

A Software Engineering Project On Customer Relationship Management

as the partial fulfillment of

Semester -V study

for the degree of

Bachelor of Science (Computer Science)
(Affiliated to Veer Narmad South Gujarat University)

during the academic year 2022-2023.

Developed By:

Dhruvan Bhakhar

Guided By:

Mrs. Shweta Bhatia



Sarvajanik Education Society

Shree Ramkrishna Institute of Computer Education and Applied Sciences

Behind P.T Science College, M.T.B. College Campus, Athwalines, Surat-395 001.



Sarvajani Education Society

Shree Ramkrishna Institute of Computer Education and Applied Sciences
Behind P.T. Science College, M.T.B College Campus, Athwalines, Surat-395 001.



CERTIFICATE

DEPARTMENT OF COMPUTER SCIENCE

This is to certify that

Student name

Exam no

1) Dhruvan Bhakhar

20188

has / have successfully completed his / her / their software engineering project work entitled

Customer Relationship Management

as the partial fulfillment of

Semester -V study

for the degree of

Bachelor of Science (Computer Science)

(Affiliated to Veer Narmad South Gujarat University)

during the academic year 2022-2023.

Internal Project Guide

HOD
Dept. of Computer Science

Date : _____

Place : Surat

University Examination:

Examination No. : _____

Signature of External Examiners : _____

A Software Project On
Customer Relationship Management

as the partial fulfillment of

Semester -V study

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2021-2022.

Developed By:

1)Bhakhari Dhruvan

Guided By:

Shweeta Bhatia



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1. Introduction

System Profile

- Project Title – Customer relationship management
- Organization - Shree Ramakrishna Institute Of Education and Applied Sciences.
- Front -End tool - PHP
- Back -End tool - My Sql
- Project Category - CRM
- Operating System – Windows 11
- Project Duration – 6month
- Project Guided By – Shweta Bhatia
- Developed By – Dhruvan Bhakhar

2. System Introduction

2.1 System Definition, Objective and scope

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 opportunity as well as getting more information about the projects and updating systems.

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 leads (customers).
- Adding new customers.
- Adding new business opportunities.
- Buildup communication to customer.
- Holding the customers.

Purpose

The purpose of CRM system is to:

- Maintain good relationship with customer
- Manage business opportunity
- Lead Management
- Track the business opportunity and develop it
- Daily Meeting, Task, Note, Emails with contacts or leads
- 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.

2.2 Hardware & Software Requirements

Hardware:-

- Processor : Lenovo Thinkbook Core i5 10th Gen or above
- Ram : 8 GB and 4 GB Graphics Card
- Hard-Disk : 512 GB SSD

Software:-

- Backend : My Sql.
- Frontend : PHP(Core).
- Operating System : Windows 11 pro or above

3. REQUIREMENT ANALYSIS

3.1 Expected working of System

In our project we have two types of roles:

- Administrator
- CRM User

➤ Admin Module:

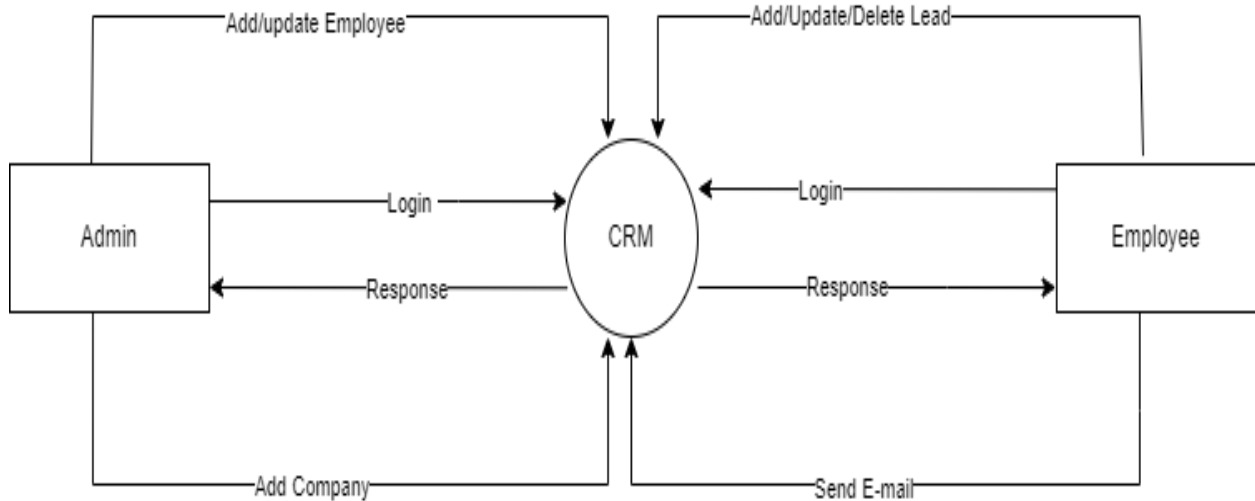
- Admin Login
- Add Employee
- Add Company
- Edit Employee
- Logout

➤ User Module:

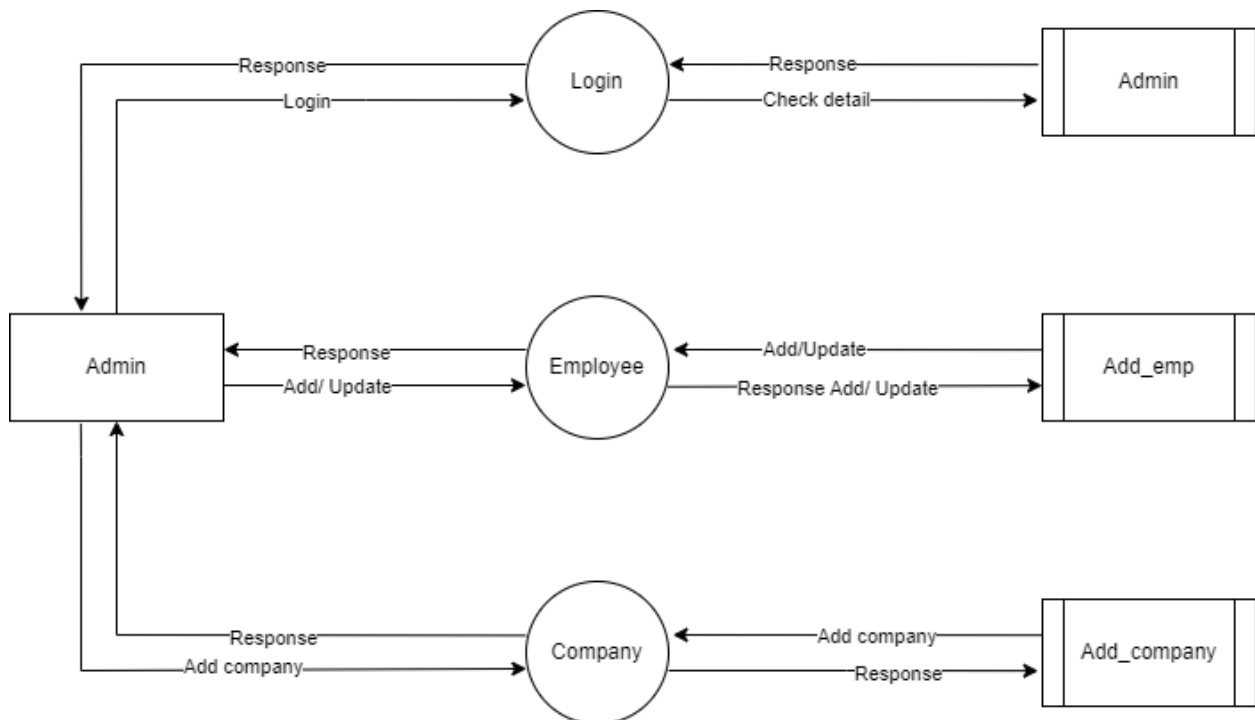
- Employee login
- Dashboard
- Add Lead
- Opportunity
- Communication
- Search Company
- Edit lead
- Logout

