

- James Buck, Michael Kennedy, Ethan Lajeunesse, Giovanni Raso, Tanner Wetzel
- Professor Nancy Reddig

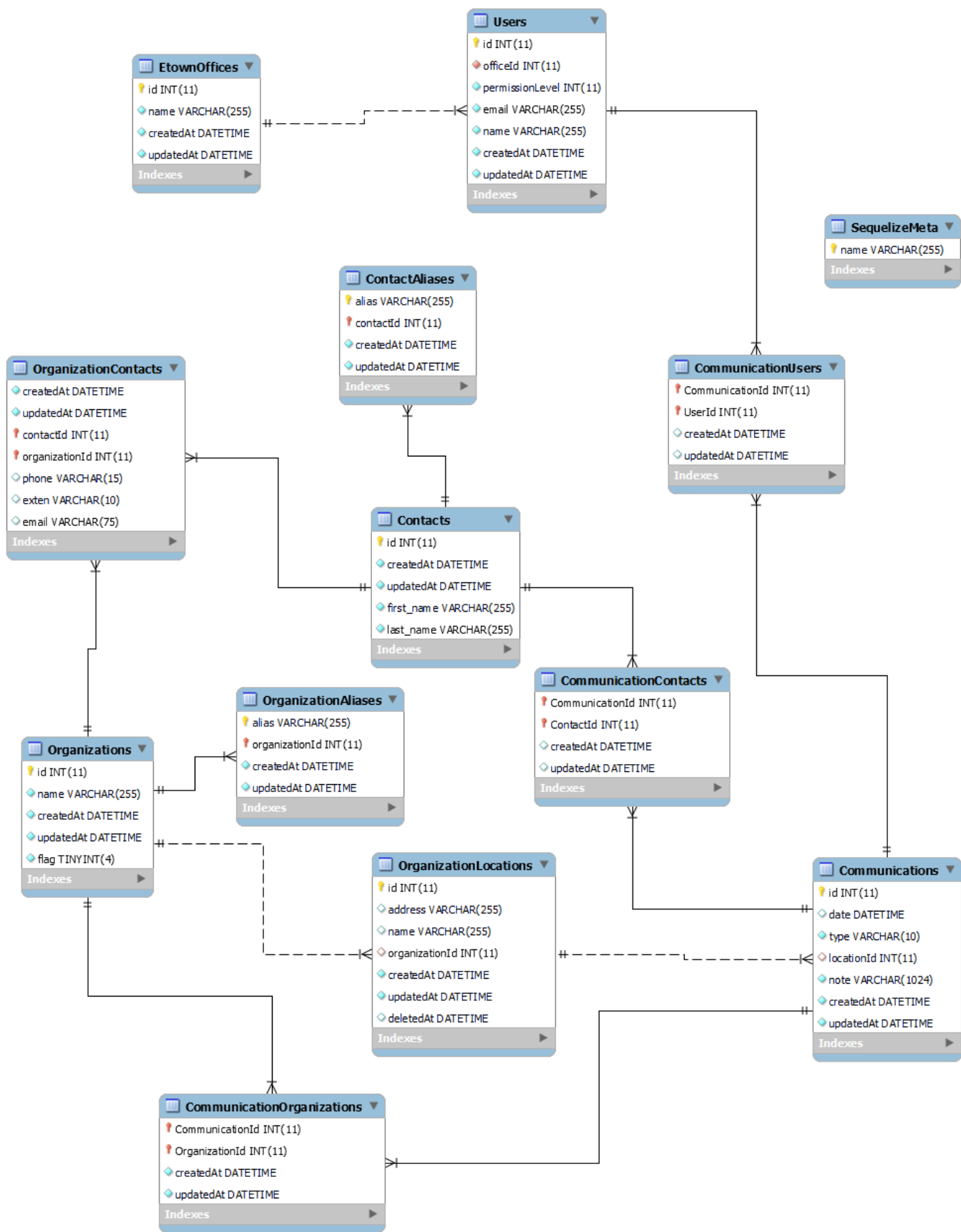
OPPORTUNITY/PURPOSE

CRM software for Etown college faculty to keep record of communications with partner organizations. Our software allows separate departments to see what communication has taken place between the college and an organization. Result is a data rich centralized location for ease of access and use.

