

Project: Customer Care Registry

Category: Cloud App Development

Project Description:

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer, they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.

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1.Literature Survey:

1.1. CUSTOMER CARE AND COMPLAINT REGISTRATION MANAGEMENT SYSTEM

This software has been developed for a cellular company Concerning all the details given by company. With this software anyone can handle customer complaint details without any difficulty. To maintain customer complaint details and to generate the complaint report to the clients they must maintain the following information in various files:

In the first file they record the client's personnel information, such as client code, client name, address, etc. These details are entered in this file when the new client comes into the organization.

The second file is used to record the product details of each individual product, this file contains the details like the product code and all other details concerning products.

The third file records the complaints of the customers, which we received from the customers. Each complaint is assigned a separate CCR No., I.e., Customer Complaint Number. This file records the detailed description of the complaint. Against each CCR No.

1.2. NEED FOR SYSTEM - COMPLAINT REGISTRATION MANAGEMENT SYSTEM

The package that the author designed can handle the Complaints details without any difficulty & with a little bit of effort. As the work is done manually before, it will be very time-consuming & require a large effort to maintain the files. By computerizing the system these files can be handled with a small effort & in less time.

The chances of duplicity of complaints are negligible. The Customer Complaint Report can be generated easily by getting the information without any problem from all the related files. The package is designed by using GUI concept there for it is very user friendly & easy to use.

1.3. CUSTOMER CARE AND COMPLAINT REGISTRATION MANAGEMENT SYSTEM PROJECT REPORT

An effective complaints management system is integral to providing quality customer service. It helps to measure customer satisfaction and is a useful source of information and feedback for improving services. Often customers are the first to identify when things are not working properly.

The project tries to accomplish all the following features:

- 1) Smooth flow of data without any hurdles.
- 2) Adequate validation checks for data entry.
- 3) Adequate security of data.
- 4) Facility to update data from time to time.
- 5) Prompt and specific retrieval of data.
- 6) Flexibility in the system according to the changing environment.
- 7) Controlling redundancy by storing the same data multiple times.
- 8) Accuracy, timeliness, and comprehensiveness of the system output.
- 9) Stability and operability by people of average intelligence.
- 10) Enhancement in the completion of work within the constraints of time

The scope of the system is quite wide. It can be implemented on a WAP-enabled mobile handset, thus providing the Customers and the Providers, the ease of accessing the projects and their status without any difficulty and within no time.

1.4. Online Customer Care and Service Center Project in Java

Compared to this proposed system, in the present system all the features are performed either manually or with the help of a word processor. While providing services to its customers, the present computer service centers keep the details of the customers and products in word documents, spreadsheets or paper registers, and the management of all records is illegal.

There are problems relating to redundancy of data like customer name and address, details of their account and allocation of duties to the employees. When a customer takes service, the charge is calculated manually, and this process is time consuming. Also, regular and overtime duties are not maintained properly. This leads to improper calculation of employees' payroll and calculation becomes quite complicated for every employee.

Another problem usually faced by the organization which has been solved in the proposed Online Customer Care and Service Center Project is the frequent complaints by the customers for not getting timely services. This is due to the improper working schedule of employees and the method of keeping records.

Here, the owner must always keep a watch on everything in their service center. In this case, it is impossible to get the details and records of the status of services when required. All this makes the owner the key person to handle the whole working system, and henceforth the workload is not shared equally amongst the people running the service center.

In the present system, there are no facilities to properly handle the human resources such as staff information, their attendance and monthly salary records, account handling, customer details, etc.

Now, in this proposed system of Online Customer Care and Service Center Project, there will be a standalone Personal Computer with the required application. And with minor modifications to the software, it can also run on the network. There is no significant difference between the current system and the proposed design of the system.

The System will generate receipts and produce the required reports. The system will also have features to calculate profit and loss accounts in addition to the improvements to the features of the current system.

1.5. Pooria Rashvand and Muhd Zaimi Abd Majid (2014) Critical Criteria on Client and Customer. Satisfaction for the Issue of Performance Measurement.

The outcome of this paper is to establish the client and customer satisfaction criteria as the two key stakeholders in construction project for the issue of performance measurement based on the reviewed data. The methodology of this study is based on comprehensive literature review of performance measurements for client and customer whereby the data were analyzed, using the metrics which the additive number of each customer and client-satisfaction criteria are occurring in previous study. From the metric analysis, the common factors for customer and client satisfaction were ranked. From the analysis of this paper, it can be concluded that expectation and perception are the two common critical satisfaction criteria for client and customer that must be considered where satisfaction is required.

