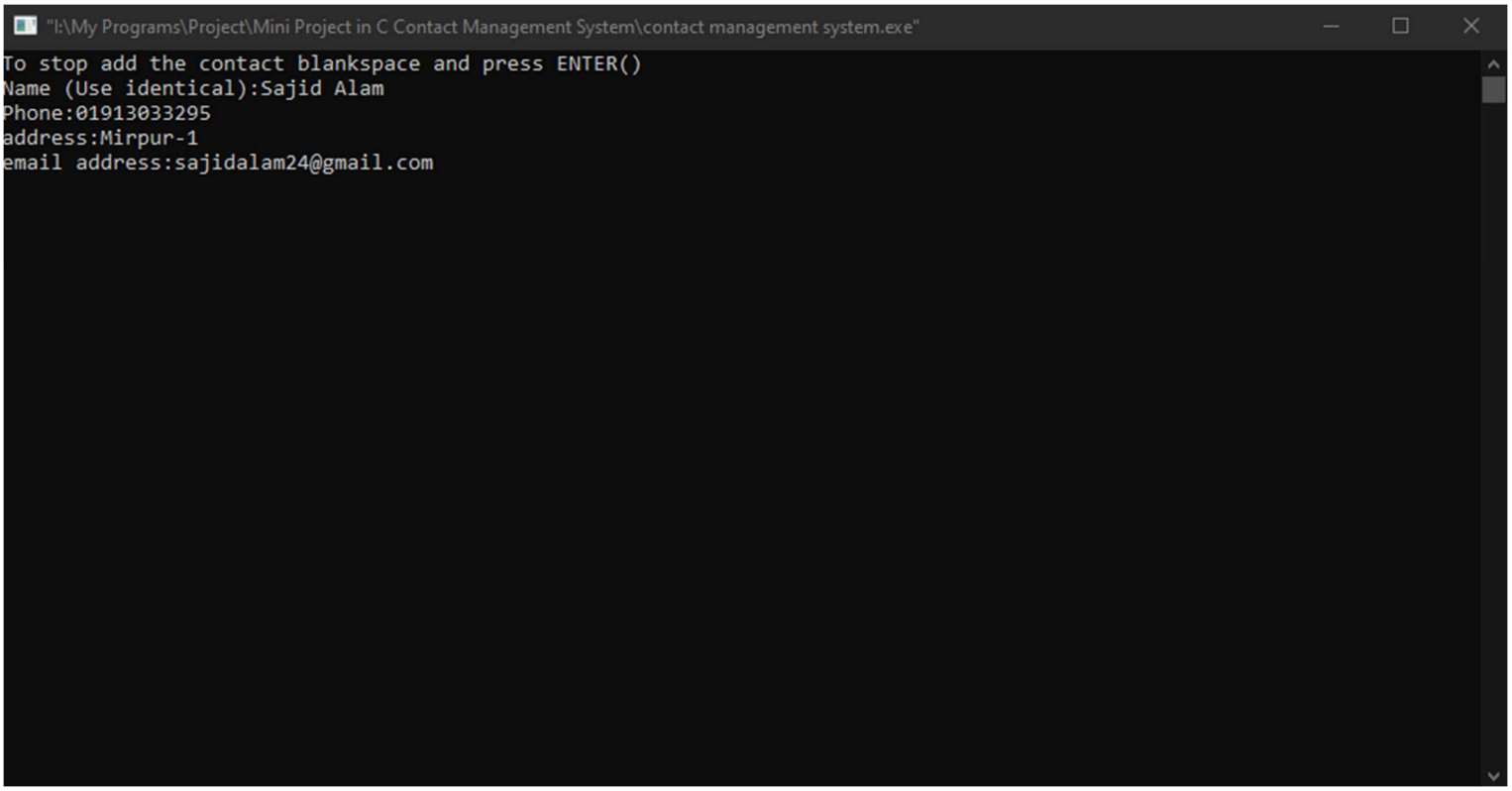


Fig:-3

The Screen Shows List All Contacts Details:

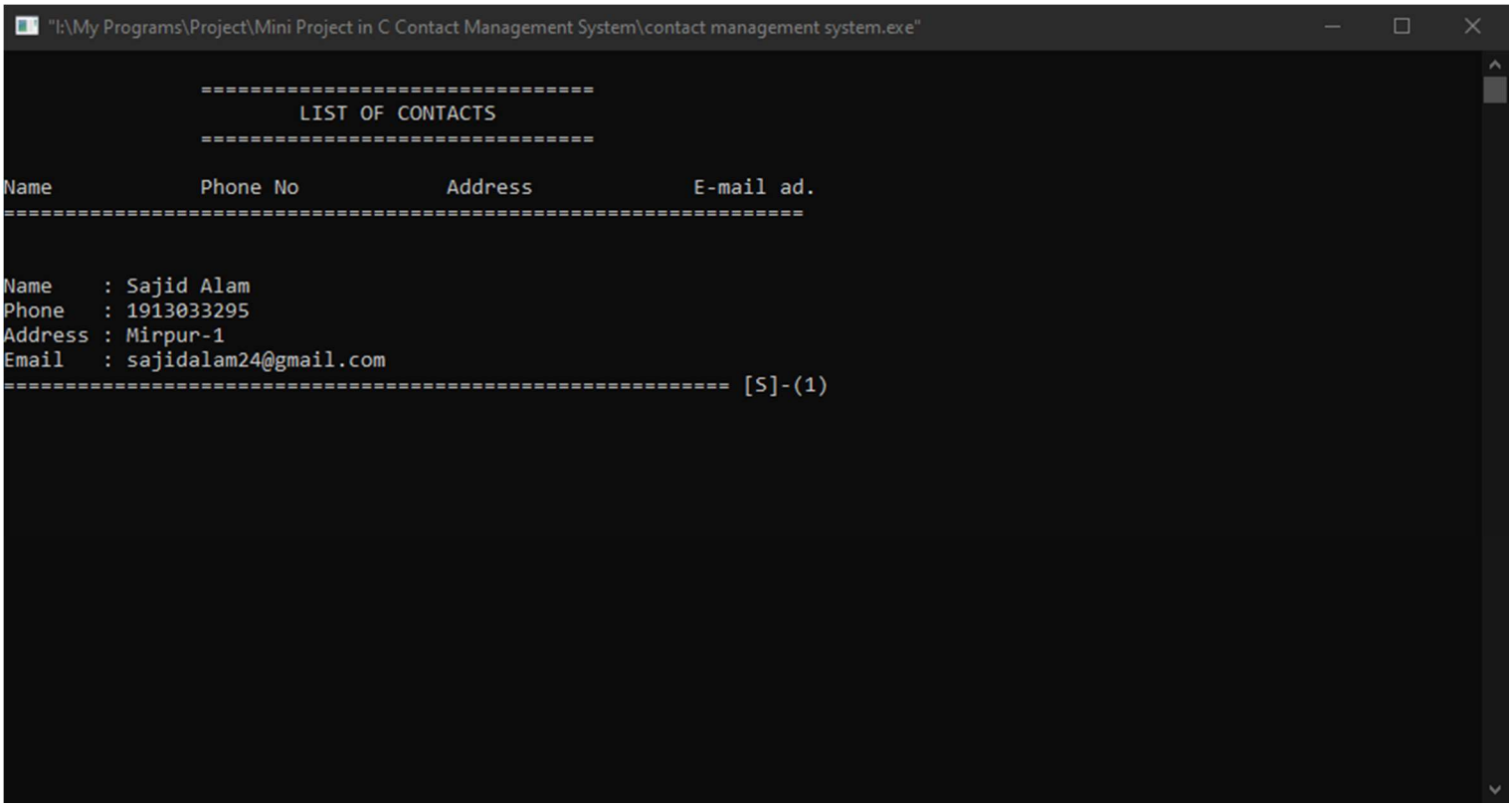


Fig:-4

The Screen Show Search Contact:

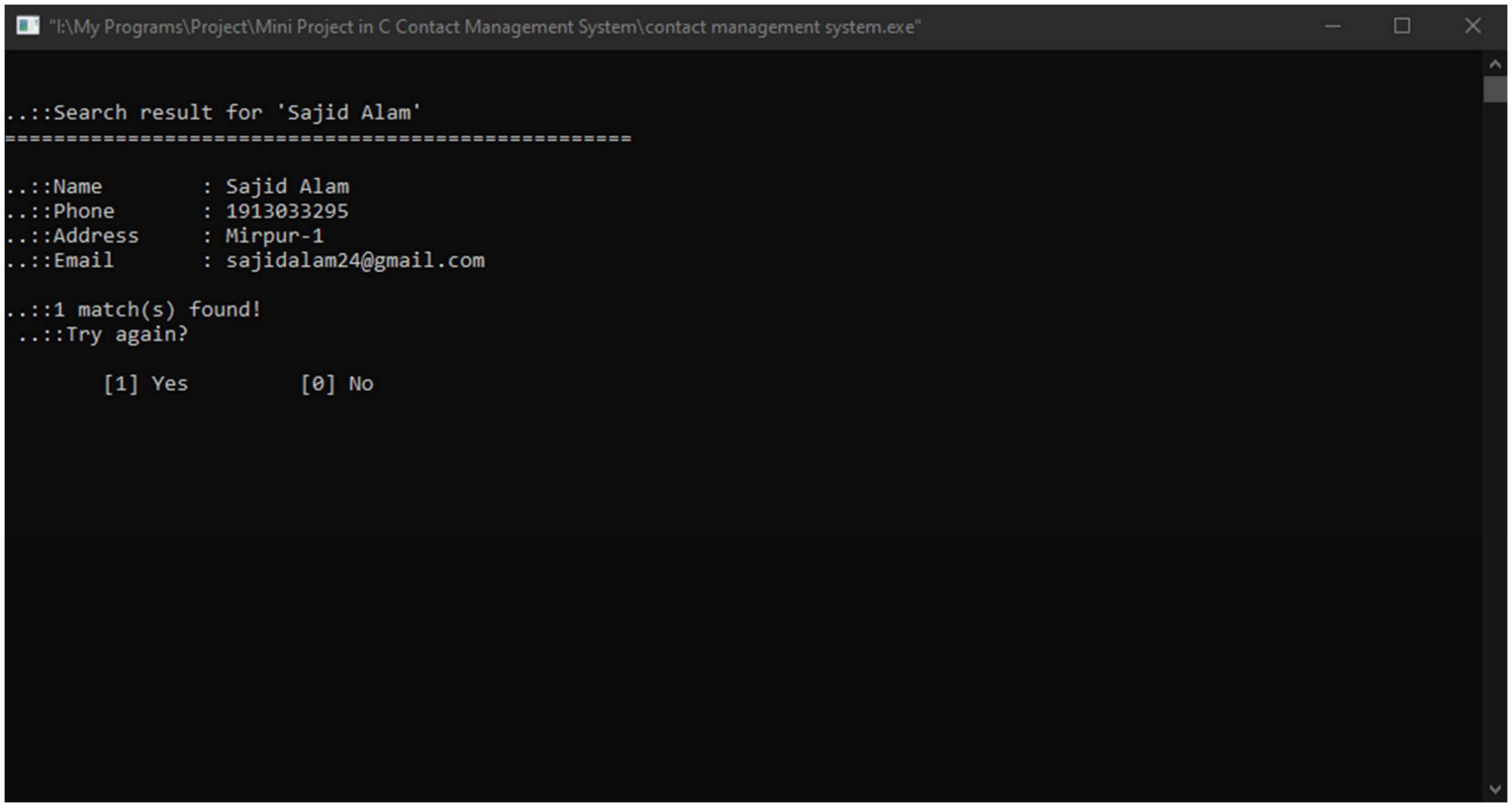


Fig:-5

The Screen Show Edit Contact Details:

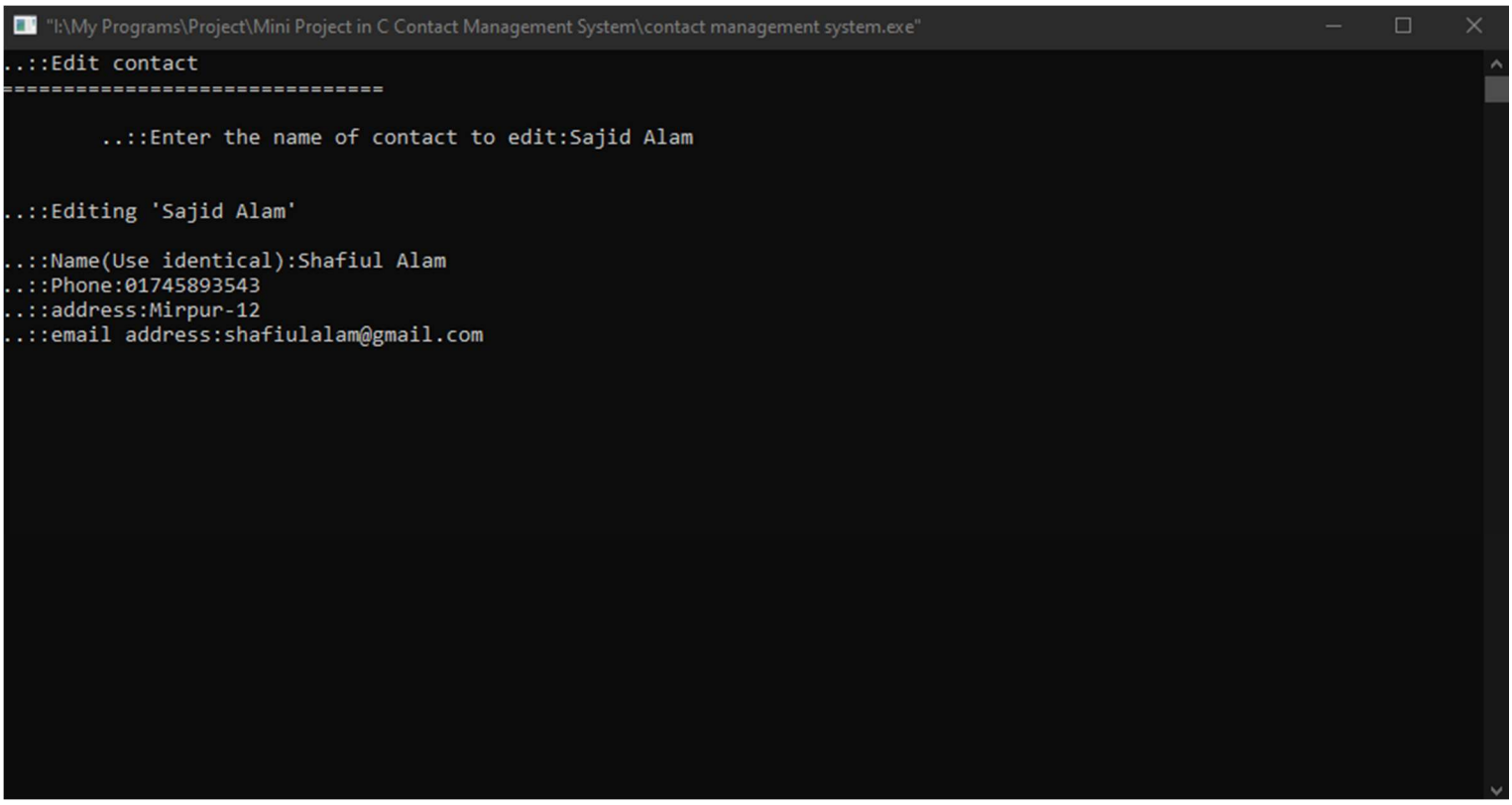


Fig:-6

The Screen Show Delete Contact:

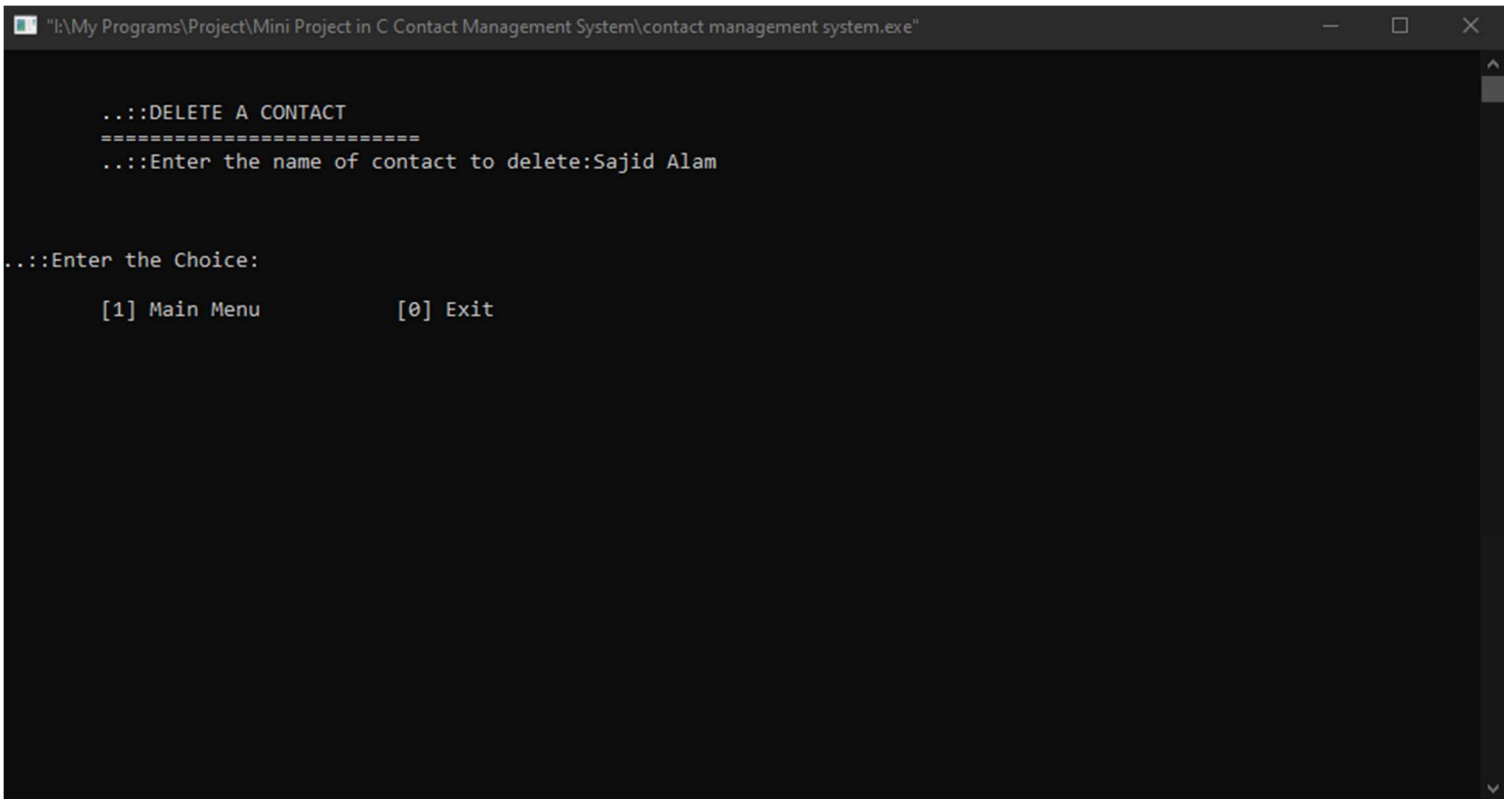


Fig:-7

5.1 Conclusions

System testing is testing conducted on a complete integrated system to evaluate the system's compliance with its specified requirements. System testing takes, as its input, all of the integrated components that have passed integration testing. The purpose of integration testing is to detect any inconsistencies between the units that are integrated together. System testing seeks to detect defects both within the "inter assemblages" and also within the system as a whole. System testing is performed on the entire system in the context of a Functional Requirement Specification(s) (FRS) and/or a System Requirement Specification (SRS). System testing tests not only the design, but also the behavior and even the believed expectations of the customer. It is also intended to test up to and beyond the bounds defined in the software/hardware requirements specification.

Testing is an important part of software development process. In this chapter we have discussed about the whole testing process. We have shown two types of testing , one of them is black box testing which is also known as Behavioral Testing, is a software testing method in which the internal structure/design/implementation of the item being tested is not known to the tester. These tests can be functional or non-functional, though usually functional. The other type is white box testing also known as clear box testing, glass box testing, transparent box testing, and structural testing, is a method of testing software that tests internal structures or workings of an application, as opposed to its functionality. We have described the details of testing website application. Also we have shown all the test cases that we have tested on our website. In result analysis we have shown all the reports shown to admin.

Chapter 5
Conclusions

5.1 Conclusions

Our project is only a humble venture to satisfy the needs to manage their project work. Several user friendly coding have also adopted. This package shall prove to be a powerful package in satisfying all the requirements of the school. The objective of software planning is to provide a frame work that enables the manger to make reasonable estimates made within a limited time frame at the beginning of the software project and should be updated regularly as the project progresses.

Bibliography