



NARNARAYAN SHASTRI INSTITUTE OF TECHNOLOGY

(Department of Computer Science & Engineering)



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Project Title: - Customer Relationship Management

Abstract:- Customer Relationship Management (CRM) is a system for managing a company's interaction with current and future customer. It involves using technology to organize, automate and synchronize Sales, marketing, customer services, and technical support.

This is software used to keep track of leads, sales and marketing of a vendor. This consists of modules represents a specific function aspect of CRM such as Leads, FollowUp, Lead Distributions, Services and Support.

Project Photo:-

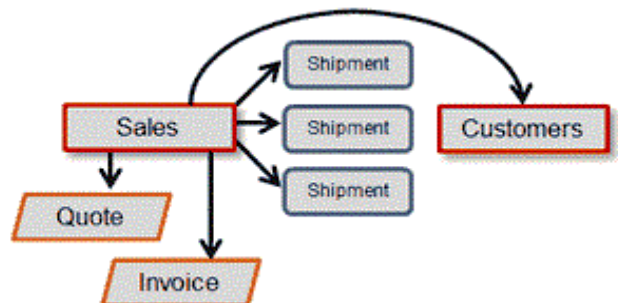


Hardware used:-

- Personal Computer with 512 MB RAM
- 80 GB Hard Disk
- 14' Colour Monitor.

Software used:- Ms Windows 2007, MS visual studio 2008, MS SQL server 2008r2, Internal explorer.

Block diagram:-



Project Application:-

- Firm is use this software
- Small business
- Retail Shopkeeper Etc..

Approx. Project Cost:-8000 /-