1.6. Zeljko M. Torbica and Robert C. Stroh(2001) Customer Satisfaction in Home Building.

This study examines the home builder's performance measured by the home buyer's satisfaction. In this paper 16 home builders participated and 300 valuable inputs are used & model for the customer satisfaction is evaluated.

1.7. Natalia Yanovaa(2015) Assessment of Satisfaction with the Quality of Education: Customer Satisfaction Index.

In this paper, monitoring the opinions of consumers of educational services is an effective tool for management decisions to optimize the educational policy in feedback mode. Consecutive improvement of public assessment measurement tools provides more accurate and reliable feedback from consumers of educational services.

1.8. Jam Shahzaib Khan and Salim Khoso (2014) Strategic Management for Customer Satisfaction within Construction Projects.

In this paper they initiated how the customer satisfaction is practiced in the Pakistan region and developed the model with the project management tool. The application of the strategic management is carried out in that region and analyzing the outline incentives and barriers in implementing and delivering corporate social responsibility in with in construction projects.

1.9. Samira Dezhkam, Farzaneh Ghanbarpoor, Nazanin Shabani, Forooz Pishgar and Mahboobeh Ashoori (2013) The Impact of Product Innovation on Customer Satisfaction and Customer Loyalty.

In this paper is to on customer orientation in two major ways. Customer assimilation has typically been measured by self-reports from service employees. Customer acclimatization has been shown to have a positive impact on performance. From this analysis, improving customer satisfaction has been identified as one of the major challenges in the whole construction industry. Customer orientation and transformation management have been widely recognized as key factors in enhancing business performance.

1.10. Tunde Akinola Folorunso and Oluwaseyi Alabi Awodele(2015) Assessment of Clients Needs and Satisfaction at Various Stages of Building Projects Delivery

Process in Lagos State. In this study, the clients' needs and satisfaction based on the attached level of importance and the perceived level of satisfaction from the local building contractors were discussed. A structured questionnaire was used for the study and obtain the data were statistically analyzed to find out mean importance indices and mean satisfaction indices, the man indices differences and the significance of the differences using t-test.

1.11. Ghaleb J. Sweis, Rana M. Imam, Ghaith M. Kassab and Rateb Sweis (2013) Customer Satisfaction in Apartment Buildings: The Case of Jordan.

In this paper, convergences on apartments in Amman (the Jordanian capital) to identify, describe, and measure factors contributing to customer satisfaction with apartment housing. Four segments were chosen to integrate significant variation in the apartment's materials, finishes, amenities, and budgets into the data. They conducted a survey to explore customer satisfaction with apartment housing in Amman. Residents in zone A were found to be the most satisfied with their apartments. In addition to identifying the zone which contained the most satisfied inhabitants, we identified variables that significantly affect residents' satisfaction with their housing.

1.12. Abayomi Omonori and Akinloye Lawal (2014) Understanding Customers Satisfaction in Construction Industry in Nigeria. This paper showed that customer satisfaction has a positive effect on the contractor's patronage. The study also authorized that there is significant correlation between customers satisfaction and patronage in the construction industry. It can be concluded that for any construction project, delivery within the budget of the customer is particularly important to satisfy the customer. The study also revealed that customer satisfaction affects the future of the company and increases the cash flow/profit of the company.

1.13. Abdulhamid Shebob, Amit Mhalas, and Raj Kapur Shah (2013) A Review of Customer Satisfaction Factors in Libyan Housing Projects.

In this paper, the satisfaction factors of customers including quality aspects of products and services in the construction projects were analyzed. A framework was developed to evaluate the dynamics relationship between customer satisfaction and quality products or services, aiming to help companies' managers and policy makers to understand the needs and points of view of their customers.

Our Proposed Solution:

We plan to build an interactive UI and deploy it on cluster provided by the IBM cloud. The app image will be made using Docker and Flask. This working node will be stored as an image on the container registry. To store the information about the customer tickets we plan to make use of IBM DB2. The entire app will be running on the web and can be accessed anywhere, the users are expected to enter their complaints and the application will store this information in the database and the same style of application will be used by the CCR personnel. For any communication between the Customer and Personnel and the interface automated messages could be sent. This can be implemented with help of SendGrid services.