IBM-15145-1659594410

CUSTOMER CARE REGISTRY

TEAM DETAILS:

Team ID   *: PNT2022TMID32249*

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CONTENT

2. *LITERATURE SURVEY*

    a. *Existing problem*

    b. *References*

    c. *Problem Statement Definition*

3. *IDEATION & PROPOSED SOLUTION*

    a. *Empathy Map Canvas*

    b. *Ideation & Brainstorming*

    c. *Proposed Solution*

    d. *Problem Solution fit*

4. *REQUIREMENT ANALYSIS*

    a. *Functional requirement*

    b. *Non-Functional requirements*

5. *PROJECT DESIGN*

    a. *Data Flow Diagrams*

    b. *Solution & Technical Architecture*

    c. *User Stories*

6. PROJECT PLANNING & SCHEDULING

    a. *Sprint Planning & Estimation*

    b. *Sprint Delivery Schedule*

    c. *Reports from JIRA*

8. *TESTING*

    a. *Test Cases*

    b. *User Acceptance Testing*

9. *RESULTS*

    a.*Performance Metrics*

1. INTRODUCTION

INTRODUCTION TO PROJECT

The Customer Service Desk is a web based project. Customer Service also known as Client Service is the provision of service to customers' Its significance varies by product, industry and domain. In many cases customer services is more important if the information relates to a service as opposed to a Customer.

Customer Service may be provided by a Service Representatives Customer Service is normally an integral part of a company's customer value proposition.

PURPOSE OF THE PROJECT

An online comprehensive Customer Care Solution is to manage customer interaction and complaints with the Service Providers over phone or through and e-mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking. Telecom Insurance. etc.
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2. LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED / ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
REAL WORLD SMART CHATBOT	This journal employ	AWS Public Cloud	• Cloud Computing	This proposes a robust, scalable, and

CUSTOMER CARE USING A SOFTWARE AS A SERVICE (SAAS) ARCHITECTURE	chatbot for customer care. This is done by providing a human way interaction using LUIS and cognitive services.	1. AWS Lambda 2. API Gateway 3. LUIS 4. **14/11/2022Amar ender Katkam**Ejabberd Chatbot	• Machine Learning	extensible architecture with a technology stack consisting of the EjabberdServer. The Ejabberd server makes creates the room functionality where the customer needs to be persistent over time in that room
AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	This paper proposes that the customer are categorized based on purchase behaviours, historical ordering patterns and frequency of purchase customize customer care and promotions are given.	• Intelligent Cloud based Customer Relationship Management	1. Cloud Computing 2. Artificial Intelligence	Customer care is given based upon purchase behaviours, features of the product purchased without any interaction.

CHATBOT FOR CUSTOMER SERVICE	In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service.	1. Chatbot 2. Java Script	1. Cloud Computing 2. Artificial Intelligence 3. Machine Learning	This provides automated customer service with the use of the cloud.
ARTIFICIAL INTELLIGENCE REPLACING HUMAN CUSTOMER SERVICE	This journal Chatbots for customer care registry using Artificial intelligence. This assists consumers in decision making. Based on the computers-are-social actors paradigm	1. Chatbots 2. Python 3. Mongo DB	1. Cloud Computing 2. Artificial Intelligence 3. Machine Learning	1. Maintain Flexibility and focus on their customers. 2. The use of chatbots in service interactions may raise greater consumer concerns regarding privacy risk issues.

IMPLEMENTING CONTINUOUS CUSTOMER CARE	In this paper, we employ the software as a service (SaaS) model which introduces drastic improvement to the situation, as the service provider can now have direct access to the user data and analyse it if agreed appropriately with the customer.	1. Java Script 2. HTML 3. Google Analytics	1. Cloud Computing 2. Machine Learning	1. Feedback loops are used that allow the service provider to capture feedback at the point of experience. One way to find out is to conduct continual end-user experience monitoring to determine if users are happy 2. It is not always easy for SaaS providers to know what customers are experiencing. Literature survey

EXISTING SYSTEM

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

References

1. **help desk**
2. **live chat box support**

Problem Statement Definition

A problem statement is a concise description of the problem or issues a project seeks to address. The problem statement identifies the current state, the desired future state and any gaps between the two. A problem statement is an important communication tool that can help ensure everyone working on a project knows what the problem they need to address is and why the project is important.