3.2 Data Flow Diagrams (DFD)

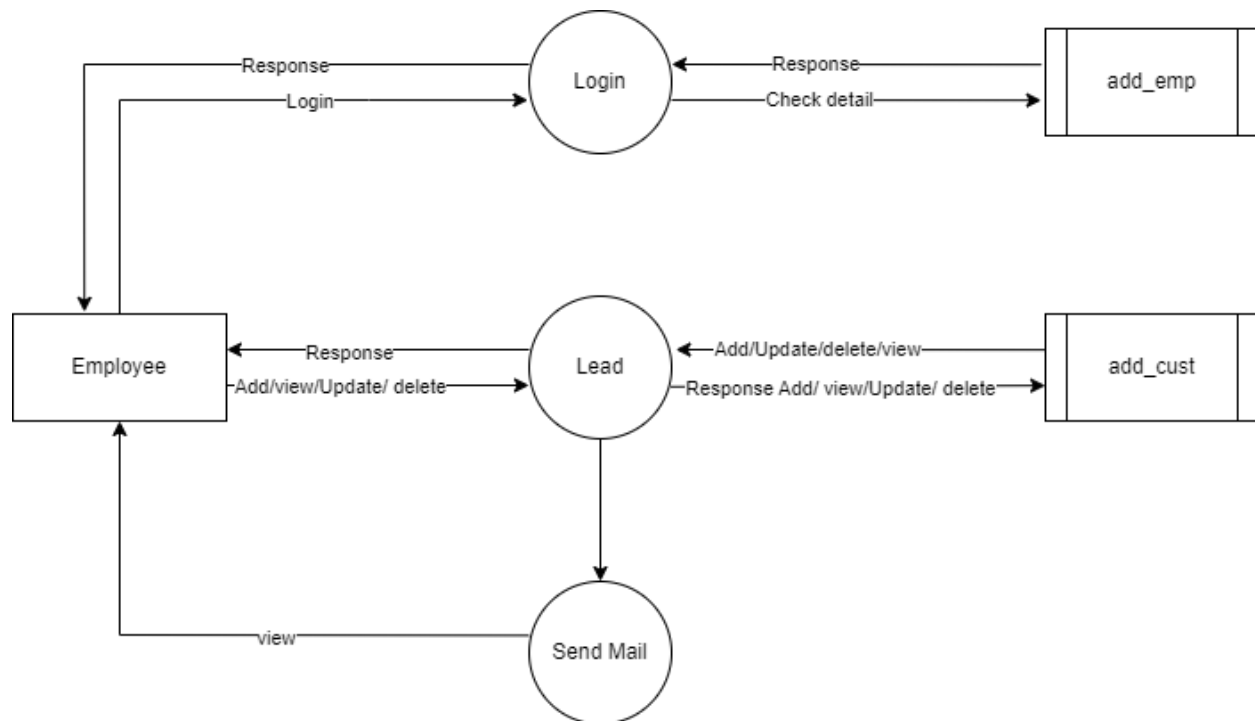
Context level DFD:



1st level DFD of Admin:



1st level DFD of Employ:



3.3 Process Specification

- **PROCESS For LOGIN**

Name:	Login
Description:	This process is save all the information of the Admin and Employ like Userid, Password etc.

- **PROCESS FOR Company:**

Name:	Company
Description:	Admin can manage All the company he can Add

	New company, update company & Delete company. User can view the company list.
--	---

• **PROCESS FOR Employ:**

Name	Employ
Description:	Admin can manage All the employ he can Add new Employ, update & Delete employ. User is the employ.

• **PROCESS FOR Lead:**

Name	Lead
Description:	This process is save all the information of the Lead like Lead name, mobile no, email id, company interested and status.

• **PROCESS FOR Opportunity :**

Name	Opportunity
Description:	Employee can manage can pending lead to customer after lead has parched from the interested company or if it lead is not interested than that lead is lost and deleted by employee in opportunity.

• **PROCESS FOR Communication:**

Name:	Communication
Description:	Employee can communicate to there lead via email. Employee send email to there respected pending leads Here only pending leads are show.

3.4 Data Dictionary

- **Employee Table**

Name:	Add_emp
Alias:	Employee details
Where used/How used:	Data use for login as employee and add employee details
Content Description:	Emp_id + name+ email_id+ mobile_no+ password+

- **Company Table**

Name:	Add_company
--------------	-------------

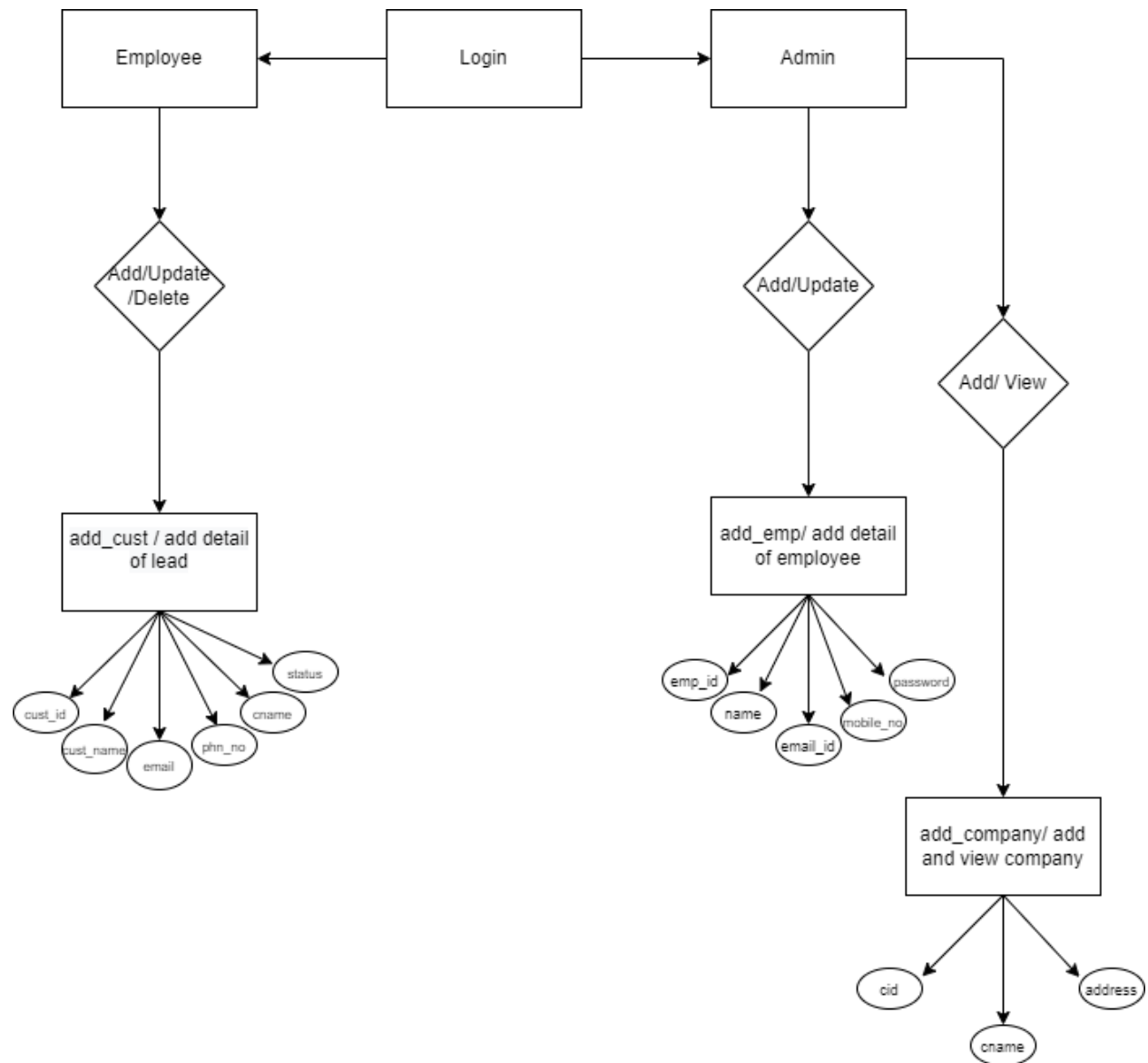
Alias:	Company
Where used/How used:	How many companies are there.
Content Description:	cid+ cname+ address+

- **Lead Table**

Name:	Add_cust
Alias:	Lead detail
Where used/How used:	Data use for add update and delete the lead information
Content Description:	cust_id+ cust_name+ email+ phn_no+ cname+ status+

