

SCORS

SHIFIN T K
S6
TKM18MCA031

Department of Computer Applications
Thangal Kunju Musaliar College of Engineering, Kollam

Guided By :
Prof. Fousia M Shamsudheen

June 3, 2021

Overview

- 1 Introduction
- 2 Existing System
- 3 Proposed System
- 4 Modules
- 5 Hardware and Software Specifications
- 6 Table Design
- 7 Data Flow Diagram
- 8 Screenshot
- 9 Product Backlog
- 10 Sprint Backlog
- 11 Conclusion

Introduction

- **CRM** is a combination of people, processes and technology - to understand a company's customers.
- It is an integrated approach.
- Focusing on customer retention and relationship development.
- CRM evolved from advances in IT and organizational changes in customer - centric processes.

Introduction ...

- Customer's complete history with business.
- Get real - time notifications.
- Gateway - increased productivity, personalized campaigns, healthier pipelines and better coordination between the teams.
- Helps to build lasting relationships with customers.

Existing System

The existing system has some disadvantages.

- Staff over - reliance on CRM may diminish customer loyalty through a bad experience.
- The initial time and productivity cost of implementation
- It requires a process - driven sales organization.
- It may not suit every business.

Security concerns associated with centralized data.

Proposed System

Major Advantages of the proposed system

- It allows for the consolidation of customer data and the basis for deep insights.
- It speeds - up the sales conversion process.
- It increases staff productivity, lowering time - cost.
- It allows geographically dispersed teams to collaborate effectively.
- Improves customer experience by allowing personalization and improved query resolution.

Modules

ADMIN

- Roles and Permission
 - A special role is given and permission is given accordingly.
- API Generation
 - Used to connect the back end with the front end.

STAFF

- Product Management
 - Add,view,edit,delete
 - New items can be add,view,edit and delete.
 - Import items from csv file and export details in excel, csv, pdf or print format.

Modules...

- Customer Management

- Add,view,delete

- New customer can be add,view and delete.

- Billing and shipping address are store

- Import customer from csv file and export details in excel, csv, pdf or print format.

- Inventory Management

- Adds invoice details.

Hardware and Software Specifications

- Hardware Specifications
 - Pentium IV or higher
 - 4GB RAM
- Software Specifications
 - Framework : Django
 - Backend : Mysql
 - Frontend : Python

Table Design

Table: Itemgroups

Field Name	Data Type	Constraints	Description
ID	Int	PRIMARY KEY	Group Id
Name	Varchar(50)	NOT NULL	Group Name

Table Design...

Table: Items

Field Name	Data Type	Constraints	Description
ID	Int	PRIMARY KEY	Items Id
Description	Varchar(50)	NOT NULL	Item Description
Long-description	Varchar(50)	NOT NULL	Detail Description
Rate	Int	NOT NULL	Item Rate
Tax	Int	NOT NULL	Item Tax1
Tax2	Int	NOT NULL	Item Tax2
Unit	Int	NOT NULL	Amount
Group-id	Int	FOREIGN KEY	Item Group

Table Design...

Table: Contacts

Field Name	Data Type	Constraints	Description
ID	Int	PRIMARY KEY	Contact Id
Image	Varchar(100)	NOT NULL	Profile Image
First-name	Varchar(30)	NOT NULL	First Name
Last-name	Varchar(30)	NOT NULL	Last Name
Email	Varchar(30)	NOT NULL	Email
Phno	Long Int	NOT NULL	Phone Number
Last-login	DateTime	NOT NULL	Last Login

Table Design...

Table: Customer-groups

Field Name	Data Type	Constraints	Description
ID	Int	PRIMARY KEY	Customer Group Id
Name	Varchar(50)	NOT NULL	Customer Group Name

Table Design...

Table: Customer

Field Name	Data Type	Constraints	Description
Id	Int	PRIMARY KEY	Customer Id
Company	Varchar(20)	NOT NULL	Company Name
VAT	Varchar(20)	NOT NULL	VAT Number
Website	Varchar(20)	NOT NULL	Customer Website
Language	Varchar(20)	NOT NULL	Customer Language
Customer-group-id	Int	FOREIGN KEY	Customer Group

Table Design...

Table: Profile

Field Name	Data Type	Constraints	Description
Id	Int	PRIMARY KEY	Profile Id
Bill-city	Varchar(25)	NOT NULL	City Name
Bill-state	Varchar(30)	NOT NULL	State Name
Bill-zipcode	Varchar(10)	NOT NULL	Zip Code
Bill-country	Varchar(25)	NOT NULL	Country Name

Table Design...

