

PROJECT REPORT

TEAM ID: PNT2022TMID00312

INTRODUCTION:

Project Overview :

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.

ADMIN: The main role and responsibility of the admin are to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customer's complaints. Finally, He will be able to track the work assigned to the agent and a notification will be sent to the customer.

USER: They can register for an account. After the login, they can create the complaint with a description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint.

Purpose :

An online Comprehensive Customer Care solution is to manage Customer interaction and complaints with the Service Providers over the Phone or through E- mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking ,Telecom and many social Media

LITERATURE SURVEY

Topic: The relationships of customer satisfaction, customer loyalty, and profitability: an empirical study

Reference: Hallowell, Roger Volume: 7, Year:1996, Language: English

Abstract: Measures of customer loyalty were selected because they reflected both length and depth of the bank-customer relationship. Length of relationship is reported by both division- reported customer retention rates (percentage of customers who remained customers during 1993) and mean customer-reported relationship tenure. Relationship depth is measured by division cross-sell rates, which record the percentage of customer households with multiple accounts (account cross sell) or multiple services (service cross sell). Given the intent of this study, NIE/Rev is preferred to ROA as a more appropriate measure of profitability. Retail bankprofit can be separated into, first, the results of operations (revenue-enhancing as well as cost-incurring) which influence expenses and revenues that are not sensitive to interest rates, and second, treasury activities, which influence interest-sensitive costs and revenues. This paper addresses primarily non-interest-sensitive components of profitability, hypothesized to relate to customer loyalty. ROA contains both interest-sensitive and non-interest-sensitive components, while NIE/Rev is generated only from non-interest-sensitive costs (the revenue portion of NIE/Rev may be somewhat related to customer-relevant interest rates).

Topic: Customer Service Value and Building Customer Value Model under the Internet Service Situation

Reference: Wang Xin, Xu Ming

Abstract: The paper summarizes the study of customer service value at home and abroad, including the connotation of customer service value, analysis of the development history and research content, stage division. Through literature analysis, find out the new research hotspot. On the basis of previous research, the paper build customer value model under the situation of Internet service. In order to carry out further research in academic circles of our country to provide reference and reflection. Customer value is composed of product value, service value, personnel value and image value, and the change of each value is influenced by the total value of customer value. Service value refers to enterprise provide customers with a variety of additional services with the sale of the product, including product introduction, delivery, installation, commissioning, maintenance, technical training, product assurance.

Topic: customer satisfaction determination and level of complaint: product quality and service quality

Reference: Yusuf Indra Wibowo

Abstract: Previous research or relevant research is very important in a scientific research or article. Previous research or relevant research serves to strengthen the theory and influence of relationships or influences between variables. Article review customer satisfaction determination and complaint level: Product Quality and Service Quality Analysis, A Study of Marketing Management Literature. The purpose of writing this article is to build a hypothesis of influence between variables to be used in future research. The result of this research library is that: 1) Product Quality affects Customer Satisfaction; 2) Service Quality affects Customer Satisfaction; 3) Product Quality affects complaint level; 4) Service Quality affects complaint level; and 5) Customer Satisfaction affects complaint level. Satisfaction Customer Satisfaction is a feeling of pleasure or disappointment of someone who appears after comparing the performance (results) of the product thought against the expected performance results (Kotler 2006:177, 2019)). The dimension or indicator of Customer Satisfaction is if the performance is below the expectations of eating dissatisfied customers, if the performance meets

expectations, then the customer is satisfied, if the performance exceeds expectations, then the customer is very satisfied or happy (Kotler 2006:177, 2019).

Topic: Assessment of Satisfaction with the Quality of Education: Customer Satisfaction Index

Reference: Natalia Yanovaa a Faculty of Education and Psychology, Altai State University, pr.Lenina 61, Barnaul 6560049, Russia

Abstract: The paper discusses the questions of formalization about customer satisfaction index in empirical research and model building on the context of pedagogical qualimetrics, psychometrics and marketing of educational services to the feedback systems. Statement of the problem includes methodological, theoretical and instrumental-technological level analysis of model measurement techniques with illustrative examples of the experimental material due to monitoring of education service quality in the department for education.

Topic: Congruence in the assessment of service quality between employees and customers: A study of a public health care delivery system

Reference: Gary J. Young, Mark M. Meterko, David Mohr, Michael Schwartz, Hai Lin Volume:62, Year:2009

Abstract: Using social information processing theory, we examined the congruence between employee and customer assessments of organizations' service quality. The setting was a public health care delivery system. Contrary to expectations, employee assessments of service quality were lower than those of their customers. Also unexpectedly, employees with professional training had less congruent assessments than other employees. As expected, employees with longer tenure and those in departments with stronger customer service work climates had more congruent assessments relative to their customers. The results have implications for both management theory and for managers interested in developing customer-centered organizations.

Topic: Customer care, much more than a smile: Developing a customer service infrastructure

Reference: Neal Thornberry, Associate Professor, Babson College, Massachusetts, USA; Hubert Hennessey, Associate Professor, Babson College, Massachusetts, USA

Abstract: In the important matter of customer service, it is implementing excellence that matters. Here, the internal customer has been neglected. But long-term customer care can never be achieved by just training programs alone. There are all sorts of barriers and gaps in providing internal customer service. Neal Thornberry and Hubert Hennessey explore these impediments and recommend a method of identifying them in the organizational infrastructure and eliminating them. By now any organization that has not espoused the importance of customer service is either naive or out of business. Making customer service a strategic priority is admirable, but implementing excellence in service is the real challenge. But what are the ingredients of successful implementation? Much of the literature talks about the need to change culture, the training of employees, utilizing survey data, and improving organizational teamwork (Rosik 1991; McDermott, et al. 1991; Davis 1992). Recent research into customer service has focused on the internal customer, with the accompanying belief that serving the external customer requires that internal customers be serviced first. Davis (1991 and 1992) suggests that many service and support functions fail to support their most obvious customers, other company departments, whose help they need in delivering external customer service. Unlike external customers, internal customers rarely get the opportunity to shop elsewhere if their needs are not being met.

Topic: The impact of high-performance work systems in the health-care industry: employee reactions, service quality, customer satisfaction, and customer loyalty

Reference: Lee, Sang M., Lee, Don Hee, Kang, Chang Yuil, Volume: 32, Language: English, Journal: The Service Industries Journal

Abstract: The purpose of this study is to empirically test the effects of high-performance work systems (HPWS) on employee attitude, service quality, customer satisfaction, and customer loyalty in health-care organizations. The proposed research model was tested using structural equation modelling for hypotheses, based on data collected from 196 pairs of employees– customer

respondents in four selected hospitals with more than 500 beds. The results indicate that hospitals can improve customer satisfaction and loyalty through efficient operations, employee engagement, and service quality. One of the key findings of our study is that HPWS in health-care organizations influence employee reaction and service quality.

Topic: Impact of online reviews of customer care experience on brand or company selection

Reference: Karakaya,Fahri,GanimBarnes,Nora

Abstract: Abstract Purpose – The purpose of this paper is to study the impact of customer care experiences voiced online on consumer choice of brand or company when purchasing products and services by including the level of usage of these sites, and consumer opinions about whether or not their comments would make a difference to the actions of companies. Design/methodology/approach – The theoretical framework of word of mouth is extended to an online environment, electronic word of mouth (e-WOM), when using consumer opinions about customer care, and a model is suggested using structural equation modelling utilizing data from 320 consumers in the USA. Findings – Consumer opinions about customer care in socially-based web sites impact consumer opinions and consumer engagement and consequently consumer choice of brand or company when making purchases. The web sites, including government/consumer advocacy information sites, company web sites, and information found through search engines, are not considered important in influencing consumers. Research limitations/implications – The implications of the study are that companies need to pay attention to the voices of customers on socially based web sites and respond appropriately in order to keep customers brand-loyal. Since this was an exploratory study, it was limited in the number of variables used for testing the hypotheses. The study could be improved by increasing the number of variables that explain online consumer opinions, online engagement and consumer choice of brand or company. Originality/value – This is an exploratory study focusing on the customer care experience rather than product quality or value provided by companies as discussed by consumers on a variety of web sites. Therefore, it extends the previous works on product quality and value.

Topic: Customer Satisfaction in Online Shopping

Reference: Rashed Al Karim (Assistant Professor, Business Administration, East Delta University, Bangladesh)

Abstract: This study endeavours to understand customer satisfaction in online shopping while investigating the major reasons that motivated customers' decision-making processes as well as inhibitions of online shopping. The Kotler and Killers (2009) Five Stage Buying Process Model was chosen as the basis of framework of this study to explain customer satisfaction through their motivations to buy products online. The existing literature was reviewed to discover reasons that would influence customers positively or negatively towards shopping online. Surveys were conducted by distributing questionnaires in the Wrexham area (North Wales) to gather data for this research. SPSS software package was used to present research data graphically and to test research hypothesis. From the findings, it was discovered that respondents use internet to purchase products through online because they believe it is convenience to them and the term convenient includes elements such as time saving, information availability, opening time, ease of use, websites navigation, less shopping stress, less expensive and shopping fun. In contrast, along with respondents' mind-sets, online payment security, personal privacy and trust, unclear warranties and returns policies and lack of personal customer service are the foremost barriers of online shopping. Furthermore, the result of hypotheses established that even though online shopping is convenient to all

consumers, online payment system and privacy or security anxieties have significant impact on online shopping. Finally, some recommendations have been offered for online retailers to take initiatives for making online shopping more admired and trustworthy.