3. IDEATION & PROPOSED SOLUTION

Empathy Map Canvas

*An empathy map is **a collaborative tool teams can use to gain a deeper insight into their customers**. Much like a user persona, an empathy map can represent a group of users, such as a customer segment. The empathy map was originally created by Dave Gray and has gained much popularity within the agile community.*

Ideation & Brainstorming

Ideation and the practise of brainstorming, a particular method for coming up with fresh ideas, are frequently closely related. The main distinction between ideation and brainstorming is that whereas brainstorming is nearly often done in groups, ideation is typically seen as being more of a solitary endeavour. A group of people are frequently gathered Ideation for a brainstorming session to generate either fresh, general ideas or solutions to specific problems or circumstances.

On instance, a large firm that has discovered it is the target of a significant lawsuit might wish to consult with its top executives to come up with ideas for publicly respond to the case being filed.

In a brainstorming session, participants are encouraged to freely share any ideas that may come to mind. According to the theory, by coming up with a lot of ideas, the brainstorming group is more likely to find a workable solution to the problem they are trying to solve.

Proposed Solution

S.NO.	PARAMETER	DESCRIPTION
01	*Problem Statement (Problem to be solved)*	*To solve customer issues using Cloud Application Development.*

02	*Idea / Solution description*	*Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email.* *Automated Ticket closure by using daily sync of the daily database. Status Shown to the Customer can display the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data.*
03	*Idea / Solution description*	*Assigned Agent Routing, Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failures.*
04	*Social Impact / Customer Satisfaction*	*Customer Satisfaction, Customer can track their status and Easy agent communication.*
05	*Business Model (Revenue Model)*	1. *Key Partners are Third-party applications, agents, and customers.* 2. *Activities held as Customer Service, System Maintenance.* 3. *Key Resources support Engineers, Multi-channel.* ● *Customer Relationship have 24/7 Email Support, Knowledge-based channel.*

Problem Solution fit

1. Problem-Solution Fit - this occurs when you have evidence that customers care about certain jobs, pains, and gains. At this stage you've proved the existence of a problem and have designed a value proposition that addresses your customers' jobs, pains and gains. Unfortunately you still do not have clear evidence that your customer really care enough about your value proposition enough to buy it.

4.REQUIREMENT ANALYSIS

What is Requirement Analysis: It is the process of determining user expectations for a system under consideration.

These should be quantifiable and detailed.

Requirement Analysis:

> *Serves as a foundation for test plans and project plan*

> *Serves as an agreement between developer and customer*

> *Process to make stated and unstated requirements clear*

> *Process to validate requirement for completeness, ambiguity and feasibility.*

Functional requirement

Functional requirements specify what a system should be able to do through computations, technical details, data manipulation and processing, and other specialised functions. Use cases, which are used to represent behaviouralrequirements, explain all the instances in which the system makes use of the functional requirements. Non-functional requirements, commonly referred to as "quality requirements," which place restrictions on the design or execution, support functional requirements (such as performance requirements, security, or reliability). Non-functional requirements often take the form "system shall be," while functional needs are typically articulated in the form "system must do." While non-functional needs are defined in the system architecture, the plan foraccomplishing functional requirements is detailed in the system design. Functional requirements, as used in requirements engineering, outline specified outcomes of a system.

Functional requirements *are product features or functions that developers must implement to enable users to accomplish their tasks. So, it's important to make them clear both for the development team and the stakeholders. Generally, functional requirements describe system behaviour under specific. For example:*

The system sends an approval request after the user enters personal information.

A search feature allows a user to hunt among various invoices if they want to credit an issued invoice.

The system sends a confirmation email when a new user account is created.

