

# CUSTOMER ACCOUNT MANAGEMENT

A Web Application Project for the Media Programming Course

by Anja Kammer in collaboration with Asiel Novia Tjahjana

## Assignment 1

### 1. Project vision

An application that supports the customer care department of a company to manage all contracts and customers. They can search for the customer to get information about the billing details of contracts and products the customer pays for. Furthermore it is possible to book new features for the products and list them as a part of the contract fee.

Not yet part of this project is the providing of a product database to choose from, while maintaining a customer's contract. All contract, product and feature details must be created from scratch and are not reusable for other customers.

### 2. Product Backlog

- the user can create and edit customers, contracts, products and features
- the user can list all contract details of a customer
- the user can search for customers, contracts, products and features
- the user can mark a contract as billed, paid and canceled
- the user can search for contracts which are overdue in billing and payment

### 3. Simple CRUD operations story

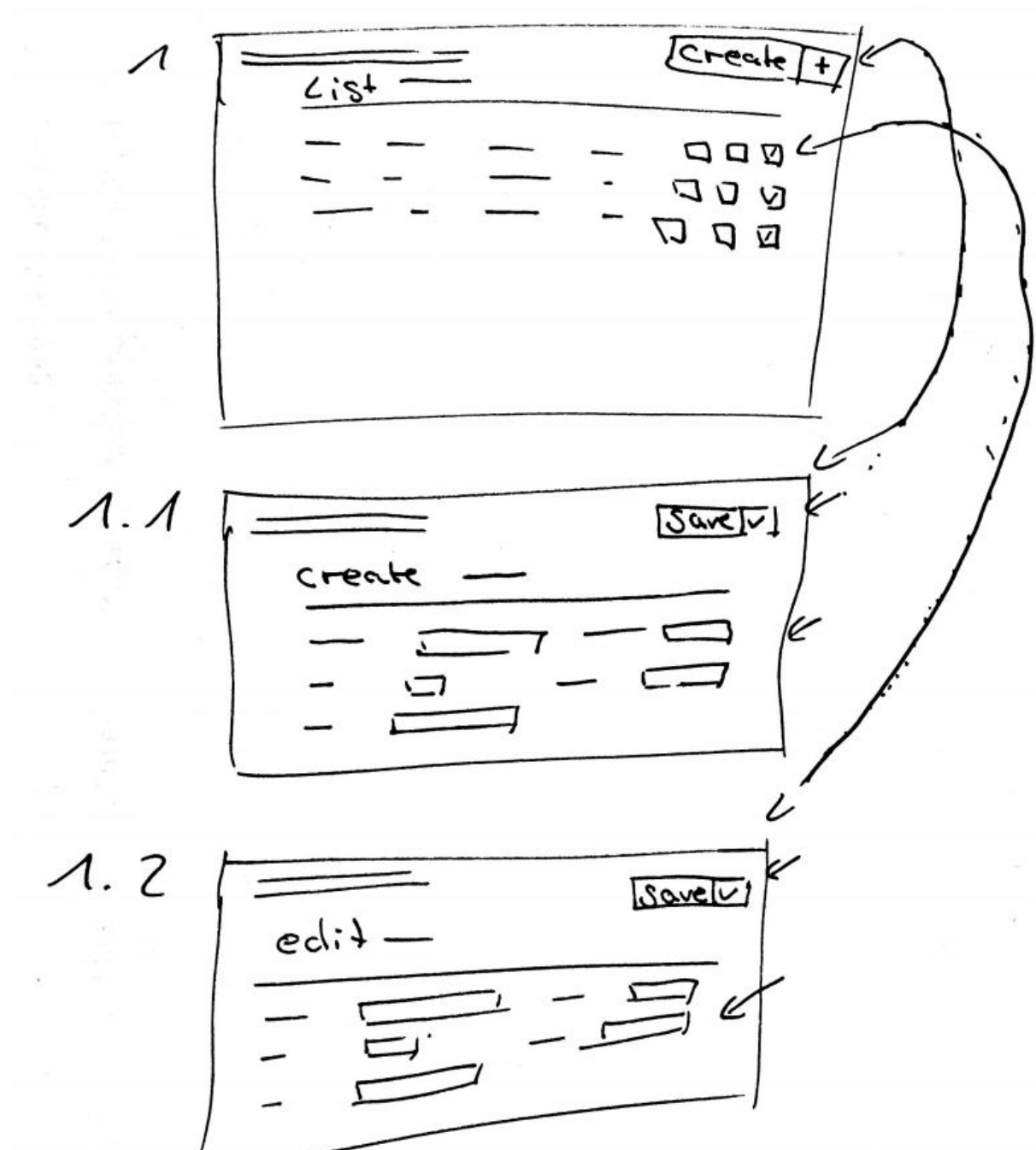
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## 4. Screens involved



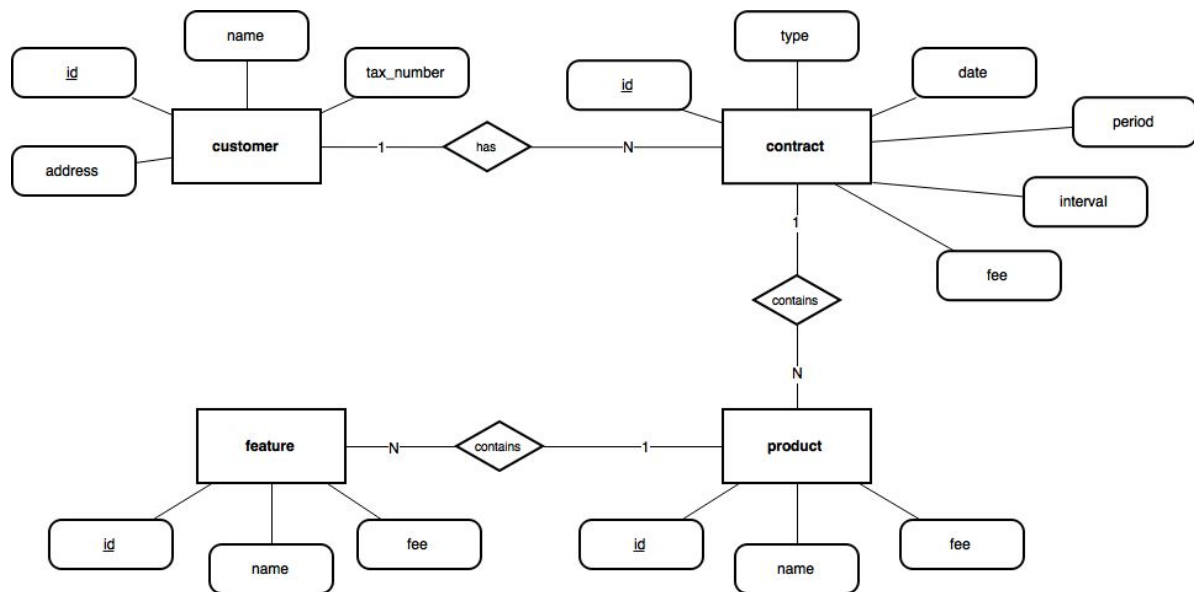
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## 5. Data model

- 1 customer has N contracts
- 1 contract contains N products
- 1 product contains N features



## 6. Rails application

## 7. model/view/controller

## 8. html templates

## 9. User story that requires functionality

## 10. Creating a new controller action and route