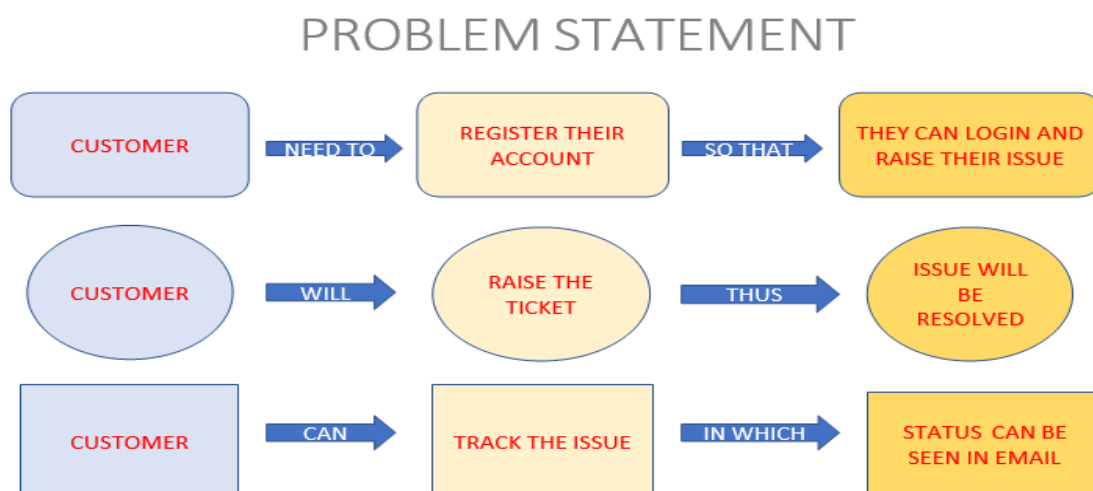
Topic: Customer Care Management Model for Service Industry

Reference: Muthuswamy Shanmugaraja, Muthusamy Nataraj, Nallasamy Gunasekaran Department of Mechanical Engineering, Government College of Technology, Coimbatore, India; Principal, Angel College of Engineering and Technology, Tirupur, India.

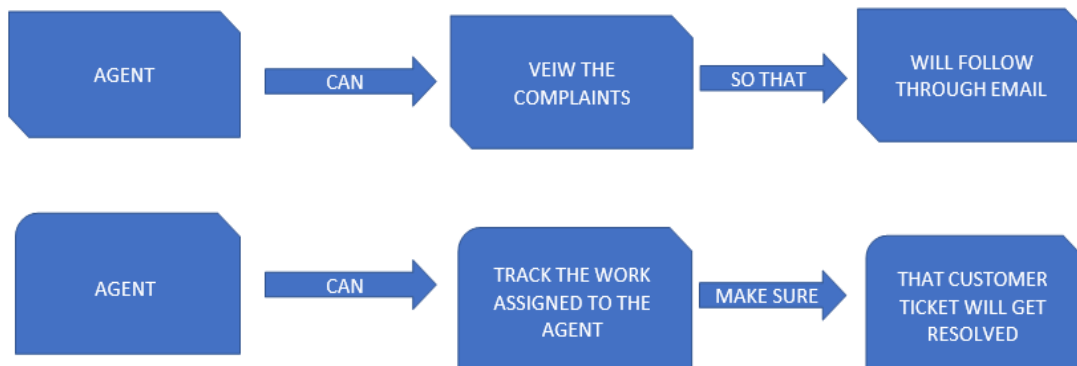
Abstract: Purpose – This paper describes a model for Customer care management in an automotive service industry. Design/ methodology/approach – Customer care management (CCM) model is developed using TQM techniques, Quality Function Deployment (QFD) and Six Sigma. The matrix structure in QFD is used to transform customer complaints into Critical-to Quality (CTQ) parameters. By using Six Sigma DMAIC approach, the customer complaint parameters are analysed for improvement. Findings – The application of CCM model in an automobile service industry has determined that the workload planning is the chronic problem for customer complaint. Further analysis through this model leads to restructuring of existing workload planning practice through a set of algorithms. Research limitations/implications – CCM model lacks to accommodate the effect of relationship between rectification factors. Also, competitor technical contemplation is not possible in this model. Originality/value – Customer is the focal point and early response to their complaint is the key to success of every business. This paper has developed a structured complaint management practice which warrants the timely response to customer complaints and speedy resolution for survival in today's customer driven market.

Problem Statement Definition :

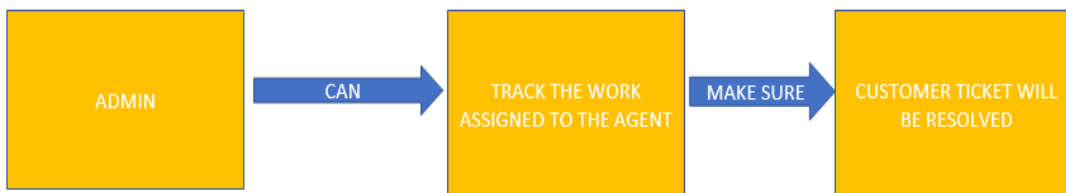
A Customer had a problem when they applied for a ticket they needed to recover a solution or result. So, the customer will contact customer care to raise this issue. After the customer complaint, the company could identify that problem and solve this issue. Now the company wants to avoid these kinds of problems and technical issues. So, the company needs customer satisfaction. Customers can create an account and log in to the dashboard and they can send a ticket along with their name, complaint's body in the webpage and also can see their complaints with the respective time sent by them. Also they can see the status of their tickets. On the other hand, the admin can create and assign agents for each customer's tickets. The email notification will be sent to the customer after their tickets are verified and solved by the agents.



PROBLEM STATEMENT



PROBLEM STATEMENT



IDEATION & PROPOSED SOLUTION :

Customer Care Registry provides efficient support to the customers in solving their problems or queries. 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. When a customer has a simple

query and does not like to spend much time researching or contacting a customer service for it, the customer care registry helps them in providing answers for the frequently asked questions. When a customer buys things online, the customer care registry makes the customer feel comfortable and satisfaction.

Empathy Map Canvas :



Ideation & Brainstorming :

Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem solving. Prioritising volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate, helping each other develop a rich amount of creative solutions.

Brainstorm & idea prioritization

Use this template in your own brainstorming sessions to your team can unleash their imagination and start shaping concepts when they're not sitting in the same room.

1. Brainstorm a problem
2. Prioritize a solution
3. Ideate a concept

Brainstorm template

Before you collaborate

A little bit of preparation goes a long way into the session. Here's what you need to do to get going.

- 1. Set priority: What's the most important problem to solve?
- 2. Set the goal: What do you want to achieve by the end of the session?
- 3. Set the time: How long will the session last?

Open article

Define your problem statement

What problem are you trying to solve? Frame your problem in a few clear, concise sentences. This will be the focus of your brainstorm.

Open article

What's the right way to solve this problem?

Key rules of brainstorming

- 1. No criticism
- 2. No evaluation
- 3. No veto
- 4. No idea is too small
- 5. No idea is too big
- 6. No idea is too stupid
- 7. No idea is too obvious
- 8. No idea is too late
- 9. No idea is too early
- 10. No idea is too simple
- 11. No idea is too complex
- 12. No idea is too difficult
- 13. No idea is too easy
- 14. No idea is too hard
- 15. No idea is too slow
- 16. No idea is too fast
- 17. No idea is too cheap
- 18. No idea is too expensive
- 19. No idea is too good
- 20. No idea is too bad

Brainstorm

What does your idea look like in real life? Write down your problem statement.

Open article

Brainstorm	Brainstorm	Brainstorm	Brainstorm
1. What's the problem?	2. What's the goal?	3. What's the time?	4. What's the priority?
5. What's the goal?	6. What's the time?	7. What's the priority?	8. What's the goal?
9. What's the time?	10. What's the priority?	11. What's the goal?	12. What's the time?
13. What's the priority?	14. What's the goal?	15. What's the time?	16. What's the priority?
17. What's the goal?	18. What's the time?	19. What's the priority?	20. What's the goal?

Group idea

What are your ideas? Write down your ideas in a clear, concise way. Use all your ideas to solve the problem. Write down your ideas in a clear, concise way. Use all your ideas to solve the problem.

Open article

Equipment

- 1. What's the problem?
- 2. What's the goal?
- 3. What's the time?
- 4. What's the priority?

Security

- 1. What's the problem?
- 2. What's the goal?
- 3. What's the time?
- 4. What's the priority?

Service

- 1. What's the problem?
- 2. What's the goal?
- 3. What's the time?
- 4. What's the priority?

Prioritize

What are your ideas? Write down your ideas in a clear, concise way. Use all your ideas to solve the problem. Write down your ideas in a clear, concise way. Use all your ideas to solve the problem.

Open article

Equipment

- 1. What's the problem?
- 2. What's the goal?
- 3. What's the time?
- 4. What's the priority?

Security

- 1. What's the problem?
- 2. What's the goal?
- 3. What's the time?
- 4. What's the priority?

Service

- 1. What's the problem?
- 2. What's the goal?
- 3. What's the time?
- 4. What's the priority?

After you collaborate

You can report the results of your session to your team. Here's what you need to do to get going.

Open article

Equipment

- 1. What's the problem?
- 2. What's the goal?
- 3. What's the time?
- 4. What's the priority?

Security

- 1. What's the problem?
- 2. What's the goal?
- 3. What's the time?
- 4. What's the priority?

Service

- 1. What's the problem?
- 2. What's the goal?
- 3. What's the time?
- 4. What's the priority?

Proposed Solution :

S.No	Parameter	Description
1.	Problem Statement (Problem to be solved)	To create an application to solve the problems faced by the customers.
2.	Idea / Solution description	When the customer raises their ticket, the admin will assign an agent to the customer and it will be notified to the customer through email. the customer can see the status of the process and can have effective communication till the service is finished.
3.	Novelty / Uniqueness	An agent will be assigned to each user. They can view the status of their complaint and give feedback about the process.
4.	Social Impact / Customer Satisfaction	Customer can track their status with agent by having an effective communication and the problems of the customer is solved so that the customer will be satisfied with service provided.
5.	Business Model (Revenue Model)	*Customer relationship have full time customer support *Key partners are Third party applications, agents and customers.