Non-functional requirements

 In general, non-functional requirements outline what a system is supposed to be rather than what it should be able to perform. Functional requirements are typically expressed as "system shall do," an individual action or component of the system, maybe explicitly in terms of a mathematical function, or as a black box description of an input, output, process, and control functional model, also known as an IPO Model. Non-functional requirements, on the other hand, have the form of "system shall be," which refers to a general characteristic of the system as a whole or of a particular aspect rather than a specific function. The characteristics of the system frequently determine whether a development project is a success or a failure. Non-functional requirements are frequently referred to as a product's "quality traits" in error.

 Non-functional **requirements,** not related to the system functionality,define how the system should perform. Some examples are: The website pages should load in 3 seconds with the total number of simultaneous users <5 thousand.
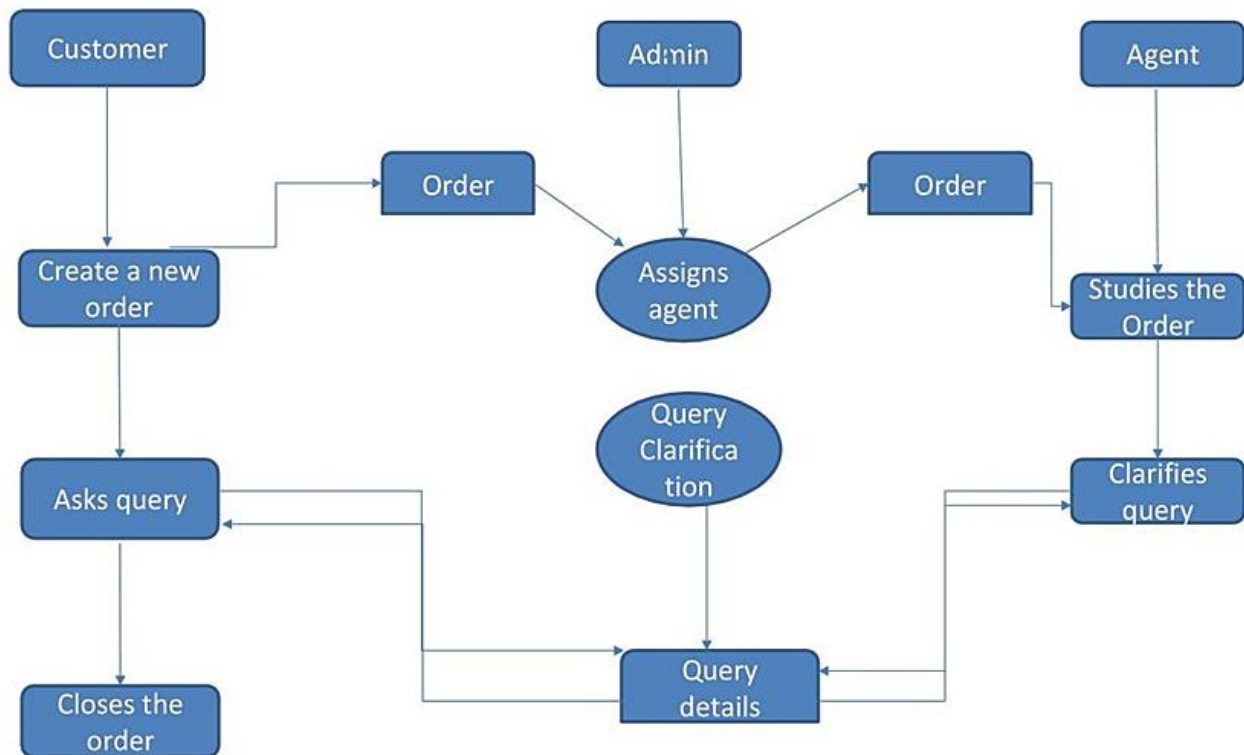 The system should be able to handle 20 million users without performance deterioration.

