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Customer Relationship Manager (Web Application)

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OVERVIEW

Customer Relationship Manager is a **Spring MVC** WEB application which provides functionality like create, read, update and delete with static data in the MySQL database through **OBJECT RELATIONAL MAPPING**.

GOALS

The Goal is to build a CRM application to showcase CRUD operations using Spring MVC.

Software Requirements.

1. Windows
2. Eclipse with Spring Configured
3. MySQL Workbench
4. Apache Tomcat
5. Postman to test API Service

User stories

User story 1

As a User, I want to see all the customers present in the system.

Acceptance Criteria:-

- 1) Display all the Customers available.
- 2) Display update and delete button along with each Customer
- 3) Display an Add customer button on this page.

User story 2

As a user, I want to add new customers.

Acceptance Criteria:-

- 1) Allows the user to click on the add customer button.
- 2) Display a form to add customers into the database.
- 3) Display back to home button on add Customer page.

User story 3

As a User, I should be able to update the customer.

Acceptance Criteria:-

- 1) Allows users to click on the update button on the customer page.
- 2) Display a form to update customers into a database.
- 3) Display back to home button on add Customer page.

User story 4

As a user, I should be able to delete the customer.

Acceptance Criteria:-

- 1) Allow user to click on the delete button
- 2) Show a pop-up warning on delete operation.
- 3) Perform delete operation if warning is accepted.

FUNCTIONALITIES

Below are the listed functionality of the system.

- 1) **Retrieve** all the Customers.
- 2) **Add a new** Customer.
- 3) **Delete** Customer.
- 4) **Update** Customer.

Version 0.1

CRM API:-

Feature Exposed as API:

Note:- Authorization is required to use this API. (credentials will be provided on request)

- 1) Client Application will use this API to access our CRM services.
- 2) For these features to be used by any client's Application we need our software as an API service.

API ENDPOINTS:

- 1) To retrieve all customer
<http://localhost:8081/api/customers>
- 2) To retrieve Customer by Id
<http://localhost:8081/api/customers/{customerId}>
- 3) To Create new customer
<http://localhost:8081/api/customers>
- 4) To delete customer
<http://localhost:8081/api/customers/{customerId}>
- 5) To update Customer
<http://localhost:8081/api/customers>

Note:- All the endpoints are tested using the postman rest client tool.

SUMMARY:

This documentation contains the process and specification about Customer relationship manager

Note: Source code and demo of project can be provided on request.