Table: Billing

Field Name	Data Type	Constraints	Description
Id	Int	PRIMARY KEY	Profile Id
City	Varchar(25)	NOT NULL	City Name
State	Varchar(30)	NOT NULL	State Name
Zipcode	Varchar(10)	NOT NULL	Zip Code
Country	Varchar(25)	NOT NULL	Country Name

Data Flow Diagram

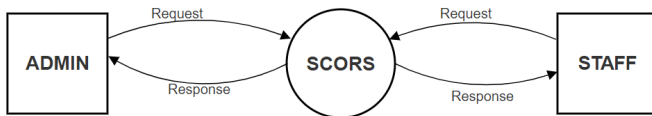


Figure: Context level

Data Flow Diagram...

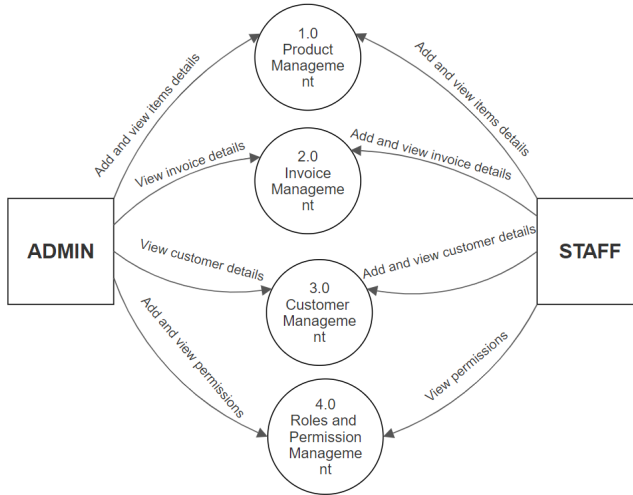


Figure: Level 1.0

Data Flow Diagram...

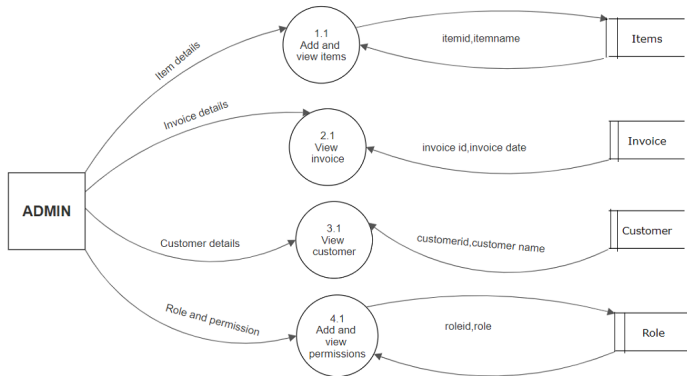


Figure: Level 1.1 Admin

Data Flow Diagram...

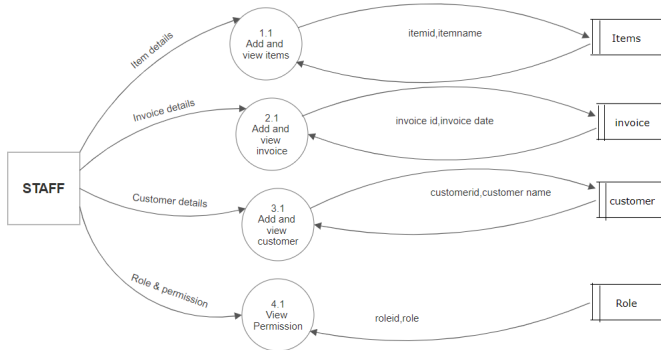


Figure: Level1.1 Staff

Screenshot

The screenshot displays the Inmakes CRM interface. The left sidebar contains navigation links: Welcome Lithiya, DASHBOARD, SALES, PROJECTS, TASKS, SUPPORT, LEADS, and UTILITIES. The main content area has a top bar with a search field and icons for search, profile, share, checkmark, refresh, and notifications. Below this are buttons for 'NEW ITEM', 'GROUPS', and 'IMPORT ITEMS'. A table lists items with columns: Description, Long Description, Rate, Tax 1, Tax 2, Unit, and Group Name. The first entry is 'Diary Milk' by 'Cadbury' with a rate of \$75.00. The table shows 'Showing 1 to 1 of 1 entries' and pagination controls for 'Previous', '1', and 'Next'.