4. Design

4.1 E-R Diagram :



4.2 Database design :

➤ Table Name : *add_emp*

Field Name	Data Type	Constraints	Field Size	Description
emp_id	int	Primary Key	11	Contains ID of employee
name	varchar		100	Contains name of employee
email	varchar		100	Contains Email i of employee
phonenum	int		11	Contains mobile no of employee
password	varchar		100	Contains password of employee

➤ Table Name : *add_company*

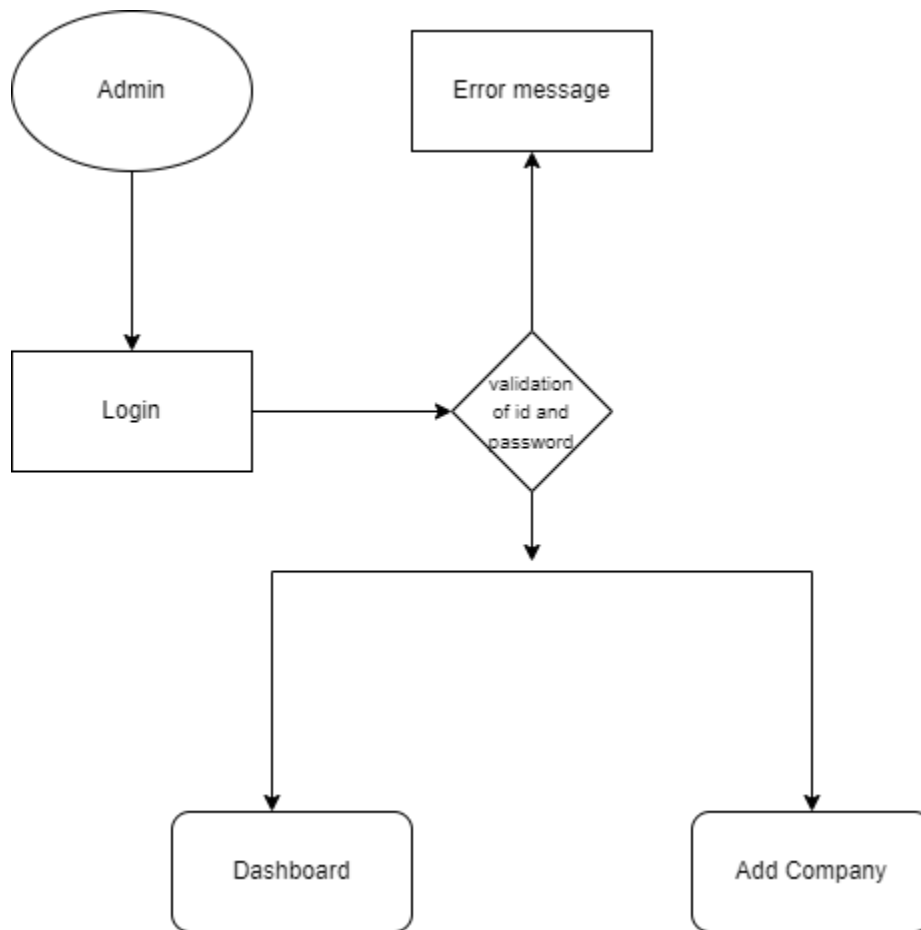
Field Name	Data Type	Constraints	Field Size	Description
cid	int	Primary Key	11	Contains ID of company
address	varchar		100	Contains address of company
cname	varchar		100	Contains name of company

➤ Table Name : *add_cust*

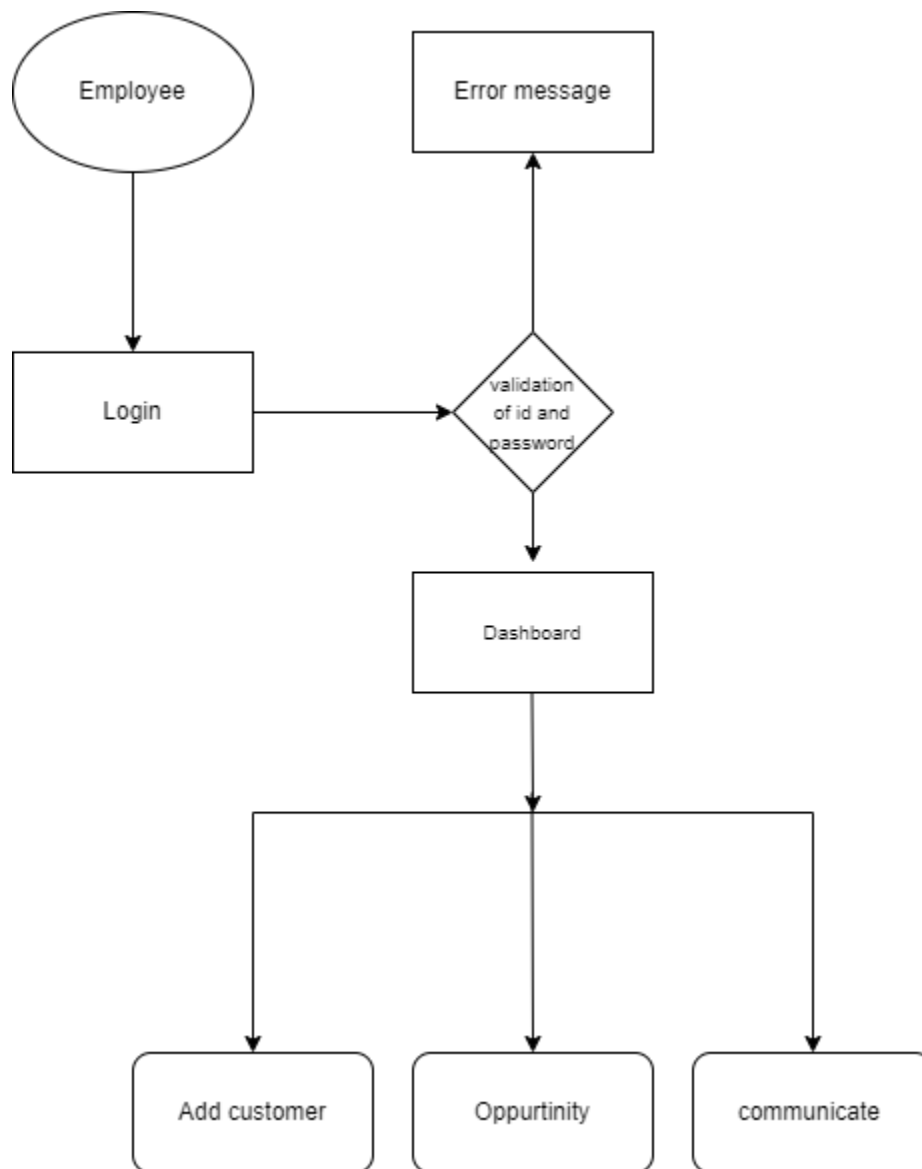
Field Name	Data Type	Constraints	Field Size	Description
cust_id	int	Primary Key	11	Contains ID of lead
Cust_name	varchar		100	Contains name of lead
email	varchar		100	Contains Email id of lead
phn_no	int		10	Contains Mobile no of lead
cname	varchar		50	Contains Interested company of lead
status	varchar		50	Check status of lead.

