Module

* Customer Relationship Management

Description

* Contains all customer information. Shows communication history and all purchases between customer and the business. A necessity for employees when dealing with clients efficiently.

Functions

1. customerRecord

- A function that presents all data on customer and transactions with the company. And also for adding new customer data or updating customer information in the database.

2. deliveryTracker

- A function that enables the tracking of all products purchased or ordered by the customer and notifies when customers receive them or if anything else happens to them.

Start

///call module and function///

Module customerRelationshipManagement

Function customerRecord()

End module

Start

///get user to input data///

PROMPT new customerRecord(){

///used to process the data from input///

GET customerRecord

///used to keep the loop running until the user is done///

SET looping TO TRUE

///used to keep loop asking for new records///

WHILE looping = TRUE DO

///used to allow user to keep entering customer records///

RECEIVE new record FROM KEYBOARD

///used to end or quit loop///

IF new record = ‘SHIFT’

THEN stop

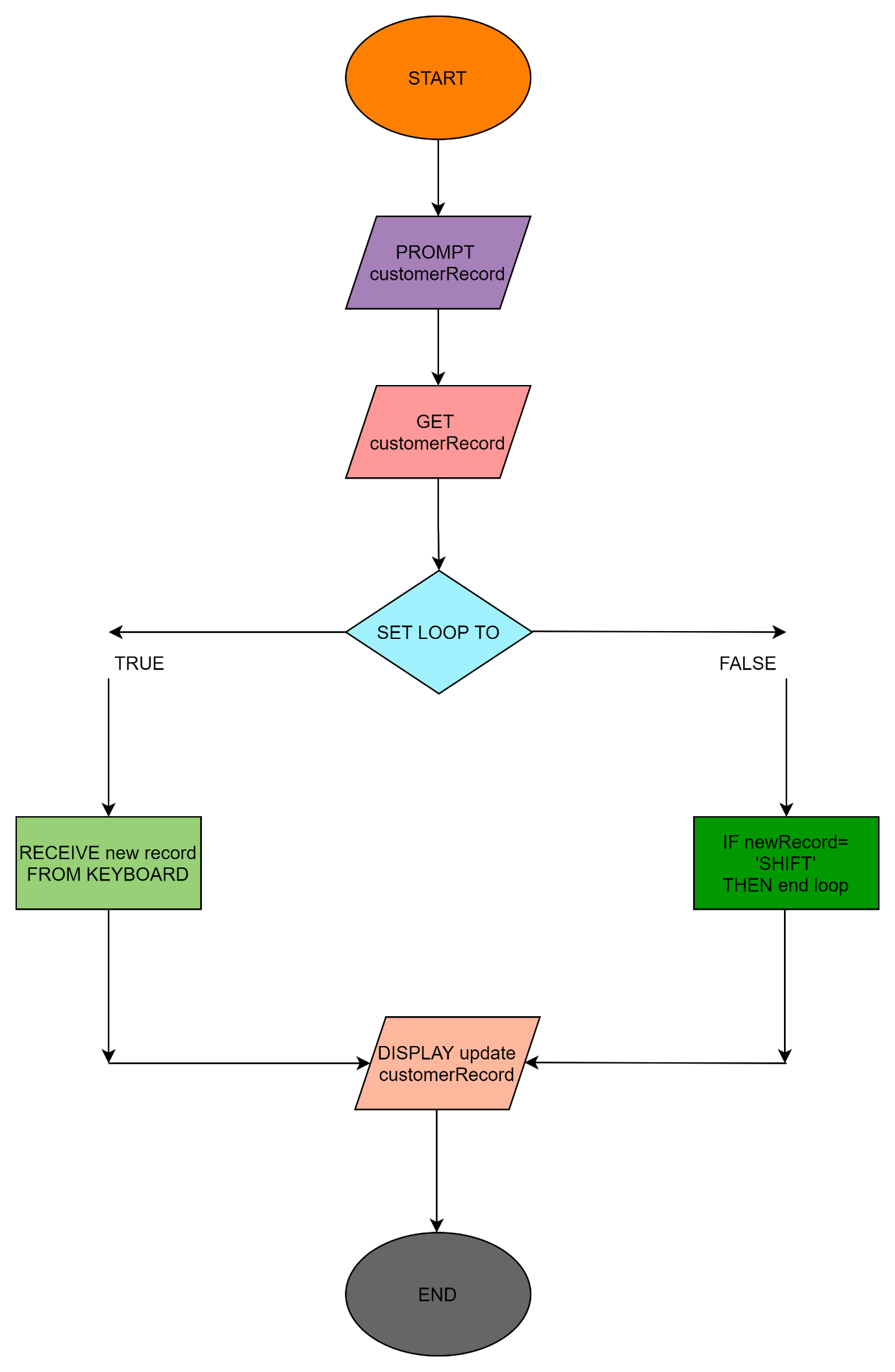
///loop won’t run due to false condition///

SET looping TO FALSE

///show the output///

DISPLAY updated customerRecord

End



Start

///call module and function///

Module customerRelationshipManagement

Function deliveryTracker()

END

Start

///get input from user///

PROMPT deliveryTracker

GET deliveryTracker

/// used to allow user to keep entering delivery status///

RECEIVE deliveryStatus FROM KEYBOARD

IF status= delivered

THEN Print “Received”

IF status= onTheWay

THEN Print “Enroute”

IF status= deliveryCancelled

THEN Print “Return Stock”

IF status= damaged

THEN Print “Return to inventory”

///shows the output///

DISPLAY deliveryTracker

EndIF

END

