

## CHAPTER 5

### IMPLEMENTATION AND TESTING

#### 5.1 Implementation and Testing

On this chapter the implementation and testing of this prototype will be discussed in detail, such as the system specification that the author used to test the CRM System prototype and also the configuration of the System. The testing of the CRM System also will be discussed in this chapter in order to evaluate whether this CRM System meets the user requirement or not, and also the implementation of the System.

This chapter will be summarized as follows:

- System Specification
- Required Specification
- Software Configuration
- Testing
- Implementation

#### 5.2 System Specification

The development and documentation process about this prototype was done in author's notebook. The following specification is the specification of author's notebook:

##### *COMPAQ PRESARIO CQ45*

- Processor: Intel(R) Core(TM) 2 Duo CPU P8600 @ 2.40 GHz

- RAM: 4096 MB
- VGA: NVIDIA GeForce 9200M GS
- Screen: 14.1” Wide (1280 x 800)
- Hard disk: 250 GB
- Operation System: Windows 7 Professional 32 bit

In order to complete the prototype, the author was working with some software. The software that's used are:

- Windows 7 Professional
- VMware Workstation 7
- Windows XP Professional
- Netbeans IDE 6.8
- PSPad 4.5.4
- XAMPP 2.5
- Adobe Photoshop CS3
- Adobe Dreamweaver CS3
- Mozilla Firefox 4
- Microsoft Office 2007

The specification of author's notebook is about the average to do some numbers of software running. Since this CRM System is a web based system, the System user doesn't need a high specification in order to run the CRM System. In order for the user to be access the CRM System, the only software that is needed is Web Browser and internet connection.

### **5.3 Minimum Software and Hardware Specification**

In order for the system can run smoothly, here's the minimum requirements for the hardware that every user need to have:

- Processor: CPU @ 1 GHz
- RAM: DDR 1 GB

The minimum requirements for software are:

- OS: Windows XP/Mac OS/Linux
- Web Browser: Mozilla Firefox, Internet Explorer, Opera.

### **5.4 Software Configuration**

In order to test, build and run the prototype in the other computer, there are some steps that need to be completed, such as:

1. Install XAMPP and make sure that the XAMPP works. To check whether the XAMPP works or not, type `http://localhost/phpmyadmin/` in the browser's address bar. XAMPP acts as both web and database server.

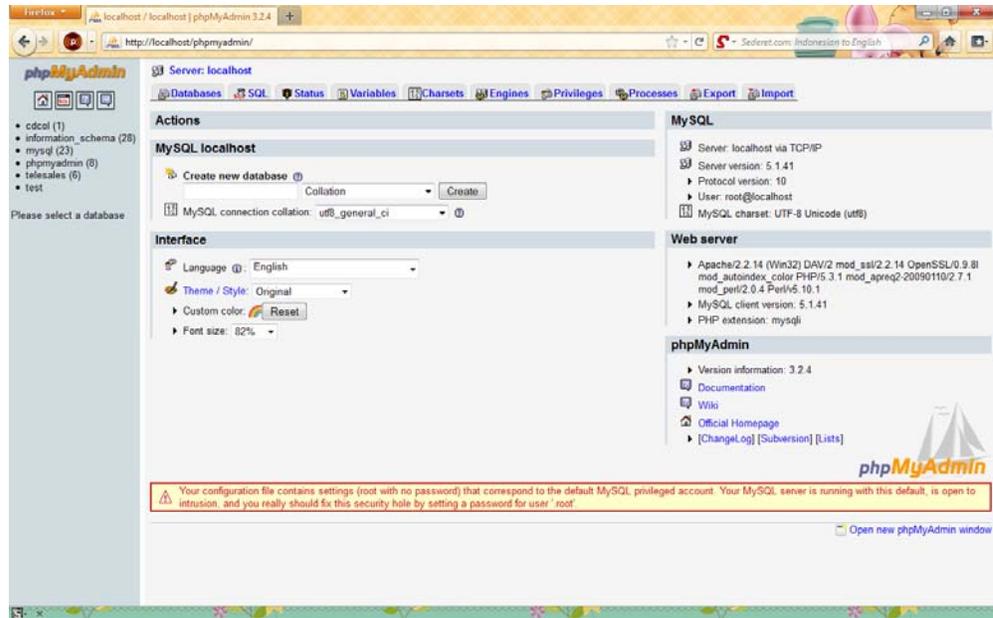


Figure 30 Working PHPmyadmin

2. Install Netbeans IDE 6.8 for Windows. This software provides a function that can show the error locates in, and helps the developer to reduce the syntax error.

Copy all of the data needed (library, logic, database) into the location of xampp folder. By default, XAMPP is located in C:\xampp\htdocs

3. Open Netbeans IDE and open the project on that specific destination.
4. If any library or declaration problem occurs, try to declare it globally or re-copy the library.
5. Dump the database from <http://localhost/phpmyadmin>. Create a new database with the name exactly the same as the database name in the project.  
Set the current project as a main project, and try to run it.

## 5.5 Testing

The testing of this System is done in the author's notebook. This testing is done by the system administrator, the Finance department, and the customer service department.

### Functionality Test

After the user tested the CRM System that the author proposed, here's the result. This result shows the functionality that is available in the CRM System that has been done by the user.

Table 3 Result of Functionality Test

No	Functionality	Description	Status
1.	Login Admin	Method to login process based on admin database	OK
2.	Login Employee	Method to login process based on employee database	OK
3.	Apply Insurance	Method to apply Insurance Online	OK
4.	View Payment History	Method to view the payment	OK
5.	View Claim Status	Method to View the status of the claim	OK
6.	Create Account	Method to add new user into the database	OK
7.	Submit Claim	Method to add new Claim into the database	OK

## 5.6 Implementation

This application will be stored implemented parallel with the current system because with a consideration that not all of the user get used to fill in form online. And maybe for those who are not familiar to use computer, it will be hard if the process to submit form online.

For the purpose of this thesis, this CRM System is developed on author's notebook. And it is not implemented yet on PT ELI's website due to Company's Policy. This CRM System is a PHP based application. In order to run this CRM System, a modern browser and internet connection is all that the computer needs. To access this CRM System, there are some steps that need to be done, such as:

1. Run the browser and type <http://localhost/thesis> in the address bar.
2. Try to create account to access the CRM System
3. Fill in the form, the user identity should be exactly the same with the ID Card of user
4. Log-In to the CRM System

After the user log-in to the CRM System, the main menu will be shown. User can see the product. Once the user interested to buy, he can apply to buy the insurance. And also he can View the Payment History, View the Status of the Claim, Purpose Claim, for the specific Policy that he had.