 Here's a brief comparison and then we'll proceed to a more in-depth explanation of each group.
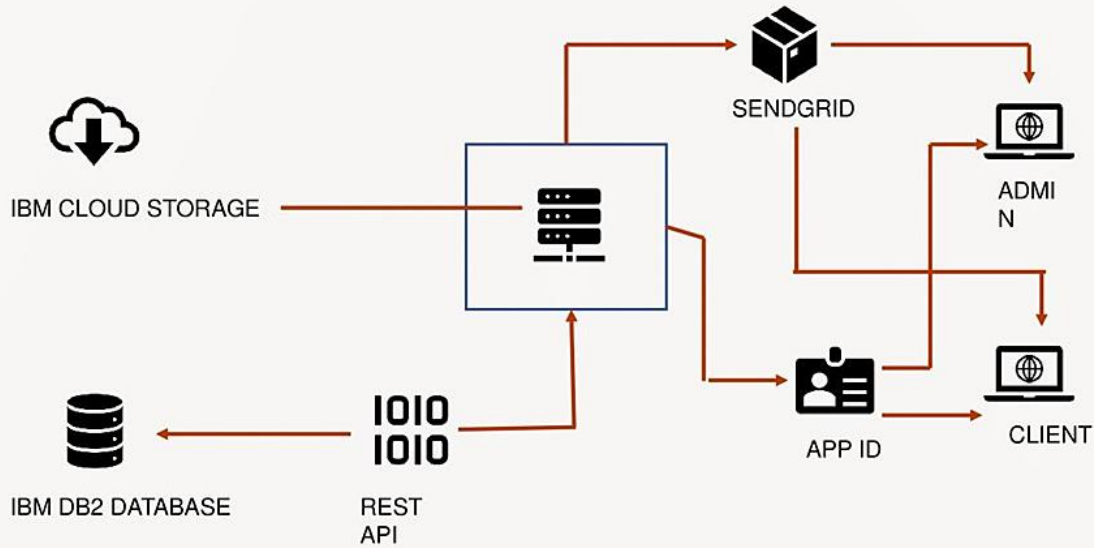
5. PROJECT DESIGN

Data Flow Diagram

Data flow diagram for Customer care Registry

Solution & Technical Architecture

TECHNOLOGY ARCHITECTURE

User Stories

Use the below template to list all the user stories for the product.

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 my 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 incase 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 abetter 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/er dobuts	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

6. PROJECT PLANNING & SCHEDULING

'Project Planning and Scheduling', though separate, are two sides of the same coin in project management. Fundamentally, 'Project planning' is all about choosing and designing effective policies and methodologies to attain project objectives. While 'Project scheduling' is a procedure of assigning tasks to get them completed by allocating appropriate resources within an estimated budget and time-frame.

The basis of project planning is the entire project. Unlikely, project scheduling focuses only on the project-related tasks, the project start/end dates and project dependencies. Thus, a 'project plan' is a comprehensive document that contains the project aims, scope, costing, risks, and schedule.

Project Planning

The project planning phase refers to:

1. *Developing a project to make it ready for investment*

2. *Determines the jobs/tasks required to attain project objectives*

Sprint Planning & Estimation

What is sprint planning?

Sprint planning is an event in scrum that kicks off the sprint.
The purpose of sprint planning is to define what can be delivered in the sprint and how that work will be achieved.
Sprint planning is done in collaboration with the whole scrum team.
In scrum, the sprint is a set period of time where all the work is done.

However, before you can leap into action you have to set up the sprint.

You need to decide on how long the time box is going to be, the sprint goal, and where you're going to start.

The sprint planning session kicks off the sprint by setting the agenda and focus. If done correctly, it also creates an environment where the team is motivated, challenged, and can be successful.

Bad sprint plans can derail the team by setting unrealistic expectations.

Sprint 1

HOMEPAGE
LOGIN PAGE(CUSTOMER)
ADMINPAGE(CUSTOMER_LIST)   AGENT
LOGIN PAGE

HOMEPAGE :

Verify user is able to see the Login/Signup pop-up when user clicked on My account button Steps To Execute :

> 1.Enter URL and click go
>
> 2.Scroll down
>
> 3.Verify
>
> login/Singup
>
> Actual Result : Working as
>
> expected
>
> status : PASS

LOGIN PAGE(CUSTOMER) :

Verify user is able to see the User home page when user finish on submitting Credentials

Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go 2. To the User Login page and submit Your Credentials

*Actual Result :*USER Home Page pop-up should display

*status :*PASS

ADMIN PAGE(CUSTOMER_LIST)