4.3 System Flowchart :

4.3.1 Admin Side :



4.3.2 User Side :



4.4 FORM AND REPORT DESIGN(SCREENSHOT)LAYOUT:

- Database Screenshot



Database name :- crm

Server: 127.0.0.1 » Database: crm

Structure SQL Search Query Export Import Operations Privileges Routines Events

Filters

Containing the word:

Table	Action	Rows	Type	Collation	Size	Overhead
<input type="checkbox"/> add_company		3	InnoDB	utf8mb4_general_ci	16.0 KiB	-
<input type="checkbox"/> add_cust		9	InnoDB	utf8mb4_general_ci	32.0 KiB	-
<input type="checkbox"/> add_emp		1	InnoDB	utf8mb4_general_ci	32.0 KiB	-
<input type="checkbox"/> admin_tbl		1	InnoDB	utf8mb4_general_ci	16.0 KiB	-
<input type="checkbox"/> emp_record		0	InnoDB	utf8mb4_general_ci	16.0 KiB	-
5 tables	Sum	14	InnoDB	utf8mb4_general_ci	112.0 KiB	0 B

☐ Check all With selected:

Print Data dictionary

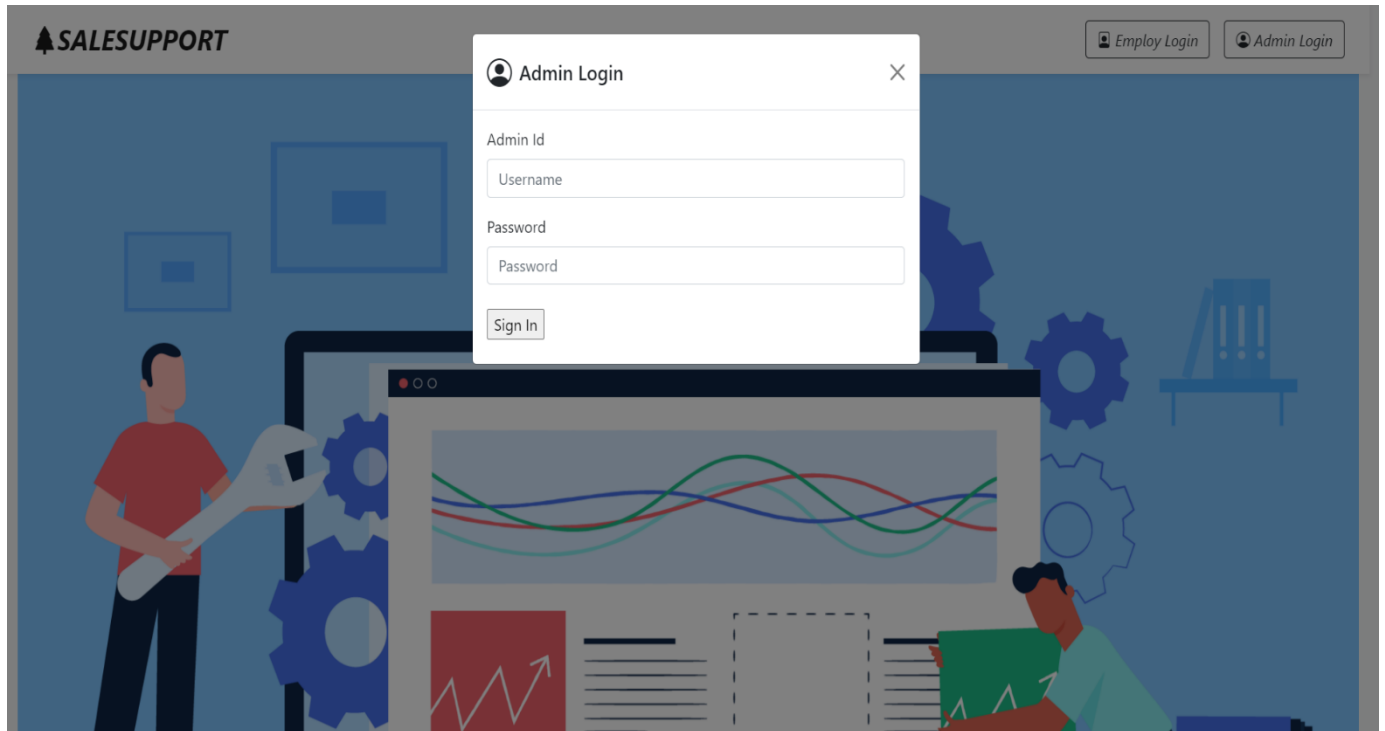
Create new table

Table name: Number of columns:

Console

- **Login Page Admin**

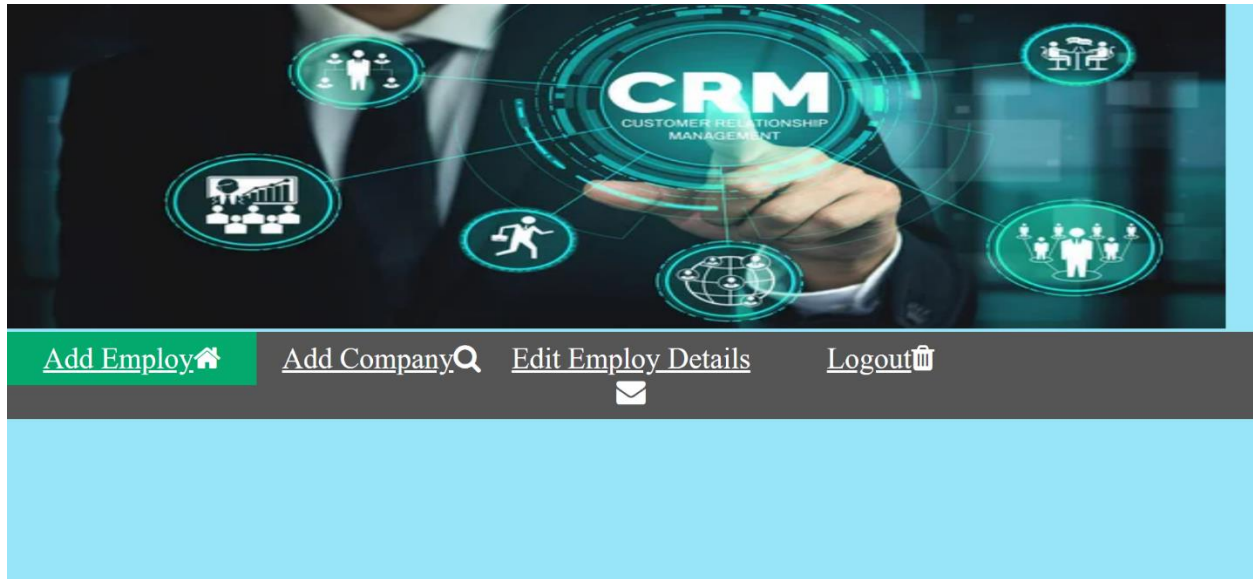
➤ Login page used by admin to login in customer relationship management.



- **Admin Home Page**




If admin is login in this system then admin redirected on home page of admin.



- **Category**



Add Employee



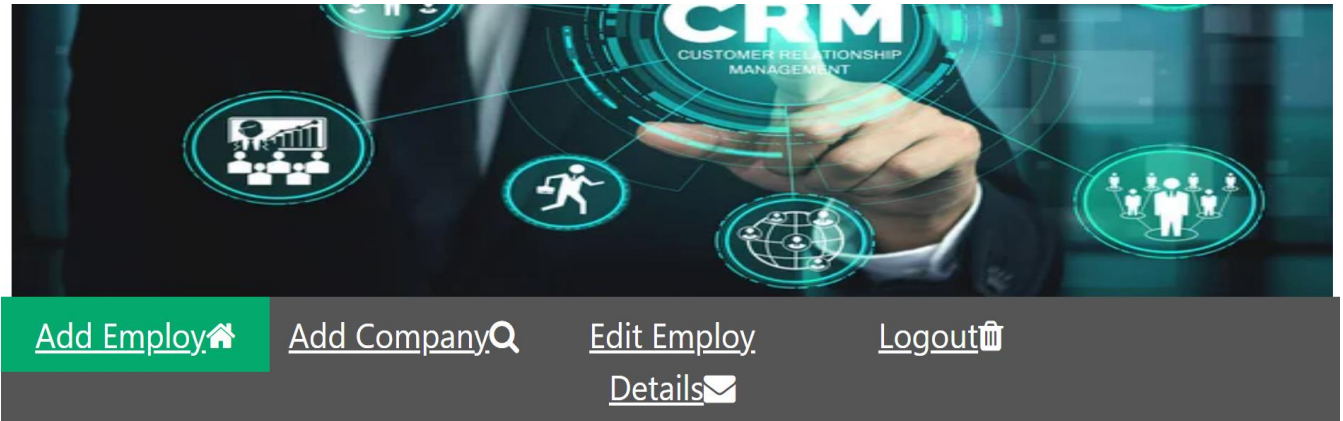
[Add Employ.🏠](#) [Add Company🔍](#) [Edit Employ. Details✉️](#) [Logout🗑️](#)

Employ Details

	Name
admin1	Email
	Phone number
	password

[Reset](#) [Submit](#)

