Contact management Bounded Context

# Scope of Contact management BC

Contact management is about registering and taking care of contact data and their relationship with the enterprise managing them. A contact can refer to any person, entity or any other party which can be contacted and interrelated, for example (without trying to be exhaustive), Customers, Suppliers, Offices and Companies, Human Resources, System Users, Friends and Family, etc.

When a contact is created a public name must be supplied, like a person name, a department name, a company title, etc. The name is required for visualization purposes but is not fundamental. Although the use of this context should try to minimize name collisions and missing names altogether, it is not a requirement. At any time the contact name can be updated with a different value.

The contact can have a picture added to it as an optional but easy way to identify the person or element it represent.

A contact can have any number of notes added to it. Those notes will register the time and person (system user) who writes the note. A note can be removed at any time, or recovered later, and its content can be modified also but only by the user who created it. A note is created private so that it can only be viewed by the user who created it. Then it can be made public at any time so any user of the system with access to the contact can see it.

A contact can have added some labels to it like job title, website, department, first name, salutation, score, etc. This information helps to identify and attribute the contact with extra information. Each module can add any number of label types.

A contact can have any number of contact information of any of the following types like email, mobile, phone, address, zip code, shipping address, skype id, twitter id, facebook id, etc. Those contact info types are mainly controlled by possibly different modules that know how to use them from inside or outside the application. Other types can be added to the contact with no special automatic interpretation from the application.

A contact can have any number of categories to indicate the kind of contact, like Person, Customer, Company, User, Supplier, etc. Each category could represent a module of the application.

For example, a contact could be categorized as a Person because it refers to a specific person and not to an office or department, also as a Customer because from the Customer management module a customer has been added and its contact data has been sent to this module to be managed with other contacts. At the same time the same contact can be a User, because it a user with credentials to enter the system is associated with that same customer, which is a person.

There are categories which can be assigned to a contact from this very module or by any external module, like Person. But other categories should only be assigned by the external module that defines them because they could convey a complex logic beyond just assigning the category, like Customer or User.

A contact communication may be created into this context, every time a user communicates through the application with a customer, company or other user. A communication has a source and targets contacts. Also an optional replied communication (a communication can have many replies but can only reply another one). A communication can be a phone call, a text message or chat message, an email, a personal conversation, etc. It can have associated some resources (videos, audio records, attached documents, formatted text message, etc.). Those resources are managed outside this bounded context possibly by different modules. A communication have a starting moment in time and a duration. Some notes can be added to each communication the same way notes are added to contacts (private and public). A conversation can be defined as the directed graph of communications. Different views can be obtained from those graphs to make easy to a user continue the conversation further (chat like).

A contact relationship can be established between two contacts to represent a temporal relationship like head of department, assistant, boss, employee, etc. Every relationship has a relationship type representing the nature of the relationship. The relationship is established between a subject contact and a target contact: for example john (subject) is boss of martin (target). A relationship can have some notes added to it (private and public).