Verify user is able to see the ADMIN home page when user finish on submitting Credentials

Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go

2. To the User Login page and submit Your Credentials

*Actual Result :*ADMIN Home Page pop-up should display

*status :*PASS

AGENT LOGIN PAGE :

On delete Button the user Credentials will be delected

Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go 2. To the User Login page and submit Your Credentials

Actual Result :

ADMIN Home Page pop-up should display Acceptance Testing *status :* PASS

Sprint 2

HOMEPAGE

AGENT HOMEPAGE

CUSTOMER HOMEPAGE

ADMIN (AGENT LIST)

WEBCHAT

HOMEPAGE :

Verify user is able to see the Login/Signup pop-up when user clicked on My account button

Steps To Execute :

1.Enter URL and click go

2.Scroll down

3.Verify

login/Singup

pop-up

displayed or not

Status : PASS

AGENT LOGIN PAGE :

On delete Button the user Credentials will be delected

Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go

2. To the User Login page and submit Your Credentials

Actual Result :

ADMIN Home Page pop-up should display Acceptance Testing

status : PASS

LOGIN PAGE(CUSTOMER) :

Verify the User has No Complaint

Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go
2. To the User Login page and submit Your Credentials

Actual Result :No Complaint should shown

status : PASS

ADMIN PAGE(CUSTOMER_LIST)

Verify the overall Delect the database for User

Steps To Execute :
1.Enter URL(http://169.51.204.215:30106/) and click
2. To the User Login page and submit Your Credentials

Actual Result :Delect the overall Agent database status :PASS

WEBCHAT *A chatbot is a support system for your customer service. Using artificial intelligence and natural language processing, your chatbot can simulate conversation with a user through messaging applications, websites, mobile apps and more, giving them accurate and relevant information. By powering your AI chatbot with Watson Assistant, you can avoid the difficulties associated with traditional chatbot building platforms and build a tool that will improve your customer support.*

Sprint 3

HOMEPAGE
CUSTOMER COMPLAINT_PAGE
CUSTOMER HOMEPAGE
ADMIN PAGE(COMPLAINT_LIST)

AGENT ALLOTMENT

HOMEPAGE :

Verify user is able to see the Login/Signup pop-up when user clicked on My account button

Steps To Execute :

1.Enter URL and click go

2.Scroll down

3.Verify login/Singup pop-

up displayed or not

Actual Result : Working as expected

status : PASS

CUSTOMER COMPLAINT_PAGE

Verify user is able to see the User home page when user finish on submitting Credentials

Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go

2. To the User Login page and submit Your

Credentials

*Actual Result :*USER Home Page pop-up should

display

*status :*PASS

ADMIN PAGE(CUSTOMER_LIST)

Verify user is able to see the ADMIN home page when user finish on submitting Credentials *Steps To Execute :*

1.Enter URL(http://169.51.204.215:30106/) and click go

2. To the User Login pageand submit Your CredentialsActual Result :ADMIN Home Page pop-up should displaystatus :PASS

AGENT LOGIN PAGE :

On delete Button the user Credentials will be delected

Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go

2. To the User Login page and submit Your Credentials

Actual Result :

ADMIN Home Page pop-up should display Acceptance Testing

status : *PASS*

Sprint 4

Testing the user and Admin login page

Testing the sign in and sign up
Testing the all page

status : *PASS*

Reports from JIRA : *Jira's value proposition heavily relies on its reporting capabilities. By delivering critical insights in real time, reporting elevates the value of your Jira deployment and empowers your team to take informed decisions that improve output and performance. It is crucial to evaluate each project's status in order to accomplish objectives and control workloads. Jira reports can aid teams in quickly identifying and resolving performance, bandwidth, and workflow obstacles, enabling them to stay on top of both short-term and long-term projects.*