6.	Scalability of the Solution	The application is built using recent technologies. An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issues.
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Problem Solution Fit:

Define CS, fit into C	1. CUSTOMER SEGMENT(S) Web users, mainly persons who make complaint through online and using other communication. CS	6. CUSTOMER CONSTRAINTS Client information are stored and is received when required. CS	5. AVAILABLE SOLUTIONS The users can login to the platform and just provide the information required and they can explain their issues and doubts. Employee will assigned to solve their issues and query CS	Explore AS, differe
	2. JOBS-TO-BE-DONE / PROBLEMS Customer service representatives work directly with clients and customers to provide some assistance, resolve complaints, answers query. If you enjoy helping people, a customer service jobs need to be done. CS	9. PROBLEM ROOT CAUSE 1. Probably the server is overloaded or unreachable because of a network problems. 2. Cancellation of tickets can be done either through the user login in the websites or mobile application. 3. Dealing with angry/worried customers. RC	7. BEHAVIOUR Effective customer service starts by listening to what customers have to say about their needs, wants or queries. If you can provide complete and honest answers to their questions, you begin to gain their trusts. BE	
Identify strong TR & EM	3. TRIGGERS Not knowing the criteria for solving the queries. Users can know about the platform through browsing or via friends. TR	10. YOUR SOLUTION Our solution to solving the queries/enquiry. To solve the queries agent is assign to the user. User explains their queries so the agent will solve the problem. SL	8. CHANNELS of BEHAVIOUR Online: login to the websites and explain issues of the product. CH	strong TR & EM

REQUIREMENT ANALYSIS:

Functional requirement :

F R No .	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
1.	User Registration	Registration through Form Registration through Gmail Registration through LinkedIn
2.	User Confirmation	Confirmation via Email Confirmation via OTP
3.	User Login	Login via Google Login with Email id and Password
4.	Database	preserving the modelled item
5.	Query Form	Description of the issues Contact information
6.	E-mail	Login alertness

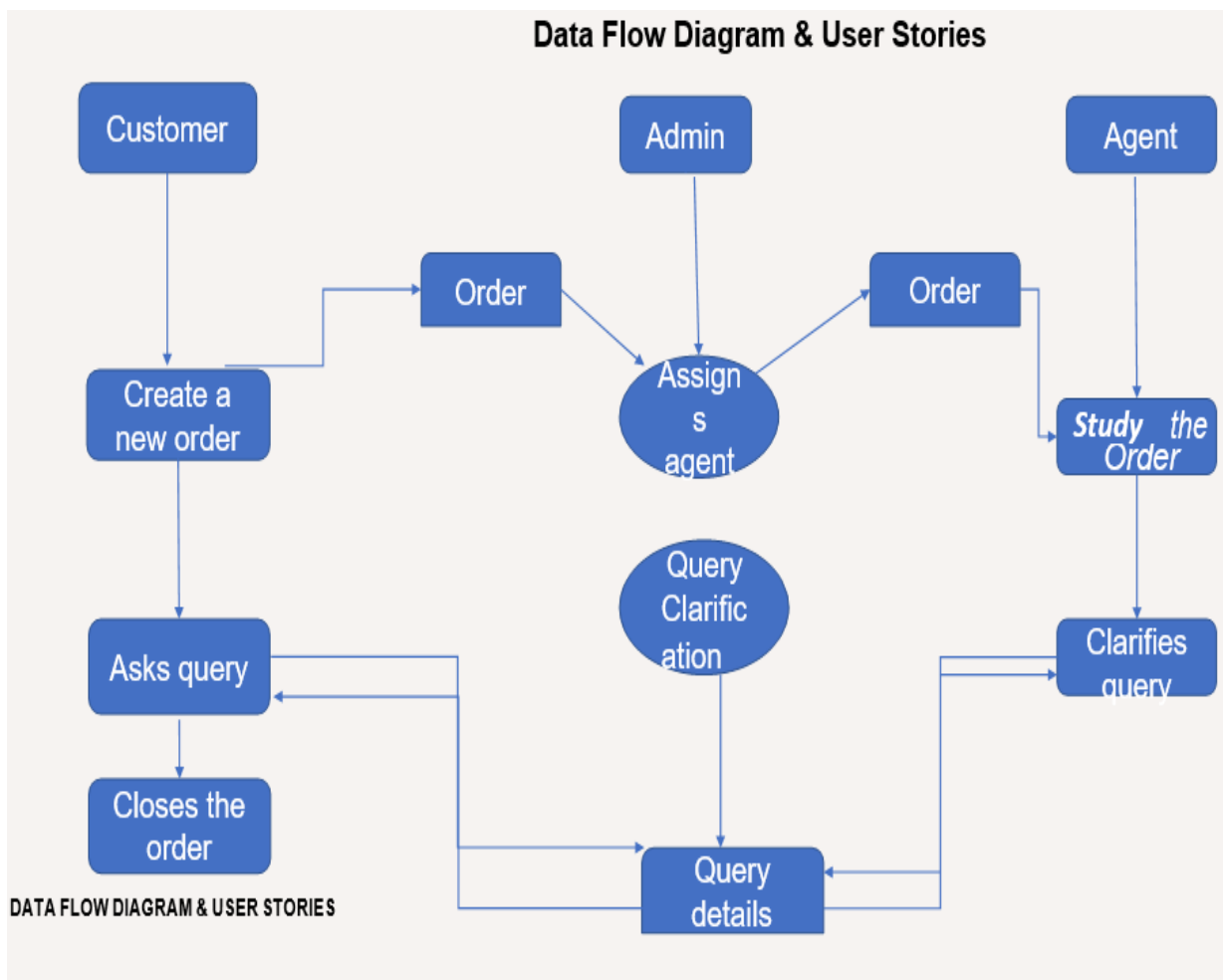
Non-Functional requirements :

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	To offer a remedy for the issue, user friendly.
NFR-2	Security	Track of login authentication.
NFR-3	Reliability	Tracking the status of the decade via email.
NFR-4	Performance	Responsive and Adaptable.
NFR-5	Availability	24/7 Support.
NFR-6	Scalability	Agents scalability as per the number of customers.

PROJECT DESIGN:

Data Flow Diagrams :

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

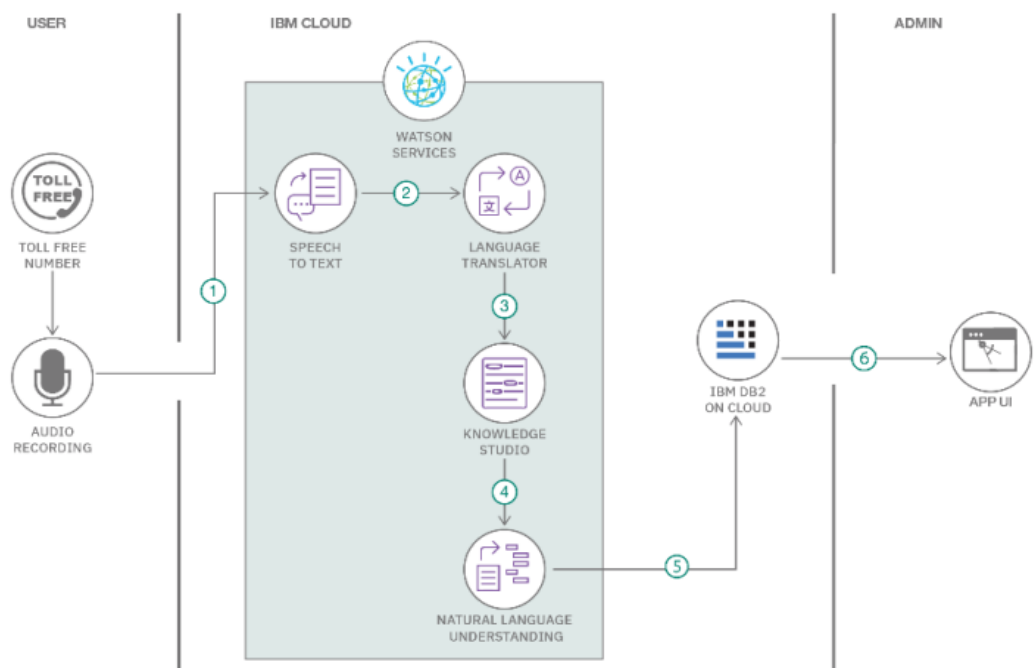


Solution and technical

Architecture:

Solution architecture is a complex process — with many sub-processes — that bridges the gap between business problems and technology solutions. Its goals are to Find the best tech solution to solve existing business problems. Describe the structure, characteristics, behaviour, and other aspects of the software to project stakeholders. Define features, development phases, and solution requirements. Provide specifications according to which the solution is defined, managed, and delivered.

Solution Architecture Diagram:



User Stories:



User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user)	Registration	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
	login	USN-2	As a customer, I can login to the application by entering correct email and password.	I can access Account /dashboard.	High	Sprint-1
	Dashboard	USN-3	As a customer, I can see all the orders raised by me.	I get all the info needed in my dashboard.	Low	Sprint-2
	Order creation	USN-4	As a customer, I can place my order with the detailed description of my query	I can ask my query	Medium	Sprint-2
	Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	My queries are clarified.	High	Sprint-3
	Forgot password	USN-6	As a customer, I can reset my password by this option in case I forgot my old password.	I get access to my account again	Medium	Sprint-4
	Order details	USN-7	As a Customer I can see the current stats of order.	I get a better understanding	Medium	Sprint-4
Agent (web user)	Login	USN-1	As an agent I can login to the application by entering Correct email and password.	I can access my account / dashboard.	High	Sprint-3
	Dashboard	USN-2	As an agent, I can see the order details assigned to me by admin.	I can see the tickets to which I could answer.	High	Sprint-3
	Address column	USN-3	As an agent, I get to have conversations with the customer and clear his/her doubts	I can clarify the issues.	High	Sprint-3
	Forgot password	USN-4	As an agent I can reset my password by this option in case I forgot my old password.	I get access to my account again.	Medium	Sprint-4

Admin (Mobile user)	Login	USN-1	As a admin, I can login to the application by entering Correct email and password	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin I can see all the orders raised in the entire system and lot more	I can assign agents by seeing those order.	High	Sprint-1
	Agent creation	USN-3	As an admin I can create an agent for clarifying the customers queries	I can create agents.	High	Sprint-2
	Assignment agent	USN-4	As an admin I can assign an agent for each order created by the customer.	Enable agent to clarify the queries.	High	Sprint-1
	Forgot password	USN-5	As an admin I can reset my password by this option in case I forgot my old password.	I get access to my account.	High	Sprint-1

PROJECT PLANNING & SCHEDULING :

Sprint Planning & Estimation :

