

# **CUSTOMER RELATIONSHIP MANAGEMENT**

## **A Project Report**

Submitted by

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# **MASTER OF COMPUTER APPLICATION**

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**Submitted to**

**DEPARTMENT OF COMPUTER APPLICATIONS**

**KIET Group of Institutions, Ghaziabad**

**Uttar Pradesh-201206**

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## **DECLARATION**

We hereby declare that the work presented in this report entitled “CRM”, was carried out by us. We have not submitted the matter embodied in this report for the award of any other degree or diploma from any other University or Institute. We have given due credit to the original authors/sources for all the words, ideas, diagrams, graphics, computer programs, experiments, and results, that are not our original contributions. We have used quotation marks to identify verbatim sentences and given credit to the original authors/sources. We affirm that no portion of our work is plagiarized, and the experiments and results reported in the report are not manipulated. In the event of a complaint of plagiarism and the manipulation of the experiments and results, we shall be fully responsible and answerable.

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has carried out the research work presented in this project report entitled “CRM” for the award of Master of Computer Applications from KIET Group of Institutions under my supervision. The project report embodies results of original work, and studies are carried out by the students themselves and the contents of the thesis do not form the basis for the award of any other degree to the candidates or to anybody else from this or any other University/Institution.

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## **ABSTRACT**

Customer relationship management (CRM) is a combination of people, processes and technology that seeks to understand a company's customers. It is an integrated approach to managing relationships by focusing on customer retention and relationship development. CRM has evolved from advances in information technology and organizational changes in customer-centric processes. Companies that successfully implement.

CRM will reap the rewards in customer loyalty and long run profitability. However, successful implementation is elusive to many companies, mostly because they do not understand that CRM requires company-wide, cross-functional, customer-focused business process re-engineering. Although a large portion of CRM is technology, viewing CRM as a technology-only solution is likely to fail. Managing a successful CRM implementation requires an integrated and balanced approach to technology, process, and people.

## **ACKNOWLEDGMENT**

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## TABLE OF CONTENTS

<b>CONTENTS</b>	<b>PAGE</b>
Board of examiners	2
Declaration	3
Acknowledgements	4
Abstract	5
 <b>CHAPTER</b>	
 <b>CHAPTER 1: INTRODUCTION</b>	 <b>10-11</b>
1.1 Definition	10
1.2 Objective	10
1.3 Purpose	11
1.4 Document Convention	11
1.5 Project Scope	11
 <b>CHAPTER 2: OVERALL DESCRIPTION</b>	 <b>12-18</b>
2.1 Project Features	12
2.1.1 General	12
2.1.2 Administrator	12
2.1.3 CRM User	13
2.2 Development Tools	16
2.3 Project Schedule	17
2.4 Flow Chart	18

<b>CHAPTER3: REQUIREMENTS AND SPECIFICATION</b>	<b>20-30</b>
3.1 Introduction	20
3.2 General System Requirement	20
3.3 Use Case Model	20
3.4 Use Case Description	21
<b>CHAPTER 4: SYSTEM DESIGN SPECIFICATION</b>	<b>31-49</b>
4.1 Data Flow Diagram	31
4.2 UML Class Diagram	33
4.3 Database Design	34
4.4 E-R Diagram	34
4.5 Database Table Design	36
<b>CHAPTER 5: External Interface (SCREENSHOTS)</b>	<b>50-57</b>
5.1 User Interfaces	50
5.2 Communications Interfaces	57
<b>CHAPTER 6: CODE</b>	<b>58-100</b>
<b>CHAPTER 7: Other Non-functional Requirements</b>	<b>101</b>
7.1 Performance Requirements	101
7.2 Security Requirements	101
<b>CHAPTER 8: CONCLUSION AND FUTURE SCOPE</b>	<b>102</b>
8.1 Discussion and Conclusion	102
8.2 Future Scope	102
<b>APPENDIX</b>	<b>103</b>

## LIST OF FIGURES

FIGURES	PAGE NO
Figure 2.3.1: Gantt chart of Online CRM Project Schedule	8
Figure 2.4.1: Flow chart of Online CRM Project	9
Figure 3.3.1: Use Case Model for Online CRM	11
Figure 4.1.1: Data Flow Diagram of online CRM	22
Figure 4.2.1: UML Class Diagram of CRM	23
Figure 4.4.1: ER Diagram of CRM	25
Figure 5.1.1: Login Page	36
Figure 5.1.2: App Index	37
Figure 5.1.3: Administrator Home Page	37
Figure 5.1.4: Company Profile	38
Figure 5.1.5: Company Target	38
Figure 5.1.6: Employee Create	39
Figure 5.1.7: Create Sales Targets	39
Figure 5.1.8: Dash Board	40
Figure 5.1.9: Create Tickets	41
Figure 5.1.10: Import Tickets (Maximum 8000 at a Time)	41
Figure 5.1.11: Ticket Process Flow	42
Figure 5.1.12: Account Create	42
Figure 5.1.13: Contact Create	43
Figure 5.1.14: Quote Create	43
Figure 5.1.15: Quote Process Flow	44
Figure 5.1.16: Meeting Create	44
Figure 5.1.17: Task Create	45
Figure 5.1.18: Note Create	45
Figure 5.1.19: Call Create	46
Figure 5.1.20: Email Create	46
Figure 5.1.21: Calendar	47
Figure 5.1.22: Campaign Create	48



## LIST OF TABLES

<b>TABLES</b>	<b>PAGE NO.</b>
Table 3.4.1: Use case description of Login	12
Table 3.4.2: Use case description of Change Password	12
Table 3.4.3: Use case description of User Manage	13
Table 3.4.4: Use case description of User Access	13
Table 3.4.5: Use case description of Set Target	14
Table 3.4.6: Use case description of Set Ticket	15
Table 3.4.7: Use case description of Account	15
Table 3.4.8: Use case description of Contact	16
Table 3.4.9: Use case description of Quote	17
Table 3.4.10: Use case description of Meeting	17
Table 3.4.11: Use case description of Task	18
Table 3.4.12: Use case description of Note	19
Table 3.4.13: Use case description of Call	19
Table 3.4.14: Use case description of Email	20
Table 4.5.1: Table structure for table crm_accounts	26
Table 4.5.2: Table structure for table crm_activities	27
Table 4.5.3: Table structure for table crm_contacts	27
Table 4.5.4: Table structure for table crm_Tickets	28
Table 4.5.5: Table structure for table crm_Ticket_info_basic	30
Table 4.5.6: Table structure for table crm_Ticket_opportunities	31
Table 4.5.7: Table structure for table crm_Ticket_products	32
Table 4.5.8: Table structure for table crm_Ticket_source	33
Table 4.5.9: Table structure for table crm_ opportunities	33
Table 4.5.10: Table structure for table crm_ Quote_contact	35

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Definition**

Customer Relationship Management (CRM) is a well-known system for managing an organization's communications with customers, clients and sales prospects. This system uses technology for organizing, synchronizing and automating business and sales activities. This is a virtual system and this system does not require any physical offices or environment. So, everybody can use this system easily. Administrator can communicate and provide services through this system, and also user can access and check his status and his project Quote as well as getting more information about the projects and updating systems.

### **1.2 Objective**

- For simplifying marketing and sales system.
- For providing better customer service.
- For discovering new customers and raise customer profit.
- For increasing cross sell products more effectively.

The Customer Relationship Management (CRM) system needs to support all the basic step of customer life cycle.

#### **The Basic Steps are:**

- Attracting present and new Tickets (customers).
- Adding new customers.
- Adding new business opportunities.
- Buildup communication to customer.
- Holding the customers.

## 1.3 Purpose

The purpose of CRM system is to:

- Maintain good relationship with customer
- Manage business Quote
- Ticket Management
- Track the business Quote and develop it
- Daily Meeting, Task, Note, Emails with contacts or Tickets
- Alert Notification for meeting or call
- Customer Observation

The overall purposes are to search, allure and get new clients, nurture and hold those the organization already has. Entice former clients back in to the fold, and decrease marketing and client service cost.

## 1.4 Document Convention

In this CRM system we used very simple format. Bold face is used on general and sub topic or specific points of interest. Font size 14 and 12 is used on general topics and sub topics accordingly. The remainder of the document will be written using the standard font, Times New Roman with font 12.

## 1.5 Project Scope

This entire CRM system is web based and creating on open source applications and software. This system is developed in PHP (Laravel Framework) with apache web server and database is MySQL. Also included Node JS for User Notification. It is eligible and compatible for every web browser and operating system.

## **CHAPTER 2**

### **OVERALL DESCRIPTION**

This section contains different perspective of project with its available functions, user classes and characteristics, operating environment, assumption and dependencies, design and implementation constraints.

#### **2.1 Project Features**

In our project we have three types of roles:

- Administrator
- CRM User
- Both (Administrator & CRM)

##### **2.1.1 General Login**

Every user login with their valid username and password. User having only admin access directly goes to admin panel and user having only CRM access goes to CRM panel and user having both accesses goes to app index.

App Index contains two parts, Administrator & Customer Relationship Management (CRM). This part is available only for users having both access (Administrator & CRM).

##### **2.1.2 Administrator User Management**

Administrator generates the user and also can edit their details when required. If he wanted, he can add new user and inactive the existing user. Administrator can control user access for both panel (Administrator & CRM).

## **Set Target**

Administrator assign sales target for the company and distribute the target between sales persons of the company.

## **Company Profile**

Administrator can add or modify company Name, Logo, Address and other information.

### **2.1.3 CRM User**

## **Dashboard**

User can observe his contribution and compare with his sales target. He also checks his upcoming task & campaign and views his activities in calendar.

## **Tickets**

Tickets are generated when new client comes and modify by the user. Tickets are transforming into the contact when client qualify and assign for new Quote. If once Tickets change into contact, then it will end. Tickets can be created or imported from CSV file (Maximum 8000 Tickets at a time). Tickets are accessible for only its owner.

Ticket qualifying process consists of 5 steps:

- Unqualified
- Primary
- Maturity
- Finding
- Qualified

## **Accounts**

In this system, Accounts represent client's company. Every Account has multiple clients (Contacts). Accounts are accessible for all users but only owner can modify.

## **Opportunities**

When a scope is generated to make business to customer (Contact/Ticket), then we called it Quote. Quote can be won or lost by following 6 steps. Quote won means business is succeeded and Quote lost means business is failed. Lost reason must be included if it is lost.

Quote qualifying process consists of 6 steps:

- Initial
- Analysis
- Presentation
- Proposal
- Negotiate
- Closed (Won/Lost)

## **Activities**

### **Meeting**

User can call meeting, observe and set the meeting schedule. He can also modify the date, time, place of the meeting and inform to the appropriate client. User can set reminder for the meeting. He can also divert the meeting to another user.

### **Task**

User can create task, observe and set the task schedule. He can also modify the date, priority, status of the task. He can also divert the task to another user.

### **Note**

User can create note with details information. It helps user to maintain his work activities.

## **Call**

User records call history into system, observe and set the call schedule. He can also modify the date, time, status (Held, Not Held, Planned) of the call. User can set reminder for the call. He can also divert the call to another user.

## **Email**

User can send email to Tickets or contacts. For sending email, User must need to configure the email settings. He can also attach the file.

## **Calendar**

User can view his activities (Meetings, Task) in calendar.

## **Campaign**

User can create campaign to advertise his business, observe and set the campaign schedule. He can also modify the date, time, budget and actual cost of the campaign. User can also add impressions, expected revenue and actual revenue.

## **Email Configuration**

Email Configuration is needed for sending email.

## **Products**

Quote consists of different products. Products is created in Back Office.

## **Product Group**

It represents product category and needed to create product.

## Source

It represents Ticket Source and needed to create Ticket.

## Ticket Category

It is needed to create Ticket

## 2.2 Development Tools

A software development tool is an application or program that software designers and developers can use in order to create, maintain, debug, or support other applications or programs. To develop “CRM” applications following tools are used:

- PHP 7 (Laravel Framework)
- MYSQL
- Node JS
- HTML
- CSS
- Bootstrap
- jQuery
- Ajax
- JavaScript
- Plugins (Form Validation, Calendar, Date-picker, Summer-note, Loader, Image-viewer, Socket)
- IDE (Sublime Text, Atom, Notepad++, Dreamweaver, Visual Studio)
- Graphics Editor (Adobe Photoshop, Adobe Illustrator)
- Server (Linux)
- Browser (Firefox, Chrome etc.)
- Using above software and hardware specification are used to develop “CRM”



## 2.3 Project Schedule

Task Name	From	To	Duration
Project Planning Proposal	06-Nov-17	12-Nov-17	6 Days
Requirements Gathering and Specification	13-Nov-17	10-Dec-17	24 Days
Data Analysis	13-Nov-17	24-Dec-17	36 Days
Design and Coding	25-Dec-17	18-Mar-18	72 Days
Testing and Debugging	04-Mar-18	14-Apr-18	36 Days
Implementation and Submission	15-Apr-18	05-May-18	18 Days

## Gantt Chart for Project Schedule

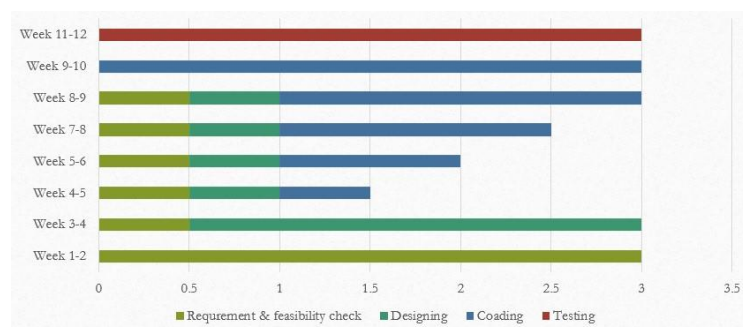


Figure 2.3.1: Gantt chart of Online CRM Project Schedule

## 2.4 Flow Chart

A flowchart is a formalized graphic representation of a logic sequence, work or manufacturing process, organization chart, or similar formalized structure. The purpose of a flow chart is to provide people with a common language or reference point when dealing with a project or process.

Flowcharts use simple geometric symbols and arrows to define relationships. In this CRM software, the beginning or end of software is represented by an oval. A process is represented by a rectangle; a decision is represented by a diamond.

We follow this flow chart shown in **Fig 2.4.1** in our entire CRM project.