	Description	Long Description	Rate	Tax 1	Tax 2	Unit	Group Name
<input type="checkbox"/>	Diary Milk	Cadbury	\$75.00	0.00%	0.00%	5	chocolate

Showing 1 to 1 of 1 entries

Previous 1 Next

Figure: Screenshot 1

Screenshot...

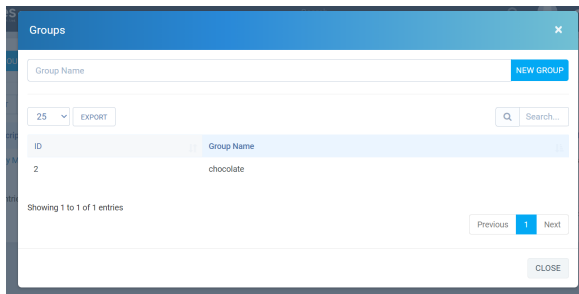
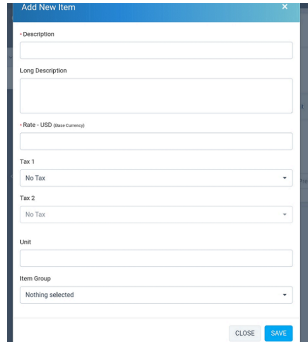


Figure: Screenshot 2

Screenshot...



The screenshot shows a modal window titled "Add New Item" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Description:** A text input field.
- Long Description:** A larger text input field.
- Rate - USD (Base Currency):** A text input field.
- Tax 1:** A dropdown menu with "No Tax" selected.
- Tax 2:** A dropdown menu with "No Tax" selected.
- Unit:** A text input field.
- Item Group:** A dropdown menu with "Nothing selected" shown.
- Buttons:** "CLOSE" and "SAVE" buttons at the bottom right.

Figure: Screenshot 3

Screenshot...

Add New Customer Group

Name

CLOSE

SAVE

Figure: Screenshot 4

Screenshot...

Profile

Customer Details Billing & Shipping

Company

VAT Number

Phone

Website

Groups

Address

City

State

Zip Code

SAVE SAVE AND CREATE CONTACT

Figure: Screenshot 5

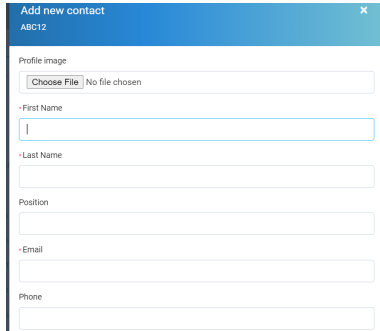
Screenshot...

Billing Address	Same as Customer Info	Shipping Address	Copy Billing Address
Street		Street	
City		City	
State		State	
Zip Code		Zip Code	
Country		Country	

[SAVE](#) [SAVE AND CREATE CONTACT](#)

Figure: Screenshot 6

Screenshot...



The screenshot shows a web application window titled "Add new contact" with a close button (X) in the top right corner. Below the title bar, the text "ABC12" is displayed. The form contains several input fields and a file upload button:

- Profile image:** A section with a "Choose File" button and the text "No file chosen".
- First Name:** A text input field with a small red asterisk (*) indicating it is required.
- Last Name:** A text input field with a small red asterisk (*) indicating it is required.
- Position:** A text input field.
- Email:** A text input field with a small red asterisk (*) indicating it is required.
- Phone:** A text input field.

Figure: Screenshot 7

Product Backlog

Sl.No	User Stories	Priorities
1	As a user, I can make database	1
2	As a user, I can add product details	2
3	As a user, I can add customer details	3
4	As a user, I can add inventory details	4
5	As a user, I can notify the product is out of stock when a minimum number is reached	5
6	As a user, I can give role and permissions	6

Sprint Backlog

Sprint-1(17-03-2021 to 12-04-2021)

Sl.No.	To Do	Status
1	Find out suitable project topic	Complete
2	Data collection	Partially Complete
3	Finding out suitable language for the product	Complete

Sprint-2(20-04-2021 to 30-04-2021)

S.No.	To Do	Status
1	Starting learning python basics	Partially Completed
2	Table design discussion	Partially Completed
3	Module discussion	Partially Completed

Conclusion

- The main advantage is clarity.
- API-based services can increase reusability, significantly reducing operational overhead.
- Helps to manage the stock.

Thank You