Department of Computer Engineering & Technology
CSE/AIDS/CSBS/CSF
Miniproject Using JAVA
Mini Project Synopsis

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Project Title: Consumer Relationship Management Tool

Project Domain: Banking

Abstract:

This project aims to develop a secure Consumer Relationship Management (CRM) tool specifically tailored for the banking domain. The platform is designed to manage, revise, and access sensitive customer data while ensuring compliance with industry regulations such as GDPR. Key functionalities include secure customer data management with encryption, integration with core banking systems for real-time data synchronization, and comprehensive audit trails to support regulatory requirements. The tool facilitates effective communication by scheduling follow-up appointments and managing interactions between customers and relationship managers. Additionally, it offers sales and product management features to track and promote banking products such as loans, deposits, and investments. Advanced reporting and analytics capabilities provide actionable insights into customer behavior, product performance, and campaign effectiveness. With a focus on scalability, high availability, and stringent security measures including multi-factor authentication and role-based access control the CRM tool is aimed to enhance customer relationships while streamlining operations and ensuring data integrity in a highly regulated banking environment.

Mini-Project Objectives:

- Secure CRUD operations for customer profiles and banking details.

- Scheduling and tracking of follow-up appointments and interactions.

- Real-time dashboards and detailed reports on customer behavior and product performance.

- Exportable reports (PDF, Excel) with secure data handling.

JAVA Features Incorporated in the mini-project:

- AWT & Swing: For building the desktop graphical user interface.
- JDBC API: To manage database connections and execute SQL queries.
- MySQL Connector/J: The official JDBC driver for MySQL integration.
- Logging Framework: Using java.util.logging or Log4j for application logging.

Backend: MySQL

Any other Additional thing you can specify here:

The project will rely solely on core Java features with AWT/Swing for the frontend and JDBC for backend MySQL integration.

Prof. Ranjana Agarwal