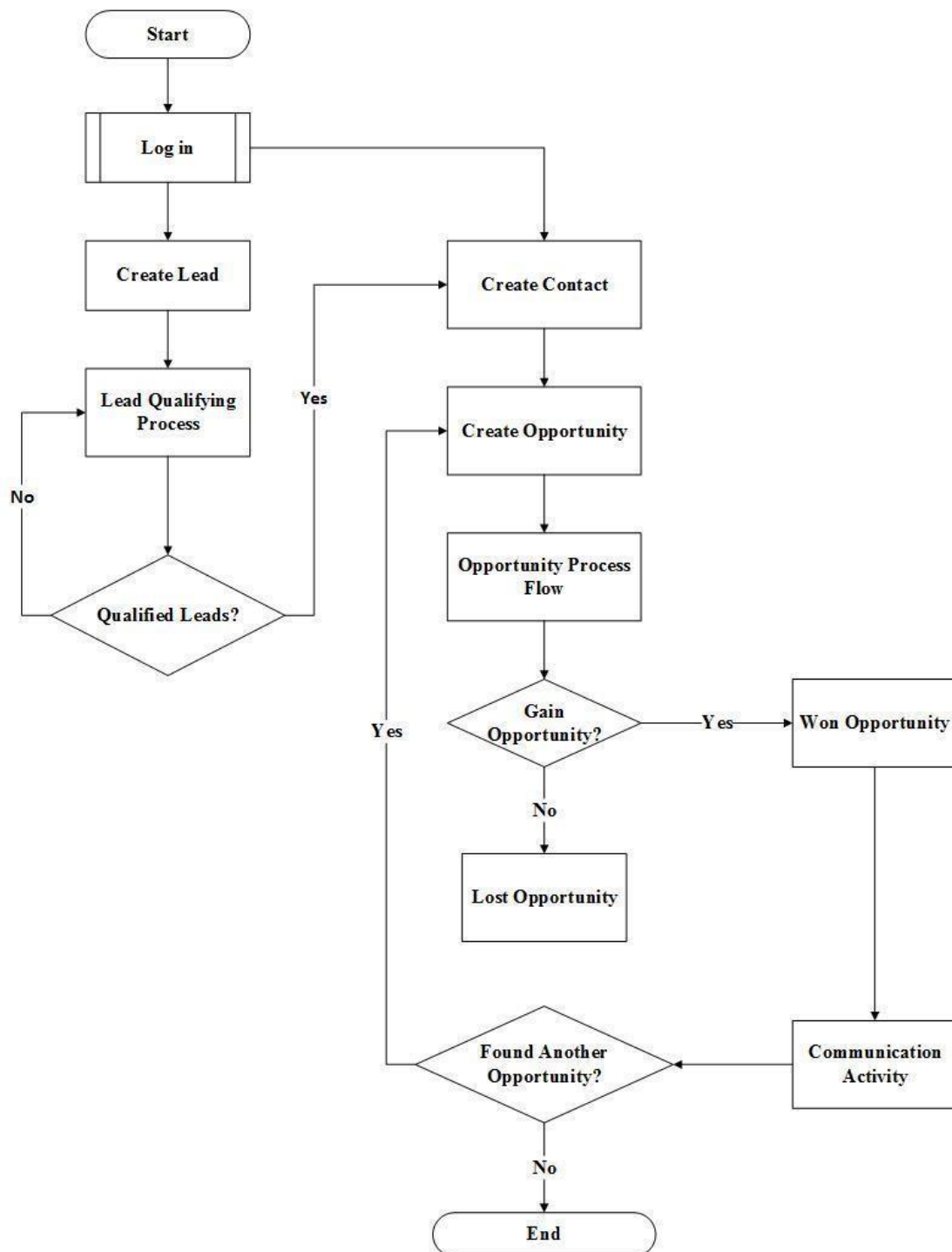


Figure 2.4.1: Flow Chart of Online CRM Project

## **CHAPTER 3**

### **REQUIREMENT SPECIFICATION**

#### **3.1 Introduction**

To run efficiently every software need some basic requirements which are Hardware components and Software resources. These requirements are often known as Requirement Specification which is used as rules and regulation.

#### **3.2 General System Requirements**

General system requirement deals with both least requirements of hardware and software that is required to run the optimal functioning of an application. To run “CRM” application on a website following things should be required:

- Operating System
- Browser (Firefox, Chrome etc.)
- Internet Connection
- PC or Mobile devices

Using above software and hardware specification one should be able to work with “CRM”.

#### **3.3 Use Case Model**

The following diagram indicates the use case model for CRM. Here three kinds of user are present. A Supervisor (Admin) user can perform all the processes after login into system. On the other hand a normal user can handle note, client, actual sale, reminders, change password etc. He also needs to be logged in the system. Another CRM System user can also handle remainders.

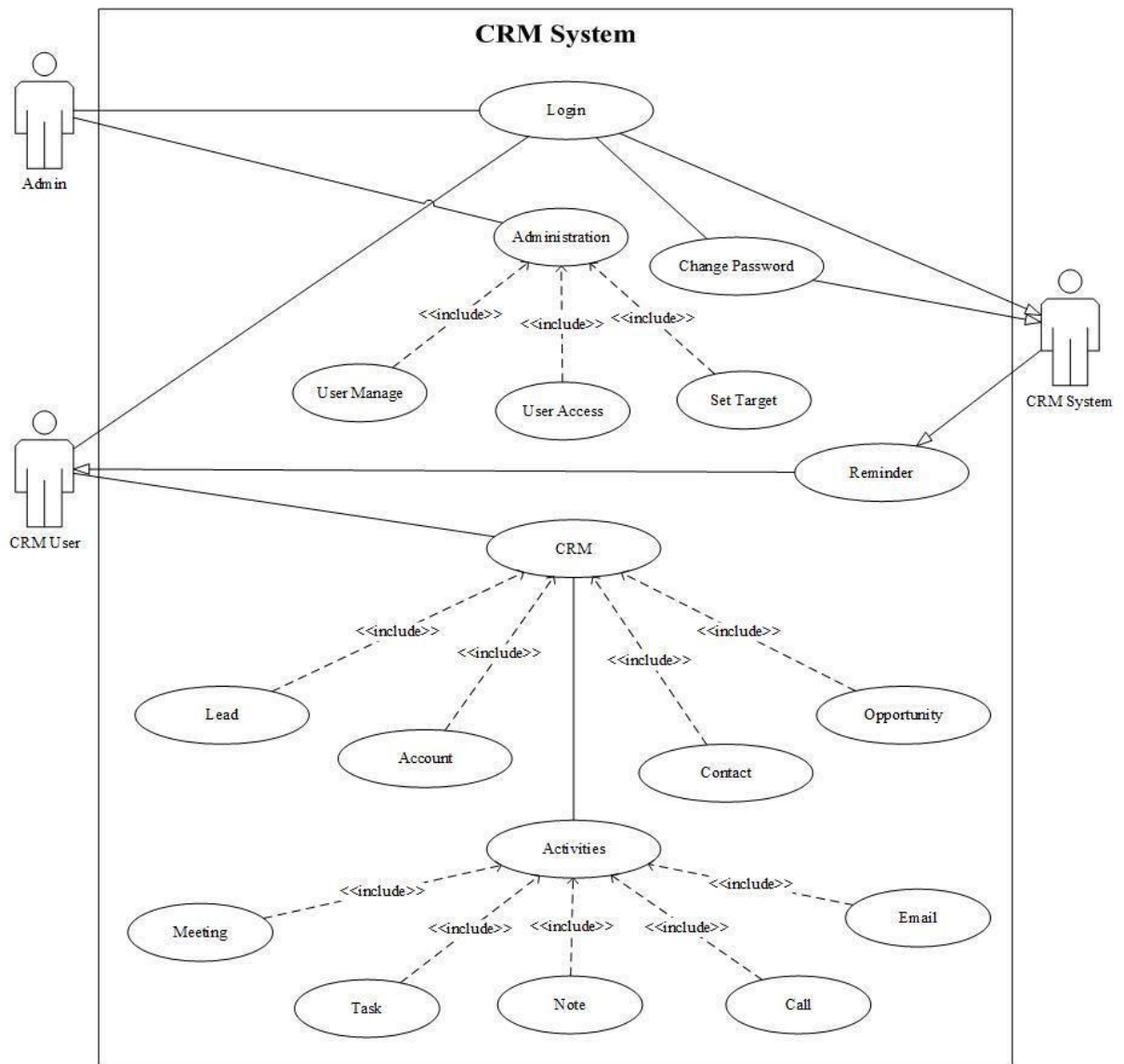


Figure 3.3.1: Use Case Model for Online CRM

### 3.4 Use Case Description

It has all the information of the Use case Model display in the previous picture. We have narrated use case with a table in the following section. Each table shows five types of detail information about a use case. They are Use case name, Actor, Pre- Condition, Primary Path and Exceptional Path. Use case name refers the name of the process. Actor identifies who will be the user. Pre-condition means whether or not another process is required to enter or use this process. Primary Path indicates step by step works of the process. Exceptional Path shows us what the process will do if any exception occurs in a primary path.

We provide fourteen tables with detail information of the processes of CRM project.

Table 3.4.1 Describes about “login” process of our project and it gives us an understanding how the process works in project. Login process has three primary paths. In these three primary paths have two exceptional paths.

Table 3.4.1: Use case description of Login

Use case name:	Login
Actor:	Admin, CRM User
Pre-condition:	None
Primary Path:	1. Enter user Email 2. Enter Password 3. Click “Login” Button
Exceptional Path:	3.1 Please Enter Registered Email  3.2 Email or Password is not valid

Table 3.4.2 Describes about “Change Password” process of our project. Change Password process has four primary paths. In these four primary paths have two exceptional paths.

Table 3.4.2: Use case description of Change Password

Use case name:	Change Password
Actor:	Admin, CRM User
Pre-condition:	Login
Primary Path:	1. Enter Old Password 2. Enter New Password 3. Confirm New Password 4. Click “Change Password” Button
Exceptional Path:	3.1 Please enter the same value  4.1 Your old password is incorrect

Table 3.4.3 Describes about “User Manage” process of our project and it gives us an understanding how this process works in project. User Manage process has eight primary paths. In these eight primary paths have two exceptional paths.

Table 3.4.3: Use case description of User Manage.

Use case name:	User Manage
Actor:	Admin
Pre-condition:	Login
Primary Path:	<ol style="list-style-type: none"> <li>1. Enter Employee Information</li> <li>2. Select Employee Category</li> <li>3. Click “Go” Button to search</li> <li>4. Select Number of List</li> <li>5. Click “Edit” Button to Update Employee Information</li> <li>6. Click “Delete” Button to Delete Employee Information</li> <li>7. Click “Access” Button to Access Employee Information</li> <li>8. Click “Add New” Button to Create Employee</li> </ol>
Exceptional Path:	<ol style="list-style-type: none"> <li>1.1 Employee Information is not correct</li> <li>3.1 List of Employee is empty</li> </ol>

Table 3.4.4 Describes about “User Access” process of our project and it is gives us an understanding how this process works in project. User Access process has three primary paths. In these three primary paths have two exceptional paths.

Table 3.4.4: Use case description of User Access.

Use case name:	User Access
Actor:	Admin

Pre-condition:	Login
Primary Path:	<ol style="list-style-type: none"> <li>1. Enter Employee Information</li> <li>2. Click “Go” Button to search</li> <li>3. Select Number of List</li> </ol>
Exceptional Path:	<ol style="list-style-type: none"> <li>1.1 Employee Information is not correct</li> <li>2.1 No search result found</li> </ol>

Table 3.4.5 Describes about “Set Target” process of our project and it gives us an understanding how this process works in project. Set Target process has five primary paths. In these five primary paths have two exceptional paths.

Table 3.4.5: Use case description of Set Target.

Use case name:	Set Target
Actor:	Admin
Pre-condition:	Login
Primary Path:	<ol style="list-style-type: none"> <li>1. Enter Employee Name</li> <li>2. Or click “Search” Button to add Employee</li> <li>3. Select Target Year</li> <li>4. Enter Value (Amount in Taka)</li> <li>5. Click “Create Sales Target” Button</li> </ol>
Exceptional Path:	<ol style="list-style-type: none"> <li>1.1 No matches found</li> <li>3.1 No matches found</li> </ol>

Table 3.4.6 Describes about “Ticket” process of our project and it gives us an understanding how this process works in project. Ticket process has seven primary paths. In these seven primary paths have two exceptional paths.



Table 3.4.6: Use case description of Ticket.

Use case name:	Ticket
Actor:	CRM User
Pre-condition:	Login
Primary Path:	<ol style="list-style-type: none"> <li>1. Enter Tickets Information</li> <li>2. Select Tickets Category</li> <li>3. Click “Go” Button to search</li> <li>4. Select Number of List</li> <li>5. Click “Edit” Icon to Update Ticket</li> <li>6. Click “Delete” Icon to Delete Ticket</li> <li>7. Click “Add New” Button to Create Ticket</li> </ol>
Exceptional Path:	<ol style="list-style-type: none"> <li>1.1 Ticket Information is not correct</li> <li>3.1 List of Tickets is empty</li> </ol>

Table 3.4.7 Describes about “Account” process of our project and it gives us an understanding how this process works in project. Account process has seven primary paths. In these seven primary paths have two exceptional paths.

Table 3.4.7: Use case description of Account.

Use case name:	Account
Actor:	CRM User
Pre-condition:	Login

Primary Path:	<ol style="list-style-type: none"> <li>1. Enter Accounts Information</li> <li>2. Select Accounts Category</li> <li>3. Click “Go” Button to search</li> <li>4. Select Number of List</li> <li>5. Click “Edit” Icon to Update Accounts</li> <li>6. Click “Delete” Icon to Delete Account</li> <li>7. Click “Add New” Button to Create Account</li> </ol>
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Exceptional Path:	<ol style="list-style-type: none"> <li>1.1 Account Information is not correct</li> <li>3.1 List of Accounts is empty</li> </ol>
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Table 3.4.8 Describes about “Contact” process of our project and it gives us an understanding how this process works in project. Contact process has eight primary paths. In these eight primary paths have two exceptional paths.

Table 3.4.8: Use case description of Contact.

Use case name:	Contact
Actor:	CRM User
Pre-condition:	Login
Primary Path:	<ol style="list-style-type: none"> <li>1. Enter Contacts Information</li> <li>2. Select Contacts Category</li> <li>3. Select Industry Category</li> <li>4. Click “Go” Button to search</li> <li>5. Select Number of List</li> <li>6. Click “Edit” Icon to Update Contacts</li> <li>7. Click “Delete” Icon to Delete Contact</li> <li>8. Click “Add New” Button to Create Contacts</li> </ol>
Exceptional Path:	<ol style="list-style-type: none"> <li>1.1 Contact Information is not correct</li> <li>4.1 List of Contacts is empty</li> </ol>

Table 3.4.9 Describes about “Quote” process of our project and it gives us an understanding how this process works in project. Quote process has six primary paths. In these six primary paths have two exceptional paths.

Table 3.4.9: Use case description of Quote.

Use case name:	Quote
Actor:	CRM User
Pre-condition:	Login
Primary Path:	<ol style="list-style-type: none"> <li>1. Enter Opportunities Information</li> <li>2. Click “Go” Button to search</li> <li>3. Select Number of List</li> <li>4. Click “Edit” Icon to Update Opportunities</li> <li>5. Click “Delete” Icon to Delete Quote</li> <li>6. Click “Add New” Button to Create Opportunities</li> </ol>
Exceptional Path:	<ol style="list-style-type: none"> <li>1.1 Quote Information is not correct</li> <li>2.1 List of Opportunities is empty</li> </ol>

Table 3.4.10 Describes about “Meeting” process of our project and it gives us an understanding how this process works in project. Meeting process has seven primary paths. In this seven primary path have two exceptional paths.

Table 3.4.10: Use case description of Meeting.

Use case name:	Meeting
Actor:	CRM User
Pre-condition:	Login
Primary Path:	<ol style="list-style-type: none"> <li>1. Enter Meeting Information</li> <li>2. Select Meeting Category</li> <li>3. Click “Go” Button to search</li> <li>4. Select Number of List</li> <li>5. Click “Edit” Icon to Update Meeting</li> <li>6. Click “Delete” Icon to Delete Meeting</li> <li>7. Click “Add New” Button to Create</li> </ol>

	Meeting
Exceptional Path:	1.1 Meeting Information is not correct 3.1 List of Meetings is empty

Table 3.4.11 Describes about “Task” process of our project and it gives us an understanding how this process works in project. Task process has seven primary paths. In these seven primary paths have two exceptional paths.

Table 3.4.11: Use case description of Task.

Use case name:	Task
Actor:	CRM User
Pre-condition:	Login
Primary Path:	1. Enter Task Information 2. Select Task Category 3. Click “Go” Button to search 4. Select Number of List 5. Click “Edit” Icon to Update Tasks 6. Click “Delete” Icon to Delete Task 7. Click “Add New” Button to Create Task
Exceptional Path:	1.1 Task Information is not correct 3.1 List of Task is empty

Table 3.4.12 Describes about “Note” process of our project and it gives us an understanding how this process works in project. Note process has six primary paths. In these six primary paths have two exceptional paths.

Table 3.4.12: Use case description of Note.

Use case name:	Note
Actor:	CRM User
Pre-condition:	Login
Primary Path:	<ol style="list-style-type: none"> <li>1. Enter Note Information</li> <li>2. Click “Go” Button to search</li> <li>3. Select Number of List</li> <li>4. Click “Edit” Icon to Update Notes</li> <li>5. Click “Delete” Icon to Delete Note</li> <li>6. Click “Add New” Button to Create Note</li> </ol>
Exceptional Path:	<ol style="list-style-type: none"> <li>1.1 Note Information is not correct</li> <li>2.1 List of Note is empty</li> </ol>

Table 3.4.13 Describes about “Call” process of our project and it gives us an understanding how this process works in project. Call process has seven primary paths. In this seven primary path have two exceptional paths.