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Customer panel	USN-1	As a Customer, I can register for the application by entering my email, password, and confirming my password.	2	High	Natarajan S Mahin Hamesh KDG Kamesh S
Sprint-1	Admin panel	USN-2	As an Admin, I can Login to the Application by entering correct login credentials and I will be able to access my dashboard to create agents and assign an agent to a Query order.	2	High	Lakshmi Sankar M Kamesh S Natarajan S
Sprint-2	Agent panel	USN-3	As an agent, I can login to the application by entering correct login credentials and the Customer can give their query and I will be able to Access my Dashboard to check the Query order and I can clarify the Issues.	2	High	Mahin Hamesh KDG Natarajan S Lakshmi Sankar M
Sprint-3	Chat Bot	USN-4	The customer can directly Interact to the chatbot regarding the services offered by the web Portal and get recommendations based on information provided by them.	2	Medium	Mahin Hamesh KDG Natarajan S
Sprint-4	Final delivery	USN-5	Container of applications using docker Kubernetes and deployment the application. Create the documentation and final submit the application	2	High	Kamesh S Lakshmi Sankar M Mahin Hamesh KDG

CODING & SOLUTIONING :

CODING :

Index.html:

```
@import url("https://fonts.googleapis.com/css2?family=Poppins&display=swap");
* {
  margin: 0px;
  padding: 0px;
  box-sizing: border-box;
  font-family: "Poppins", sans-serif;
}
#header {
  background-image: linear-gradient(rgba(0, 0, 0, 0.7), rgba(0, 0, 0, 0.7)),
    url("20943691.jpg");
  background-position: center;
  background-size: cover;
  width: 100%;
  height: 100vh;
  position: relative;
}
:root {
  --main-color:blue;
}
.act,
.navbar ul li a:hover {
  color: var(--main-color) !important;
  border-bottom: 1px solid var(--main-color);
}
.theme-text {
  color: var(--main-color) !important;
}

svg.wave {
  position: absolute;
  bottom: -70px;
}
.middle {
  display: flex;
```

```

justify-content: start;
align-items: center;
height: 80vh;
width: 70%;
}
.middle h1 {
font-size: 70px;
}
.started{
text-align: center;
background-color:blue;

}
.but{

border-radius:30%;
background-color: white;
text-decoration: none;

}
button:hover{
background-color: blue;
}
a{
text-decoration: none;
color: black;

}

```

Sign in:

```

*{
padding: 0%;
margin:0;
box-sizing: border-box;
align-self: center ;

}

```

```
body{
    background: rgb(92, 154, 246);

}

.row{
    background-color: white;
    border-radius: 30px;
    box-shadow: 12px 12px 22px gray;

}

#drops{
    background-color: none;
    border-radius: 30px;
    box-shadow: none;

}

#drops_s{
    padding: none;
}

#dropdownMenu2{

    margin-left: px;
}

img{
    border-top-left-radius: 30px;
    border-bottom-left-radius: 30px;
    max-width:100%;
    max-height:100%;

}

.btn1{

    border: none;
    outline: none;
    height: 50px;
    width: 100%;
    background-color: black;
    color:rgb(92, 154, 246);
```

```

border-radius: 14px;
font-weight: bold;

}
.btn1:hover{
background-color: rgb(92, 154, 246);
color:black;
border: 1px solid;

}
.container{
display: flex;
justify-content: center;
}
.btn2{

border: none;
outline: none;

background-color: black;
color:rgb(92, 154, 246);
border-radius: 12px;
font-weight: bold;
margin: 20px;
}
.btn2:hover{
background-color:rgb(92, 154, 246);
color:black;

}

```

Sign Up(add):

```

$(document).ready(function () {

var socket = io.connect('http://127.0.0.1:5000');


var private_socket = io('http://127.0.0.1:5000/private')
private_socket.emit('init',"");

```



```

$('#send_private_message').on('click', function () {

    var recipient = $('#inp').val();
    console.log(recipient);
    var message_to_send = $('#private_message').val();

    private_socket.emit('private_message', { 'userid': recipient , 'message':
message_to_send});
});

// $('#send_private_message').on('click', function () {
//     var recipient = $('#send_to_username').val();
//     var message_to_send = $('#private_message').val();

//     private_socket.emit('private_message', { 'username': recipient, 'message':
message_to_send });
// });

private_socket.on('new_private_message', function (msg) {
    $("#messages").append('<li>'+msg+'</li>');
});

});

```

Sign in/Sign up:

```

var toggle=true;
$(document).ready(function(){

    $("#name_id").focusout(function(){
        checkName();
        checkForSubmit();})

    $("#mail_id").focusout(function(){
        checkEmail();
        checkForSubmit();})

    $("#phone_id").focusout(function(){

```

```
checkPhone();  
checkForSubmit(); })
```

```
$("#pass").focusout(function(){  
    checkMsg();  
    checkForSubmit(); })
```

```
$("#mpgbdy").hover(function(){  
    animate();  
})
```

```
$("#contact").click(function(){  
    $("body").load("index.html");})
```

```
$("#mgpbtn").click(function(){  
    $("body").load("form.html");})
```

```
$("#fasttrek").click(function(){  
    $("body").load("mainpage.html");  
})
```

```
$(".hiddentxt").hide();
```

```
$("#welcome").click(function(){
```

```
    console.log(toggle);  
    if(toggle==true){  
        $(".hiddentxt").show();  
        toggle=false;  
    }  
    else{  
        $(".hiddentxt").hide();  
        toggle=true;  
    }  
})  
})
```

```

function checkForSubmit(){
    var check=false;
    check= checkEmail() &&  checkMsg() ;

    if(check==true){

        $("#button").css("background-color", "rgba(0,255, 118, 0.8)");

    }else{
        $("#button").css("background-color", "#6392e6");
    }
    return check;
}
function checkName(){

    var pattern = /^[a-zA-Z ]+$/;
    var namee = $("#name_id").val();
    if( namee==""){
        $("#name_id").css("border","none");
        return false;
    }

    else if(pattern.test(namee) && namee!=""){
        $("#name_id").css("border","1px solid rgba(0,255, 118, 0.8)");
        return true;
    }

    else{

        $("#name_id").css("border","1px solid red");
        return false;
    }
}
function checkEmail(){

    var pattern = /^[a-zA-Z0-9]+@[a-zA-Z0-9]+\.[a-zA-Z]{2,3}$/;
    var mail = $("#mail_id").val();
    if( mail==""){
        $("#mail_id").css("border","1px solid gray");
    }
}

```

```

        return false;
    }

    else if(pattern.test(mail) && mail!=""){
        $("#mail_id").css("border","1px solid rgba(0,255, 118, 0.8)");
        return true;
    }

    else{

        $("#mail_id").css("border","1px solid red");
        return false;

    }
}

function checkMsg(){

    var pattern = /^[\\w]*$/;
    var mail = $("#pass").val();
    if( mail==""){
        $("#pass").css("border","1px solid gray");
        return false;
    }

    else if(pattern.test(mail) && mail!=""){
        $("#pass").css("border","1px solid rgba(0,255, 118, 0.8)");
        return true;
    }

    else{

        $("#pass").css("border","1px solid red");
        return false;

    }
}

var toggle=true;
$(document).ready(function(){

    $("#name_id").focusout(function(){

```

```
checkName();  
checkForSubmit();})
```

```
$("#mail_id").focusout(function(){  
    checkEmail();  
    checkForSubmit();})
```

```
$("#phone_id").focusout(function(){  
    checkPhone();  
    checkForSubmit(); })
```

```
$("#pass").focusout(function(){  
    checkMsg();  
    checkForSubmit(); })
```

```
$("mpgbdy").hover(function(){  
    animate();  
})
```

```
$("#contact").click(function(){  
$("body").load("index.html");})
```

```
$("#mgpbtn").click(function(){  
$("body").load("form.html");})
```

```
$("#fasttrek").click(function(){  
$("body").load("mainpage.html");  
})
```

```
$(".hiddentxt").hide();
```

```
$("#welcome").click(function(){
```

```
console.log(toggle);  
if(toggle==true){  
$(".hiddentxt").show();  
toggle=false;
```

```

    }
    else{
        $(".hiddentxt").hide();
        toggle=true;
    }
    })
})

```

```

function checkForSubmit(){
    var check=false;
    check= checkEmail() &&  checkMsg() ;

    if(check==true){

        $("#button").css("background-color", "rgba(0,255, 118, 0.8)");

    }else{
        $("#button").css("background-color", "#6392e6");
    }
    return check;
}

```

```

function checkName(){

    var pattern = /^[a-zA-Z ]+$/;
    var namee = $("#name_id").val();
    if( namee==""){
        $("#name_id").css("border","none");
        return false;
    }

    else if(pattern.test(namee) && namee!=""){
        $("#name_id").css("border","1px solid rgba(0,255, 118, 0.8)");
        return true;
    }

    else{

        $("#name_id").css("border","1px solid red");
        return false;
    }
}

```

```

    }
}
function checkEmail(){

    var pattern = /^[\\w]+@[\\w]+\\.\\w{2,3}$/;
    var mail = $("#mail_id").val();
    if( mail==""){
        $("#mail_id").css("border","1px solid gray");
        return false;
    }

    else if(pattern.test(mail) && mail!=""){
        $("#mail_id").css("border","1px solid rgba(0,255, 118, 0.8)");
        return true;
    }

    else{

        $("#mail_id").css("border","1px solid red");
        return false;

    }
}
// function checkPhone(){

    rgba(0,255, 118, 0.8)");
function checkMsg(){

    var pattern = /^[\\w]*$/;
    var mail = $("#pass").val();
    if( mail==""){
        $("#pass").css("border","1px solid gray");
        return false;
    }

    else if(pattern.test(mail) && mail!=""){
        $("#pass").css("border","1px solid rgba(0,255, 118, 0.8)");
        return true;
    }
}

```

```
else{  
  
    $("#pass").css("border","1px solid red");  
    return false;  
  
    }  
}
```

