problematic

Clumsy interface we can say also unorganised or compilcated interface the user will feel like his lost on those interfaces and this will took him to do many steps to perform a simple task.

The interface of Zoho CRM is a little clumsy and user has to take too many steps to perform a simple task. It takes a lot of time of users to get used to its navigations. The management, reporting and searching features are seems to be lacking. The app is incredibly slow and is difficult to use

etude de l'existance :

all those problematic that we've maintained before are disadvantages that we've found into those three crm .

Proposed solution :

After doing a comparative study on the various existing solutions, we

On the basis of several researches studies and analysis that we did related to the existingsolution. we propose a solution to over come the mentioned problems of the existing tools . The outcome of this project is to have a fully functional web application that provides at least all of the features, in improved form, that existing applications provide.The application is going to build customer relationships, increase sales, improve customer service, and increase proﬁtability.

The proposed features are: • Staﬀ can access customer contracts quickly without any paperwork and without risk of data loss. • Management of claims and interventions of software and hardware products. • Making an easy and faster way of communication through this web application. • Making an easy and faster way of communication through this web application.

non functionnal :

Performance: Through its features, the application must meet all user requirements in an optimal way.