Table 3.4.13: Use case description of Call.

Use case name:	Call
Actor:	CRM User
Pre-condition:	Login

Primary Path:	<ol style="list-style-type: none"> <li>1. Enter Call Information</li> <li>2. Select Call Category</li> <li>3. Click “Go” Button to search</li> <li>4. Select Number of List</li> <li>5. Click “Edit” Icon to Update Calls</li> <li>6. Click “Delete” Icon to Delete Call</li> <li>7. Click “Add New” Button to Create Call</li> </ol>
---------------	---

Exceptional Path:	<ol style="list-style-type: none"> <li>1.1 Call Information is not correct</li> <li>3.1 List of Call is empty</li> </ol>
-------------------	--

Table 3.4.14 Describes about “Email” process of our project and it gives us an understanding how this process works in project. Email process has five primary paths. In these five primary paths have two exceptional paths.

Table 3.4.14: Use case description of email.

Use case name:	Email
Actor:	CRM User
Pre-condition:	Login
Primary Path:	<ol style="list-style-type: none"> <li>1. Enter Email Information</li> <li>2. Click “Go” Button to search</li> <li>3. Select Number of List</li> <li>4. Click “Subject Title” to see Email details</li> <li>5. Click “Compose” Button to Create Email</li> </ol>
Exceptional Path:	<ol style="list-style-type: none"> <li>1.1 Email Information is not correct</li> <li>2.1 List of Email is empty</li> </ol>

## **CHAPTER 4**

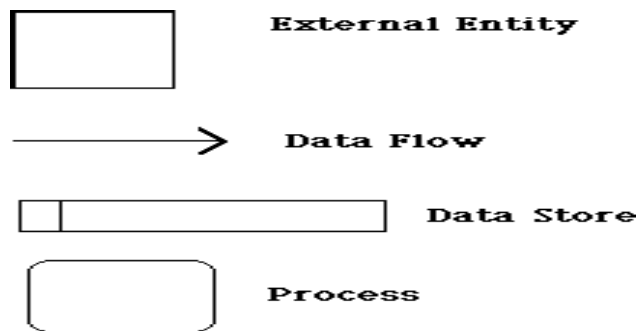
### **SYSTEM DESIGN SPECIFICATION**

#### **4.1 Data Flow Diagrams**

A data flow diagram (DFD) maps out the flow of information for any process or system. It uses defined symbols like rectangles, circles and arrows, plus short text labels, to show data inputs, outputs, storage points and the routes between each destination. A DFD describes what data flow (logical) rather than how they are processed, so it does not depend on hardware, software, data structure or file organization.

Data flowcharts can range from simple, even hand-drawn process overviews, to in-depth, multi-level DFDs that dig progressively deeper into how the data is handled. They can be used to analyze an existing system or model a new one. Like all the best diagrams and charts, a DFD can often visually “say” things that would be hard to explain in words, and they work for both technical and nontechnical audiences, from developer to CEO. That’s why DFDs remain so popular after all these years. While they work well for data flow software and systems, they are less applicable nowadays to visualizing interactive, real-time or database-oriented software or systems.

Data flow diagrams are one of the three essential perspectives of the structured- systems analysis and design method. The sponsor of a project and the end users will need to be briefed and consulted throughout all stages of a system's evolution. With a data flow diagram, users are able to visualize how the system will operate, what the system will accomplish, and how the system will be implemented. The symbols used to prepare DFD do not imply a physical implementation. The four basic symbols used to construct data flow diagrams are shown below:



These are symbols that represent data flows, data sources, data transformations and data storage. The points at which data are transformed are represented by enclosed figures, usually circles, which are called nodes.

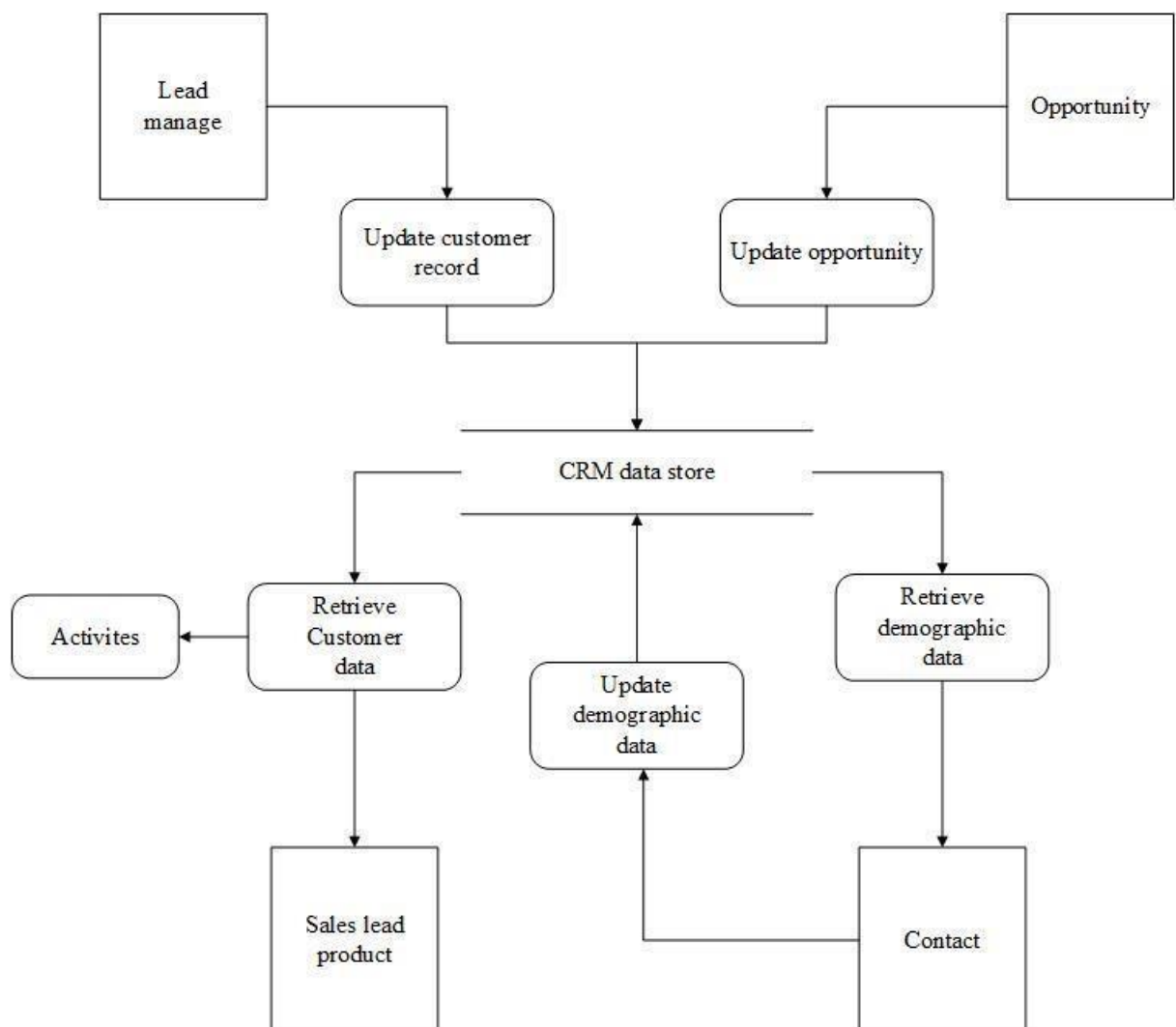


Figure 4.1.1: Data Flow Diagram of online CRM



## 4.2 UML Class Diagram:

Class diagram is a static diagram. It represents the static view of an application. Class diagram is not only used for visualizing, describing, and documenting different aspects of a system but also for constructing executable code of the software application.

Class diagram shows a collection of classes, interfaces, associations, collaborations, and constraints. It is also known as a structural diagram.

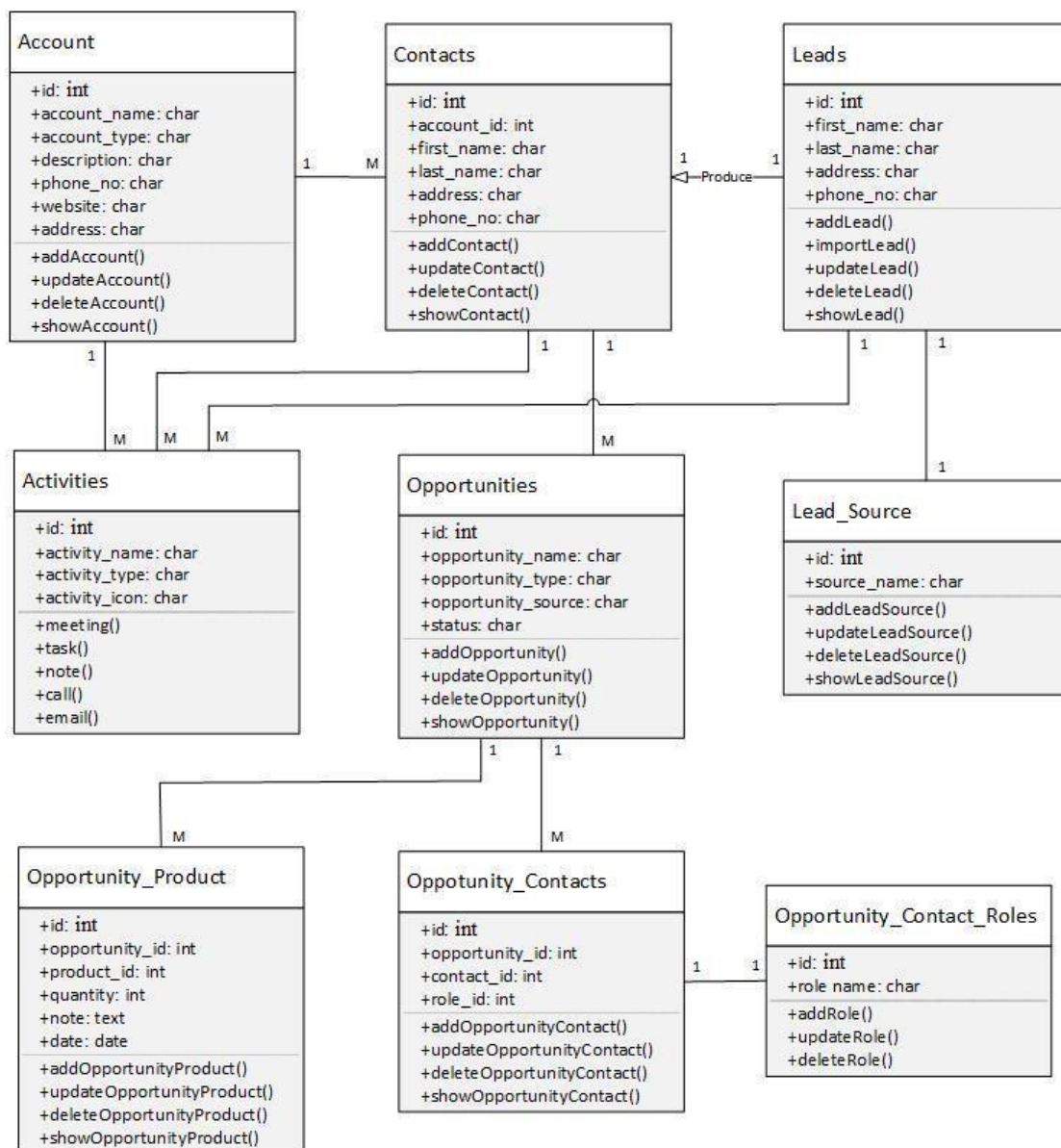


Figure 4.2.1: UML Class Diagram

## 4.3 Database Design

A database design is a collection of stored data organized in such a way that the data requirements are satisfied by the database. The general objective is to make information access easy, quick, inexpensive and flexible for the user. There are also some specific objectives like controlled redundancy from failure, privacy, security and performance.

A collection of relative records makes up a table. To design and store data to the needed forms database tables are prepared. Two essential settings for a database are:

Primary key: - A primary key is a special relational database table column (or combination of columns) designated to uniquely identify all table records.

Foreign key: - A foreign key is a column or group of columns in a relational database table that provides a link between data in two tables

## 4.4 E-R Diagram:

Entity Relationship Diagram, also known as ERD, ER Diagram or ER model, is a type of structural diagram for use in database design. An ERD contains different symbols and connectors that visualize two important information; the major entities within the system scope, and the inter-relationships among these entities.

It is most often used to design or debug relational databases in the fields of software engineering, business information systems, education and research. They use a defined set of symbols such as rectangles, diamonds, ovals and connecting lines to depict the interconnectedness of entities, relationships and their attributes.



## 4.5 Database Table Design

**Table 4.5.1 Table structure for table `crm_accounts`:**

Column	Type	Null	Default
<i>id</i>	int(11)	No	
account_name	varchar(100)	No	
account_type	int(11)	No	
description	Text	No	
parent_account	int(11)	No	
phone	varchar(50)	No	
website	varchar(100)	No	
industry	int(11)	No	
employees	int(11)	No	
billing_address	text	No	
billing_street	varchar(50)	No	
billing_city	varchar(50)	No	
billing_state	varchar(50)	No	
billing_post_code	varchar(20)	No	
billing_country	int(11)	No	
shipping_address	text	No	
shipping_street	varchar(50)	No	
shipping_city	varchar(50)	No	
shipping_state	varchar(50)	No	

shipping_post_code	varchar(20)	No	
shipping_country	int(11)	No	
assign_to	int(11)	No	
created_at	timestamp	Yes	NULL
created_by	int(11)	No	
updated_at	timestamp	Yes	NULL

updated_by	int(11)	No	
deleted_at	timestamp	Yes	NULL
deleted_by	int(11)	No	
project_id	int(11)	No	
valid	tinyint(1)	No	

**Table 4.5.2 Table structure for table crm\_activities:**

Column	Type	Null	Default
<i>id</i>	int(11)	No	
activity_name	varchar(100)	No	
activity_link	varchar(50)	No	
activity_icon	varchar(50)	No	
search_url	varchar(100)	No	
sl_no	int(11)	No	

**Table 4.5.3 Table structure for table `crm_contacts`:**

Column	Type	Null	Default
<i><b>Id</b></i>	int(11)	No	
account_id	int(11)	No	
name_title	int(11)	No	
first_name	varchar(50)	No	
last_name	varchar(50)	No	
Surname	varchar(50)	No	
Designation	varchar(100)	No	
Department	varchar(100)	No	
full_address	text	No	
Street	varchar(50)	No	

City	varchar(50)	No	
State	varchar(50)	No	
post_code	varchar(20)	No	
Country	int(11)	No	
Mobile	varchar(50)	No	
office_phone	varchar(50)	No	
Fax	varchar(50)	No	

Website	varchar(100)	No	
Email	varchar(100)	No	
Industry	int(11)	No	
Note	text	No	
nature_id	int(11)	No	
Image	varchar(500)	No	
assign_to	int(11)	No	
created_at	timestamp	Yes	NULL
created_by	int(11)	No	
updated_at	timestamp	Yes	NULL
updated_by	int(11)	No	
deleted_at	timestamp	Yes	NULL
deleted_by	int(11)	No	
project_id	int(11)	No	
Valid	tinyint(1)	No	

**Table 4.5.4 Table structure for table crm\_Tickets:**

Column	Type	Null	Default
<i><b>Id</b></i>	int(11)	No	
generated_Ticket_id	varchar(200)	No	
csv_id	int(11)	No	

csv_file	int(11)	No	
name_title	int(11)	No	

first_name	varchar(50) )	No	
last_name	varchar(50) )	No	
Surname	varchar(50) )	No	
Designation	varchar(100) )	No	
Department	varchar(100) )	No	
full_address	text	No	
Street	varchar(50) )	No	
City	varchar(50) )	No	
State	varchar(50) )	No	
post_code	varchar(20) )	No	
Country	int(11)	No	
Mobile	varchar(50) )	No	
office_phone	varchar(50) )	No	
Fax	varchar(50) )	No	
Website	varchar(100) )	No	
Email	varchar(100) )	No	
company_name	varchar(100) )	No	
Industry	int(11)	No	



