

USE CASE

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

1. BRIEF DESCRIPTION

I wrote a customer relationship management system. These systems are used everywhere to store customers' data. I will use this application to store and manage contact information. My application will be able to create, read, update, and delete records. It will connect to a database using Spring MVC and Hibernate, retrieve data using collections, and then that data will be displayed as a web page using Servlets and JSP. I will include exception handling and try to incorporate a sort and search records functionality.

2. ACTORS

- Application user who has the right to make CRUD operations to the Customers database

3. PRE-CONDITIONS

- Database access granted by the administrator

4. BASIC FLOW

1. The database and Tomcat servers need to be up and running.
2. The user needs to access the web application from any browser by typing <http://localhost:8080/CustomerManager/> on the address bar.
3. The user can see a list of all Customers and has the option to
 - a. Search for one specific record using a keyword
 - b. Create a new record
 - c. Edit existing records
 - d. Delete existing records
4. The user can exit the application by closing the tab or browser

5. ALTERNATE/EXCEPTION FLOWS

None

6. POST CONDITIONS

- All the record changes will be stored in a real database
- Those changes will be visible to anyone else accessing the application

7. SUPPLEMENTAL REQUIREMENTS

The app design will be enhanced with CSS.

8. VISUAL MODEL

