

**INTRO/ABSTRACT**

The project aims to create a customized CRM system for the College of Computer and Software Engineering to centralize customer information and eliminate reliance on scattered files and emails. It will serve as a unified repository for company and contact profiles, enhancing communication via Microsoft 365 integration and supporting complex workflows like capstone projects and contract management. The CRM will be accessible to a limited user group with customizable permissions and feature a document repository and a branded interface. The implementation includes three milestones: product selection, system setup, user testing, and final deployment with training. This CRM system seeks to improve operational efficiency and customer relationship management at CCSE.

**RESULTS**

The tailored CRM system for the College of Computer and Software Engineering (CCSE) is designed to centralize customer information, streamline data management, enhance communication, and bolster operational efficiency and data security. By implementing this system, CCSE aims to eliminate reliance on scattered data sources and improve overall customer relationship management, aligning with the college's commitment to excellence.

**This project develops a tailored CRM system for CCSE to centralize customer information, streamline data management, enhance communication, and improve operational efficiency and data security.**

**SCAN ME**