Employees	int(11)	No	
Ticket_description	varchar(200)	No	
Rating	int(11)	No	
Ticket_source	int(11)	No	
Campaign	int(11)	No	
Ticket_referred_by	varchar(100)	No	
assign_to	int(11)	No	
step_one_status	tinyint(4)	No	
step_one_date	timestamp	Yes	NULL

step_two_status	tinyint(4)	No	
step_two_date	timestamp	Yes	NULL
step_three_status	tinyint(4)	No	
step_three_date	timestamp	Yes	NULL
step_four_status	tinyint(4)	No	
step_four_date	timestamp	Yes	NULL
step_five_status	tinyint(4)	No	
step_five_date	timestamp	Yes	NULL
Stage	tinyint(4)	No	
created_at	timestamp	Yes	NULL
created_by	int(11)	No	
updated_at	timestamp	Yes	NULL
updated_by	int(11)	No	

deleted_at	timestamp	Yes	NULL
deleted_by	int(11)	No	
project_id	int(11)	No	
Valid	tinyint(1)	No	

**Table 4.5.5 Table structure for table `crm_Ticket_info_basic`:**

Column	Type	Null	Default
<b><i>Id</i></b>	int(11)	No	
generated_Ticket_id	varchar(20)	No	
csv_id	int(11)	No	
csv_file	int(11)	No	
first_name	varchar(50)	No	
last_name	varchar(50)	No	
Designation	varchar(100)	No	
Department	varchar(100)	No	

company_name	varchar(100)	No	
full_address	text	No	
Ticket_email	varchar(100)	No	
Ticket_mobile	varchar(22)	No	
Ticket_office_phon	varchar(100)	No	

e	00)		
Website	varchar(100)	No	
Ticket_source	int(11)	No	
Ticket_source_desc ription	varchar(200)	No	
Ticket_referred_by	varchar(100)	No	
Ticket_description	varchar(200)	No	
assign_to	int(11)	No	
Status	tinyint(4)	No	
created_at	timestamp	Yes	NULL
created_by	int(11)	No	
updated_at	timestamp	Yes	NULL
updated_by	int(11)	No	
deleted_at	timestamp	Yes	NULL
deleted_by	int(11)	No	
project_id	int(11)	No	
Valid	tinyint(1)	No	

**Table 4.5.6 Table structure for table crm\_Ticket\_opportunities:**

Column	Type	Null	Default
<i><b>Id</b></i>	int(11)	No	
Ticket_id	int(11)	No	

Ticket_opportunities_status	int(11)	No	
Ticket_opportunities_description	varchar(200)	No	
Ticket_category	int(11)	No	

currency_id	int(11)	No	
Ticket_opportunities_amount	float(8,2)	No	
Probability	Float	No	
created_at	Timestamp	Yes	NULL
created_by	int(11)	No	
updated_at	Timestamp	Yes	NULL
updated_by	int(11)	No	
deleted_at	Timestamp	Yes	NULL
deleted_by	int(11)	No	
project_id	int(11)	No	
Valid	tinyint(1)	No	

**Table 4.5.7 Table structure for table crm\_Ticket\_products:**

Column	Type	Null	Default
<i><b>Id</b></i>	int(11)	No	
Ticket_id	int(11)	No	
product_id	int(11)	No	
created_at	timestamp	Yes	NU

			LL
created_by	int(11)	No	
updated_at	timestamp	Yes	NU LL
updated_by	int(11)	No	
deleted_at	timestamp	Yes	NU LL
deleted_by	int(11)	No	
project_id	int(11)	No	
Valid	tinyint(1)	No	

**Table 4.5.8 Table structure for table crm\_Ticket\_source:**

Column	Type	Null	Default
<i><b>Id</b></i>	int(11)	No	
source_name	varchar(50)	No	
created_at	timestamp	Yes	NULL
created_by	int(11)	No	
updated_at	timestamp	Yes	NULL
updated_by	int(11)	No	
deleted_at	timestamp	Yes	NULL
deleted_by	int(11)	No	
project_id	int(11)	No	
Valid	tinyint(1)	No	

**Table 4.5.9 Table structure for table crm\_opportunities:**

Column	Type	Null	Default
<i><b>Id</b></i>	int(11)	No	
account_id	int(11)	No	
Quote_name	varchar(100)	No	
Quote_type	int(11)	No	
Quote_source	int(11)	No	

e	campaign_source	int(11)	No	
ed	budget_confirm	tinyint(1)	No	
eted	analysis_completed	tinyint(1)	No	
	Status	int(11)	No	
	Category	int(11)	No	
	step_one_status	tinyint(4)	No	
	step_one_date	timestamp	Yes	NU LL

	step_two_status	tinyint(4)	No	
	step_two_date	timestamp	Yes	NU LL
s	step_three_status	tinyint(4)	No	
	step_three_date	timestamp	Yes	NU LL
	step_four_status	tinyint(4)	No	
	step_four_date	timestamp	Yes	NU LL
	step_five_status	tinyint(4)	No	
	step_five_date	timestamp	Yes	NU LL
s	step_final_status	tinyint(1)	No	
	step_final_date	timestamp	Yes	NU LL
	Stage	int(11)	No	
	Probability	tinyint(4)	No	
	currency_id	int(11)	No	

Quote_amount	float(11,2)	No	
proposed_amount	float(11,2)	No	
actual_amount	float(11,2)	No	
closed_date	date	No	
lost_reason_id	int(11)	No	
lost_reason_details	text	No	
assign_to	int(11)	No	
created_at	timestamp	Yes	NULL
created_by	int(11)	No	
updated_at	timestamp	Yes	NULL
updated_by	int(11)	No	
deleted_at	timestamp	Yes	NULL
deleted_by	int(11)	No	
project_id	int(11)	No	
Valid	tinyint(1)	No	



**Table 4.5.10 Table structure for table crm\_Quote\_contact:**

Column	Type	Null	Default
<i><b>Id</b></i>	int(11)	No	
Quote_id	int(11)	No	
contact_id	int(11)	No	
role_id	int(11)	No	
is_primary	tinyint(1)	Yes	NULL
created_at	timestamp	Yes	NULL
created_by	int(11)	No	
updated_at	timestamp	Yes	NULL
updated_by	int(11)	No	
deleted_at	timestamp	Yes	NULL
deleted_by	int(11)	No	
project_id	int(11)	No	
Valid	tinyint(1)	No	

## CHAPTER 5

### EXTERNAL INTERFACE

This Chapter contains the screenshot of user interface of our Online Customer Relationship Management (CRM) Software.

#### 5.1 User Interfaces Login Page:

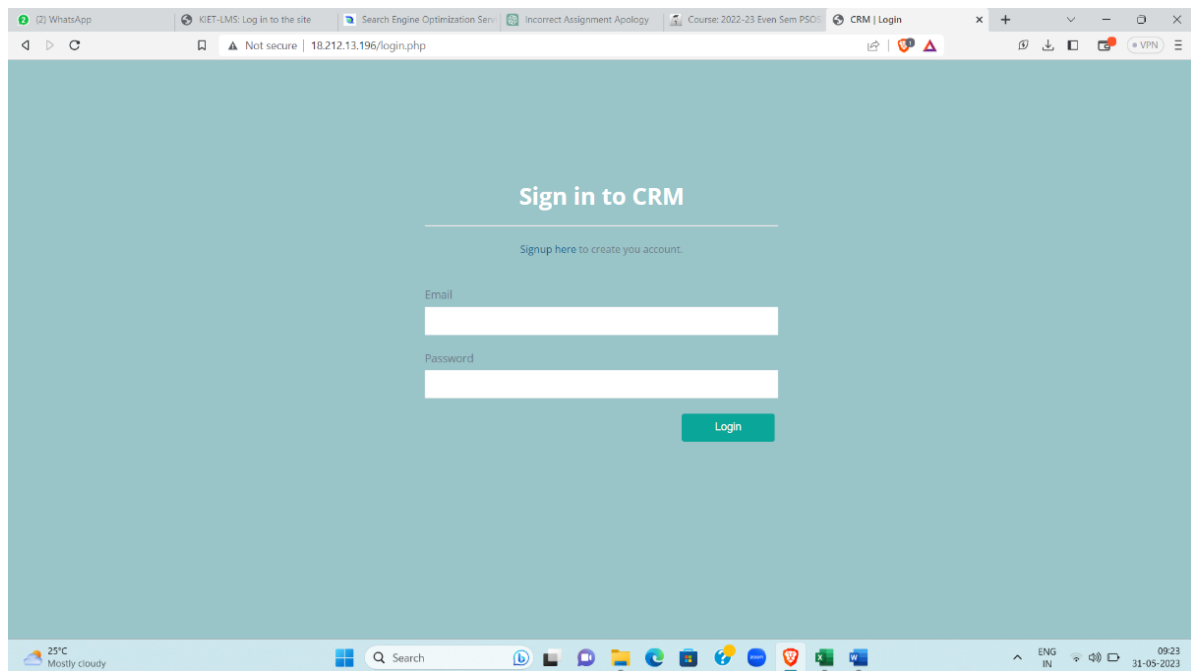


Figure 5.1.1: Login Page.

## App Index:



Figure 5.1.2: App Index

## Administrator Part Administrator Home page:

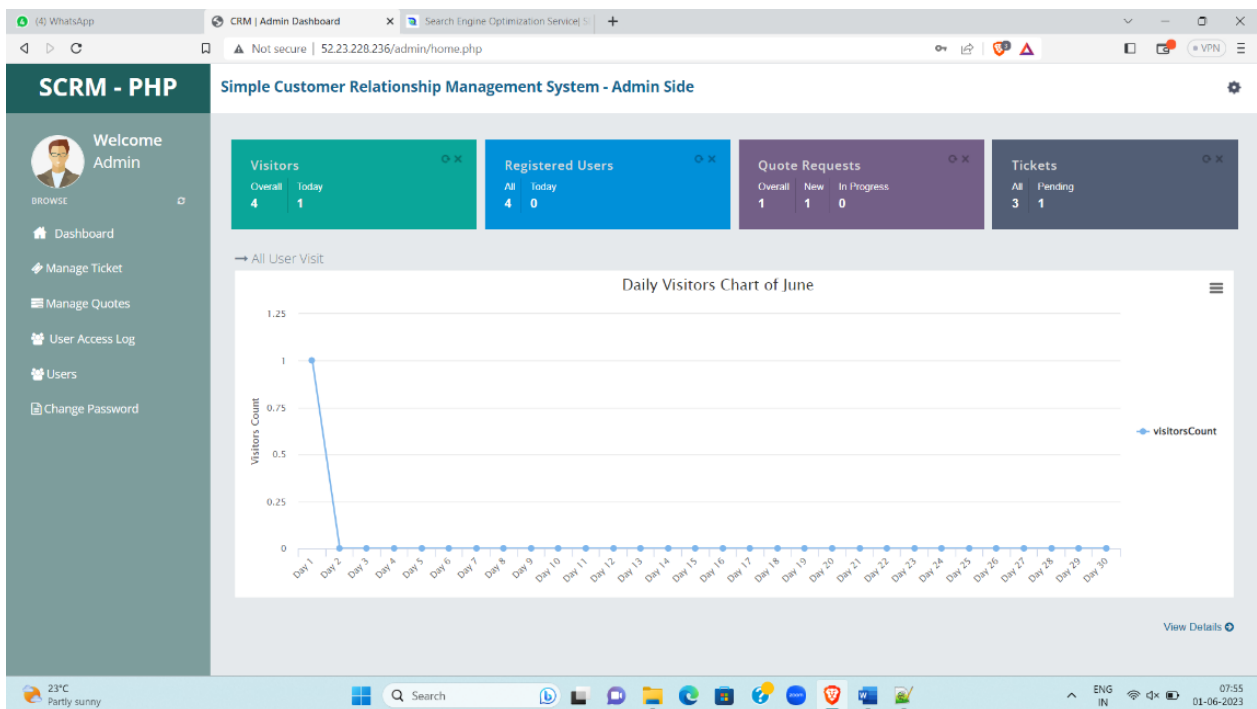


Figure 5.1.3: Administrator Home page

## Customer Relationship Management Part Dashboard:

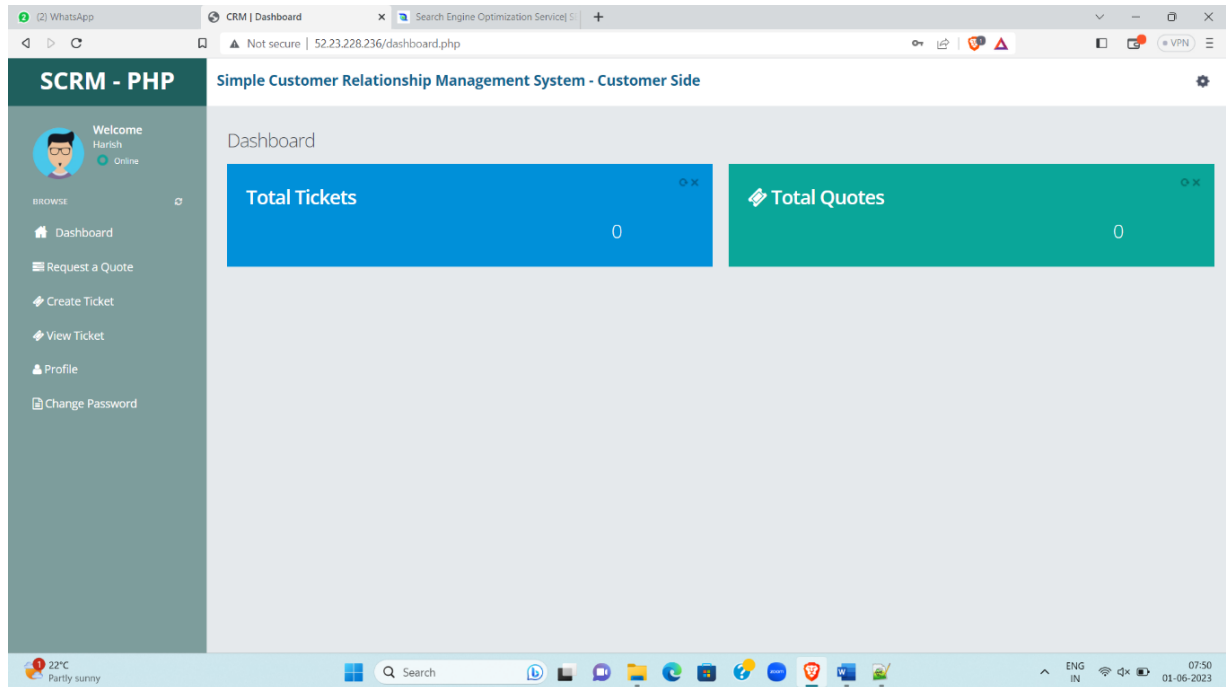


Figure 5.1.8: Dashboard

## Ticket Create:

The screenshot shows a web browser window with the URL `52.23.228.236/create-ticket.php`. The page title is "Simple Customer Relationship Management System - Customer Side". On the left, a sidebar menu includes "Dashboard", "Request a Quote", "Create Ticket", "View Ticket", "Profile", and "Change Password". The main content area is titled "Create ticket" and contains a form with the following fields: "Subject" (text input), "Task Type" (dropdown menu with "Option 1" selected), "Priority" (dropdown menu with "Choose your Priority" selected), and "Description" (text area). At the bottom of the form are "Clear Form" and "Send" buttons. The browser's taskbar at the bottom shows the date as 01-06-2023 and time as 07:50.

Figure 5.1.9: Create Tickets

## Import Tickets:

The screenshot shows a web browser window with the URL `52.23.228.236/view-tickets.php`. The page title is "Simple Customer Relationship Management System - Customer Side". The sidebar menu is identical to the previous screenshot. The main content area is titled "View Ticket" and shows a "Ticket Support" section. Under the "Tickets" heading, there is a card for "Payment" with the text "Ticket #4 - Created on 2023-06-01" and an "Open" button. The browser's taskbar at the bottom shows the date as 01-06-2023 and time as 07:52.

