CRM

Customer Relation Management Project

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Web Technology Final Project

Documentation

What is CRM Application?

- The CRM application is a web application that helps businesses manage their customer relationships.

- The application provides a number of features to help businesses track and manage their leads, opportunities and customers.

What are the features of the CRM application?

- Contact Management: The application allows businesses to store and manage contact information for their customers.

- Opportunity Management: The application allows businesses to track opportunities and close them as sales.

- Customer support: The application allows businesses to provide customer support and track customer interactions.

- Reporting: The application provides a number of reports that can be used to track the performance of the CRM application and the customer relationships.

Project Scope

- The scope of the project is to develop a CRM application will help businesses manage their customer relationships.

Resources

Software: The following software will be needed to develop the CRM application:

- Java
- Spring Boot
- MySQL
- Thyme leaf
- Bootstrap

User Documentation

Login

To login to the CRM application, you will need to provide your username and password. Your username is your email address and your password is the password you created when you first set up the application.

Navigation

The CRM application is divided into a number of different sections, including:

Dashboard: The dashboard is a central hub where you can see an overview of your customer relationships.

Home Page: this is the page where user see when enter on our website and face different services.

Opportunities: The opportunities section is where you can track opportunities and close them as sales.

Customer support: The customer support section is where you can provide customer support and track customer interactions.

Reporting: The reporting section is where you can view reports on the performance of the CRM application and the customer relationships.

My application have an Authentication and Authorization: where it use Spring Security to secure my application.

CRUD (Create, Read, Update, Delete) operations

- My application have a crud operation in system where the admin can create the customer who registered in our application.

- And also the admin can Read all customer have registered,

- Also he/she can Update the customer information.

- And can Delete the customer information.

There is other functionality have like:

- **File Upload and Download**: where it downloads the pdf file of an data that are in our database.

- **Search and Filtering:** it has also the search and filtering where user can find all information easily

- **Validations:** it has validations where it has some validation for user authentication.

- And also my app you can get the dashboard as an admin where it contains all the information of customers.

Database Schema

Table △	Action						Rows ⓘ	Type	Collation	Size	Overhead
☐ form	⭐	📋 Browse	📐 Structure	🔍 Search	📥 Insert	🗑 Empty	⊖ Drop	0 innoDB	utf8mb4_general_ci	16.0 KiB	-
☐ users	⭐	📋 Browse	📐 Structure	🔍 Search	📥 Insert	🗑 Empty	⊖ Drop	1 InnoDB	utf8mb4_general_ci	48.0 KiB	-
☐ users_sequence	⭐	📋 Browse	📐 Structure	🔍 Search	📥 Insert	🗑 Empty	⊖ Drop	1 InnoDB	utf8mb4_general_ci	16.0 KiB	-
3 tables	Sum						2 InnoDB	utf8mb4_general_ci	80.0 KiB	0 B

Technical Documentation

Implementation

The CRM application is implemented using the following steps:

1. Create a new Spring Boot project using the Spring Boot Initializer.

2. Add the following dependencies to the project:

   Spring Boot Stater Web

   Spring Boot Stater Data JPA

   MySQL Connector/J

3. Create the database schema.

4. Create the Spring Security

5. Create the domain classes.

6. Create the repository interfaces.

7. Create the service classes.

8. Create the controller classes.

9. Create the HTML pages.

10. Style the HTML pages using Bootstrap.

11. Deploy the application to a web server.

Libraries and frameworks

The following libraries and frameworks are used in the CRM application:

- Spring Boot: The Spring Boot framework is used to develop and deploy the CRM application.

- Spring Data JPA: The Spring Data JPA framework is used to access the data in the MySQL database.

- Thyme leaf: The Thyme leaf template engine is used to render the HTML pages for the CRM application.

- Bootstrap: The Bootstrap CSS framework is used to style the HTML pages for the CRM application.

THANK YOU!