➤ Add Company



-->

Add Company

Name

Address

Reset

Submit

➤ Edit Employee Detail

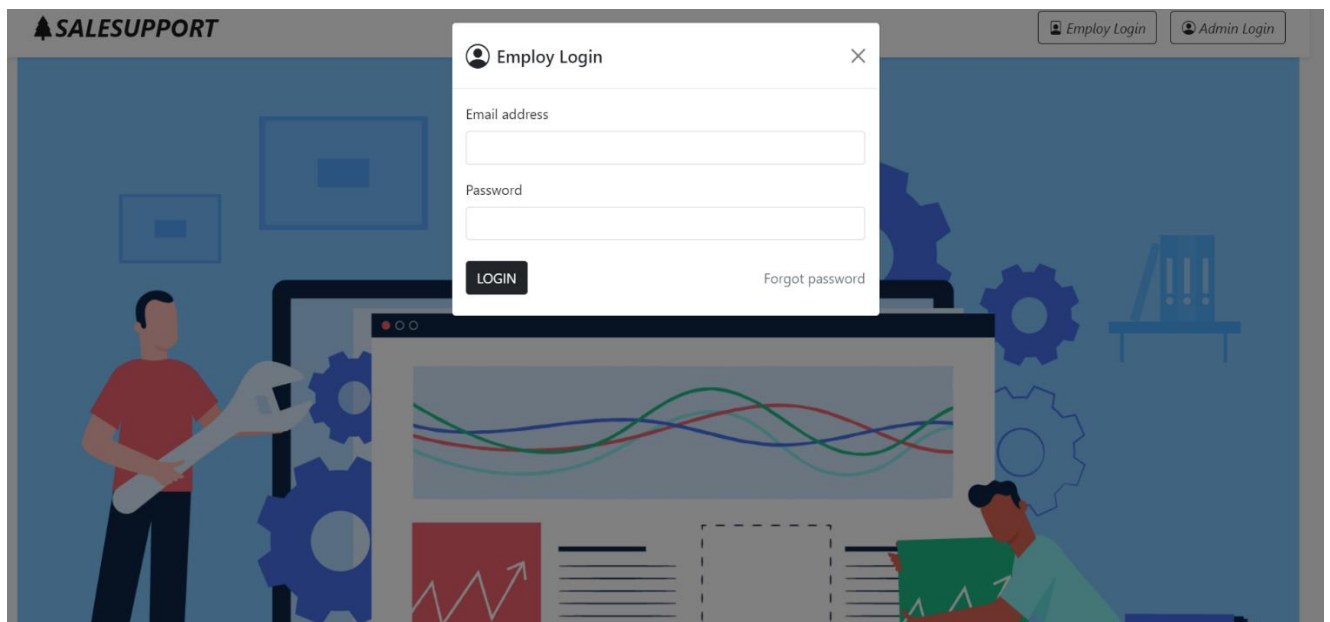


Employ Details

ID	Name	email	phone_no	Password	Action
18	Dhruva	db@gmail.com	21474	123	Update

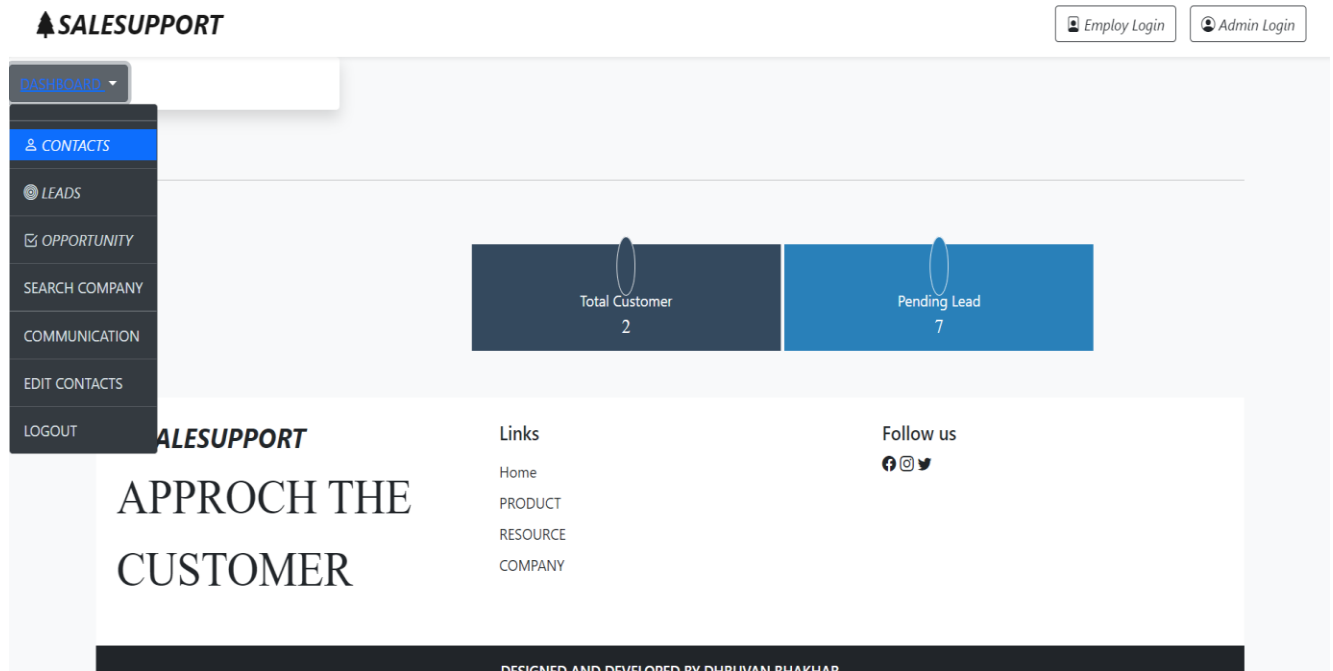
- **Login Page Employee**

➤ Login page used by employee to login in customer relationship management.

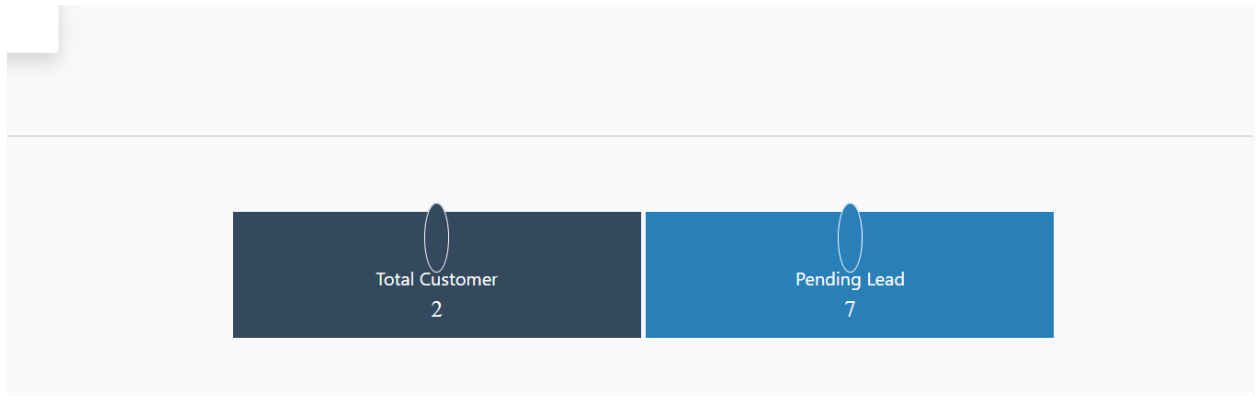


- **Employee Home Page**


➤ Employee is login in this system.





- **Dashboard**



- **Add Lead**



 [Employ Login](#)

 [Admin Login](#)

[DASHBOARD](#)

Lead Details

Register your lead here.

Enter the following details

Full Name *

Enter Full name

Email *

Phone number *


Company: *

M2M

Status *

pending

Submit



[Links](#)

[Follow us](#)

- **Lead Available**

SALESUPPORT

[Employ Login](#) [Admin Login](#)

DASHBOARD

Leads Available

Remeber the customer id to check leads in details.