Figure 5.1.10: Import Tickets

## Ticket Process Flow:

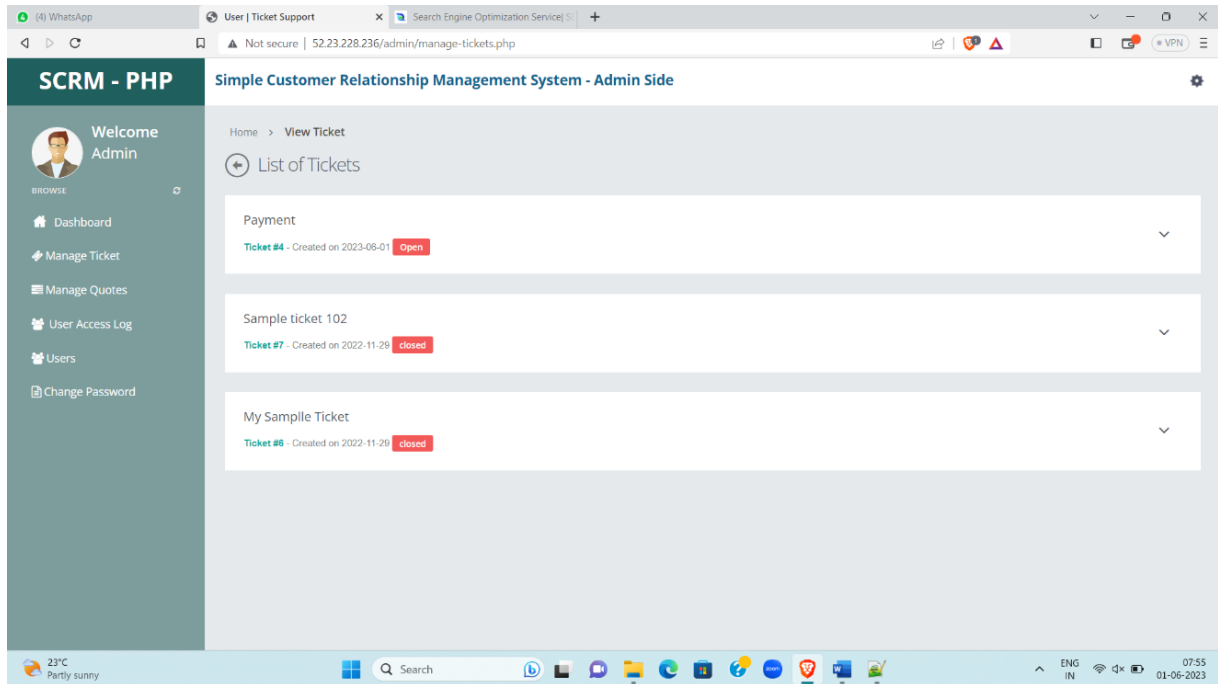


Figure 5.1.11: Ticket Process Flow

## Account Create:

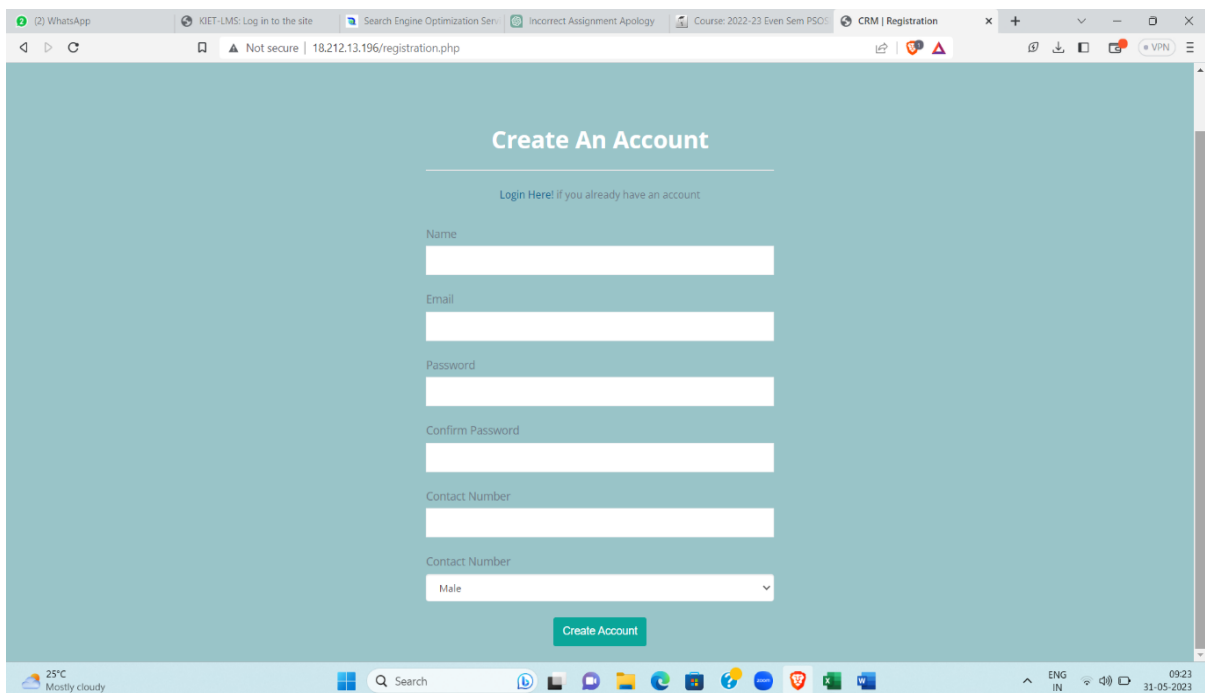


Figure 5.1.12: Account Create

## Quote Create:

The screenshot displays a web browser window with the URL `52.23.228.236/get-quote.php`. The application is titled "SCRM - PHP" and "Simple Customer Relationship Management System - Customer Side". A sidebar on the left contains a "BROWSE" menu with options: Dashboard, Request a Quote, Create Ticket, View Ticket, Profile, and Change Password. The main content area is titled "Quote Request Form" and includes a welcome message for "Harish" who is "Online". Below this, a prompt asks the user to "Please click below mention services of your interest to receive quotation for the same:". The form contains several input fields: "Name" (filled with "Harish"), "Email" (filled with "kumarhari.gzb@gmail.com"), "Contact no" (filled with "09193504110"), and "Company" (empty). A "Service Required" section lists ten checkboxes, each labeled "Service/Support Needed" followed by a number from 101 to 1010. At the bottom of the form is a "Message" text area. A "Clear Form" button is located at the bottom left, and a "Submit" button is at the bottom right. The browser's taskbar at the bottom shows the system time as 07:50 on 01-05-2023, with a weather widget indicating 22°C and "Partly sunny".

SCRM - PHP

Welcome Harish Online

BROWSE

- Dashboard
- Request a Quote
- Create Ticket
- View Ticket
- Profile
- Change Password

Simple Customer Relationship Management System - Customer Side

Quote Request Form

Please click below mention services of your interest to receive quotation for the same:

Name: Harish

Email: kumarhari.gzb@gmail.com

Contact no: 09193504110

Company:

Service Required:

- ☐ Service/Support Needed 101
- ☐ Service/Support Needed 102
- ☐ Service/Support Needed 103
- ☐ Service/Support Needed 104
- ☐ Service/Support Needed 105
- ☐ Service/Support Needed 106
- ☐ Service/Support Needed 107
- ☐ Service/Support Needed 108
- ☐ Service/Support Needed 109
- ☐ Service/Support Needed 1010

Message:

Clear Form

Submit

22°C Partly sunny

07:50 01-05-2023

Figure 5.1.14: Quote Creat

# Quote Process Flow:

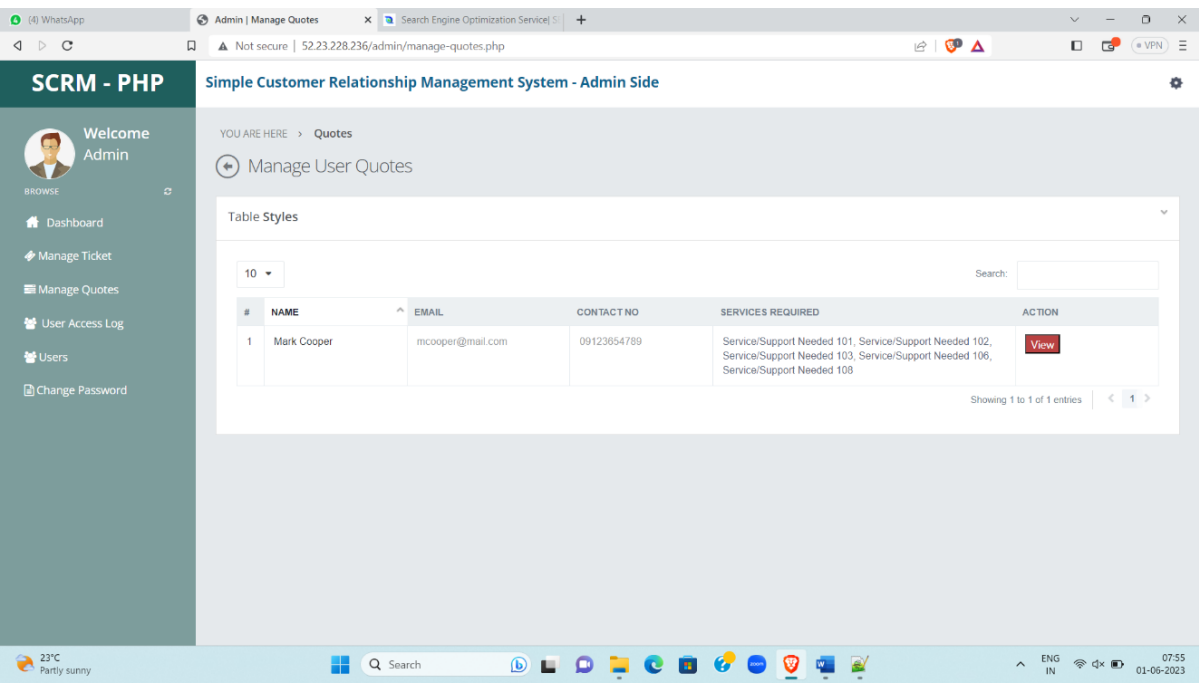


Figure 5.1.15: Quote Process Flow



## Calendar:

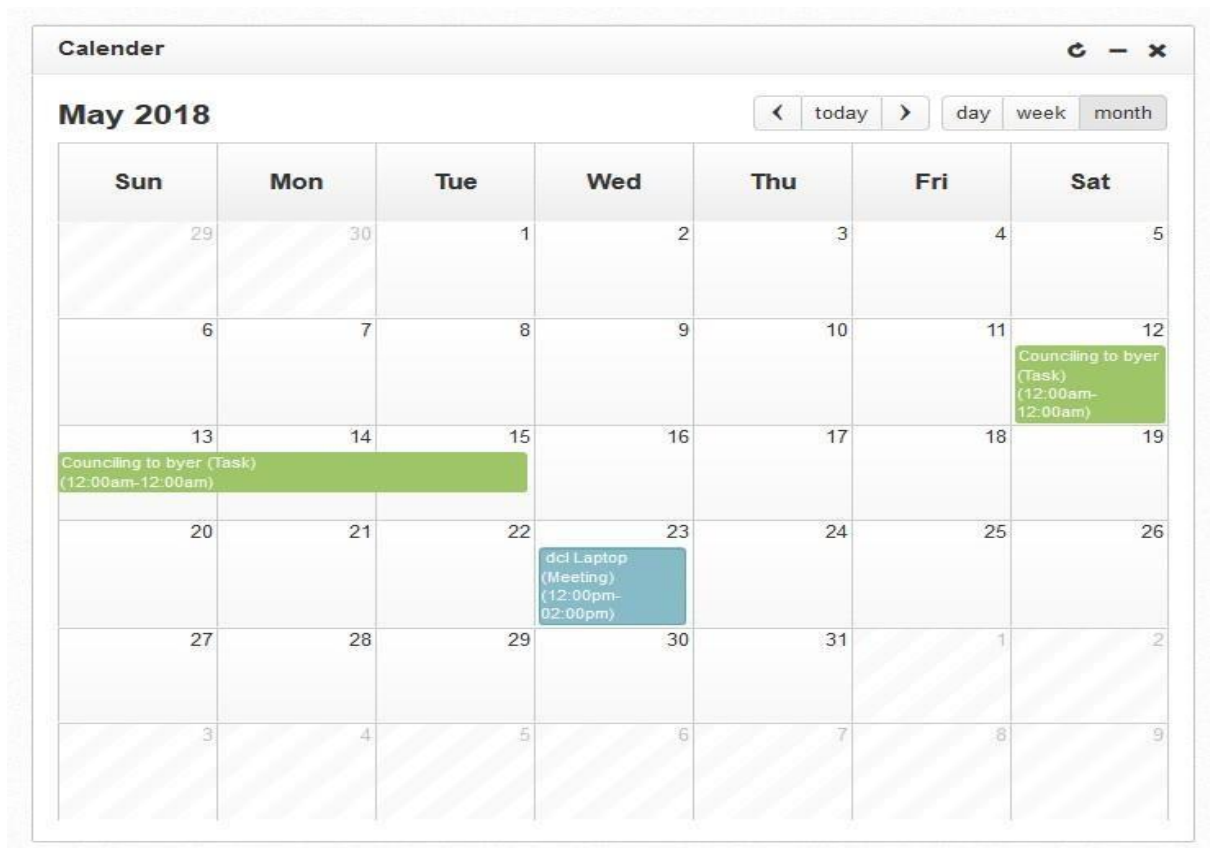


Figure 5.1.21: Calendar Shows Task & Meeting

## 5.2 Communications Interfaces

To send sent Email requires SMTP server. Due to lack of hardware resource we have not configured any local SMTP server. We have used Gmail SMTP sever to send email. To get real time push notification we have integrated Node JS.

## CHAPTER 6

### CODE

#### INDEX.PHP

```
<?php require_once('../config.php'); ?>
<!DOCTYPE html>
<html lang="en" class="" style="height: auto;">
<?php require_once('inc/header.php') ?>
<body class="layout-fixed layout-footer-fixed text-sm sidebar-mini control-sidebar-slide-open
layout-navbar-fixed " data-new-gr-c-s-check-loaded="14.991.0" data-gr-ext-installed=""
style="height: auto;">
<div class="wrapper">
<?php require_once('inc/topBarNav.php') ?>
<?php require_once('inc/navigation.php') ?>

<?php $page = isset($_GET['page']) ? $_GET['page'] : 'home'; ?>
<!-- Content Wrapper. Contains page content -->
<div class="content-wrapper" style="min-height: 567.854px;">
<!-- Content Header (Page header) -->

<!-- /.content-header -->
<!-- Main content -->
<section class="content">
<?php if($_settings->chk_flashdata('success')): ?>
<script>
    alert_toast("<?php echo $_settings->flashdata('success') ?>","success")
</script>
<?php endif;?>
```

```

<div class="container-fluid">
    <?php
        if(!file_exists($page.".php") && !is_dir($page)){
            include '404.html';
        }else{
            if(is_dir($page))
                include $page.'/index.php';
            else
                include $page.'.php';
        }
    ?>
</div>
</section>
<!-- /.content -->
<div class="modal fade" id="confirm_modal" role='dialog'>
<div class="modal-dialog modal-md modal-dialog-centered" role="document">
    <div class="modal-content">
        <div class="modal-header">
            <h5 class="modal-title">Confirmation</h5>
        </div>
        <div class="modal-body">
            <div id="delete_content"></div>
        </div>
        <div class="modal-footer">
            <button type="button" class="btn btn-primary" id='confirm'
onclick="">Continue</button>
            <button type="button" class="btn btn-secondary" data-dismiss="modal">Close</button>
        </div>
    </div>
</div>
</div>
</div>

