**Background and motivation**

When we consider about a manual complain management system, there are few problems related to them.

• Inconsistency in handling complaints

• Difficulty in categorizing the complaints based on the types of the complaints.

• Vast amount of wastage in time and human resource

• Hindrances in responding to the complains Realtime

Because of these problems, we have noticed that many of the manual systems in managing complaints have become inefficient and therefore, clients face many problems and become unsatisfied about the service. This leads to the declination of the reputation of the firm and, customers’ trustfulness disappears gradually towards the company. It might be a long-term problem, even which can be a massive problem for the declination of the company.

**Literature Survey**

We have seen many automated complaint management systems in our day to day life which are solving common manual complaint management system’s problems and provide efficiency, response speed and the user-friendly approach to the complaint management. Such as…

1. Zendesk

Zendesk is very flexible complaint management system. Also, Zendesk established platform to the customers for keeping connection with company from call, email, chats, video call and providing quick solutions. This is not the only one, it provides Customer Complaint Tracking, Forms Management, Issue Tracking and Self-Service Portal as best features.

1. Zoho Desk

In 1996, The Zoho corporation founded Zoho Desk Complaint management system. This system provides Quality Assurance Management, Self Service Portal, Case Management, Complaint Classification, and social media monitoring features.

1. Freshdesk

Freshworks company founded the Freshdesk complaint management system in 2010. They vendor this system for $19 per month. Customer Complaint Tracking, Routing, Complaint Classification, and issue tracking features are attracked customers towards to this system.

**Limitation**

As a group of IT undergraduates, we have a huge passion to create new complain management system by adding new features.

* According to our complain management System process, Account coordinator get the complaint from customer and he analyze the complaint. After that he divide the complaint in to three or four task and shared tasks with developers. Then, developers solve their tasks and give reports. From this feature, we can save our time and give proper solution for complaint. Also, it increases customer satisfaction.
* There are so many complain management systems which are sale by software companies. But each companies’ complaint management processes are different. So, we think to create new complain management system to adapt for Afisol company process. Because of that, company can give proper solutions for complaints. Also, it can increase user satisfaction.

These Limitations are the sole motivation for us to work on this project. These systems are highly sophisticated systems and therefore, we can handle large number of complaints consistently and also, we can categories them with less usage of resources. As this is a web based mobile application, customer can complain from anywhere at any time, which makes it convenient for him. These facts became the energy pills to motivate us on this project and because of this motivation, we personally believe that our team can do this project successfully.