

## **PROBLEM STATEMENT**

### **CUSTOMER CARE REGISTRY PROJECT**

The existing system is a semi-automated at where the information is stored in the form of excel sheets in disk drivers. The information sharing to the volunteers, Group members etc. ,is through mailing feature only. The information storage and maintainance is more difficult in this critical system. Tracking the members activity and progress of the work is a tedious job here. This system cannot provide information sharing by 24x7 days.

The devolpment of this new system objective is to provide the solution to the problems of existing system. By using this new system, we can fully automate the entire process of the current system. The new system would like to make as web-enabled so that the information can be shared between the members at any time using the respective credentials. To track the status of an individual process, the status update can be centralized using the new system. Being a web-enabled system, the process can be accessed across the world over net.

This system also providing the features like Chatting, Mailing between the members;Images Upload-Download via the web-site; updating the process status in centralized location; generated reports can also be exporting to the applications like MS-Excel,PDF format,etc. In this new system,the members like donors can give their valuable feedback to the volunteers.