```

```

<div class="modal fade" id="uni_modal" role='dialog'>
  <div class="modal-dialog modal-md modal-dialog-centered" role="document">
    <div class="modal-content">

      <div class="modal-header">
        <h5 class="modal-title"></h5>
      </div>

      <div class="modal-body">
      </div>

      <div class="modal-footer">
        <button type="button" class="btn btn-primary" id='submit' onclick="$('#uni_modal
form').submit()">Save</button>
        <button type="button" class="btn btn-secondary" data-dismiss="modal">Cancel</button>
      </div>
    </div>
  </div>
</div>

<div class="modal fade" id="uni_modal_right" role='dialog'>
  <div class="modal-dialog modal-full-height modal-md" role="document">
    <div class="modal-content">
      <div class="modal-header">
        <h5 class="modal-title"></h5>
        <button type="button" class="close" data-dismiss="modal" aria-label="Close">
          <span class="fa fa-arrow-right"></span>
        </button>
      </div>
      <div class="modal-body">
      </div>
    </div>
  </div>
</div>
</div>

```

```

<div class="modal fade" id="viewer_modal" role='dialog'>
  <div class="modal-dialog modal-md" role="document">
    <div class="modal-content">

      <button type="button" class="btn-close" data-dismiss="modal"><span class="fa fa-
times"></span></button>

      <img src="" alt="">

    </div>
  </div>
</div>

</div>

<!-- /.content-wrapper -->

<?php require_once('inc/footer.php') ?>

</body>

</html>

```

## Dashboard.PHP

```

<?php
session_start();
include("checklogin.php");
check_login();
include("dbconnection.php");
?>

<!DOCTYPE html>

<html>

<head>

<meta http-equiv="content-type" content="text/html; charset=UTF-8" />

<meta charset="utf-8" />

<title>CRM | Dashboard </title>

<meta name="viewport" content="width=device-width, initial-scale=1.0, maximum-scale=1.0, user-
scalable=no" />

```

```

<meta content="" name="description" />
<meta content="" name="author" />
<link href="assets/plugins/pace/pace-theme-flash.css" rel="stylesheet" type="text/css"
media="screen"/>
<link href="assets/plugins/bootstrap3/css/bootstrap.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/plugins/bootstrap3/css/bootstrap-theme.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/plugins/font-awesome/css/font-awesome.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/animate.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/plugins/jquery-scrollbar/jquery.scrollbar.css" rel="stylesheet" type="text/css"/>

<link href="assets/css/style.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/responsive.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/custom-icon-set.css" rel="stylesheet" type="text/css"/>
</head>
<body class="">
<?php include("header.php");?>
<div class="page-container row-fluid">
    <?php include("leftbar.php");?>
    <div class="clearfix"></div>
</div>
</div>
<div class="page-content">
    <div id="portlet-config" class="modal hide">
        <div class="modal-header">
            <button data-dismiss="modal" class="close" type="button"></button>
            <h3>Widget Settings</h3>
        </div>
        <div class="modal-body"> Widget settings form goes here </div>
    </div>
    <div class="clearfix"></div>
    <div class="content">
        <div class="page-title">
            <h3>Dashboard</h3>

```

```

<div class="row 2col">

<div class="col-md-6 col-sm-6 spacing-bottom-sm spacing-bottom">

<div class="tiles blue added-margin">

<div class="tiles-body">

<div class="controller"> <a href="javascript:;" class="reload"></a> <a href="javascript:;"
class="remove"></a> </div>

<?php      $ret=mysqli_query($con,"select      *      from      ticket      where
email_id='".$_$_SESSION['login']."'");

      $num=mysqli_num_rows($ret);

      ?>

<div class="heading"><a href="view-tickets.php" style="color:#FFF"> Total Tickets
</a></div>

<h3 class="text-right text-white"><span class="animate-number" data-value="<?php echo
$num;?>" data-animation-duration="1200"><?= $num ?></span></h3>

</div>

</div>

</div>

```

```

<div class="col-md-6 col-sm-6 spacing-bottom-sm spacing-bottom">

<div class="tiles green added-margin">

<div class="tiles-body">

<div class="controller"> <a href="javascript:;" class="reload"></a> <a href="javascript:;"
class="remove"></a> </div>

<?php      $prequest=mysqli_query($con,"select      *      from      prequest      where
email='".$_$_SESSION['login']."'");

      $pnum=mysqli_num_rows($prequest);

      ?>

<div class="heading"> <span class="fa fa-ticket"></span>

<a href="get-quote.php" style="color:#FFF">Total Quotes</a>

</div>

<h3 class="text-right text-white"><span class="animate-number" data-value="<?php echo
$num;?>" data-animation-duration="1200"><?= $pnum ?></span></h3>

</div>

</div>

</div>

</div>

```

```

        </div>
    </div>
</div>
</div>
<script src="assets/plugins/jquery-1.8.3.min.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-ui/jquery-ui-1.10.1.custom.min.js" type="text/javascript"></script>
<script src="assets/plugins/bootstrap/js/bootstrap.min.js" type="text/javascript"></script>
<script src="assets/plugins/breakpoints.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-unveil/jquery.unveil.min.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-block-ui/jqueryblockui.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-scrollbar/jquery.scrollbar.min.js" type="text/javascript"></script>
<script src="assets/plugins/pace/pace.min.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-numberAnimate/jquery.animateNumbers.js"
type="text/javascript"></script>
<script src="assets/js/core.js" type="text/javascript"></script>
<script src="assets/js/chat.js" type="text/javascript"></script>
<script src="assets/js/demo.js" type="text/javascript"></script>
</body>
</html>

```

## Registration PHP

```

<?php
session_start();
error_reporting(0);
include("dbconnection.php");
if($_SERVER['REQUEST_METHOD'] == 'POST')
{
    $name=$_POST['name'];
    $email=$_POST['email'];
    $password=$_POST['password'];
    $mobile=$_POST['phone'];
    $gender=$_POST['gender'];
    $query=mysqli_query($con,"select email from user where email='$email'");

```



```

$num=mysqli_fetch_array($query);
if($num>1)
{
echo "<script>alert('Email already register with us. Please try with diffrent email id.');

```

```

<link href="assets/css/custom-icon-set.css" rel="stylesheet" type="text/css"/>
<script type="text/javascript">
function checkpass()
{
if(document.signup.password.value!=document.signup.cpassword.value)
{
alert('New Password and Re-Password field does not match');
document.signup.cpassword.focus();
return false;
}
return true;
}
</script>
</head>
<body class="error-body no-top">
<div class="container">
<div class="login-container">
<div class="col-md-5">
<h2 class="text-center text-white"><strong>Create An Account</strong></h2>
<hr style="border-color:#ebe7e7">
<p class="text-center"><a href="login.php">Login Here!</a> if you already have an account</p>

</div>
<div class="col-md-5 "> <br>
<form id="signup" name="signup" class="login-form" onsubmit="return checkpass();"
method="post">
<div class="form-group">
<label for="name" class="control-label">Name</label>
<input type="text" class="form-control rounded-0" id="name" name="name"
required="required">

</div>

<div class="form-group">
<label for="email" class="control-label">Email</label>

```

```

        <input type="text" class="form-control rounded-0" id="email" name="email"
required="required">
    </div>
    <div class="form-group">
        <label for="password" class="control-label">Password</label>
        <input type="password" class="form-control rounded-0" id="password" name="password"
required="required">
    </div>
    <div class="form-group">
        <label for="password" class="control-label">Confirm Password</label>
        <input type="password" class="form-control rounded-0" id="cpassword" name="cpassword"
required="required">
    </div>
    <div class="form-group">
        <label for="phone" class="control-label">Contact Number</label>
        <input type="text" pattern="[0-9]{11}" class="form-control rounded-0" id="phone"
name="phone" required="required">
    </div>
    <div class="form-group">
        <label for="gender" class="control-label">Contact Number</label>
        <select class="form-control" name="gender" id="gender" required>
            <option value="male">Male</option>
            <option value="female">Female</option>
        </select>
    </div>
    <div class="form-group text-center">
        <button class="btn btn-primary rounded-pill">Create Account</button>
    </div>
</form>
</div>
</div>
</div>
<script src="assets/plugins/jquery-1.8.3.min.js" type="text/javascript"></script>
<script src="assets/plugins/bootstrap/js/bootstrap.min.js" type="text/javascript"></script>
<script src="assets/plugins/pace/pace.min.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-validation/js/jquery.validate.min.js" type="text/javascript"></script>

```

```
<script src="assets/js/login.js" type="text/javascript"></script>
</body></html>
```

## LOG-IN.PHP

```
<?php
session_start();
error_reporting(0);
include("dbconnection.php");
if(isset($_POST['login']))
{
    $ret=mysqli_query($con,"SELECT * FROM user WHERE email='".$_POST['email']."' and
password='".$_POST['password']."'");
    $num=mysqli_fetch_array($ret);
    if($num>0)
    {
        $_SESSION['login']=$_POST['email'];
        $_SESSION['id']=$num['id'];
        $_SESSION['name']=$num['name'];
        $val3 =date("Y/m/d");
        date_default_timezone_set("Asia/Calcutta");
        $time=date("h:i:sa");
        $tim = $time;
        $ip_address=$_SERVER['REMOTE_ADDR'];
        $geopluginURL='http://www.geoplugin.net/php.gp?ip='.$ip_address;
        $addrDetailsArr = unserialize(file_get_contents($geopluginURL));
        $city = $addrDetailsArr['geoplugin_city'];
        $country = $addrDetailsArr['geoplugin_countryName'];
        ob_start();
        system('ipconfig /all');
        $mycom=ob_get_contents();
        ob_clean();
        $findme = "Physical";
        $pmac = strpos($mycom, $findme);
```

```

$mac=substr($mycom,($pmac+36),17);

$ret=mysqli_query($con,"insert
usercheck(logindate,logintime,user_id,username,email,ip,mac,city,country)values('".$val3."','".$tim."','".$_SE
SSION[id]."',".$_SESSION[name]."',".$_SESSION[login]."',$_ip_address','$mac','$city','$country')");

$extra="dashboard.php";

echo "<script>window.location.href='".$extra."'</script>";

exit();
}
else
{
$_SESSION[action1]="Invalid username or password";
$extra="login.php";
echo "<script>window.location.href='".$extra."'</script>";
exit();
}
}
?>

<!DOCTYPE html>

<html>

<head>

<meta http-equiv="content-type" content="text/html; charset=UTF-8" />

<meta charset="utf-8" />

<title>CRM | Login</title>

<meta name="viewport" content="width=device-width, initial-scale=1.0, maximum-scale=1.0, user-
scalable=no" />

<meta content="" name="description" />

<meta content="" name="author" />

<link href="assets/plugins/pace/pace-theme-flash.css" rel="stylesheet" type="text/css"
media="screen"/>

<link href="assets/plugins/bootstrapv3/css/bootstrap.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/plugins/bootstrapv3/css/bootstrap-theme.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/plugins/font-awesome/css/font-awesome.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/animate.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/style.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/responsive.css" rel="stylesheet" type="text/css"/>

```

```

<link href="assets/css/custom-icon-set.css" rel="stylesheet" type="text/css"/>
</head>
<body class="error-body no-top">
<div class="container">
  <div class="row login-container">
    <div class="col-md-5">
      <h2 class="text-center text-white"><strong>Sign in to CRM</strong></h2>
      <hr style="border-color:#ebe7e7">

      <p class="text-center">
        <a href="registration.php">Signup here</a> to create you account.</p>
      </div>
      <div class="col-md-5 "> <br>
        <p style="color:#F00"><?php echo $_SESSION['action1'];?><?php echo
$_SESSION['action1']="";?></p>
        <form id="login-form" class="login-form" action="" method="post">
          <p style="color: #F00"><?php echo $_SESSION['action1'];?><?php echo
$_SESSION['action1']="";?></p>
          <div class="form-group">
            <label for="email" class="control-label">Email</label>
            <input type="text" class="form-control rounded-0" id="email" name="email"
required="required">
          </div>
          <div class="form-group">
            <label for="password" class="control-label">Password</label>
            <input type="password" class="form-control rounded-0" id="password" name="password"
required="required">
          </div>
          <div class="form-group text-center">
            <button class="btn btn-primary btn-cons pull-right" name="login"
type="submit">Login</button>
          </div>
        </form>
      </div>
    </div>
  </div>
</div>

```

```

<script src="assets/plugins/jquery-1.8.3.min.js" type="text/javascript"></script>
<script src="assets/plugins/bootstrap/js/bootstrap.min.js" type="text/javascript"></script>
<script src="assets/plugins/pace/pace.min.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-validation/js/jquery.validate.min.js" type="text/javascript"></script>
<script src="assets/js/login.js" type="text/javascript"></script>
</body>
</html>

```

## Create ticket PHP

```

<?php
session_start();
//echo $_SESSION['id'];
//$_SESSION['msg'];
include("dbconnection.php");
include("checklogin.php");
check_login();
if(isset($_POST['send']))
{
$count_my_page = ("hitcounter.txt");
$hits = file($count_my_page);
$hits[0] ++;
$fp = fopen($count_my_page , "w");
fputs($fp , "$hits[0]");
fclose($fp);
$tid=$hits[0];
$email=$_SESSION['login'];
$subject=$_POST['subject'];
$tt=$_POST['tasktype'];
$priority=$_POST['priority'];
$ticket=$_POST['description'];
//$ticfile=$_FILES["tfile"]["name"];
$st="Open";
$date=date('Y-m-d');

```

```

//move_uploaded_file($_FILES["tfile"]["tmp_name"],"ticketfiles/".$_FILES["tfile"]["name"]);

$a=mysqli_query($con,"insert
ticket(ticket_id,email_id,subject,task_type,priority,ticket,status,posting_date)
values('$tid','$email','$subject','$tt','$priority','$ticket','$st','$date')");

if($a)
{
echo "<script>alert('Ticket Genrated'); location.replace(document.referrer)</script>";
}
}
?>

<!DOCTYPE html>

<html>

<head>

<meta http-equiv="content-type" content="text/html; charset=UTF-8" />
<meta charset="utf-8" />

<title>CRM | Create ticket</title>

<meta name="viewport" content="width=device-width, initial-scale=1.0, maximum-scale=1.0, user-
scalable=no" />

<meta content="" name="description" />
<meta content="" name="author" />

<link href="assets/plugins/pace/pace-theme-flash.css" rel="stylesheet" type="text/css"
media="screen"/>

<link href="assets/plugins/bootstrap3/css/bootstrap.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/plugins/bootstrap3/css/bootstrap-theme.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/plugins/font-awesome/css/font-awesome.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/animate.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/plugins/jquery-scrollbar/jquery.scrollbar.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/style.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/responsive.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/custom-icon-set.css" rel="stylesheet" type="text/css"/>

</head>

<body class="">

<?php include("header.php");?>

<div class="page-container row-fluid">

<?php include("leftbar.php");?>

```



```

<div class="clearfix"></div>

<!-- END SIDEBAR MENU -->

</div>

</div>

<!-- END SIDEBAR -->

<!-- BEGIN PAGE CONTAINER-->

<div class="page-content">

  <!-- BEGIN SAMPLE PORTLET CONFIGURATION MODAL FORM-->

  <div id="portlet-config" class="modal hide">

    <div class="modal-header">

      <button data-dismiss="modal" class="close" type="button"></button>

      <h3>Widget Settings</h3>

    </div>

    <div class="modal-body"> Widget settings form goes here </div>

  </div>

  <div class="clearfix"></div>

  <div class="content">

    <div class="page-title">

      <h3>Create ticket</h3>

    <div class="row">

      <div class="col-md-12">

        <form class="form-horizontal" name="form1" method="post" action=""
onSubmit="return valid();">

          <div class="panel panel-default">

            <div class="panel-body bg-white">

              <?php if(isset($_SESSION['msg1'])): ?>

                <p align="center"
style="color:#FF0000"><?=$_SESSION['msg1'];?><?=$_SESSION['msg1']="";?></p>

                <?php endif; ?>

              <div class="form-group">

                <label class="col-md-3 col-xs-12 control-label">Subject</label>

                <div class="col-md-6 col-xs-12">

                  <div class="input-group">