[Check Lead in Details](#)

ID	Name	Phone
38	Mansuk Patel	1234567890
39	Dhruv Patel	2147483647
40	Dhruvan Bhakhar	2147483647
41	dhruuv Parjapati	2147483647
42	Om Sukhadiya	2147483647
43	Heet Patel	2147483647
44	Heet borad	2147483647
45	Variya dev	2147483647
46	JIVRAJBHAI VARIYA	2147483647

Windows taskbar: Type here to search, 31°C Partly sunny, 09:58 17-10-2022

- Opportunity

SALESUPPORT						
<div> <div>DASHBOARD</div> <div> <div>Employ Login</div> <div>Admin Login</div> </div> </div>						
Oppurtunity to make customer						
ID	Name	email	phone_no	company	Status	Action
39	Dhruv Patel	dptl@gmail.com	2147483647	M2M	pending	<div>Update</div> <div>Delete</div>
40	Dhruvan Bhakhar	db@gmail.com	2147483647	M4M	pending	<div>Update</div> <div>Delete</div>
41	dhruv Parjapati	dp@gmail.com	2147483647	M4M	pending	<div>Update</div> <div>Delete</div>
42	Om Sukhadiya	om@gmail.com	2147483647	Zara	pending	<div>Update</div> <div>Delete</div>
43	Heet Patel	Heetpl@gmail.com	2147483647	M2M	pending	<div>Update</div> <div>Delete</div>
44	Heet borad	Heet@gmail.com	2147483647	M2M	pending	<div>Update</div> <div>Delete</div>
45	Variya dev	variya@gmail.com	2147483647	M2M	pending	<div>Update</div> <div>Delete</div>
Converted to customer						
ID	Name	email	phone_no	company	Status	
38	Mansuk Patel	mnp@gmail.com	1234567890	zara	customer	

- Search Company

DASHBOARD

Search surat


Submit

ID	Address	Name
2	surat	M4M
ID	Address	Name
3	surat	Zara

- **Communication**



Contact Lead

 **SALESUPPORT**


 [Employ Login](#)


 [Admin Login](#)


DASHBOARD				
ID	Name	email	company	Action
39	Dhruv Patel	dptl@gmail.com	M2M	select
40	Dhruvan Bhakhar	db@gmail.com	M4M	select
41	dhruv Parjapati	dp@gmail.com	M4M	select
42	Om Sukhadiya	om@gmail.com	Zara	select
43	Heet Patel	Heetptl@gmail.com	M2M	select
44	Heet borad	Heet@gmail.com	M2M	select
45	Variya dev	variya@gmail.com	M2M	select



Send Mail

 **SALESUPPORT**

 [Employ Login](#)

 [Admin Login](#)

[DASHBOARD](#) ▾

Email:

Subject:

Message:

[send message](#)

- Edit lead

Edit Lead

Cust Id

Name

Email

Phone number

cname

Update Data

ID	Name	Email	Phone	cname
38	Mansuk Patel	mnp@gmail.com	1234567890	zara
39	Dhruv Patel	dptl@gmail.com	2147483647	M2M
40	Dhruvan Bhakhar	db@gmail.com	2147483647	M4M
41	dhruuv Parjapati	dp@gmail.com	2147483647	M4M
42	Om Sukhadiya	om@gmail.com	2147483647	Zara

5. Coding

connection.php

```
<?php
$conn = "";

try {
    $servername = "localhost";
    $dbname = "crm";
    $username = "root";
    $password = "";

    $conn = new PDO(
        "mysql:host=$servername; dbname=crm",
        $username, $password
    );

    $conn->setAttribute(PDO::ATTR_ERRMODE,
        PDO::ERRMODE_EXCEPTION);
}
catch(PDOException $e) {
    echo "Connection failed: " . $e->getMessage();
}

?>
```

Loginvalidate.php

```

<?php

include_once('connection.php');

4 references
function test_input($data) {

    $data = trim($data);
    $data = stripslashes($data);
    $data = htmlspecialchars($data);
    return $data;
}

if ($_SERVER["REQUEST_METHOD"] == "POST") {

    $username = test_input($_POST["name"]);
    $password = test_input($_POST["password"]);
    $stmt = $conn->prepare("SELECT * FROM add_emp");
    $stmt->execute();
    $users = $stmt->fetchAll();

    foreach($users as $user) {

        if(($user['email'] == $username) &&
            ($user['password'] == $password)) {
            header("location: dashboard.php");
        }
        else {
            echo "<script language='javascript'>";
            echo "alert('WRONG INFORMATION')";
            echo "</script>";
            die();
        }
    }
}

?>

```

dashboard.php

```

<div class="container">

    <div class="main-section">
        <div class="dashbord">
            <div class="icon-section">
                <i class="fa fa-users" aria-hidden="true"></i><br>
                Total Customer
                <p> <?php
                    echo number_format($conn->query("SELECT * FROM add_cust where status='customer'")->rowCount());
                ?></p>
            </div>

        </div>
        <div class="dashbord dashbord-blue">
            <div class="icon-section">
                <i class="fa fa-money" aria-hidden="true"></i><br>
                Pending Lead
                <p><?php echo number_format($conn->query("SELECT * FROM add_cust where status='pending'")->rowCount());?></p>
            </div>
        </div>
    </div>
</div>
</div>
<br>

```

Validate.php

```

File Edit Selection View Go Run Terminal Help
validate.php - cm - Visual Studio Code

validate.php 1 X
validate.php > ...
1  <?php
2
3  include_once('connection.php');
4
5  4 references
6  function test_input($data) {
7
8      $data = trim($data);
9      $data = stripslashes($data);
10     $data = htmlspecialchars($data);
11     return $data;
12 }
13
14 if ($_SERVER["REQUEST_METHOD"] == "POST") {
15
16     $username = test_input($_POST["name"]);
17     $password = test_input($_POST["password"]);
18     $stmt = $conn->prepare("SELECT * FROM admin_tbl");
19     $stmt->execute();
20     $users = $stmt->fetchAll();
21
22     foreach($users as $user) {
23
24         if(($user['name'] == $username) &&
25            ($user['password'] == $password)) {
26             header("location: adminpage.php");
27         }
28         else {
29             echo "<script language='javascript'>";
30             echo "alert('WRONG INFORMATION');";
31             echo "</script>";
32             die();
33         }
34     }
35 }
36
37

```

employdet.php

```
File Edit Selection View Go Run Terminal Help employdet.php - crm - Visual Studio Code

EXPLORER
CRM
addcomp.php
adminpage.php
connection.php
contact.php
crm-img.jpg
crm.sql
CRM1.png
custdelete.php
custupdate.php
dashboard.php
editemp.php
editempbknd.php
editlead.php
el.php
email.php
empdelete.php
employdet.php
final.php
followup.php
footer.php
gfg.php
header.php
include.php
index.php
insert.php
leadarb.php
leaddet.php
leadupdate.php
links.php
loginval.php
OUTLINE
TIMELINE

15 $name = $_POST['name'];
16 $email = $_POST['email'];
17 $phonenum = $_POST['phonenum'];
18 $password = $_POST['password'];
19
20 $conn = mysqli_connect("localhost", "root", "", "crm");
21
22 // Check connection
23 if($conn === false){
24     die("ERROR: Could not connect. "
25         . mysqli_connect_error());
26 }
27
28
29 $sql = "INSERT INTO add_emp VALUES ('$emp_id', '$name', '$email', '$phonenum', '$password')";
30
31 if(mysqli_query($conn, $sql)){
32     echo "<h3>data stored in a database successfully."
33         . " Please browse your localhost php my admin"
34         . " to view the updated data</h3>";
35
36     echo nl2br("\n$emp_id \n $name\n "
37         . "$email\n $phonenum\n $password");
38 } else{
39     echo "ERROR: Hush! Sorry $sql. "
40         . mysqli_error($conn);
41 }
42
43 // close connection
44 mysqli_close($conn);
45
46 ?>
47 <head>
48 <style>
```

