**Final Project: Project Scope**

Group 4

Sfwrtech 3PR3

**Group Members**

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**Project Scope**

Customer Relationship Manager (CRM)

The CRM is a console based application that will allow the user, a customer service representative, to manage information about their company’s clients as stored within an SQLite database. The system allows users to create, update, and delete clients, cases, and companies. Further, the system will allow users to view lists of clients which can be sorted, as well as filtered by company. Client information includes their name, title, email address, phone number, and physical address, as well as notes. Company information includes their name, address, and sector (e.g. pharmaceutical, manufacturing, IT, etc). Cases refer issues or questions customers raise about orders and general inquiry. Case information includes a unique ID, a type (a separate object in the database), the customer and agent involved in the case, and details of the case (e.g. what was ordered, the issue the customer raised, or the question that was asked).

MP3 Player

The MP3 player is a console based application that allows users to listen to one or more mp3 files as part of playlists which they can save and share either locally or in the cloud through the use of the cURLpp library. When launching the player, the user can pass the path to an mp3 file or a playlist. If the path is a URL, the application will first download the file to a configurable local path before playing. If the file is a playlist, the player will play all the mp3 files contained within it in sequence. Whether or not the user provides a file, the player will display a list of files to be played, indicate which one is currently playing, details about the file, and how much of the play time has elapsed. At any time, the user can add or remove files from the playlist, and save it locally or to the cloud using cURL. The application will take control of the screen using ncurses’ functionality, and provide the user with an exit button. At the time of exit, unsaved playlists are cleared from memory and files stop playing.