Dashboard(customer):

```
@import  
url('https://fonts.googleapis.com/css2?family=Manrope:wght@200&display=swap'  
);
```

```
* {  
    padding: 0px;  
    margin: 0px  
}
```

```
#box{  
    border-radius: 14px;  
}  
.icon {  
    cursor: pointer;  
  
}
```

```
.icon span {  
    background: #f00;  
    padding: 7px;  
    border-radius: 50%;  
    color: #fff;  
    vertical-align: top;  
    margin-left: -25px  
}
```



```
.icon img {  
  display: inline-block;  
  width: 26px;  
  margin-top: 4px  
}
```

```
.icon:hover {  
  opacity: .7  
} */
```

```
.logo {  
  flex: 1;  
  margin-left: 50px;  
  color: #eee;  
  font-size: 20px;  
  font-family: monospace;  
}
```

```
.notifications {  
  width: 300px;  
  height: 0px;  
  opacity: 0;  
  position: absolute;  
  top: 63px;  
  right: 62px;  
  border-radius: 5px 0px 5px 5px;  
  background-color: #fff;  
  box-shadow: 0 4px 8px 0 rgba(0, 0, 0, 0.2), 0 6px 20px 0 rgba(0, 0, 0, 0.19)  
}
```

```
.notifications h2 {  
  font-size: 14px;  
  padding: 10px;  
  
  color: rgb(21, 16, 16)  
}
```

```
.notifications h2 span {  
  color: #f00  
}
```

```
.notifications-item {  
  display: flex;  
  
  padding: 6px 9px;  
  margin-bottom: 0px;  
  cursor: pointer  
}
```

```
.notifications-item:hover {  
  background-color: #0d6efd;  
  border-radius: 20px;  
}
```

```
.notifications-item img {  
  display: block;  
  width: 50px;  
  height: 50px;  
  margin-right: 9px;  
  
  margin-top: 2px  
}
```

```
.notifications-item .text h4 {  
  color: #777;  
  font-size: 16px;  
  margin-top: 3px  
}
```

```
.notifications-item .text p {  
  color: #aaa;  
  font-size: 12px  
}
```

```
.sidebar {  
  position: fixed;  
  top: 0;  
  bottom: 0;  
  left: 0;  
  z-index: 100;
```

```
padding: 70px 0 0 10px;  
border-right: 1px solid lightgray;
```

```
}
```

```
/* .back{  
    background-color: aqua;  
} */
```

```
#b_post {  
    position: relative;  
    margin-left: 72px;
```

```
}
```

```
#centering {  
    width: 200px;  
    height: 200px;  
    position: relative;  
    left: 47%;  
    top: 28%;  
  
    margin-top: -100px;  
    margin-left: -100px;  
}
```

```
#centering_1 {  
    width: 400px;  
    height: 200px;  
    position: relative;  
    left: 40%;  
  
    margin-top: -100px;  
    margin-left: -100px;  
}
```

```
.stretch {
```

```
    min-height: 100%;
}

html,
body {
    background-image: url("../static/assets/images/img.jpg");

    background-size: cover;

}

/* .car {

    padding-top: 90px;

} */

.sidebar-left {
    position: sticky;
    top: 0;
    height: calc(100vh-70px);
}

.box {
    width: 100%;
    height: auto;

}

.h{
    font-family: 'Gill Sans', 'Gill Sans MT', Calibri, 'Trebuchet MS', sans-serif;
    text-shadow: 0 1px 1px rgb(73, 73, 73);
    color: rgb(0, 0, 0);

}

#h1 {
```

```
font-family: "Great Vibes", cursive;
font-size: 50px;
line-height: 160px;

font-weight: normal;
margin-bottom: 0px;

text-align: center;
text-shadow: 0 1px 1px rgb(97, 97, 97);

transform: translateY(-50%);

color: rgb(0, 0, 0);
}
```

```
.inp {

padding: 7px 20px;
margin: 8px 0;
box-sizing: border-box;
border-radius: 14px;
}
```

Dashboard(customer)-2

```
$(document).ready(function(){

var down = false;

$('#notify').click(function(e){

var color = $(this).text();
if(down){
```

```

        $('#box').css('height','0px');
        $('#box').css('opacity','0');
        down = false;
    }else{

        $('#box').css('height','auto');
        $('#box').css('opacity','1');
        down = true;

    }

});

});

```

Dashboard(agent):

```

$(function () {
    $("#dialog").dialog({
        autoOpen: false,
    });
    $("body").on("click", "#assign_agent", function () {
        $("#dialog").dialog("open");
    });
});
$(document).ready(function () {
    $("body").on("click", "#assign_agent", function () {
        var layout = $(this).data('rep');
        $.ajax({
            url: "/setcid",
            type: "get",
            data: { layout: layout }
        });
    });
});
})

```

Dashboard(admin):

```
.sidebar{
  position:fixed;
  top:0;
  bottom:0;
  left:0;
  z-index:100;
  padding:70px 0 0 10px;
  border-right:1px solid lightgray;
}
body{

  background-image: url("../static/assets/images/img.jpg");
  background-size: cover;
}
.vertical-menu {
  width: 200px;
}

.vertical-menu a {
  background-color: #eee;
  color: black;
  display: block;
  padding: 12px;
  text-decoration: none;
}

.vertical-menu a:hover {
  background-color: rgb(0, 20, 197);
  color: white;
}

.vertical-menu a.active {
  background-color: #04AA6D;
  color: white;
}
.ui-widget-header,.ui-state-default,.ui-button{
  background:rgb(57, 20, 220);
```

```
border: 2px solid rgb(0, 15, 228);
color: white;
font-weight: bold;
}
.sidebar-left{
  position:sticky;
  top:0;
  height:calc(100vh-70px);
}
main{
padding-top:90px;
}
```

Style.css:

```
body {
  background-image: url("img.jpg");
  background-size: cover;

  font-family: 'Courier New', monospace;
}

#form {
  font-size: 25px;
  margin: 10px 71px 5px;
  width: 232px;
  font-weight: bold;
}

.form {
  background-color: rgba(255, 255, 255, 0.3);

  box-shadow: 0 30px 60px 0 rgba(90, 116, 148, 0.8);
  border-radius: 5px;
  max-width: 350px;
  margin-left: auto;
  margin-right: auto;
  margin-top: 50px;
  margin-bottom: 50px;
```



```
padding-top: 5px;  
padding-bottom: 5px;  
animation: bounce 3s infinite;  
}
```

```
.form:hover {  
  animation: bounce 3s infinite;  
}
```

```
::-webkit-input-placeholder {  
  font-size: 1.3em;  
}
```

```
.title {  
  display: block;  
  color: #6392e6;  
  font-family: 'Courier New', monospace;  
  margin: 10px 100px 5px;  
  width: 200px;  
}
```

```
.pageTitle {  
  left: 20px;  
  font-family: 'Courier New', monospace;  
  font-size: 2em;  
  font-weight: bold;  
}
```

```
.name {  
  overflow: hidden;  
  background-color: rgb(232 240 254);  
  
}
```

```
.name:hover {  
  background-color: rgba(255, 255, 255);  
  border-bottom: 1px solid #0e3721;  
  height: 15px;  
  width: 300px;
```

```
    transition: ease 0.5s;
    box-shadow: 8px 10px 15px 5px rgba(60, 60, 60, 0.219);
}
```

```
.phone {
    overflow: hidden;
    background-color: rgb(232 240 254);
}
```

```
.phone:hover {
    background-color: rgba(255, 255, 255);
    border-bottom: 1px solid #0e3721;
    height: 15px;
    width: 300px;
    transition: ease 0.5s;
    box-shadow: 8px 10px 15px 5px rgba(60, 60, 60, 0.219);
}
```

```
.email {
    overflow: hidden;
    background-color: rgb(232 240 254);
}
```

```
#contact {
    position: relative;
    /*left: 705px;*/
    text-align: center;
    top: -18px;
    color: white;
    font-size: 20px;
    transition: ease 0.5s;
}
```

```
#contact:hover {
    position: relative;
    transform: translateY(-3px);
    text-align: center;
    top: -18px;
```

```
color: white;
font-size: 50px
}
```

```
.email:hover {
background-color: rgba(255, 255, 255);
border-bottom: 1px solid #0e3721;
height: 15px;
width: 300px;
transition: ease 0.5s;
box-shadow: 8px 10px 15px 5px rgba(60, 60, 60, 0.219);
transform: translateY(-3px);
}
```

```
.message {

background-color: rgb(232 240 254);
overflow: hidden;
height: 10rem;
}
```

```
.message:hover {
background-color: rgba(255, 255, 255);
border-bottom: 1px solid #0e3721;
height: 12em;
width: 300px;
transform: translateY(-3px);
box-shadow: 8px 10px 15px 5px rgba(60, 60, 60, 0.219);
}
```

```
.formEntry {
background-color: rgba(255,255, 255, 0.8);
display: block;
margin: 20px auto;
min-width: 250px;
font-family: 'Courier New', monospace;
padding: 10px;
border-radius: 2px;
border: none;
border-radius: 14px;
```

```
    transition: all 0.5s ease 0s;
}
```

```
#button {
    width: 100px;
    color: white;
    background-color: #6392e6;
    font-size: 20px;
    border-radius: 14px;
}
```

```
#button:hover {
```

```
    box-shadow: 15px 15px 15px 5px rgba(78, 72, 77, 0.4);
    width: 150px;
    border-radius: 8px;
    transform: translateY(-3px);
```

```
}
```

```
@keyframes bounce {
    0% {
        transform: translate(0, 4px);
    }

    50% {
        transform: translate(0, 8px);
    }
}
```

```
.main {
```

```
    position: relative;
```

```
    top: 100px;
```

```
}
```

```
#welcome {
    position: relative;
```

```
/* width: fit-content; */  
text-align: center;  
;  
/* text-decoration-thickness: 134px; */  
font-size: 28px;  
font-weight: bold;  
color: white;  
}
```

```
#div1mpg {  
  max-width: 900px  
}
```

```
.hiddentxt {  
  position: relative;  
  text-align: center;  
  color: black;  
  font-weight: bold;  
  font-size: 20px;
```

```
}
```

```
#mpgbtn {  
  position: relative;  
  top: 120px;  
  background-color: rgba(255, 255, 255, 0.3);  
  color: white;  
  font-size: 16px;  
  font-weight: bold;  
  display: block;  
  margin: 20px auto;  
  min-width: 250px;  
  font-family: 'Courier New', monospace;  
  padding: 10px;  
  border-radius: 2px;  
  border: none;  
  border-radius: 14px;  
  animation: bounce 1.5s infinite;
```

```
}
```

```
#mpgbtn:hover {  
  background-color: #6392e6;  
  width: 270px;  
  transition: all 0.5s ease 0s;  
  font-size: 25px;  
  box-shadow: 15px 15px 15px 5px rgba(78, 72, 77, 0.219);  
  transform: translateY(-3px);  
  animation: bounce 0.5s infinite;  
  border-radius: 8px  
}
```

```
#fasttrek {  
  background-color: rgba(255, 255, 255, 0.3);  
  box-shadow: 0 30px 60px 0 rgb(90 116 148 / 80%);  
  border-radius: 5px;  
  max-width: 211px;  
  margin-left: auto;  
  margin-right: auto;  
  margin-top: 50px;  
  
  padding-top: 5px;  
  padding-bottom: 5px;  
  text-align: center;  
  animation: bounce 2.5s infinite;  
  font-size: 24px;  
  color: #6392e6;  
  font-weight: bold;  
}
```

```
.fasttrek {  
  
  background-color: rgba(255, 255, 255, 0.3);  
  box-shadow: 0 30px 60px 0 rgb(90 116 148 / 80%);  
  border-radius: 5px;  
  max-width: 31px;  
  height: 20px;
```

```
margin-left: auto;
margin-right: auto;
position: relative;
bottom: 29px;
/* padding-top: 5px; */
animation: bounce 2.5s infinite;
font-size: 24px;
color: #6392e6;
left: 104px;
}
```

```
.fasttrek1 {
```

```
background-color: rgba(255, 255, 255, 0.3);
box-shadow: 0 30px 60px 0 rgb(90 116 148 / 80%);
border-radius: 5px;
max-width: 31px;
height: 20px;
margin-left: auto;
margin-right: auto;
position: relative;
bottom: 8px;
/* padding-top: 5px; */
animation: bounce 2.5s infinite;
font-size: 24px;
color: #6392e6;
right: 105px;
}
```