It's crucial to note that Jira provides a variety of tools and reports to assist you in getting a clear picture of your team's progress, each with unique advantages, restrictions, and applications. Each team or organisation should utilise the reports and resources that
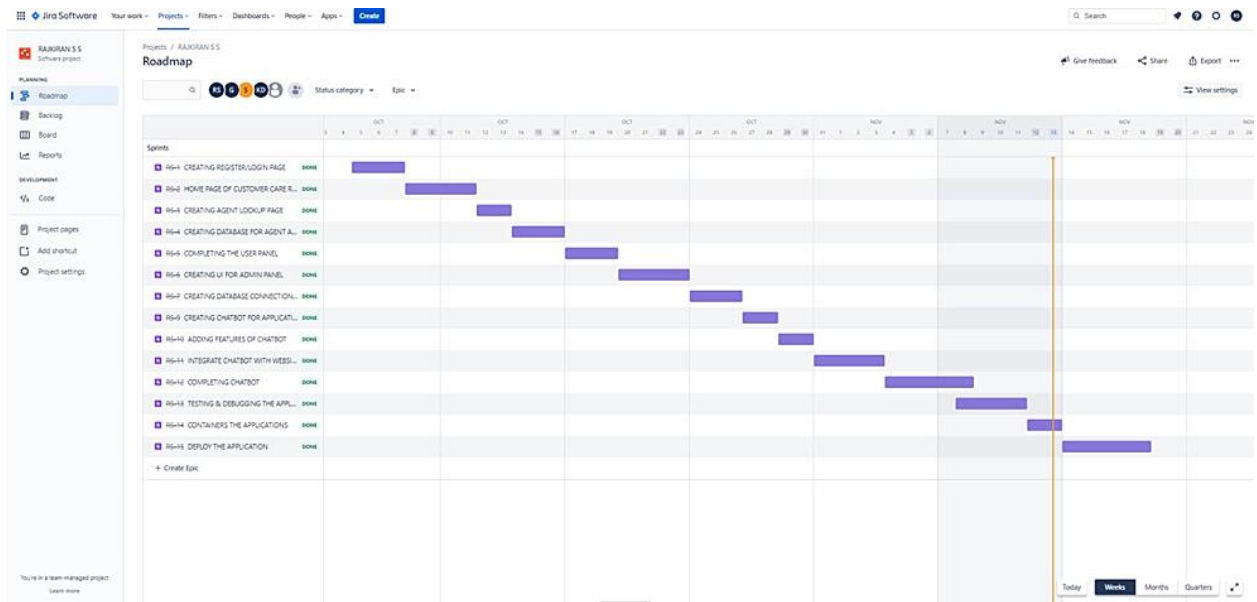
7.CODING & SOLUTIONING

College graduates with prior programming expertise or technical degrees are recruited and transitioned into professional positions with Alabama firms and organisations through the highly competitive CodingSolutions job accelerator talent refinement programme at no cost to the graduates. We provide a pool of varied, well-trained, techs-savvy individuals that wants to launch and advance their career in Alabama.

The mission of veteran- and woman-owned CodingSolutions is to mobilise the next generation of IT talent and provide them the tools and resources they require to make your business successful. Innovative talent is necessary for innovative technologies. We wish to provide CodingSolutions prospects to assist you expand your Alabama team.

> Our applicants are swiftly hired at the top of the list by growing businesses for lucrative, long-term positions.

7 main types of customer needs :

Friendliness

Empathy

Fairness

Control

Alternatives

Information

Time

1. Friendliness

This is the most basic customer need that's associated with things like courtesy and politeness. Friendly agents are a top indicator of a good customer experience, according to the customers surveyed in our 2021 Trends Report.

2. Empathy

Customers need to know the organization understands and appreciates their needs and circumstances. In fact, 49% surveyed in our 2021 Trends Report said they want agents to be empathetic.

3. Fairness

Customers must feel that they're getting adequate attention and fair and reasonable.

4. Control

Customers want to feel like they have an influence on the outcome. You can empower your customers by listening to their feedback and using it to improve.

5. Alternatives

Customers want choice and flexibility from customer service; they want to know there is a range *of options available to satisfy them. In fact, high-performing companies are more likely to provide customers with a choice of customer service channels. 50% of high performers have adopted an omnichannel support strategy, compared to 18% of their lower-performing peers.*

6. Information

Customers want to know about products and services in a pertinent and time-sensitive manner; too much information and selling can be off-putting for them. A knowledge base is a great way to provide existing customers with the information they need, when they need it. And high- performing CX teams are more likely to offer a knowledge base, according to our research.

