

## **PHP Intern Test – CRM Development Focus**

### **1. What is a CRM and why is it important for businesses?**

CRM means Customer Relationship Management. It helps businesses manage customer data, track sales, and improve customer service. It is important because it helps build better relationships with customers, increases sales, and improves customer satisfaction.

### **2. List 3 key modules commonly found in CRM systems.**

- Contacts Management
- Sales/Leads Tracking
- Customer Support/Tickets

### **3. What is the difference between POST and GET in PHP?**

- GET sends data in the URL and is visible.
- POST sends data hidden in the request body.
- Use GET for reading data and POST for sending sensitive or large data.

### **4. Explain how sessions work in PHP.**

Session's store user data on the server. When a user opens a website, PHP creates a session ID. This ID is stored in a cookie on the user's browser. The server uses this ID to remember the user's data (like login info) while they use the site.

### **5. What is SQL injection and how can you prevent it?**

SQL injection is a hacking method where attackers insert harmful SQL code into your queries. It can expose or delete your data.

To prevent it:

- Use prepared statements or PDO
- Validate and sanitize user input
- Avoid putting raw input in SQL queries