Chatroom:

```
$(document).ready(function () {

    var socket = io.connect('http://127.0.0.1:5000');

    var private_socket = io('http://127.0.0.1:5000/private')
    private_socket.emit('init',"");
```

```
$('#send_private_message').on('click', function () {  
  
    var recipient = $('.inp').val();  
    console.log(recipient);  
    var message_to_send = $('#private_message').val();  
  
    private_socket.emit('private_message', { 'userid': recipient , 'message':  
message_to_send});  
});  
  
private_socket.on('new_private_message', function (msg) {  
    $("#messages").append('<li>'+msg+'</li>');  
});
```


Project Planning Phase

User Acceptance Testing

TEST CASES

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	BUGID	Executed By
LoginPage_TC_CO1	Functional	Home Page	Verify user is able to see the Login/Sign up pop up when user clicked on My account button	1.Enter URL and click go 2.Scroll down 3.Verify login/Signup popup displayed or not	http://169.51.200.18:32443/	Login/Signup popup should display	Working as expected	PASS	Successful	Y		MAHIN HAMESH NATARAJAN.S
LoginPage_TC_CO2	UI	Home Page	Verify the UI elements in Login/Signup popup	1. Enter URL and click go 2.Click on Signup button for User 3. Verify login/Signup popup with below UI elements: a.id text box b. password text box c. Login button with orange color d. New customer? Create account link e. Last password? Recovery password link	http://169.51.200.18:32443/	Application should show below UI elements: A. email text box b. password text box c. Login button with orange color d. New customer? Create account link e. Last password? Recovery password link	Working as expected	PASS	Successful	Y		LAKSHMISANKAR KAMESH.S
LoginPage_TC_CO3	Functional	Home page	Verify user is able to log into application with Valid credentials	1. Enter URL (https://shopnizer.com/) and click go 2. Click on My Account dropdown button 3. Enter Valid ID in ID text box 4. Enter valid password in password text box 5. Click on login button	ID: 5342 password: Testing123	User should navigate to user account homepage	Working as expected	PASS	Successful	Y		MAHIN HAMESH KAMESH .S

LoginPage_TC_004	Functional	Login page	Verify user is able to log into application with In Valid credentials	1.Enter URL(http://169.51.200.18:32443/) and click go 2.Click on My Account dropdown button 3.Enter In Valid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password' validation message.	Working as expected	PASS	Successful	Y		LAKSHMI SANKAR.M NATARAJAN.S
LoginPage_TC_005	Functional	Login page	Verify user is able to log into application with In Valid credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password: Testing123678686786876	Application should show 'Incorrect email or password' validation message.	Working as expected	PASS	Successful	Y		MAHIN HAMESH
LoginPage_TC_006	Functional	Login page	Verify user is able to log into application with In Valid credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter In Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password' validation message.	Working as expected	PASS	Successful	Y		KAMESH.S

LoginPage_TC_007	Functional	Login page	Verify User is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter In Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5434 password: Testing123	Application should show 'correct email or password ' validation message.	Working as expected	PASS	Successful	Y		NATARAJAN.S KAMESH.S
LoginPage_TC_008	Functional	Login page for ADMIN	Verify User is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter Valid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 1111 password: 5678	Application should show 'correct email or password ' validation message.	Working as expected	PASS	Successful	Y		LAKSHMI SANKARM
LoginPage_TC_009	UI	ADMIN PAGE	Verify all the Customer database is visible	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter In Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	http://169.51.204.215:30106/	Customer database is visible	Working as expected	PASS	Successful	Y		NATARAJAN.S

LoginPage_TC_O10	Functional	USER REGISTER	Verify Id sent to customer email address	1.Enter URL(http://169.51.204.215:30106/) and click go 1.Register the account by giving credentials 2. Click on button Submit	http://169.51.204.215:30106/	Email sent successfully	Working as expected	PASS	Successful	Y		MAHIN HAMESH
LoginPage_TC_O11	Functional	AGENTREGISTER	Verify AGENT is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter In Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password: Testing123	ID sent successfully	Application should show 'correct email or password ' validation message.	PASS	Successful	Y		NATARAJAN.S
LoginPage_TC_O12	Functional	Login page for ADMIN	Verify User is able to log into application with In Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter In Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 1111 password: 5678	Application should show 'Incorrect ID or password' validation message.	Working as expected	PASS	Successful	Y		KAMESH.S
LoginPage_TC_O13	UI	Home page for Agent	Verify user is able to see the agent home page when user finish on submitting Credentials	1. Enter URL(http://169.51.204.215:30106/) and click go 2.To the Agent Login page and submit Your Credentials	ID: 1111 password: 5678	AGENT Home Page popup should display	Working as expected	PASS	Successful	Y		LAKSHMISANKAR.M

LoginPage_TC_O14	UI	Home page for USER	Verify user is able to see the User home page when user finish on submitting Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.To the User Login page and submit Your Credentials	http://169.51.204.215:30106/	USER Home Page popup should display	Working as expected	PASS	Successful	Y		MAHIN HAMESH
LoginPage_TC_O15	UI	Home page for ADMIN	Verify user is able to see the ADMIN home page when user finish on submitting Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.To the User Login page and submit Your Credentials	http://169.51.204.215:30106/	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y		NATARAJAN.S
LoginPage_TC_O16	Functional	AGENTPAGE	On delete Button the user Credentials will be deleted	1. Enter URL(http://169.51.204.215:30106/) and click go 2.To the Admin Page and select on User Credentials	http://169.51.204.215:30106/	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y		KAMESH.S

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	BUGID	Executed By
User_Page_TC_O 01	Functional	USERPAGE	Verify user is able to see the Show Complaint popup when user clicked on popup	1.Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not	http://169.51.204.215:30106/	Show Complaint popup should display	Workingas expected	PASS	Successful	Y		LAKSHMI SANKAR.M
User_Page_TC_O 02	UI	USERPAGE	Verify the User has No Complaint	Click on the Url and go to user page by giving Correct Credentials	http://169.51.204.215:30106/	No Complaint should shown	Workingas expected	PASS	Successful	Y		KAMESH.S
User_Page_TC_O 03	UI	USERPAGE	Verify User Total Complaint is Zero	Click on the Url and go to user page by giving Correct Credentials	http://169.51.204.215:30106/	Total Number of Complaint is Zero	Workingas expected	PASS	Successful	Y		NATARAJANS

Admin_Page_TC_OO4	Functional	Admin Page	Admin can see the Agent DataBase	1.Enter URL(http://169.51.200.18:32443/) and click go 2.Enter the Credentials for the admin page and submit	http://169.51.200.18:32443/	Agent Database should display on show agent database.	Working as expected	PASS	Successful	Y		MAHIN HAMESH
Admin_Page_TC_OO5	Functional	Admin Page	Admin can delete the Agent Database	1.Enter URL http://169.51.200.18:32443/ and click go 2. Click on submit by giving correct credentials to the admin Page	http://169.51.200.18:32443/	Delete the agent Database	Working as expected	PASS	Successful	Y		KAMESH.S
Admin_Page_TC_OO6	Functional	Admin Page	Verify the overall Delete the database for User	1.Enter URL http://169.51.200.18:32443/ and click go 2. Click on submit by giving correct credentials to the admin Page 3. After type the “A” in the Text box for the agent database delete	http://169.51.200.18:32443/	Delete the overall Agent database delete.	Working as expected	PASS	Successful	Y		NATARAJAN

Admin_Page_TC_007	UI	Admin Page	Verify the admin seen the text box for the select option	1.Enter URL(http://169.51.200.18:32443/ 15:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page 3.Admin Can see the text box for select option	http://169.51.200.18:32443/	Text box working for the correct Keyword.	Working as expected	PASS	Successful	Y		MAHIN HAMESH LAKSHMISANKAR. M.
Home_Page_TC_008	UI	Register Account for Agent	Verify User is able to seen the Register Page for Agent	1.Enter URLhttp://169.51.200.18:32443/ and click go 2.Click on the Agent button for register	http://169.51.200.18:32443/	After register Page popup should seen	Working as expected	PASS	Successful	Y		MAHIN HAMESH
Agent_Register_TC_010	UI	AGENTREGISTER	Verify all the text box will be visible for register	1.Enter URLhttp://169.51.200.18:32443/ and click go 2.Click on the Agent button after the text field are visible for the agent to see	http://169.51.200.18:32443/	Agent Register text fields are visible	Working as expected	PASS	Successful	Y		NATARAJAN.S