```

```

pencil"></span></span>

        <span        class="input-group-addon"><span        class="fa        fa-
class="form-control"/>

        <input  type="text"  name="subject"  id="subject"  value=""  required

</div>

</div>
</div>
<div class="form-group">
    <label class="col-md-3 col-xs-12 control-label">Task Type</label>
    <div class="col-md-6 col-xs-12">
        <select name="tasktype" class="form-control select" required>
            <?php for($i = 1; $i <= 5; $i++): ?>
                <option>Option <?= $i ?></option>
            <?php endfor;

        </select>
    </div>
</div>
<div class="form-group">
    <label class="col-md-3 col-xs-12 control-label">Priority</label>
    <div class="col-md-6 col-xs-12">
        <select name="priority" class="form-control select">
            <option value="">Choose your Priority</option>
            <option value="important">Important</option>
            <option  value="urgent(functional  problem)">Urgent  (Functional
Problem)</option>
            <option value="non-urgent">Non-Urgent</option>
            <option value="question">Question</option>
        </select>
    </div>
</div>

<div class="form-group">
    <label class="col-md-3 col-xs-12 control-label">Description</label>
    <div class="col-md-6 col-xs-12">

```



## 6.6 View Ticket.PHP

```
<?php
session_start();
//echo $_SESSION['id'];
//$_SESSION['msg'];
include("dbconnection.php");
include("checklogin.php");
check_login();
?>

<!DOCTYPE html>

<html>

<head>

<meta http-equiv="content-type" content="text/html; charset=UTF-8" />
<meta charset="utf-8" />

<title>User | Ticket Support</title>

<meta name="viewport" content="width=device-width, initial-scale=1.0, maximum-scale=1.0, user-
scalable=no" />

<meta content="" name="description" />
<meta content="" name="author" />


<link href="assets/plugins/pace/pace-theme-flash.css" rel="stylesheet" type="text/css"
media="screen"/>

<link href="assets/plugins/bootstrap-wysihtml5/bootstrap-wysihtml5.css" rel="stylesheet"
type="text/css"/>

<link href="assets/plugins/bootstrapv3/css/bootstrap.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/plugins/bootstrapv3/css/bootstrap-theme.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/plugins/font-awesome/css/font-awesome.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/animate.min.css" rel="stylesheet" type="text/css"/>
<link href="assets/plugins/jquery-scrollbar/jquery.scrollbar.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/style.css" rel="stylesheet" type="text/css"/>
<link href="assets/css/responsive.css" rel="stylesheet" type="text/css"/>
```

```

<link href="assets/css/custom-icon-set.css" rel="stylesheet" type="text/css"/>
<!-- END CSS TEMPLATE -->

</head>

<!-- END HEAD -->

<!-- BEGIN BODY -->

<body class="">
<?php include("header.php");?>
<div class="page-container row">
    <?php include("leftbar.php");?>
    <div class="clearfix"></div>
</div>
</div>
<div class="page-content">
    <div id="portlet-config" class="modal hide">
        <div class="modal-header">
            <button data-dismiss="modal" class="close" type="button"></button>
            <h3>Widget Settings</h3>
        </div>
        <div class="modal-body"> Widget settings form goes here </div>
    </div>
    <div class="clearfix"></div>
    <div class="content">
        <ul class="breadcrumb">
            <li>
                <p>Home</p>
            </li>
            <li><a href="#" class="active">View Ticket</a></li>
        </ul>

        <div class="page-title"> <i class="icon-custom-left"></i>
            <h3>Ticket Support</h3>
        </div>

        <div class="clearfix"></div>

```

```

        <h4> <span class="semi-bold">Tickets</span></h4>

        <br>

        <?php $rt=mysqli_query($con,"select * from ticket where email_id='".$$_SESSION['login']."'");
        $num=mysqli_num_rows($rt);
        if($num>0){
            while($row=mysqli_fetch_array($rt))
                {
                    ?>

                    <div class="row">
                        <div class="col-md-12">
                            <div class="grid simple no-border">
                                <div class="grid-title no-border descriptive clickable">
                                    <h4 class="semi-bold"><?php echo $row['subject'];?></h4>
                                    <p><span class="text-success bold">Ticket #<?php echo $row['ticket_id'];?></span> - Created
on <?php echo $row['posting_date'];?>
                                    <span class="label label-important"><?php echo $row['status'];?></span></p>
                                    <div class="actions"> <a class="view" href="javascript:;"><i class="fa fa-angle-
down"></i></a> </div>
                                </div>
                                <div class="grid-body no-border" style="display:none">
                                    <div class="post">
                                        <div class="user-profile-pic-wrapper">
                                            <div class="user-profile-pic-normal">  </div>
                                        </div>
                                        <div class="info-wrapper">
                                            <div class="info"><?php echo $row['ticket'];?> </div>
                                            <div class="clearfix"></div>
                                        </div>
                                        <div class="clearfix"></div>
                                    </div>
                                </div>
                            </div>
                        </div>
                    </div>
                }
            }
        }
    }
    <br>

```

[illegible]

```

</div>

</div>

<!-- BEGIN CHAT -->

</div>

<!-- END CONTAINER -->

<!-- BEGIN CORE JS FRAMEWORK-->

<script src="assets/plugins/jquery-1.8.3.min.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-ui/jquery-ui-1.10.1.custom.min.js" type="text/javascript"></script>
<script src="assets/plugins/bootstrap/js/bootstrap.min.js" type="text/javascript"></script>
<script src="assets/plugins/breakpoints.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-unveil/jquery.unveil.min.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-block-ui/jqueryblockui.js" type="text/javascript"></script>
<!-- END CORE JS FRAMEWORK -->

<!-- BEGIN PAGE LEVEL JS -->

<script src="assets/plugins/pace/pace.min.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-scrollbar/jquery.scrollbar.min.js" type="text/javascript"></script>
<script
src="assets/plugins/jquery-numberAnimate/jquery.animateNumbers.js"
type="text/javascript"></script>
<script src="assets/plugins/bootstrap-wysihtml5/wysihtml5-0.3.0.js" type="text/javascript"></script>
<script
src="assets/plugins/bootstrap-wysihtml5/bootstrap-wysihtml5.js"
type="text/javascript"></script>
<script src="assets/plugins/jquery-validation/js/jquery.validate.min.js" type="text/javascript"></script>
<!-- END PAGE LEVEL PLUGINS -->

<script src="assets/js/support_ticket.js" type="text/javascript"></script>

<!-- BEGIN CORE TEMPLATE JS -->

<script src="assets/js/core.js" type="text/javascript"></script>
<script src="assets/js/chat.js" type="text/javascript"></script>
<script src="assets/js/demo.js" type="text/javascript"></script>
<!-- END CORE TEMPLATE JS -->

</body>

</html>

```



## INDEX.PHP(ADMIN)

```
<?php
session_start();
error_reporting(0);
include("dbconnection.php");
if(isset($_POST['login']))
{
    $ret=mysqli_query($con,"SELECT * FROM admin WHERE name='".$_POST['username']."' and
password='".$_POST['password']."'");
    $num=mysqli_fetch_array($ret);
    if($num>0)
    {
        $extra="home.php";
        $_SESSION['alogin']=$_POST['username'];
        $_SESSION['id']=$num['id'];
        echo "<script>>window.location.href='".$extra."'</script>";
        exit();
    }
    else
    {
        $_SESSION['action1']="*Invalid username or password";
        $extra="index.php";

        echo "<script>>window.location.href='".$extra."'</script>";
        exit();
    }
}
?>

<!DOCTYPE html>
<html>
<head>
<meta http-equiv="content-type" content="text/html; charset=UTF-8" />
<meta charset="utf-8" />
<title>CRM | Admin Login</title>
```

```
<meta name="viewport" content="width=device-width, initial-scale=1.0, maximum-scale=1.0, user-scalable=no" />
```

```
<meta content="" name="description" />
```

```
<meta content="" name="author" />
```

```
<link href="../../assets/plugins/pace/pace-theme-flash.css" rel="stylesheet" type="text/css" media="screen"/>
```

```
<link href="../../assets/plugins/bootstrapv3/css/bootstrap.min.css" rel="stylesheet" type="text/css"/>
```

```
<link href="../../assets/plugins/bootstrapv3/css/bootstrap-theme.min.css" rel="stylesheet" type="text/css"/>
```

```
<link href="../../assets/plugins/font-awesome/css/font-awesome.css" rel="stylesheet" type="text/css"/>
```

```
<link href="../../assets/css/animate.min.css" rel="stylesheet" type="text/css"/>
```

```
<link href="../../assets/css/style.css" rel="stylesheet" type="text/css"/>
```

```
<link href="../../assets/css/responsive.css" rel="stylesheet" type="text/css"/>
```

```
<link href="../../assets/css/custom-icon-set.css" rel="stylesheet" type="text/css"/>
```

```
</head>
```

```
<body class="error-body no-top">
```

```
<div class="container">
```

```
<div class="login-container">
```

```
<div class="col-md-5">
```

```
<h2 class="text-center text-white"><strong>HAH-CRM - Admin Login Page</strong></h2>
```

```
<hr>
```

```
</div>
```

```
<div class="col-md-5 ">
```

```
<form id="login-form" class="login-form" action="" method="post">
```

```
<p style="color: #F00"><?php echo $_SESSION['action1'];?><?php echo $_SESSION['action1']="";?></p>
```

```
<div class="form-group">
```

```
<label for="username" class="control-label">Username</label>
```

```
<input type="text" class="form-control rounded-0" id="username" name="username" required="required">
```

```
</div>
```

```
<div class="form-group">
```

```
<label for="password" class="control-label">Password</label>
```

```

        <input type="password" class="form-control rounded-0" id="password" name="password"
required="required">
    </div>
    <div class="form-group text-center">
        <a href="..">Back to Portal</a>
        <button class="btn btn-primary btn-cons pull-right" name="login"
type="submit">Login</button>
    </div>
</form>
</div>

</div>
</div>
<script src="assets/plugins/jquery-1.8.3.min.js" type="text/javascript"></script>
<script src="assets/plugins/bootstrap/js/bootstrap.min.js" type="text/javascript"></script>
<script src="assets/plugins/pace/pace.min.js" type="text/javascript"></script>
<script src="assets/plugins/jquery-validation/js/jquery.validate.min.js" type="text/javascript"></script>
<script src="assets/js/login.js" type="text/javascript"></script>
    <script type="text/javascript" src="js/highcharts.js"></script>
    <script type="text/javascript" src="js/exporting.js"></script>
</body>
</html>

```

## Dashboard (ADMIN)

```

<?php
session_start();
include("dbconnection.php");
include("checklogin.php");
check_login();
?>
<!DOCTYPE html>
<html>
<head>

```

```

<meta http-equiv="content-type" content="text/html; charset=UTF-8" />
<meta charset="utf-8" />
<title>CRM | Admin Dashboard</title>
<meta name="viewport" content="width=device-width, initial-scale=1.0, maximum-scale=1.0, user-scalable=no" />
<meta content="" name="description" />
<meta content="" name="author" />
    <link href="../assets/plugins/jquery-metrojs/MetroJs.min.css" rel="stylesheet" type="text/css" />
    <link rel="stylesheet" type="text/css" href="../assets/plugins/shape-hover/css/demo.css" />
    <link rel="stylesheet" type="text/css" href="../assets/plugins/shape-hover/css/component.css" />
    <link rel="stylesheet" type="text/css" href="../assets/plugins/owl-carousel/owl.carousel.css" />
    <link rel="stylesheet" type="text/css" href="../assets/plugins/owl-carousel/owl.theme.css" />
    <link href="../assets/plugins/pace/pace-theme-flash.css" rel="stylesheet" type="text/css" media="screen"/>
    <link href="../assets/plugins/jquery-slider/css/jquery.sidr.light.css" rel="stylesheet" type="text/css" media="screen"/>

    <link rel="stylesheet" href="../assets/plugins/jquery-rickshaw-chart/css/rickshaw.css" type="text/css" media="screen" >
    <link rel="stylesheet" href="../assets/plugins/Mapplic/mapplic/mapplic.css" type="text/css" media="screen" >
    <link href="../assets/plugins/bootstrap3/css/bootstrap.min.css" rel="stylesheet" type="text/css"/>
    <link href="../assets/plugins/bootstrap3/css/bootstrap-theme.min.css" rel="stylesheet" type="text/css"/>
    <link href="../assets/plugins/font-awesome/css/font-awesome.css" rel="stylesheet" type="text/css"/>
    <link href="../assets/css/animate.min.css" rel="stylesheet" type="text/css"/>
    <link href="../assets/plugins/jquery-scrollbar/jquery.scrollbar.css" rel="stylesheet" type="text/css"/>
    <link href="../assets/css/style.css" rel="stylesheet" type="text/css"/>
    <link href="../assets/css/responsive.css" rel="stylesheet" type="text/css"/>
    <link href="../assets/css/custom-icon-set.css" rel="stylesheet" type="text/css"/>
    <link href="../assets/css/magic_space.css" rel="stylesheet" type="text/css"/>
    <link href="../css/bootstrap.min.css" rel="stylesheet">
    <link href="../css/plugins/morris.css" rel="stylesheet">

    <script src="http://ajax.googleapis.com/ajax/libs/jquery/1.8.2/jquery.min.js"></script>
    type="text/javascript"

```

```

</head>
<body class="">
<?php include("header.php");?>
<div class="page-container row">
    <?php include("leftbar.php");?>
        <div class="clearfix"></div>
        <!-- END SIDEBAR MENU -->
    </div>
</div>
<!-- BEGIN PAGE CONTAINER-->
<div class="page-content">
    <!-- BEGIN SAMPLE PORTLET CONFIGURATION MODAL FORM-->
    <div id="portlet-config" class="modal hide">
        <div class="modal-header">
            <button data-dismiss="modal" class="close" type="button"></button>
            <h3>Widget Settings</h3>
        </div>
        <div class="modal-body"> Widget settings form goes here </div>
    </div>
    <div class="clearfix"></div>
    <div class="content sm-gutter">
        <div class="page-title">
            </div>

<!-- BEGIN DASHBOARD TILES -->
    <div class="row">
        <div class="col-md-3 col-vlg-3 col-sm-6">
            <div class="tiles green m-b-10">
                <div class="tiles-body">
                    <div class="controller"> <a href="javascript:;" class="reload"></a> <a
href="javascript:;" class="remove"></a> </div>
                    <div class="tiles-title ">Visitors </div>
                    <div class="widget-stats">
                        <div class="wrapper transparent">

```

```

        <?php $ov=mysqli_query($con,"select * from usercheck");
            $num=mysqli_num_rows($ov);
        ?>

        <span class="item-title">Overall</span> <span class="item-count animate-number semi-bold" data-
value="<?php echo $num;?>" data-animation-duration="700">0</span>
    </div>

</div>

    <div class="widget-stats ">

        <div class="wrapper last">

            <?php
                $tdate=date("Y/m/d");

                $tv1=mysqli_query($con,"select * from usercheck where logindate='$tdate'");

                $num11=mysqli_num_rows($tv1);

            ?>

            <span class="item-title">Today</span> <span class="item-count animate-number semi-bold" data-
value="<?php echo $num11;?>" data-animation-duration="700">0</span> <?php
                ?>
        </div>

    </div>

</div>

</div>

<div class="col-md-3 col-vlg-3 col-sm-6">

    <div class="tiles blue m-b-10">

        <div class="tiles-body">

            <div class="controller"> <a href="javascript:;" class="reload"></a> <a href="javascript:;"
class="remove"></a> </div>

            <div class="tiles-title ">Registered Users </div>

            <div class="widget-stats">

                <div class="wrapper transparent">

                    <?php $rt=mysqli_query($con,"select * from user");

                    $rw=mysqli_num_rows($rt);?>

                    <span class="item-title">All</span> <span class="item-
count animate-number semi-bold" data-value="<?php echo $rw;?>" data-
                    animation-

```

```

duration="700">0</span>
    </div>

    </div>
    <div class="widget-stats ">
        <div class="wrapper last">
            <?php
                $utd=date('Y-m-d');
                $rt1=mysqli_query($con,"select * from user where
posting_date='$utd'");

                $rw1=mysqli_num_rows($rt1);?>
                <span class="item-title">Today</span> <span class="item-count animate-number semi-bold" data-
value="<?php echo $rw1;?>" data-animation-duration="700">0</span>
            </div>
        </div>
    </div>
    </div>
    <div class="col-md-3 col-vlg-3 col-sm-6">
        <div class="tiles purple m-b-10">
            <div class="tiles-body">
                <div class="controller"> <a href="javascript:;" class="reload"></a> <a
href="javascript:;" class="remove"></a> </div>
                <div class="tiles-title ">Quote Requests </div>
                <div class="widget-stats">
                    <div class="wrapper transparent">
                        <?php
                            $qr=mysqli_query($con,"select * from prequest");
                            $oq=mysqli_num_rows($qr);
                            ?>

                            <span class="item-title">Overall</span> <span class="item-count animate-number semi-bold" data-
value="<?php echo $oq?>" data-animation-duration="700">0</span>
                        </div>