Add_company.php

```
File Edit Selection View Go Run Terminal Help addcomp.php - crm - Visual Studio Code

EXPLORER
CRM
addcomp.php
adminpage.php
connection.php
contact.php
crm-img.jpg
crm.sql
CRM1.png
custdelete.php
custupdate.php
dashboard.php
editemp.php
editempbknd.php
editlead.php
el.php
email.php
empdelete.php
employdet.php
final.php
followup.php
footer.php
gfg.php
header.php
include.php
index.php
insert.php
leadarb.php
leaddet.php
leadupdate.php
links.php
loginval.php
OUTLINE
TIMELINE

22 . mysqli_connect_error());
23 }
24
25 $sql = "INSERT INTO add_company VALUES ('$cid', '$name', '$address')";
26
27 if(mysqli_query($conn, $sql)){
28     echo "<h3>data stored in a database successfully."
29         . " Please browse your localhost php my admin"
30         . " to view the updated data</h3>";
31
32     echo nl2br("\n$cid \n $name\n "
33         . "$address");
34 } else{
35     echo "ERROR: Hush! Sorry $sql. "
36         . mysqli_error($conn);
37 }
38
39 // Close connection
40 mysqli_close($conn);
41
42 ?>
43 <head>
44 <style>
45 @import url('https://fonts.googleapis.com/css?family=Humans');
46 .card-registration .select-input.form-control[readonly]:not([disabled]) {
47     font-size: 1rem;
48     line-height: 2.15;
49     padding-left: .75em;
50     padding-right: .75em;
51 }
52 .card-registration .select-arrow {
53     top: 13px;
54 }
```

editemp.php

```
File Edit Selection View Go Run Terminal Help
editemp.php - crm - Visual Studio Code

editemp.php
90 if(!$con)
91 {
92     die("Error deleting record:".mysql_error($con));
93 }
94
95
96
97
98 $sql = "select * from 'add_emp' ";
99 $result = mysql_query($con,$sql);
100 if($result)
101 {
102     while ( $row=mysql_fetch_assoc($result)) {
103
104     }
105
106
107
108 <tr>
109 <td><?php echo $row['emp_id'];></td>
110 <td><?php echo $row['name'];></td>
111 <td><?php echo $row['email'];></td>
112 <td><?php echo $row['phonenum'];></td>
113 <td><?php echo $row['password'];></td>
114 <td>
115 <button class="btn btn-primary"><a href="editempbknd.php?emp_id=<?php echo $row['emp_id'];>" class="text-light">Update</a></button>
116 <!-- <button class="btn btn-danger"><a href="empdelete.php?deletid=$emp_id" class="text-light">delete</a></button> -->
117 </td>
118 </tr>
119
120
121
122 <?php
123 }
124 ?>
125
126
```

editempbknd.php

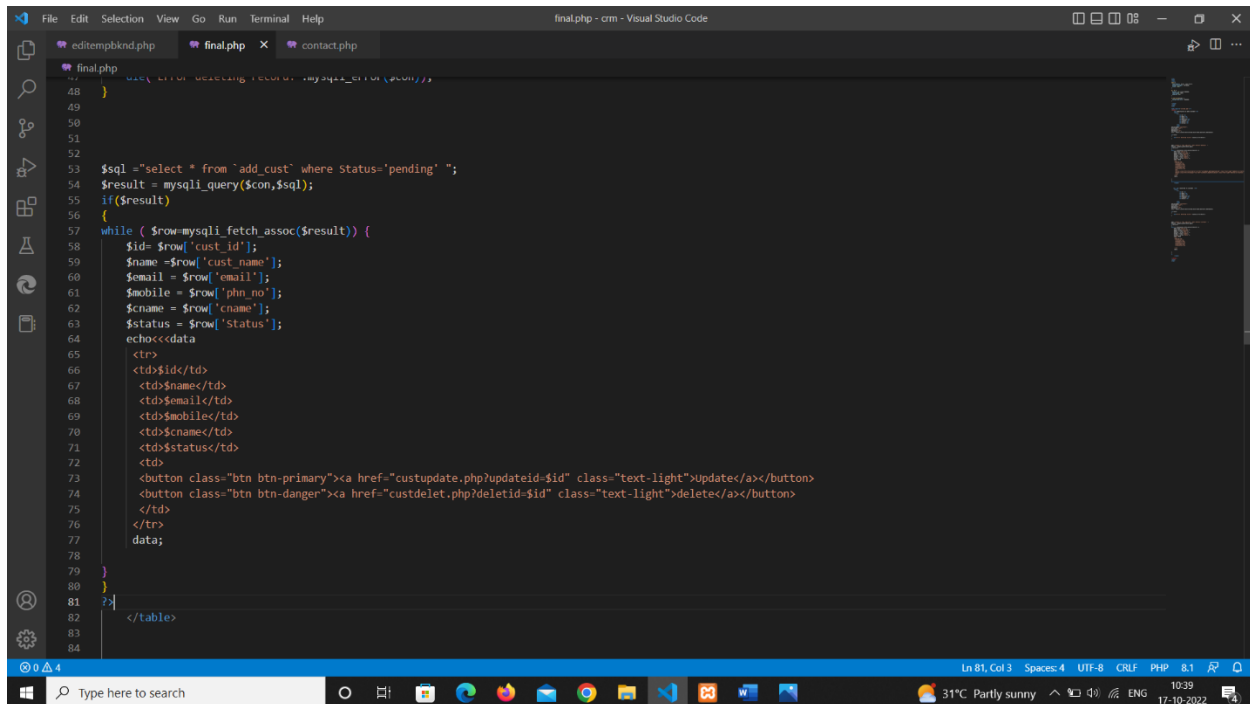
```
File Edit Selection View Go Run Terminal Help
editempbknd.php - crm - Visual Studio Code

editempbknd.php
100
101
102 </div>
103
104
105 <?php
106
107 if(isset($_POST['submit']))
108 {
109
110     $name = $_POST['name'];
111     $email = $_POST['email'];
112     $phonenum = $_POST['phonenum'];
113     $password = $_POST['password'];
114
115
116     $sql = " update 'add_emp' set name='$name',email='$email',phonenum='$phonenum',password='$password' where emp_id=$id ";
117
118     if(mysql_query($conn,$sql)){
119         echo "<script>alert('record updated')</script>";
120         header("location: http://localhost/crm/editemp.php");
121     }
122     else{
123         echo "error:".mysql_error($conn);
124         header("location: http://localhost/crm/editemp.php");
125     }
126 }
127 mysql_close($conn);
128 ?>
129
130
131
132
133
134
135 </center>
136
```


contact.php

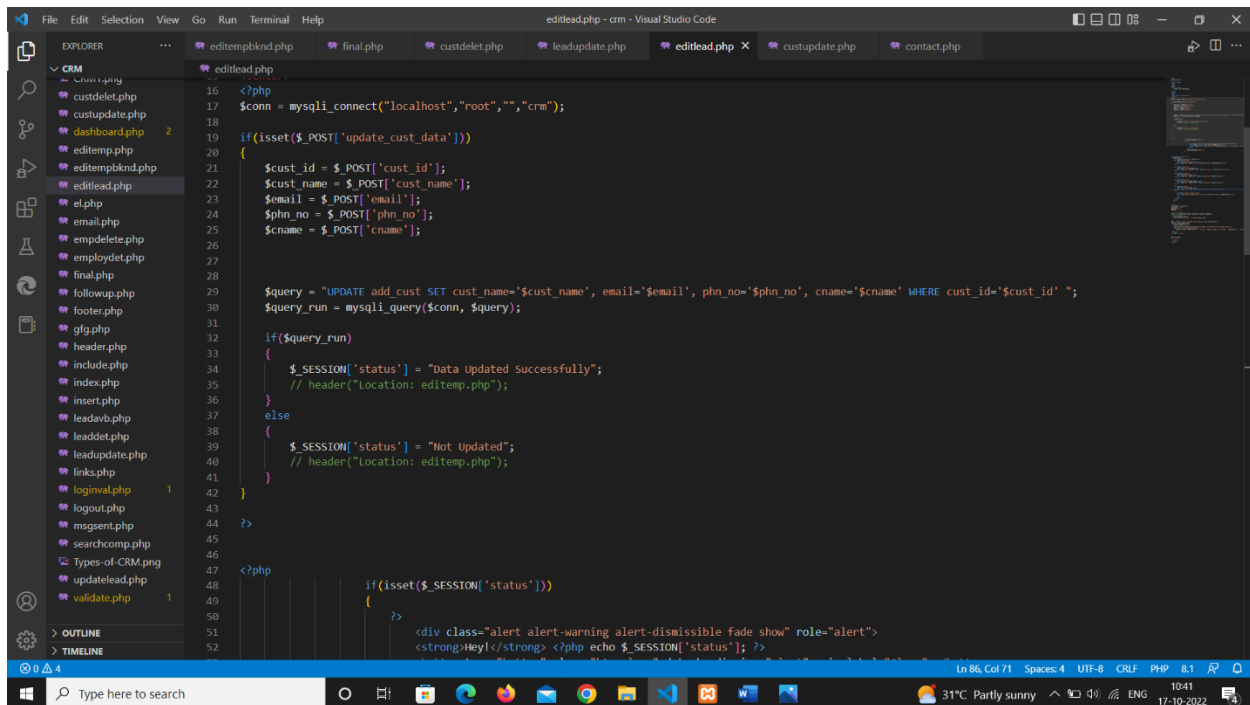
[illegible]