Agent_Register_TC_O11	Functional	AGENTREGISTER	Verify Id sent to customer email address	1.Enter URLhttp://169.51.200.18:32443/ /) and click go 1.Register the account by giving credentials 2. Click on button Submit	http://169.51.200.18:32443/	Email sent successfully	Workingas expected	PASS	Successful	Y		KAMESH.S
Web_Chat_TC_O11	Functional	WEB CHAT	Click on theWeb chat button	1.Enter URLhttp://169.51.200.18:32443/ and click go 1.Click on the Web ChatButton	http://169.51.200.18:32443/	Web chat popup	Workingas expected	PASS	Successful	N		LAKSHMISANKAR.M
Web_chat_TC_O12	UI	WEB CHAT	Web chat button visible	1.Enter URLhttp://169.51.200.18:32443/ and click go 1.shown on the Web ChatButton	http://169.51.200.18:32443/	Web chat visible	Workingas expected	PASS	Successful	N		MAHIN HAMESH
Admin_Login_TC_O13	Functional	AGENT LOGIN	Verify user is able to get login id on emails	1. Enter URLhttp://169.51.200.18:32443//) and click go 2To the Agent Login page getting of emails	http://169.51.204.215:30106/	Get Notified by Emails	Workingas expected	PASS	Successful	Y		NATARAJAN.S

Agent_Login_TC_O14	UI	AGENT Login	Visible for text field for enter email id	1.Enter URL(http://169.51.200.18:32443/) and click go 2.To the User Login page and seen your text fields	http://169.51204.215:30106/	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	Y		KAMESH.S
LoginPage_TC_O15	UI	USER Login	Visible for text field for enter email id	1.Enter URL(http://169.51.200.18:32443/) and click go 2.To the User Login page and seen your text fields	http://169.51204.215:30106/	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	Y		NATARAJAN
Agent_Login_TC_O16	Functional	AGENT Login	Visible for Password on Forgot Password	1.Enter URL(http://169.51.200.18:32443/) and click go 2.To the Agent Forgot Page after verification Password should Visible	http://169.51204.215:30106/	Password should Visible	Working as expected	PASS	Successful	Y		LAKSHMI SANKAR.M

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	BUGID	Executed By
HomePage_TC_O O1	Functional	Home Page	Verify user is able to see the Login/Signup popup when user clicked on My account button	1. Enter URL and click go 2. Scroll down 3. Verify login/Signup popup displayed or not	http://169.51.204.215:30106/	Login/Signup popup should display	Working as expected	PASS	Successful	Y		MAHINHAMESH LAKSHMISANKAR .M
HomePage_TC_O O2	UI	Home Page	Verify the UI elements in Login/Signup popup	1. Enter URL and click go 2. Click on Signup button for User 3. Verify login/Signup popup with below UI elements: a. id text box b. password text box c. Login button d. New customer? Create account link e. Last password? Recovery password link	http://169.51.204.215:30106/	Application should show below UI elements: a. email text box b. password text box c. Login button with orange color d. New customer? Create account link e. Last password? Recovery password link	Working as expected	PASS	Successful	Y		NATARAJAN .S KAMESH.S
HomePage_TC_O O3	Functional	Home page	Verify user is able to log into application with Valid credentials	1. Enter URL (https://shopnizer.com/) and click go 2. Click on My Account dropdown button 3. Enter Valid ID in ID text box 4. Enter valid password in password text box 5. Click on login button	ID: 5342 password: Testing123	User should navigate to user account homepage	Working as expected	PASS	Successful	Y		MAHIN HAMESH KAMESH.S

HomePage_TC_004	Functional	Home page	Verify user is able to log into application with In Valid credentials	1.Enter URL(http://169.51.200.18:32443/) and click go 2.Click on My Account dropdown button 3.Enter In Valid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 5342 password: Testingl23	Application should show 'Incorrect email or password validationmessage	Workingas expected	PASS	Successful	Y		MAHIN HAMESH
Customer Complaint_TC_005	Functional	Customer Complaint page	Verify users are able to log into Application with credentials.	1.Enter URL(http://169.51.200.18:32443/) and click go 2.Click on My Account dropdown button 3.Enter Valid details in text box. 4..then sign in to text box with correct details.	ID: 5342 password: Testingl23678686786876876	Application should show enter into the next page..	Workingas expected	PASS	Successful	Y		NATARAJAN.S
Customer Complaint_TC_006	Functional	Customer Complaint page	Verify users are able to see the compliant page.	1.Enter URL(http://169.51.200.18:32443/) and click go 2.Click on My Account dropdown button 3enter the sign in details 4it will go to the complaint box..	ID: 5342 password: Testingl23	Application will show a. Home b. New issue. c. logout.	Workingas expected	PASS	Successful	Y		LAKSHMISANKAR.M

Customer Complaint_TC_OO7	Functional	Customer Complaint page	Verify user is able to see the complaint page	1.Enter URLhttp://169.51.200.1832443/ and click go 2.Click on My Account dropdown button 3. enter the sign in details 4.it will go to the complaint box	ID: 5434 password: Testing123	Click on the new issue button in the complaint box..	Working as expected	PASS	Successful	Y		LAKSHMI SANKARM
LCustomer Complaint_TC_OO8	Functional	Customer Complaint page	Verify User is able to log into application with Valid Credentials	1.Enter to the complaint box. 2.Click on the new issue button. 3.Enter the correct detail for the complaint.	ID: 1111 password: 5678	Application should Show complaint page for customers	Working as expected	PASS	Successful	Y		LAKSHMI SANKARM
Customer complaint Page_TC_OO9	UI	Customer Complaint PAGE	Verify all the Customers are able to enter their credentials.	1.Enter to the complaint page 2.Raise the issue by clicking the new issue button. 3. After entering credentials click on the back button. 4. Click on the show issue button.	http://169.51.200.18:32443/	Customer should be able to see the complaint	Working as expected	PASS	Successful	Y		KAMESH.S

AdminPage_TC_O10	Functional	Admin Page (Complaintlist)	Verify admin is able to log into the user account.	1.Enter URL http://169.51.200.1832443/ and click go 1.Enter the correct admincredentials in the useraccount	http://169.51.200.1832443/	Application should shows a. User database b. Agent Database c. Complaint database	Workingas expected	PASS	Successful	Y		MAHIN HAMESH
AdminPage_TC_O11	Functional	Admin Page (Complaint list)	Verify admin is able to log into application with Valid Credentials	1.Enter URL http://169.51.200.1832443/ and click go 2.Click on the complaint database button,	ID: 5342 password: Testing123	ID sent successfully	Application should Able to see the complaints	PASS	Successful	Y		NATARAJANS
AdinPage_TC_O12	Functional	Admin Page (Complaint list)	Verify Admin is able to log into application with Valid Credentials	1.Enter URL http://169.51.200.1832443/ and click go2.Admin should able tosee the number of complaints	ID: 1111 password: 5678	Application should show the correct credentials of the complaint.	Workingas expected	PASS	Successful	Y		KAMESH.S
AdminPage_TC_O13	UI	Admin Page (Agent Allotment)	Verify admin is able to log in the admin page.	1. Sign in to the admin page. 2. Enter the correct details and submit.. 3. Three databases will appear.	ID: 1111 password: 5678	Admin should be able to see the three database buttons.	Workingas expected	PASS	Successful	Y		NATARAJANS

AdminPage_TC_O14	UI	Admin Page (Agent Allotment)	Verify admin is able to log in with valid credentials,	1.Three database will appear a. User database. b. Agent database c. Complaint database. 2.Click on agent database.	http://169.51.200.18:32443/	Admin should be able to see the complaint database credentials.	Working as expected	PASS	Successful	Y		MAHIN HAMESH
AdminPage_TC_O15	UI	Admin Page (Agent Allotment)	Verify Admin is able to log in with valid Credentials	1.Click on the complaint database. 2.Get the credentials of the complaint a. Status b. select. c. processing	http://169.51.200.18:32443/	Admin should be able to see status of the agent as well as complaint	Working as expected	PASS	Successful	Y		KAMESH.S
AdminPage_TC_O16	Functional	Admin Page (Agent Allotment)	Verify admin is able to log in with valid credentials	1.Click on the complaint database. 2.Admin should be able to see the allocate button. 3.click on the allocate button for the respective complaint.	http://169.51.200.18:32443/	Admin should be able to allocate the agent.	Working as expected	PASS	Successful	Y		LAKSHMISANKAR.M

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation (Y/N)	BUGID	Executed By
LoginPage_TC_O 01	Functional	Login Page	Verified user is unable to login In the login page.	1. Enter URL and click go 2. Scroll down 3. Verify login/Singup popup displayed or not	http://169.51.200.18:32443/	Login/Signup popup should display	Working as expected	PASS	Successful	Y		LAKSHMI SANKAR.M NATARAJAN.S
LoginPage_TC_O 02	UI	Login Page	Verify users are unable to login in the login page.	1. Enter URL and click go 2. Click on Signup button for User. 3. Create an account for the user 4. User enters the wrong Id in the sign in page.	http://169.51.200.18:32443/	Application should show mismatch details.	Working as expected	PASS	Successful	Y		MAHIN HAMESH NATARAJAN.S
LoginPage_TC_O 03	Functional	Login page	Verified users are unable to login In the login page.	1. Click on the Sign Up button for User. 2. Create an account for the user 3. User enters the wrong Id in the sign in page. 4. Click on the forgot id.	ID: 5342 password: Testing123	Application should send an Id to the valid email.	Working as expected	PASS	Successful	Y		LAKSHMI SANKAR.M KAMESH.S

LoginPage_TC_004co	Functional	Login page	Verify user mail Id and Enter the correct id in the sign in page.	1.The Id will be send in the users valid mail id. 2.Check on the users mail id. 3.Copy the valid customer Id. 4.Enter the valid customer Id in the text box.	ID: 5342 password: Testing123	Application should show success and popup to the next page.	Working as expected	PASS	Successful	Y		MAHIN HAMESH
Loginpage_TC_005	Functional	Login page.	The Verified user is unable to log in as he entered a mismatched password.	1.User enters the wrong password. 2.Scroll down and click on the forgot password button 3 application will popup to next page with text boxes a. Id b. Enter your verification number(OTP)	ID: 5342 password: Testing123678686786876876	Application should enter to the forgot password page,	Working as expected	PASS	Successful	Y		NATARAJAN.S
Loginpage_TC_006	Functional	Login page	Verify users are able to get the password in the email.	1.Application enters the forgot password page. 2.Enter the user Valid Id in the text box. 3.Click on the send email button. 4.An email will be sent to the User mail. 5.An OTP will come to the given email. 6.User Enters the OTP in the log in page	ID: 5342 password: Testing123	Application should show success and popup to the next page.	Working as expected	PASS	Successful	Y		KAMESH.S