DESIGN SPECIFICATIONS & SYSTEM REQUIREMENTS

- Login using Microsoft Authentication
- Logging communications with organizations/contacts
- Aliases for Organizations
- Add, update, delete Organizations
- Add, update, delete contacts
- Organization and contact imports and exports
- Admin section to add users and update permissions

TECHNICAL DESIGN & DATA MODEL



PROTOTYPE/PROCESS

ElizabethTown College

Admin

Organizations

Contacts

Communications

Welcome, Michael!

Logout

Contacts

Export Import Bulk Template

Search...

First Name	Last Name	Organization	Email	Phone Number	Extension	
Danielle	S	Mars	mars@food.com	1234567890		Delete
Isabel	Mutivi	Army National Guard	navy@navy.com	1234567890		Delete
James	Buck	Pizza Hut	wed@iom.com	2789081923		Delete
Stephanie	Mottz	Pizza Hut	pizzahut@yahoo.com	617-617-6177		Delete
T.J.	Rockwell	T.J. Rockwells	Boss@Rockwell.TJ	1-800-564-1789		Delete
Tanner	Wetzel	Pizza Hut	tanner.wetzel@pizza.hut	5555555555	1	Delete
Nolan	Pettit	Pizza Hut	abc@abc.com	1111111111	1	Delete
Ethan	Lajeunesse	WebstaurantStore	Laj@WebstaurantStore.net			Delete
Kevin	Bison	Good Burrito	BisonK@goodburrito.com	717-981-0341	1341	Delete
Brett	Cooper	Northwest EMS	CooperB@NWEEMS.net	717-911-8911		Delete

Upload file

Select header row

Match Columns

Validate data

Validate data

Discard selected rows Show only rows with errors

FIRST NAME	LAST NAME	EMAIL	PHONE NUMBER	ORGANIZATION NAME	EXTENSION
<input type="checkbox"/>	Aaron	Nguyen	jean63@fletcher.net	(722) 802-1700	Infinite Ventures 361
<input type="checkbox"/>	Lauren	Bowen	kari41@gmail.com	(283) 664-2372	Techno Nexus 555
<input type="checkbox"/>	Samantha	Huang	dcarroll@wood.com	(316) 830-7415	Techno Nexus 161
<input type="checkbox"/>	Cynthia	Crawford	ruizjesica@hotmail.com	(987) 405-1242	Quantum Spark 903
<input type="checkbox"/>	James	Petersen	bell@nathan@hotmail.com	(488) 648-6778	Infinite Ventures 558
<input type="checkbox"/>	Catherine	Morris	nathanielchang@smith.com	(572) 713-5834	Quantum Innovations 511
<input type="checkbox"/>	Nicholas	Jones	duncangeorge@gmail.com	(251) 992-5354	Stellar Solutions 230
<input type="checkbox"/>	Aaron	Anderson	uraymond@ford-stephens.org	(322) 587-7714	Stellar Solutions 546
<input type="checkbox"/>	Kimberly	Smith	jake@forex@yahoo.com	(507) 808-2542	Fusion Systems 524
<input type="checkbox"/>	Savannah	Vellazquez	jenniferjohnson@hotmail.com	(598) 476-4689	Fusion Systems 858
<input type="checkbox"/>	Jack	Adams	hector80@yahoo.com	(232) 310-4431	Quantum Innovations 149

Confirm

Create Organization

Name

WebstaurantStore

Flag

Requires Permission to Contact

Pending

Open For Communication

Requires Permission to Contact

Do Not Contact

IMPACT

Our community CRM empowers the college by enabling stronger communication and relationships with partner organizations. This encourages outreach and student involvement in the community

TESTING PROCESS

To test our project, we needed to create test cases that covered as much of our requirements as possible. We also needed to prioritize certain requirements.

Test Case 1: Exporting All Organizations

Test Case 2: Creating Contact Search Aliases

Test Case 3: Creating a Communication

We ensured these Test Cases covered other essential parts of our test cases, such as user logins.

REFERENCES & ACKNOWLEDGEMENTS

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- Jesse Waters for creating the vision for the project.
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