```

```

</div>
<div class="widget-stats">
  <div class="wrapper transparent">
    <?php
      $qr1=mysqli_query($con,"select * from prequest where status='0'");
      $oq1=mysqli_num_rows($qr1);
    ?>
    <span class="item-title">New</span> <span class="item-count animate-number semi-bold" data-
value="<?php echo $oq1;?>" data-animation-duration="700">0</span>
  </div>
</div>
<div class="widget-stats ">
  <div class="wrapper last">
    <?php
      $qr2=mysqli_query($con,"select * from prequest where status='1'");
      $oq2=mysqli_num_rows($qr2);
    ?>
    <span class="item-title">In Progress</span> <span
class="item-count animate-number semi-bold" data-value="<?php echo $oq2;?>" data-animation-
duration="700">0</span>
  </div>
</div>
</div>
<div class="col-md-3 col-vlg-3 col-sm-6">
  <div class="tiles red m-b-10">
    <div class="tiles-body">
      <div class="controller"> <a href="javascript:;" class="reload"></a> <a
href="javascript:;" class="remove"></a> </div>
    <div class="tiles-title ">Tickets </div>
    <div class="widget-stats">
      <div class="wrapper transparent">

```



```

<?php $vt=mysqli_query($con,"select * from ticket");

$ovt=mysqli_num_rows($vt);

?>

<span class="item-title">All</span> <span class="item-
count animate-number semi-bold" data-value="<?php echo $ovt;?>" data-animation-duration="700">0</span>

</div>

</div>

<div class="widget-stats ">

<div class="wrapper last">

<?php

$tdate=date("Y/m/d");

$otv=mysqli_query($con,"select * from ticket where
status='Open'");

$otv1=mysqli_num_rows($otv);

?>

<span class="item-title">Pending</span> <span class="item-count animate-number semi-bold" data-
value="<?php echo $otv1;?>" data-animation-duration="700">0</span> <?php
?>

</div>

</div>

</div>

</div>

</div>

</div>

</div>

</div>

<!-- END DASHBOARD TILES -->

<!-- START DASHBOARD CHART -->

<div class="col-lg-12" style="min-height:280px;">

<div class="panel panel-red">

<div class="panel-heading">

<h3 class="panel-title"><i class="fa fa-long-arrow-right"></i> All User Visit </h3>

```

```

<script type="text/javascript">
var visitorsCount = [];
var myCat =[];
</script>
<?php
$totaldays = cal_days_in_month(CAL_GREGORIAN, date("m"), date("Y"));

$month_array=array();
for($i=1; $i<=$totaldays; $i++)
{
    if(!array_key_exists($i,$month_array))
    {
        $key = "";
        if($i<10)
        {
            $key = '0'.$i;
            $month_array[$key] = 0;
        }
        else
        {
            $month_array[$i] = 0;
        }
    }
    ?>
<script type="text/javascript">
var myKey = "Day " + '<?php echo $i; ?>';
myCat.push(myKey);
</script>
<?php
}
}
//print_r($month_array);

```

```

$results = mysqli_query($con,"SELECT logindate FROM usercheck");
//f2=mysqli_num_rows($a2);
if(mysqli_num_rows($results) >0)
{
while($row = mysqli_fetch_row($results))
{
$user_date = $row[0];

$dateArray = explode('/', $user_date);
$year = $dateArray[0];
$monthName = date("M", mktime(0, 0, 0, $dateArray[1], 10));
$currentMonth = date('m',mktime(0, 0, 0, $dateArray[1], 10));
// echo $monthName;
//$month = date("M", strtotime($user_date));
//echo $month;
//echo $month.'<br/>';
//$day = date('d', $dateArray);
if($year == date("Y") && $currentMonth == date("m"))
{
if(array_key_exists($dateArray[2], $month_array))
{
$month_array[$dateArray[2]] = $month_array[$dateArray[2]] + 1;
}
}
}
}
//print_r($month_array);
foreach($month_array as $key=>$value)
{
?>

<script type="text/javascript">
visitorsCount.push(<?php echo $value;?>);
</script>

```

```

<?php
}
<script type="text/javascript">
var d = new Date();
var month = new Array();
month[0] = "January";
month[1] = "February";
month[2] = "March";
month[3] = "April";
month[4] = "May";
month[5] = "June";
month[6] = "July";

month[7] = "August";
month[8] = "September";
month[9] = "October";
month[10] = "November";
month[11] = "December";

var n = month[d.getMonth()];
$(function () {
$('#container').highcharts({
title: {
text: 'Daily Visitors Chart of ' + n,
x: -20 //center
},
subtitle: {
text: "",
x: -20
},
xAxis: {
categories: myCat
},
yAxis: {

```

```

min:0,
title: {
text: 'Visitors Count'
},
plotLines: [{
value: 0,
width: 1,
color: '#808080'
}]
},
tooltip: {
valueSuffix: ' Users'
},
legend: {
layout: 'vertical',
align: 'right',
verticalAlign: 'middle',

```

```
borderWidth: 0
```

```
},
```

```
series: [{
```

```
name: 'visitorsCount',
```

```
data: visitorsCount
```

```
}]
```

```
});
```

```
});
```

```
</script>
```

```
<div id="container" style="min-width: 310px; height: 400px; margin: 0 auto"></div>
```

```
</div>
```

```
<div class="panel-body">
```

```
<div id="morris-line-chart"></div>
```

```
<div class="text-right">
```

```

        <a href="#">View Details <i class="fa fa-arrow-circle-right"></i></a>
    </div>
</div>
</div>
</div>
</div>
</div>

<!-- END DASHBOARD CHART -->

</div>
</div>

<!-- BEGIN CHAT -->
</div>

<script src="../../assets/plugins/jquery-1.8.3.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-ui/jquery-ui-1.10.1.custom.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/bootstrapv3/js/bootstrap.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/breakpoints.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-unveil/jquery.unveil.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-block-ui/jqueryblockui.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-lazyload/jquery.lazyload.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-scrollbar/jquery.scrollbar.min.js" type="text/javascript"></script>

<!-- END CORE JS FRAMEWORK -->


<!-- BEGIN PAGE LEVEL JS -->

<script src="../../assets/plugins/jquery-slider/jquery.sidr.min.js" type="text/javascript"></script>

<script src="../../assets/plugins/jquery-slimscroll/jquery.slimscroll.min.js"
type="text/javascript"></script>

<script src="../../assets/plugins/pace/pace.min.js" type="text/javascript"></script>

<script src="../../assets/plugins/jquery-numberAnimate/jquery.animateNumbers.js"
type="text/javascript"></script>

<script src="../../assets/plugins/jquery-ricksaw-chart/js/raphael-min.js"></script>
<script src="../../assets/plugins/jquery-ricksaw-chart/js/d3.v2.js"></script>
<script src="../../assets/plugins/jquery-ricksaw-chart/js/rickshaw.min.js"></script>

```

```

<script src="../../assets/plugins/jquery-sparkline/jquery-sparkline.js"></script>
<script src="../../assets/plugins/skycons/skycons.js"></script>
<script src="../../assets/plugins/owl-carousel/owl.carousel.min.js" type="text/javascript"></script>
<script type="../../text/javascript" src="http://maps.google.com/maps/api/js?sensor=true"></script>
<script src="../../assets/plugins/jquery-gmap/gmaps.js" type="text/javascript"></script>
<script src="assets/plugins/Mapplic/js/jquery.easing.js" type="text/javascript"></script>
<script src="../../assets/plugins/Mapplic/js/jquery.mousewheel.js" type="text/javascript"></script>
<script src="../../assets/plugins/Mapplic/js/hammer.js" type="text/javascript"></script>
<script src="../../assets/plugins/Mapplic/mapplic/mapplic.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-flot/jquery.flot.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-flot/jquery.flot.resize.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-metrojs/MetroJs.min.js" type="text/javascript" ></script>
<script src="../../assets/js/core.js" type="text/javascript"></script>
<script src="../../assets/js/chat.js" type="text/javascript"></script>
<script src="../../assets/js/demo.js" type="text/javascript"></script>
<script src="../../assets/js/dashboard_v2.js" type="text/javascript"></script>
    <script type="text/javascript" src="js/highcharts.js"></script>
    <script type="text/javascript" src="js/exporting.js"></script>
<script type="text/javascript">
    $(document).ready(function () {
        $(".live-tile,.flip-list").liveTile();
    });
</script>
</body>
</html>

```

## Manage Tickets.PHP

```
<?php
session_start();
//echo $_SESSION['id'];
//$_SESSION['msg'];
include("dbconnection.php");
include("checklogin.php");
check_login();
if(isset($_POST['update']))
{
    $adminremark=$_POST['aremark'];
    $fid=$_POST['frm_id'] ;
    mysqli_query($con,"update ticket set admin_remark='$adminremark',status='closed' where id='$fid'");
    echo '<script>alert("Ticket has been updated."); location.replace(document.referrer)</script>';
}
?>

<!DOCTYPE html>

<html>

<head>

<meta http-equiv="content-type" content="text/html; charset=UTF-8" />

<meta charset="utf-8" />

<title>User | Ticket Support</title>

<meta name="viewport" content="width=device-width, initial-scale=1.0, maximum-scale=1.0, user-scalable=no" />

<meta content="" name="description" />

<meta content="" name="author" />

<link href="../assets/plugins/pace/pace-theme-flash.css" rel="stylesheet" type="text/css" media="screen"/>

<link href="../assets/plugins/bootstrap-wysihtml5/bootstrap-wysihtml5.css" rel="stylesheet" type="text/css"/>

<link href="../assets/plugins/bootstrapv3/css/bootstrap.min.css" rel="stylesheet" type="text/css"/>

<link href="../assets/plugins/bootstrapv3/css/bootstrap-theme.min.css" rel="stylesheet" type="text/css"/>

<link href="../assets/plugins/font-awesome/css/font-awesome.css" rel="stylesheet" type="text/css"/>
```



```

<link href="../assets/css/animate.min.css" rel="stylesheet" type="text/css"/>
<link href="../assets/plugins/jquery-scrollbar/jquery.scrollbar.css" rel="stylesheet" type="text/css"/>
<link href="../assets/css/style.css" rel="stylesheet" type="text/css"/>
<link href="../assets/css/responsive.css" rel="stylesheet" type="text/css"/>
<link href="../assets/css/custom-icon-set.css" rel="stylesheet" type="text/css"/>
</head>

```

```

<body class="">
<?php include("header.php");?>
<div class="page-container row">
    <?php include("leftbar.php");?>
    <div class="clearfix"></div>
</div>
</div>
<div class="page-content">
    <div id="portlet-config" class="modal hide">
        <div class="modal-header">
            <button data-dismiss="modal" class="close" type="button"></button>
            <h3>Widget Settings</h3>
        </div>
        <div class="modal-body"> Widget settings form goes here </div>
    </div>
    <div class="clearfix"></div>
    <div class="content">
        <ul class="breadcrumb">
            <li>
                <p>Home</p>
            </li>
            <li><a href="#" class="active">View Ticket</a></li>
        </ul>
        <div class="page-title"> <i class="icon-custom-left"></i>
            <h3>List of Tickets</h3>
        </div>
    </div>

```

```

<div class="clearfix"></div>

<?php $rt=mysqli_query($con,"select * from ticket order by id desc");
while($row=mysqli_fetch_array($rt))
{
?>

<div class="row">
<div class="col-md-12">
<div class="grid simple no-border">
<div class="grid-title no-border descriptive clickable">
<h4 class="semi-bold"><?php echo $row['subject'];?></h4>
<p><span class="text-success bold">Ticket #<?php echo

$_SESSION['sid']=$row['ticket_id'];?></span> - Created on <?php echo $row['posting_date'];?>
<span class="label label-important"><?php echo $row['status'];?></span></p>
<div class="actions"> <a class="view" href="javascript:;><i class="fa fa-angle-
down"></i></a> </div>
</div>
<div class="grid-body no-border" style="display:none">
<div class="post">
<div class="user-profile-pic-wrapper">
<div class="user-profile-pic-normal">  </div>
</div>
<div class="info-wrapper">
<div class="info"><?php echo $row['ticket'];?> </div>
<div class="clearfix"></div>
</div>
<div class="clearfix"></div>
</div>
<br>
<div class="form-actions">
<div class="post col-md-12">
<div class="user-profile-pic-wrapper">
<div class="user-profile-pic-normal"> <img width="35" height="35" data-src-

```



```

        </div>
    </div>
</div>
<!-- END CONTAINER -->
<!-- BEGIN CORE JS FRAMEWORK-->
<script src="../../assets/plugins/jquery-1.8.3.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-ui/jquery-ui-1.10.1.custom.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/bootstrap/js/bootstrap.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/breakpoints.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-unveil/jquery.unveil.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-block-ui/jqueryblockui.js" type="text/javascript"></script>
<!-- END CORE JS FRAMEWORK -->
<!-- BEGIN PAGE LEVEL JS -->
<script src="../../assets/plugins/pace/pace.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-scrollbar/jquery.scrollbar.min.js" type="text/javascript"></script>
<script src="../../assets/plugins/jquery-numberAnimate/jquery.animateNumbers.js"
type="text/javascript"></script>
<script src="../../assets/plugins/bootstrap-wysihtml5/wysihtml5-0.3.0.js" type="text/javascript"></script>

<script src="../../assets/plugins/bootstrap-wysihtml5/bootstrap-wysihtml5.js"
type="text/javascript"></script>
<script src="../../assets/plugins/jquery-validation/js/jquery.validate.min.js"
type="text/javascript"></script>
<!-- END PAGE LEVEL PLUGINS -->
<script src="../../assets/js/support_ticket.js" type="text/javascript"></script>
<!-- BEGIN CORE TEMPLATE JS -->
<script src="../../assets/js/core.js" type="text/javascript"></script>
<script src="../../assets/js/chat.js" type="text/javascript"></script>
<script src="../../assets/js/demo.js" type="text/javascript"></script>
<!-- END CORE TEMPLATE JS -->
</body>
</html>

```

## **CHAPTER 7**

### **OTHER NON-FUNCTIONAL REQUIREMENTS**

#### **7.1 Performance Requirements Performance requirements of CRM**

Performance of CRM deployment is dependent on a number of factors related to the infrastructure and controller services. It is recommended to use high performance Computer or Mobile Device and reliable internet connection

#### **7.2 Security Requirements**

Following steps should take to secure CRM hypervisors:

1. Should must use both firewall and Intrusion Prevention System
2. Strong Password Policy & Password aging policy should enforce mandatorily
3. Implement two steps authentication

## **CHAPTER 7**

### **CONCLUSION AND FUTURE SCOPE**

#### **8.1 Discussion and Conclusion**

This is to conclude that the project that we undertook was worked upon with a sincere effort. Most of the requirements have been fulfilled up to the mark and the requirements which have been remaining, can be completed in near future.

We tried to implement the best practices and Framework of PHP. We also implement MVC design pattern with fronted template system like Smarty. We worked in PHP for the first time in this project. So sometimes we faced some problems at the time of work. We also tried to implement Node JS, Relational Database and Advance Database Feature in our project.

#### **8.2 Future Scope**

In the near future we will try to implement Artificial Intelligence (AI) based feature in our Project. Such as by collecting user experience and analyzing the user data we can build up our relationship with customer more effectively. We can also build up our marketing policy more effectively through communication with user. This is a scope which we will try to update in the near future.

## APPENDIX

### Appendix A: Glossary

CRM:	Customer Relationship Management	SRS:	Software	Requirement	
Specification AI:	Artificial Intelligence				
PHP:	Hypertext Preprocessor	HTML:	Hypertext Markup Language	CSS:	Cascading
Style Sheets					
UML:	Unified Modeling Language				
ERD:	Entity Relationship Diagram				
DFD:	Data Flow Diagram				

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