Homepage_TC_007	UI	Homepage	Verify User is able see the nav bar	1. 1.Click on ,the nav bar a. Our top agents. b. Resume. C. Contact. d. About e. Sign in	ID: 5434 password: Testing123	.. User should able to see the layout	Workingas expected	PASS	Successful	Y		LAKSHMI SANKAR..M MAHIN HAMESH
LHomepage_TC_008	UI	Homepage	Verify users are able to see the top agents .	1.Click on our top agents. a. All b .Hardware services c. Software services. D .Both services. e. Online services	ID: 1111 password: 5678	Top Agents should popup tot he application/	Workingas expected	PASS	Successful	Y		MAHIN HAMESH
HomePage_TC_009	UI	Home Page.	The Verified user is able to see the resume.	1.Click on the resume. 2.Our featureswill appear a. TOP TICKETING FEATURES B .TICKETS & SOLVE PROBLEMS c. KNOWLEDGE BASE SOFTWARE d. TICKETING SOFTWARE	http://169.51.200.18:32443/	Resume will show the Features.	Workingas expected	PASS	Successful	Y		LAKSHMISANKAR.M

AdminPage_TC_O10	UI	Home Page	Verify user is able to see the Contact	1. Click on the Contact button 2. Contact details will appear a. Name b. Phone number c. Email id d. Address e. Message	http://169.51.200.18:32443/	Contact details will appear.	Working as expected	PASS	Successful	Y		KAMESH.S
HomepagePage_TC_O11	UI	Home Page	Verify the UI elements in Login/Signup popup	1. Enter URL and click go 2. Click on Signup button for User 3. Verify login/Signup popup with below UI elements: a. id text box b. password text box c. Login button d. New customer? Create account link	ID: 5342 password: Testing123	ID sent successfully	Application should show below UI elements: A. email text box b. password text box c. Login button with Orange color. D. New customer? Create account link	PASS	Successful	Y		LAKSHMI SANKAR.M
LoginPage_TC_O12	Functional	Admin Page	Verify Admin is able to log into application with Valid Credentials	1. Enter URL and click go 2. Click on Signup button for User. 3. Create an account for the user 4. Agent enters the wrong Id in the sign in page.	ID: 1111 password: 5678	Application should show mismatch details.	Working as expected	PASS	Successful	Y		NATARAJAN.S
LoginPage_TC_O13	Functional	Login Page	. Verify Agent is unable to log In the login page.	1. Click on the Sign Up button for User. 2. Create an account for the user 3. Agent enters the wrong Id in the sign in page. 4. Click on the forgot id.	ID: 1111 password: 5678	Application should send an Id to the valid email	Working as expected	PASS	Successful	Y		MAHIN HAMESH

LoginPage_TC_O14	UI	Login Page	Verify Agent mail Id and Enter correct id in the sign in page		1. The Id will be send in the user's valid mail id. 2. Check on the Agent mail id. 3. Copy the valid customer Id. 4. Enter the valid customer Id in the text box.	http://169.51200.18:32443/	Application should show successful and popup to the next page	Working as expected	PASS	Successful	Y		KAMESH.S
LLLoginPage_TC_O15	UI	Login page	Verify Agent is unable to log in as he entered mismatch password		1. Agent enters the wrong password. 2. Scroll down and click on the forgot password button 3 application will popup to next page with text boxes a. Id d. Enter your verification number(OTP)	http://169.51200.18:32443/	Application should enter to the forgot password page,	Working as expected	PASS	Successful	Y		LAKSHMI SANKAR.M
LoginPage_TC_O16	Functional	Login Page	Verify Agent is able to get the password in the email		1. Application enters the forgot password page. 2. Enter the agent Valid Id in the text box. 3. Click on the send email button. 4. An email will be sent to the Agent mail. 5. An OTP will come to the given email. 6. Agent Enters the OTP in the log in page	http://169.51200.18:32443/	Application should show success and popup to the next page.	Working as expected	PASS	Successful	Y		NATARAJAN.S

Acceptance Testing

UAT Execution & Report Submission

Purpose of Document

The purpose of this document is to briefly explain the test coverage and open issues of the [ProductName] project at the time of the release to User Acceptance Testing (UAT).

Defect Analysis

This report shows the number of resolved or closed bugs at each severity level, and how they were resolved

Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Subtotal
By Design	10	4	2	3	20
Duplicate	1	0	3	0	4
External	2	3	0	1	6
Fixed	11	2	4	20	37
Not Reproduced	0	0	1	0	1
Skipped	0	0	1	1	2
Won't Fix	0	5	2	1	8
Totals	24	14	13	26	77

Test Case Analysis

This report shows the number of test cases that have passed, failed, and untested

Section	Total Cases	Not Tested	Fail	Pas s
Print Engine	7	0	0	7
Client Application	51	0	0	51
Security	2	0	0	2
Outsource Shipping	3	0	0	3
Exception Reporting	9	0	0	9
Final Report Output	4	0	0	4
Version Control	2	0	0	2

ADVANTAGES & DISADVANTAGES :

Email Customer Service :

Right from the first electronic mail sent in 1971 to the billions of emails that are sent and received every day, we have come a long way. Among the different types of customer service available, customers consider email as a more trustworthy and professional channel. No wonder 12% of customers still choose email to register their requests.

The best part about email customer service is that it doesn't cost a fortune. Your agents get more time to respond, and they can use canned responses or email templates for faster replies.

One major challenge with email customer service is that after a point in time it becomes difficult to keep track of every single email. In such a case, you can adopt customer email management software to convert emails into tickets and ensure they can never slip through the cracks.

Pros of Email Customer Service:

- *Record and document customer conversations over a period of time
- *Add a professional touch to your customer service using email signatures
- * Automated email notifications can be used to update customers about status of their issue or support ticket
- *Easily attach relevant images, videos, docs, or other files

Cons of Email Customer Service:

- Delayed email responses can make customers feel frustrated
- Keeping track of emails can get challenging when you receive hundreds of them everyday
- Typing long replies can be time-consuming
- Lack of real-time human-to-human interaction

Social Media Customer Service :

Social media is no longer a platform that is limited to social interactions between friends and families. Today, every business needs to have a strong social media strategy as a single tweet is powerful enough to destroy a brand's reputation.

This makes it all the more challenging for your business to meet such high expectations. However, by keeping a keen eye on messages, posts, comments, and group discussions, you can reach customers before it's too

By providing timely help, you can show your potential customers how caring you are for your customers.

Pros of Social Media Customer Service:

- Customers can reach you right from their most-used social media apps
- Share proactive messages to update customers about downtime
- Allow customers to help each other by creating help or community
- Share customer service success stories and enhance brand reputation

Cons of Social Media Customer Service:

- Negative customer reviews or comments can impact brand reputation
- For large businesses, it becomes difficult to track every single social media mention
- In most cases, the solution has to be shared on another channel
- Customers can share tweets or posts at any time of the day, even when your team is not available

CONCLUSION :

In conclusion, customer care, involves the use of basic ethics and any company who wants to have success and grow, needs to remember, that in order to do so, it must begin with establishing a code of ethics in regards to how each employee is to handle the dealing with customers. Customers are at the heart of the company and its growth or decline. Customer care involves, the treatment, care, loyalty, trust the employee should extend to the consumer, as well in life. This concept can be applied to so much more than just customer care. People need to treat others with respect and kindness, people should try to take others into consideration when making any decision. If more people were to practice this policy, chances are the world would be a better, more understanding place for all to exist

Over the years, customer expectations generally haven't changed. Customers want to be served quickly and completely on the first try. If they're speaking to a human agent, they want a friendly, knowledgeable interaction -- the goal being to resolve the customer's problem or answer their question quickly and easily.

Drilling down, however, customer expectations are influenced by the changes in technology. Just five years ago, for example, few customers would have expected to communicate with businesses over SMS or messaging services from their mobile phone. Now, it's common because consumers use those applications in other areas of their lives.

FUTURE SCOPE :

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Drilling down, however, customer expectations are influenced by the changes in technology. Just five years ago, for example, few customers would have expected to communicate with businesses over SMS or messaging services from their mobile phone. Now, it's common because consumers use those applications in other areas of their lives.

1. Hybrid workplaces

Planned by 71% of companies, hybrid workplaces will increase the availability of agents, allowing companies to better respond to emergency or high-volume situations. If a weather issue is causing flight delays, for example, airlines can more easily call in agents off-hours because they can work from their home office instead of commuting to the contact center.

2. Chief customer officers

By the end of 2021, nearly 75% of companies had planned to have a chief customer officer on board. CCOs raise the visibility of customer experience to C-suite executives. They also conduct agent and voice-of-the-customer analysis to regularly evaluate and revise technology implementations.

3. Higher wages for agents, less turnover

In 2022, 44% of companies will increase agent pay. Chatbots and virtual assistants are replacing the functions of basic or entry-level agents. Agents are now required to be more experienced. Average pay ranges from \$21.64

to \$42.31 per hour. Higher pay, along with flexible work schedules, will help reduce agent turnover rates.

4. More virtual assistants and video

Virtual assistants and video are the two fastest-growing customer interaction channels. Virtual assistants help customers navigate websites and self service portals, while video helps agents see what customers are doing and resolve their issues. As companies continue to add video, customer service will improve.

5. Workforce optimization

WFO is on the rise. In the past year, 55% of companies have added more WFO applications. Quality management, call/screen recording and performance management top the deployment list. WFO analytics tools help improve agent performance and, ultimately, customer service.

GitHub :

<https://github.com/IBM-EPBL/IBM-Project-12800-1659493306>

Project Demo Link :

https://youtu.be/_OtBdpTNgtw