7. Time

Customers' time is valuable, and organizations need to treat it as such. 73% of customers said resolving their issues quickly is the top component of a good customer experience. To deliver on that expectation, CX teams need <u>customer service software</u> *that arms them with tools to respond to customers quickly and effectively.*

<u>Database Schema :</u>

A database schema defines how data is organized with relational database; this is inclusive of logical constraints such as, table names, fields, data types, and the relationships between these entities.

Schemas commonly use visual representations to communicate the architecture of the database, becoming the foundation for an organization's data management discipline. This process of database schema design is also known as **data modeling***.*

Types of database schemas

Although the term "schema" is used in a wide variety of contexts, it most frequently refers to three distinct types of schema: conceptual database schemas, logical database schemas, and physical database schemas.

Conceptual schemas provide a broad overview of the system's contents, organisational structure, and business rules. Typically, conceptual models are developed as a part of obtaining the initial project requirements.

Comparatively speaking, logical database schemas are less abstract than conceptual schemas. Table names, field names, entity relationships, and integrity constraints—i.e., any regulations governing the database—are all well defined schema objects with information. They normally don't have any technical .
The technical details that the logical database schema lacks are provided by physical database schemas.

8.   TESTING :
Test cases :

TEST CASES

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/N)	BUG ID	Executed By
LoginPage_TC_OO1	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	Successfull	Y		GURURAJAN KAMALESUWARAN
LoginPage_TC_OO2	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/Singup 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 colour d.New customer? Create account link e.Last password? Recovery password link	Working as expected	PASS	Successful	Y		RAJKIRAN S S SRIGOVINDH
LoginPage_TC_OO3	Functional	Home page	Verify user is able to log into application with Valid credentials	1.Enter URL(https://shopenzer.com /) and click go 2.Click on My Account dropdown button 3. Enter 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		RAJKIRAN S S SRIGOVINDH

TEST CASES

LoginPage_TC_OO4	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid 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		RAJKIRAN S S
LoginPage_TC_OO5	Functional	Login page	Verify user is able to log into application with InValid 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: Testing12367868 6786876876	Application should show 'Incorrect email or password' validation message.	Working as expected	PASS	Successful	Y		KAMALESUWARAN D
LoginPage_TC_OO6	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid 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		SRIGOVINDH

TEST CASES

Acceptance Testing
UAT Execution & Report Submission

1. Purpose of Document

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

1. Defect Analysis

This reportshows the numberof resolved or closed bugs at each severity level,and howthey were resolved

Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Subtotal
By Design	10	4	5	5	24
Duplicate	2	0	2	0	4
External	5	3	2	1	11
Fixed	15	5	5	10	35
Not Reproduced	0	0	0	0	0
Skipped	0	0	1	1	2
Won't Fix	0	5	2	1	8
Totals	32	17	17	18	84

2. Test Case Analysis

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

Section	Total Cases	Not Tested	Fail	Pass
Print Engine	10	0	0	10
Client Application	40	0	0	40
Security	5	0	0	2

Outsource Shipping	3	0	0	3
Exception Reporting	10	0	0	10
Final Report Output	4	0	0	4
Version Control	4	0	0	4

9. RESULTS :

What Are Performance Metrics

Performance metrics are data used to track processes within a business.

This is achieved using activities, employee behavior, and productivity as key metrics.These metrics are then used by employers to evaluate performance.

This is in relation to an established goal such as employee productivity.

10. CONCLUSION

It is a web-enabled project.

With this project the details about the product will be given to the customers in detail with in a short span of time.

Queries regarding the product or the services will also be clarified.

It provides more knowledge about the various technologies.

Team ID *: PNT2022TMID32249*

GITHUB LINK : https://github.com/IBM-EPBL/IBM-Project-15145-1659594410
PROJECT DEMONSTRATION LINK :
https://drive.google.com/file/d/17BZGxp5Ph1pRhyMHD7pm5HZCvj498Jof/view?usp=share_link