final.php



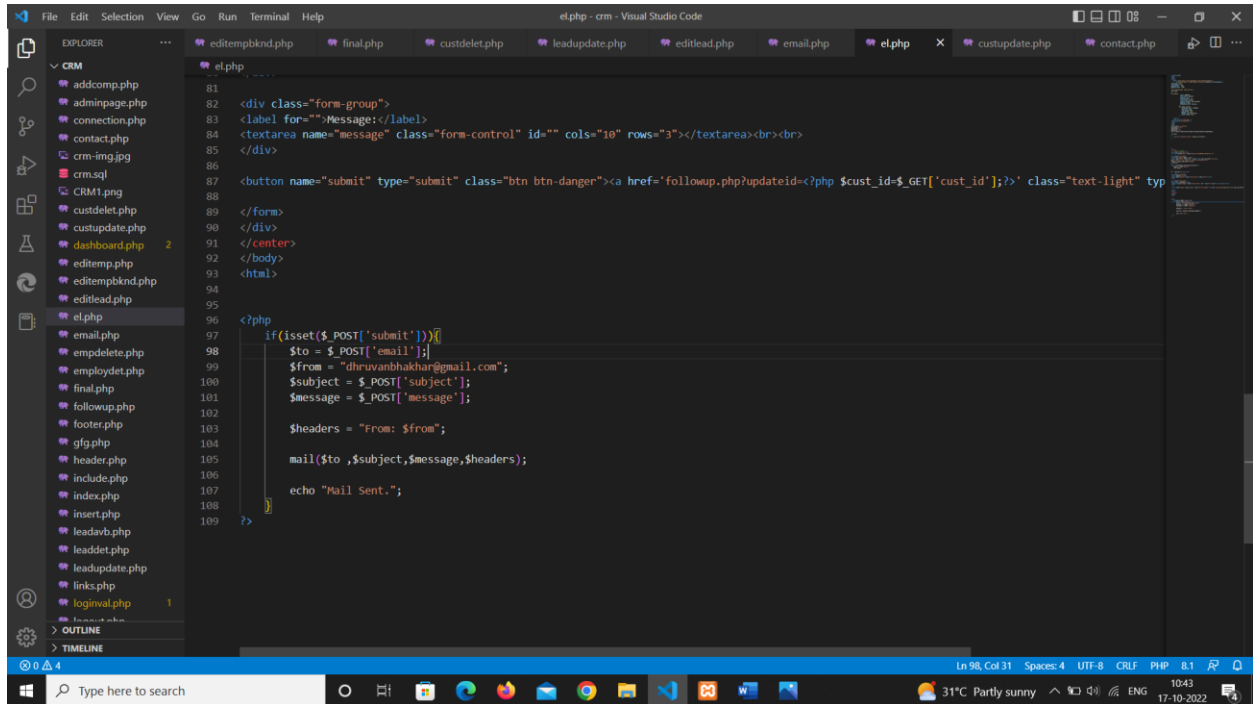
```
47 use mysqli;
48 }
49
50
51
52
53 $sql = "select * from `add_cust` where status='pending' ";
54 $result = mysqli_query($con,$sql);
55 if($result)
56 {
57 while ( $row=mysqli_fetch_assoc($result)) {
58 $id= $row['cust_id'];
59 $name = $row['cust_name'];
60 $email = $row['email'];
61 $mobile = $row['phn_no'];
62 $cname = $row['cname'];
63 $status = $row['status'];
64 echo<<<data
65 <tr>
66 <td>$id</td>
67 <td>$name</td>
68 <td>$email</td>
69 <td>$mobile</td>
70 <td>$cname</td>
71 <td>$status</td>
72 <td>
73 <button class="btn btn-primary">a href="custupdate.php?updateid=$id" class="text-light">update</a></button>
74 <button class="btn btn-danger">a href="custdelete.php?deletid=$id" class="text-light">delete</a></button>
75 </td>
76 </tr>
77 </tr>
78 data;
79 }
80 }
81 }>
82 </table>
83
84
```

Editlead.php



```
16 <?php
17 $conn = mysqli_connect("localhost","root","","crm");
18
19 if(isset($_POST['update_cust_data']))
20 {
21 $cust_id = $_POST['cust_id'];
22 $cust_name = $_POST['cust_name'];
23 $email = $_POST['email'];
24 $phn_no = $_POST['phn_no'];
25 $cname = $_POST['cname'];
26
27
28 $query = "UPDATE add_cust SET cust_name='$cust_name', email='$email', phn_no='$phn_no', cname='$cname' WHERE cust_id='$cust_id' ";
29 $query_run = mysqli_query($conn, $query);
30
31 if($query_run)
32 {
33 $SESSION['status'] = "Data Updated Successfully";
34 // header("Location: edittemp.php");
35 }
36 else
37 {
38 $SESSION['status'] = "Not Updated";
39 // header("Location: edittemp.php");
40 }
41 }
42 }>
43
44
45
46
47 <?php
48 if(isset($_SESSION['status']))
49 {
50
51 <div class="alert alert-warning alert-dismissible fade show" role="alert">
52 <strong>Hey!</strong> <?php echo $_SESSION['status']; >>
53
```

el.php



```
81
82 <div class="form-group">
83 <label for="">Message:</label>
84 <textarea name="message" class="form-control" id="" cols="10" rows="3"></textarea><br><br>
85 </div>
86
87 <button name="submit" type="submit" class="btn btn-danger"><a href="followup.php?updateid=<?php $cust_id=$_GET['cust_id'];>" class="text-light" typ
88
89 </form>
90 </div>
91 </center>
92 </body>
93 <html>
94
95
96 <?php
97 if(isset($_POST['submit']))
98 {
99     $to = $_POST['email'];
100     $from = "dhruvanbhatnagar@gmail.com";
101     $subject = $_POST['subject'];
102     $message = $_POST['message'];
103
104     $headers = "From: $from";
105
106     mail($to, $subject, $message, $headers);
107
108     echo "Mail Sent.";
109 }
```

logout.php

```
1 <?php
2 session_start();
3 session_unset();
4 session_destroy();
5
6 header("location:index.php");
7 exit();
8 ?>
```

6 .Testing

❖ Login Page:

NO.	Input	Description	Expected Output	Actual Output	Result
1	Empty Email	Blank	Error	Error	Login Fail
2	Empty /Wrong password	Blank/Wrong	Error	Error	Login Fail

❖ Add Deatil page:

O.	Input	Description	Expected Output	Actual Output	Result
1	Empty Name	blank	Error	Error	Not add
2	Empty Email	Blank	Error	Error	Not add
3	Empty Contact	Blank	Error	Error	Not add

4	Empty Password	Blank	Error	Error	Not add

7.0 NEW TOOLS/ TECHNOLOGIES LEARNED/ USED:

- VS code:-VS code is a sophisticated text editor for code, markup and prose.
- Users can expand its functionality with plugins , typivally community-built and maintained under free-software licenses.
- Some CSS for page design
- Template field for passing value
- mysql: It integrates with wamp.

8.0 SYSTEM LIMITATION/CONSTRAINTS:

- Link will be uploaded when you are connected with internet.
- Employee cant update particular data.
- Cant see how many time follow up is taken to particular lead.

9.0 Future Enhancement & Opportunities

- Passing session.
- Apply More efficient constraints .
- Number of time follow up taken with lead by employee
- Admin see employee detail with its lead count.
- Employee feature to add meeting whith lead.
- Add feature of login/signup using google/facebook.
- Add feature to import data by CSV file.

10.0 BIBLIOGRAPHY & REFERENCES:

Website

- www.google.com
- www.stackoverflow.com
- www.youtube.com
- <https://nevonprojects.com/android-customer-relationship-management-system/>