* **Fully Functional Descriptions:**

Customer Care / Tel Marketing Application

+ **HCP** (Hospital):

* Add: able to create a new hospital for the first!
* Update: able to edit a hospital for some information.
* Delete: able to disable a hospital when unused or delete.
* View: able to view all hospitals and clients in.

+ **Retail**:

* Add: able to create a new retail for the first!
* Update: able to edit a retail for some information.
* Delete: able to disable a retail when unused or delete.
* View: able to view all retails and clients in.

+ **Staff**:

* Add: able to create a new staff for the first!
* Update: able to edit a staff for other information.
* Delete: able to delete or disable staffs when stop or other.
* View: able to view current or previous staffs and clients in.
* Access: able to access as login staff members.

+ **Mom and Kids**:

* Add: able to create a new mom for the first time!
* Update: able to edit the current or previous mom.
* Delete: able to delete or disable moms.
* Add kid: can be add one or more kids to mom.
* Update kid: update the current select kid.
* Delete kid: delete kid from current select mom.
* View: able to view moms and kids that has a related to.

+ **Products and Categories:**

* Add: able to add a new product / Category
* Update: can be edit a product like product’s name…
* Delete: able to delete products / categories
* View: able to view current products.
* Sort: able to view by category, product’s name, etc.

+ **User’s Management**:

* Add: able to add a new user as login.
* Update: can be edit a user like to change the roles.
* Delete: able to remove the users from the login.
* View: able to view all users and user’s states.

+ **Positions / Roles for Accessing** (In User’s Management)

* Edit: can be set roles for the user to access
* View: able to view all roles and Users

+ **Addresses**:

* Add: can be a new address for define to other location in one related.
* Update: able to edit a location detail.
* Delete: remove location.
* View: able to view all location that related to each other.

+ **After Delivery** (Mom / Kids):

* Add: able to create a new delivery.
* Update: able to edit some information of delivery.
* Delete: able to delete delivery.
* View: able to view all data about deliveries.
* Alert: able to alert the message for the delivery, when nearly or period of time that has set.

+ **Before Delivery** (Mom / Kids):

* Add: able to create a new delivery.
* Update: able to edit some information of delivery.
* Delete: able to delete delivery.
* View: able to view all data about deliveries.
* Alert: able to alert the message for the delivery, when nearly or period of time that has set.

+ **Calling Lists**: (FROM AF / B4 Deliveries)

* 6 months: List all data that will be call to for Six months.
* 1 month: List all data that will be call to for One month.
* 1 week: List all data that will be call to for One week.
* Call Status: able to disable or enable when calling.
* Product note: able to set the product that used or not used.
* Comment: able to add some comments to there.

+ **Database Setting**:

* Change: able to change the connection.
* Remote / local: able to set remote or local database server.
* Database: able to change the database source / name.
* Authentication: able to use authentications methods.
* **Software’s requirement:**
  + OS: Windows 7/8/8.1/10 or later
  + Runtime: .NET Framework 4.5
  + RAM: 2GB or up (4GB recommended)
  + Database Server: SQL Server 2012 or up (2017 recomm-)
  + Report’s Runtime: Crystal’s Report 13.0.21 or up

**How to use …..?**

* **Start Program**:
* Login Screen.
  + Username: enter the correct username.
  + Password: enter the invalid password.
  + Button “V/H”: view / hide password.
  + Checkbox: check / uncheck to remember login.
  + Login: click to start Login to log into Dashboard.
  + Setting Icon: click to change Database setting.
  + Exit Icon: force form to exit!
* Database Setting
  + Server Name: enter host of database server.
  + Authentication: select type of database login.
  + Database: choose database name.
  + Username: enter user name of database server.
  + Password: password of database server.
  + Save: save the setting to remember.
  + Test: test the connection.
  + Close: hide the form.
* **Dashboard Form**:
* Hospital
* Retail
* Staff
* Mom / Kids
* Address
* Users
* Positions and Roles
* Products and Categories
* Calling Lists
* **Hospital Form**:
* Add HCP (New HCP)
* Mom (only importance information)
* **Retail Form**:
* Add
* **Staff Form**:
* Add
* **Mom / Kids Form**:
* Add
* **Address Form**:
* Add
* **Users Form**:
* Add
* **Positions and Roles Form**:
* Add
* **Products and Categories Form**:
* Add
* **Calling Queue**:
* Add

**Note \***

* Status Type:
  + 0: refer to disable.
  + 1: refer to enable.
  + 2: refer to not available or pending.
* Status in MOM:
  + 0: refer to not call yet.
  + 1: refer to has called.
  + 2: refer to pending for call.