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| Project name | **ZIRA Billing** |
| **Domain** | Telecom |

This is the first system from where a customer order is captured and customer is created into the system. 1]The CRM/OMOF(order management order Fulfillment) system keeps customer-related information along with product and services because tracking all the billings and services would be very difficult manually, so this billing system provides flexibility to both the service providers and customers.

CRM delivers value-added services to customers and improves effectiveness of marketing solution.

What does CRM do?

CRM can tracks and manages customer information.

It Connects entire team from any device for easy management

**Tabs**

It has different tabs like dashboard ,Relationship ,addresses, contact points ,Notes ,Interactions and Tag TT.

**Dashboard:** In Dashboard all service and general information related to customer is displayed.

**Relationship:** It consists of the customer details, if any other number is connected with the same customer. Billing details like to whom the bill is sent to etc

**Addresses:** Here the active addresses of customer are available like on which address the bill should be sent

**Contact points :** In this tab different contact points are mentioned how different ways of contacting customer.like telephone,FAX and phones.

**Notes:** In this tab the **description** and notes of customer request can be added.

[I found defect in **description** panal it only stored 250 words and we need to store all queries and problmes of customers in this panel so words length should be increased. (400 words)]

**Interactions:** It displays whole status and the path followed by the customer request. Like activity details.

**Tag TT:** In this tab we can set problem type, its subtype, its severity etc.